

Inclusion & Access Advisory Group

Meeting Date: Monday, 03 September, 2018

Location: Osprey Training Room, Level 1, City Administrative Building, Bridge Road,
Nowra

Time: 11.00am

Please note: Council's Code of Meeting Practice permits the electronic recording and broadcast of the proceedings of meetings of the Council which are open to the public. Your attendance at this meeting is taken as consent to the possibility that your image and/or voice may be recorded and broadcast to the public.

Agenda

1. Apologies

2. Confirmation of Minutes

- Inclusion & Access Advisory Group - 4 June 2018.....1

3. Declarations of Interest

4. Reports

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5. General Business

Membership

Clr Nina Cheyne – Chairperson

Clr Annette Alldrick – Alternate Chairperson

All other Councillors as observers

Mr Russ Pigg or nominee

Ms Ann Sudmalis MP (or nominee Mr Gregory Coulthart)

Ms Leonie Dippel

Mr Alex Collins

Ms Jodie Hoger

Ms Mel Gorman

Ms Deb McKenzie

Ms Sara Willan-Payne

Mr Bill Deaves

Ms Jackie Kay AM

Mr Neville Foord

Ms Andrea Wallace

Mr Theo Bagou

Mr Arthur Ball

Ms Nola Stephens

Ms Annette Pham

Mr Stephen Taylor

Mr Chris Mitchell

Ms Kylie Knight

Quorum – Five (5)

Purpose

- To identify the major needs of the different disability groups in the Local Government area.
- To make recommendations to Council to resolve the local access problems in priority order.
- To develop a policy on access which can be used in conjunction with the Building Code of Australia in the consideration of applications for building or development and generally in the preparation of Council's own plan for recreation facilities.
- To increase public awareness of access barriers and the extent to which they disadvantage people with disabilities, the aged and parents with children etc.

MINUTES OF THE INCLUSION & ACCESS ADVISORY GROUP

Meeting Date: Monday, 4 June 2018

Location: Osprey Training Room, Level 1, City Administrative Building, Bridge Road, Nowra

Time: 11.00am

The following members were present:

Clr Nina Cheyne - Chairperson

Clr Amanda Findley

Clr Annette Alldrick

Mr Arthur Ball

Mr Bill Deaves

Mr Theo Bagou

Ms Annette Pham

Ms Nola Stephens

Ms Kylie Knight

Ms Jackie Kay

Mr Chris Mitchell

Others present:

Colin Wood – Building and Compliance Manager

Roslyn Holmes – City Design and Support Manager

Brad Davis – Asset Strategy Manager

Jenna Tague – Policy Planning Coordinator

Catherine Campbell – Senior Community Development Officer

Melissa Andrews – Community Development Officer

Apologies / Leave of Absence

An apology was received from Mel Gorman.

Confirmation of the Minutes

RESOLVED (By consent)

That the Minutes of the Shoalhaven Access Advisory Committee held on Monday 5 March 2018 be confirmed.

CARRIED

Note: In the previous Minutes item SAA18.7 regarding the comment about funding of \$600,000, be noted that it is a portion of the \$600,000.

Declarations of Interest

Nil

PRESENTATIONS

IA18.1 National Disability Insurance Scheme - Update

HPERM Ref:
D17/274265

Paul Snudden provided an update regarding the NDIS Services and advised the following points:

- Stage 2 is about to commence
- Current participants receiving funding through the ADHC will need to be rolled over to NDIS as a priority
- Newly diagnosed people will roll in as processed
- The agency has acknowledged the back log of Assistive technology requests and the plans on the current schedule will be reviewed and rolled into the second plan
- Current participants can ask for a change in circumstances that hasn't been assessed as part of the first plan

IA18.5 Proposed Medium Density DCP Amendment - Universal Design Provisions

HPERM Ref:
D18/156274

Jenna Tague addressed the meeting in relation to proposed provisions relating to universal designs for units, town houses, flat buildings and dual occupancies.

All new class 1A (single storey) to meet the guidelines and this is referenced on page 3 of the report.

The amendment went on exhibition on 30 May and closes 29 June – members of the committee are encouraged to read the report and attachment and IAAC are encouraged to make submissions

The committee discussed the level of standard and it was agreed that it should be of Platinum level.

Recommendation (Item to be determined under delegated authority)

That the Inclusion and Access Advisory Committee receive this report for information and consider making a submission in relation to the universal design provisions during the exhibition of the Medium Density Amendment to Shoalhaven Development Control Plan 2014.

RESOLVED (Theo Bagou / Bill Deaves)

That:

1. The Inclusion & Access Advisory Group make a submission on the proposed Medium Density DCP Amendment
2. The draft submission be circulated by Kylie Knight and Melissa Andrews prior to making the final submission.

CARRIED

IA18.8 Additional Item - Presentation - Helen Waterhouse - Nowra CBD Revitalisation - Access

Helen Waterhouse and Kylie Knight gave an update on the CBD Walk around – to promote the Nowra CBD Access Improvement Financial Assistance Programme.

58 business visited and discussed the Nowra CBD Access Improvement Financial Assistance program. Guidelines and applications were given to interested businesses.

What we learnt:

- 85% of business that where visited where accessible. 36 applications given out.
- Some of these application where given to accessible business to review the Category 2 - Eligible works .There was interest in automatic doors.
- On review of the above business the idea of an accessible sticker to be put in shop window to indicate that the business valued accessibility was discussed.
- The idea of photos of accessible business taken to put on councils face book page to promote the progress of council's commitment to the Disability Inclusion Action plan was a recommendation.
- Felt that this was a good away of promoting Nowra central and also showing councils partnerships with business.
- Engagement will get back to me to let me know if this can be achieved on Facebook.
- The walk around was received by business in a positive way. Business owners where happy to spend the time chatting and all gave support to the program.
- Many of the buildings are owned by council and any improvements would have to be approved by council.
- Having a member of the Access Committee on the walk around was very helpful .Kylie spoke to some shop owners about how access is helpful and had tips on how to improve internal layout of the shop to make it easier for people with a disability, pram of any other aid to be able to move around the shop.
- Kylie has made available some ideas for a design of the sticker and is very keen to progress the program if funded, to Bomaderry. Kylie is happy to continue with this project.

REPORTS

IA18.2 Progress Report and Request to Fund Disability Inclusion Action Plan

HPERM Ref: D18/139950

Melissa Andrews and Catherine Campbell addressed the meeting in relation to the first 12 months of the Disability Inclusion Action Plan.

Recommendation (Item to be determined under delegated authority)

That a DIAP Implementation Plan be developed in conjunction with relevant staff and presented to Council for consideration.

RESOLVED (Bill Deaves / Arthur Ball)

That a fully costed DIAP Implementation Plan be developed by the Community Development Unit with input from Inclusion & Access Advisory Group members and presented to Council for consideration.

CARRIED

IA18.3 Action Table**HPERM Ref:
D18/150293**

The Committee discussed the items on the Action Table.

Note: Cllr Findley arrived at 12.17pm during discussion of the Action Table.

Recommendation (Item to be determined under delegated authority)

That the Committee receive this report for information.

RESOLVED (Theo Bagou / Jackie Kay)

That the Committee receive this report for information.

CARRIED

IA18.4 Adoption of Action Plan**HPERM Ref:
D18/163685****Recommendation (Item to be determined under delegated authority)**

That the Inclusion and Access Advisory Group adopt the 2018/19 Inclusion and Access Group Action Plan.

Note: It was noted that this item was discussed during the planning meeting and will be reported to the next meeting as this is a work in progress.

**IA18.6 Community Infrastructure Grant Applications -
Inclusivity and DIAP Compliance****HPERM Ref:
D18/169616**

Annette Pham requested that prior to any Grant Application being made that Council consult with the IAAC and the Community in a meaningful way.

Cllr Findley addressed the meeting and advised that in some circumstances timing for submitting the application is limited and Council takes every effort to consult with the community in these cases.

Recommendation

That Council consults the Inclusion and Access Advisory Group or a member of the Group in a meaningful and inclusive manner to:

1. Assist with and vet community infrastructure grant applications to ensure they are inclusive and representative of community need.
2. Assist with the planning and design of Council-built community infrastructure to ensure they are inclusive and representative of community need.

RECOMMENDATION (Annette Pham / Jackie Kay)

That Council consults the Inclusion and Access Advisory Group or a member of the Group in a meaningful and inclusive manner to:

1. Assist with and vet community infrastructure grant applications to ensure they are inclusive and representative of community need.
2. Assist with the planning and design of Council-built community infrastructure to ensure they are inclusive and representative of community need.

CARRIED

GENERAL BUSINESS

IA18.7 Culburra Beach Progress Association - Requested Works - Warraine Beach and Tilbury Cove

**HPERM Ref:
D18/139929**

Staff advised that Warrain Beach site is on the list for toilet improvement.

Jackie Kay stated that if the path down to Tilbury Cove was concreted it would provide easier access.

RESOLVED (By consent)

That:

1. Council respond via a letter to the CCB and advise that the Inclusion & Access Advisory Group has discussed this matter and agree that accessibility to these areas require addressing.
2. Council staff and members of the Group along with members of the CCB visit the site to discuss preferred options.

CARRIED

IA18.9 Additional Item - Request for Radiant Heaters in Changerooms at Council's Aquatic Centres

Annette Pham raised concerns in relation to patrons who use Council's aquatic facilities during the cooler months and requested that radiant heaters (on a timer) are installed in the changerrooms of Council's aquatic facilities.

RESOLVED (By consent)

That Council consider installing radiant heaters (on a timer) in the changerrooms of Council's aquatic facilities and the Aquatics Manager report back to the Committee with the outcome.

CARRIED

IA18.10 Additional Item - Action Table - Beach Wheelchair Access - SAA18.10

The Committee discussed that Beach Wheelchair Access item on the Action Table and agreed that the limitation of usage could be added to the MOU.

RESOLVED (By consent)

That the Memorandum of Understanding for Beach Wheelchair Access between Council and Collaborative Partners be expanded to include guidelines and the limitation of day use only in relation to the beach wheelchairs.

CARRIED

IA18.11 Additional item - Action Table - Request for Transport Report

Nola Stephens raised concerns regarding accessible transport in the Shoalhaven and requested that a report be submitted to the next meeting outlining services currently available and options to improve.

RESOLVED (By consent)

That a report be submitted to the next meeting in relation to current accessible transport in the Shoalhaven and options to improve.

CARRIED

IA18.12 Additional Item - Action Table - Lift and Change - RIS - White Sands Toilet Facilities

The Committee discussed a design (Chris Mitchell) that includes a hoist and adult change table that can be locked away with access via MLAK key.

Staff advised that a site visit to White Sands Park would be beneficial to discuss accessible toilet options.

RESOLVED (By consent)

That Council staff and interested parties conduct a site visit to White Sands Park to discuss design options for an accessible toilet.

CARRIED

There being no further business, the meeting concluded, the time being 1.03pm..

Clr Nina Cheyne
CHAIRPERSON

IA18.13 Beach Wheelchair Access

HPERM Ref: D18/276058

Group: Finance Corporate & Community Services Group
Section: Recreation Community & Culture

Attachments:

1. Beach Wheelchairs - General Promotional Flyer [↓](#)
2. Loan and Indemnity Agreement [↓](#)
3. Beach Wheelchairs Safety Procedures [↓](#)
4. MOU - Beach Wheelchairs [↓](#)

Purpose / Summary

Response to Action table – Beach Wheelchair Access – SAA18.10 – day use. Updated and further information provision for the Inclusion and Access Advisory Group.

Recommendation (Item to be determined under delegated authority)

The Inclusion and Access Advisory Group receive the report for information.

Options

1. Adopt the recommendation as above.
2. Receive the report for information and recommend Council consider altering the Memorandum of Understanding for Beach Wheelchairs and Access to limit the use of Wheelchairs to day use only.

Implications: A full report will need to be presented to Council for consideration. Any change may have a flow on impact to clubs managing the process with potential for some to no longer wish to participate.

Background

The Inclusion and Access Advisory Group have discussed Beach Wheelchair Access and have requested that the MOU between Shoalhaven City Council and various organisations that currently provide Beach Wheelchairs be amended to limit the use of the equipment to day use only.

The guidelines and MOU state that the beach wheelchairs are the property and responsibility of the caretakers and are to be provided at no cost to users. Additionally, conditions of hire are to be determined at the discretion of individual caretakers.

Many of the organisations that manage the provision of beach wheelchairs are volunteer based and management of the equipment is undertaken as a generous social responsibility and a free community service. Council does not have the capacity to manage the hire of beach wheelchairs.

Recent consultation and discussion with some of the caretakers has revealed that it is not always possible for them to be on site where the wheel chairs are located every day. The organisations are volunteer based and often work hours that don't coincide with a daily regular 9–5-hour schedule. The current MOU is flexible in terms of hiring times and allows the organisations to decide on hiring times that fit with their organisational needs.

Council staff have recommended to organisations that day use is preferred as it provides an equitable opportunity for as many people as possible to use the service.

It is therefore not recommended that existing MOU's are changed to restrict use of the wheelchairs to day use only.

Community Engagement

Community consultation conducted to inform the legislated Shoalhaven City Council Disability Inclusion Action Plan identified the need for beach access for children and young people with disabilities. Beach wheel chairs support this access as one of the many varied actions that can be implemented to provide access to the beach.

The Inclusion and Access Advisory Group were also consulted and advised of how the beach wheels could and would be provided, and what collaboration with caretaker / volunteer partner organisations would take place to deliver; if the funding application was successful to purchase them.

Consultation and engagement with the local South Coast Branch of Surf Lifesaving Australia and business houses to deliver and have places / venues to manage, store, caretake, hire and maintain the beach wheelchairs; as council is not resourced or able to provide this, meant that the South Coast Branch also contributed funds to the successful funding application to make sure that there was both an adult and child size beach wheelchair at each location with a surf club.

Beach Wheels



Beach Wheelchairs for FREE hire

**AVAILABLE
DURING THE BEACH
PATROL SEASON
SEPTEMBER - APRIL**

Other times may
be available at the
discretion of the hirer.

We want everyone to have access and enjoy our beautiful world-famous beaches. Shoalhaven City Council together with our participating community partners have available for FREE hire, beach wheelchairs.

Hire locations include

- Holiday Haven Parks at Huskisson Beach, Moona - Moona Creek and Lake Tabourie
- Culburra Beach Surf Club
- Mollymook Beach Surf Club
- Shoalhaven Heads Beach Surf Club
- Sussex Inlet Beach Surf Club
- Palm Beach Greville's Corner Store.

Book directly

For more information contact
Shoalhaven City Council's
Community Development Department
4429 3418 | Council@shoalhaven.nsw.gov.au
Website: www.shoalhaven.nsw.gov.au

Creating inclusive communities



Beach Wheelchairs Free Hire. Terms of Use.

Beach wheelchairs are only designed for outdoor use, on the beach (on hard or soft sand), in low water, and on grass or surfaced roads.

All sites have an adult size chair available for hire/use.

Patrolled beach sites have both an adult and child size chair available for hire/use.

If needed, chest straps must be provided by the hirer/user.

The beach wheelchairs are ONLY to be used at the designated site/s that they are booked from and ONLY between the flags at beach sites if entering the water as patrolled by the relevant Surf Life Saving Club.

Water entry should be in low water ONLY with the water level not exceeding the centre of the rear wheel. The wheelchairs are not to be used in deep water.

It is important to be prepared before you head out in a beach wheelchair. Please refer to the Safety Procedures provided at beach wheelchair sites prior to using the wheelchair.

The wheelchairs have been made available to the community through a collaboration between Shoalhaven City Council, FundAbility, Surf Lifesaving South Coast Branch, Holiday Haven Tourist Parks and Greville's Corner Store.

The hirer will provide you with a Safety Procedures Checklist / hire and indemnity form that must be filled out, reviewed and signed prior to use of any of the wheelchairs.

Beach Wheelchair Hire Locations

Holiday Haven Parks

White Sands - Huskisson Beach /
Moona - Moona Creek 4406 2040

Lake Tabourie 4406 3101

Culburra Beach Surf Lifesaving Club
4234 1979

Mollymook Beach Surf Lifesaving Club
4455 2725

Shoalhaven Heads Beach Surf Lifesaving Club
4448 7293

Sussex Inlet Beach Surf Lifesaving Club
0421 727 700

Palm Beach Greville's Corner Store
4443 2330

Council welcomes your feedback on your experience with the beach wheelchair.
Please email council@shoalhaven.nsw.gov.au



CS18-05

shoalhaven.nsw.gov.au



Loan and Indemnity Agreement

City Administrative Centre Bridge Road, Nowra, NSW, Australia, 2541
Address all correspondence to: The General Manager, PO Box 42, Nowra, NSW, Australia, 2541
council@shoalhaven.nsw.gov.au | www.shoalhaven.nsw.gov.au | Phone: (02) 4429 3111 | Fax: (02) 4422 1816

Name of Applicant/Carer	
Name of User (if different to above)	
Street Address	
Postal Address	
City/Town and Postcode	
Telephone	
Mobile Phone	
Driver's Licence No / Pension Card No.	
Date required	
Time required	
Resident or Visitor (please circle)	Resident Visitor

I.....
Print full name

of.....
Permanent address

Town/City..... Postcode.....

Telephone No.

.....
Temporary Shoalhaven address if visitor

hereby agree to indemnify FundAbility, Shoalhaven City Council, the relevant site Surf Lifesaving Club/ Holiday Haven Tourist Park and Greville's Corner Store against all claims directly or indirectly arising from, or incurred in connection with, damage to or loss of property, or injury, arising from the use of the Beach Wheelchair whilst in my care.

I acknowledge that I have read and understood the Conditions of Use and Safety and Handling forms and will abide by all requirements.

I confirm that the information supplied above is true and correct and I agree to this indemnity agreement.

Signature..... Date.....

Privacy Notification: The information on this form is being collected by Council for administrative and assessment purposes. It will be used by Council staff and other organisations for the purpose mentioned and may be included on a public register. Personal information contained on this form will be displayed on Council's website as required by the GIPA Act 2009. Persons identified on this form may at any time, apply to Council for access or amendment of the information.

This form may be published on Council's website in accordance with Government Information (Public Access) Act 2009

OFFICE USE ONLY

Form Number: 903	Date Created: 01/2017
Version Number: 1	Next Review: 01/2019



Safety Procedure Checklist

Complete *prior to use of the beach wheelchair.*

Have you and your carer: (please tick)

- ☐ read and understood the wheelchair safety procedures
- ☐ been provided with a demonstration on how to use the wheelchair
- ☐ checked park brake release and park brake engage
- ☐ checked how to adjust arm and foot rest
- ☐ checked back rest adjustment, seat belt harness
- ☐ noted the low water instructions
- ☐ provided an approximate time to return the beach wheelchair
- ☐ noted **pickup and return site** contact number in case of unexpected issues or emergency

Beach Wheelchair - Safety Procedures

BEFORE USE

- Check the weather for incoming tides as well as the strength of the waves, wind strength, storms and heat prior to hiring the wheelchair to see if you are comfortable with the conditions. Swim between the flags.
- Ensure walkway / routes to be taken are clear of hazards
- Visually inspect the wheelchair before hiring, including seating, tyres and moving parts for possible damage
- Ensure the foot rest is lowered and the parking break is activated prior to a person being seated
- If possible, have another person hold the handles of the wheelchair so that it will not move when a person is being seated. If this is not possible then stand behind the chair and hold the handles yourself
- Be careful when lifting or transferring the person and use personal aids if needed.
- The wheelchair has been designed to go into low water **ONLY**.

DURING USE

- The wheelchair has been designed to be used on dry sand and wet sand at the water's edge
- The wheelchair is stable in low water levels up to the centre of the tyres, in still water conditions
- The wheelchair is **NOT** to be used in deep water
- The wheelchairs maximum recommended load is 120kg
- Do not leave a person unattended when in the wheelchair. Make sure a carer is with you at all stages
- When parking find a level surface and ensure the parking brake is securely locked down
- Gradient steeper than a standard ramp rise are not recommended unless two people are assisting with pushing the chair
- In dry soft sand it is often easier to pull the chair backwards rather than to push it forwards. Two people are recommended to pull the chair backwards through the sand or up a slope
- Heavy items must not be placed on back of wheelchair or the handles
- Always keep the person in wheelchair informed about what you are intending to do (turning, entering water, crossing road)

DURING USE *continued*

- The wheelchair must not be propelled by towing behind a motor vehicle, kite or other means, other than being pushed by a carer
- The wheelchair is not designed for self-propelling and must be supervised and pushed by a responsible assistant
- When in low water, the use of the safety belt is recommended, depending on the persons understanding of their capacity to move around freely. If a person experiences unsteadiness such as with epilepsy, the seat belt should be used
- Always use the safety belt when using the chair on dry land, including soft and hard sand. If a person experiences unsteadiness (such as epilepsy), the seat belt should be used at all times
- The wheelchair is not to be removed from the designated site area

AFTER USE

- Ensure seat and foot rests are in the correct position and wheel brakes applied prior to a person exiting the wheelchair
- Any safety, mechanical or accessibility concerns with the use of the Beach wheelchair should be reported immediately to **site staff/volunteers at the pick-up & return site**

The wheelchair has been made available to the community through a collaboration between **FundAbility, Shoalhaven City Council, Surf Lifesaving South Coast Branch, Holiday Haven Tourist Parks and Greville's Corner Store.**

We welcome your feedback on your experience with the beach wheelchair, on the use of the chair, suitable beach access points and any hazards or barriers identified whilst using the chair. To provide feedback please email council@shoalhaven.nsw.gov.au

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) is entered into by and between: Shoalhaven City Council (Lead Partner) & Collaborative Partner - South Coast Branch Surf Lifesaving (representing Shoalhaven Heads, Nowra Culburra, Sussex Inlet & Mollymook Surf Lifesaving Clubs).

Purpose.

To provide an agreement of the roles and responsibilities between Shoalhaven City Council and South Coast Branch Surf Lifesaving NSW (representing Shoalhaven Heads, Nowra Culburra, Sussex Inlet & Mollymook Surf Lifesaving Clubs), for Beach Wheels for Inclusion Project.

AGENCY A - LEAD PARTNER: Shoalhaven City Council agrees to:

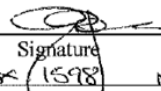


- Develop all the required promotional, safety procedure/indemnity/hire/use material/forms required for the project and provide to collaborative partners.
- Deal with any warranty issues for the warranty period of chairs on behalf of partnership.
- Promote the project & partners via a variety of formats including hard and electronic media on an ongoing base.
- Support South Coast Branch Surf Lifesaving NSW, at the end of the life of the beach wheel chairs with a collaborative partnership; for any further maintenance/replacement; to be sourced from local community groups & business with the development of organic local replacement solutions via consultation, for example, but not limited to Go Fund Me pages, inclusive fundraising beach events, sponsorship of chairs by business houses etc.
- Complete any & all the reporting requirements as per the funding agreement for project.
- Shoalhaven City Council carries public liability insurance

AGENCY B - COLLABORATIVE PARTNERS: South Coast Branch Surf Lifesaving NSW (representing Shoalhaven Heads, Nowra Culburra, Sussex Inlet & Mollymook Surf Lifesaving Clubs) agrees to:

- Use/file & share with council all the required completed safety procedure/indemnity/hire/use material or forms for the project, for reporting and or evaluation purposes for each individual use of the chair.
- Take ownership of the chair/s on their site.
- Offer in kind ongoing support that is not reliant on recurrent funds in any way for the project to be sustainable.
- Offer ongoing storage and do the day to day maintenance (hose down at the end of each use) required for the chairs; as a part of operational practice & business as usual.
- Have their own Public Liability Insurance.

This MOU will commence on January, 2017 and will dissolve or be reviewed on January, 2022

This Memorandum of Understanding is the complete agreement between Shoalhaven City Council and South Coast Branch Surf Lifesaving NSW (representing Shoalhaven Heads Surf Club, Nowra/Culburra Surf Club, Sussex Inlet Surf Club, Mollymook Beach Surf Club), and may be amended only by written agreement signed by each of the parties involved.

<u>AGENCY A</u>	
Authorised Official: 	<u>Stephan Jones</u>
Signature	Printed Name and Title
Address: <u>P.O. Box 1598 Nowra 2541</u>	
Telephone(s): 	
E-Mail Address: <u>scsurfpresident@bigpond.com</u>	
<u>AGENCY B</u>	
Authorised Official: 	<u>ALAN BLACKHALL Co-Ord. Comm. Dev.</u>
Signature	Printed Name and Title
Address: <u>P.O. Box 42 Nowra 2541</u>	
Telephone(s): <u>02 44243111</u>	
E-Mail Address: <u>council@shoalhaven.nsw.gov.au</u>	

Shoalhaven
City Council

IA18.14 Tourism Marketing Update

HPERM Ref: D18/282537

Group: Finance Corporate & Community Services Group
Section: Tourism

Attachments: 1. ATDW Mandatory Accessibility [↓](#)

Purpose / Summary

To provide members with an Inclusive Tourism Marketing Update.

Recommendation (Item to be determined under delegated authority)

That the report be received for information.


Options

1. Receive the report for information.
2. The Committee volunteers a small focus group to assist in suggesting content for the Inclusive spread in the 2019 Visitor guide.
3. The Committee suggest any other pools of volunteers or funding that can assist to continue the Tourism Operator Audit process for itsheaven.com.

Background


Tourism Marketing Update

Tourism is committed to building the profile of Inclusive Tourism experiences to visitors and potential visitors to the Shoalhaven. The marketing team is currently working on enhancing the shoalhaven.com to comply with the Web Content Accessibility Guidelines (WCAG) 2 to a 'AA' standard. The website is currently at an 'A' standard but a few small things will elevate the site to 'AA' standard, estimated to be completed by the end of this year. The Shoalhaven also has a dedicated Inclusive landing page which is used to promote inclusive experiences to visitors: www.shoalhaven.com/inclusive, such as via Facebook and other networks. See grab below:



Visit Shoalhaven
July 24 at 4:23 PM · 🌐

Here's our go-to guide of inclusive places to eat, stay and play in the Shoalhaven. For more info head over to see our friends at www.itsheaven.org



SHOALHAVEN.COM

Inclusive Shoalhaven Holidays

A beautiful destination that is fun and catered for everyone! The...

[Boost Post](#)

👍 Jervis Bay Holiday Cabins, South Coast Events and 8 others 1 Share

👍 Like 💬 Comment ➦ Share 🌐

Performance for Your Post

2,118 People Reached

15 Likes, Comments & Shares 📊

14 Likes	11 On Post	3 On Shares
0 Comments	0 On Post	0 On Shares
1 Shares	1 On Post	0 On Shares

30 Post Clicks

0 Photo Views	19 Link Clicks	11 Other Clicks 📊
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NEGATIVE FEEDBACK

2 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

IA18.14

Visitor Guide 2019

the 2019 Visitor Guide is going to print in October for December distribution. Tourism has included a double page spread on inclusive Tourism experience in the last two editions and have ear-marked the space for this upcoming edition. We would like advice from the committee on content.

https://issuu.com/shoalhaven_holidays/docs/2018_shoalhaven_visitor_guide

Inclusive Itineraries

People of all abilities can have an incredible Shoalhaven holiday. Our region prides itself on providing accessible visitor services and attractions for absolutely everyone. Create unforgettable memories and use our tips to make your vacation as enjoyable and carefree as possible.

Sail along the pristine waters of Jervis Bay and catch a glimpse of our beautiful whales and dolphins. Jervis Bay Wildlife operates eco-tours on board their vessel 'Port Venture'. Wheelchairs get the best seat in the house, and people with any kind of disability can be hoisted direct to the boom net for some summer fun! This is a truly unique experience for the whole family.

Not far away lies the Mangrove Boardwalk track located within Jervis Bay Maritime Museum. Explore the wildlife that surrounds this piece of significant Aboriginal land from the wheelchair accessible path. Don't forget your binoculars because the scenic 1.4km walk is a birdwatcher's paradise.

Explore 6000 square metres of aviation history at the Fleet Air Arm Museum at HMAS Albatross, Nowra. This attraction is well designed for accessibility and modelled on a huge aircraft hangar. In fact the museum has grown to be the largest regional aviation museum in the Southern Hemisphere, now containing over thirty aircraft. You can enjoy the galleries, exhibitions, wander the relics and even grab a snack – a great place to spend an hour or a whole day!

Travelling with little ones? The Harry Sawkins Park in Nowra is equipped with a liberty swing, accommodating visitors in wheelchairs. We also recommend heading a bit further south to the open air 'Libby's Place' Mollies Brook Beach Reserve Inclusive Playspace. With equipment and facilities that cater to all abilities, this brand new playground encourages safe and independent play for everyone.

A trip to the Shoalhaven wouldn't be complete without a visit to the beach. Those who are less mobile can now enjoy the free beach wheelchair hire, available at ten different locations (see the Shoalhaven City Council website for details). These now all terrain wheelchairs are available in kids and adult sizes, providing easy and improved access to many of our beautiful beaches including Shoalhaven Heads, Collaruna Beach, and Mollies Brook. You'll also find state of the art accessibility facilities, including disabled entry toilets into the pool and a baroque pool wheelchair at some of Shoalhaven Swim and Fitness Centres if a pool is more your scene.

Left to right: Cambewarra Lookout Cafe, Libby's Place inclusive playground in Mollies Brook, cruising on Jervis Bay, beach wheelchair on Seven Mile Beach, the best seat in the house on Jervis Bay, Wild crane, freshly brewed coffee, Nowra Aquatic Centre.

its heaven
Inclusive Tourism

For more information, browse comprehensive details of accessible tourism businesses in the Shoalhaven at Its Heaven.

Information to enhance the holiday experience for those with mobility issues, health problems, senior citizens or anyone with a disability

itsheaven.org

Jackie from Its Heaven has come up with a fabulous 3 day itinerary which includes arts, beaches, wineries and lookouts. Visit shoalhaven.com/itsheaven

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IA18.14

ATDW new Inclusive mandatory fields

In May the Australian Tourism Data Warehouse (ATDW), Australia's national platform for tourism product, addressed the importance of accessibility in tourism. Anyone with an ATDW listing must respond to additional accessibility questions when updating their listings (see attached).

Link <http://travability.travel/blog-node/australian-tourism-data-warehouse-enhances-accessibility-criteria>

What we're doing: Tourism has kept operators up to date via our monthly newsletter, Tourism Talk, as well as updating our own listings for natural attractions & council owned assets. We're using this opportunity to work from the top down, establishing relationships with Council's Natural Resources Officer and Social Infrastructure Officer to share and improve access to information.

Auditing Tourism operators for Itsheaven.org:

Over the last few years, Tourism has collaborated with itsheaven.org to utilise Council's volunteer International Students to facilitate full accessibility audits with Tourism Businesses. The detailed audit information was shared with itsheaven.org to populate detailed information and images for visitors. This enabled Visitors to make informed choices on eat, stay and play options whilst in the Shoalhaven. Unfortunately, the International Student Program no longer exists at Council, and Tourism has not been able to provide any further audit assistance since this program ceased in February 2018.

ATDW's Mandatory Accessibility Feature

Destinations & operators now have to select the accessibility of their attractions when updating their ATDW listing.

There are three options:

Option 1 | Yes

Accessibility	Required
<p>Please select the accessibility of your attraction</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Actively welcomes people with access needs. <input type="radio"/> Does not cater for people with access needs. <input type="radio"/> Disabled access available, contact operator for details. 	
General Access	Optional
<p>Provides general access facilities and services for people with access needs.</p> <p>Please provide details of the facilities and services offered</p> <ul style="list-style-type: none"> <input type="checkbox"/> Offer multiple options for booking - web, email, phone <input type="checkbox"/> Offer a range of contact methods for receiving complaints <input type="checkbox"/> Accept the Companion Card <input type="checkbox"/> Employ people with disability <input type="checkbox"/> Train your staff in disability awareness <input type="checkbox"/> Have accessibility information and photos, including of a bathroom, room and/or floor plan on your website (can be emailed on request) <input type="checkbox"/> Ask all visitors if there are any specific needs to be met <input type="checkbox"/> Website meets WCAG 2.0 accessibility standards <input type="checkbox"/> Advise tour guides of the access needs of guests at the time of booking (includes pick up and drop off requirements) <input type="checkbox"/> Provide assistance with booking arrangements (includes providing clear itineraries with written instructions on what to do at various destinations) 	
Communication	Optional
<ul style="list-style-type: none"> <input type="checkbox"/> Welcomes and assists people who have challenges with learning, communication, understanding and behaviour. (includes people with autism, intellectual disability, Down syndrome, acquired brain injury (ABI), dyslexia and dementia) 	
Vision	Optional
<ul style="list-style-type: none"> <input type="checkbox"/> Caters for people who are blind or have vision loss. 	
Hearing	Optional
<ul style="list-style-type: none"> <input type="checkbox"/> Caters for people who are deaf or have hearing loss. 	
Physical - Mobility	Optional
<ul style="list-style-type: none"> <input type="checkbox"/> Caters for people with sufficient mobility to climb a few steps but who would benefit from fixtures to aid balance. (This includes people using walking frames and mobility aids) 	
Physical - Wheelchair	Optional
<ul style="list-style-type: none"> <input type="checkbox"/> Caters for people who use a wheelchair. 	
Physical - High support needs	Optional
<ul style="list-style-type: none"> <input type="checkbox"/> Caters for people with high support needs who travel with a support person. 	
Allergies and Intolerances	Optional
<ul style="list-style-type: none"> <input type="checkbox"/> Caters for people with allergies and intolerances. 	
Access and Inclusion Statement	Optional
<p>An access and inclusion statement is a description of what your business does to be inclusive. It may contain photos and other information about your inclusive features. For more information on how to develop an access and inclusion plan or statement see this online learning package and tool kit.</p> <ul style="list-style-type: none"> <input type="checkbox"/> An access and inclusion statement is available (make this available on your website). 	

Option 2 | No

Accessibility	Required
<p>Please select the accessibility of your attraction</p> <ul style="list-style-type: none"> <input type="radio"/> Actively welcomes people with access needs. <input checked="" type="radio"/> Does not cater for people with access needs. <input type="radio"/> Disabled access available, contact operator for details. 	

Option 3 | Please contact operator

Accessibility	Required
<p>Please select the accessibility of your attraction</p> <ul style="list-style-type: none"> <input type="radio"/> Actively welcomes people with access needs. <input type="radio"/> Does not cater for people with access needs. <input checked="" type="radio"/> Disabled access available, contact operator for details. 	
Access and Inclusion Statement	Optional
<p>An access and inclusion statement is a description of what your business does to be inclusive. It may contain photos and other information about your inclusive features. For more information on how to develop an access and inclusion plan or statement see this online learning package and tool kit.</p> <ul style="list-style-type: none"> <input type="checkbox"/> An access and inclusion statement is available (make this available on your website). 	

IA18.15 Application for Membership - Grace Kennedy

HPERM Ref: D18/286049

Group: Finance Corporate & Community Services Group
Section: Human Resources, Governance & Customer Service

Attachments: 1. Application - Grace Kennedy - Inclusion and Access Committee [↓](#)

Purpose / Summary

The Committee and Council consider an application for membership from Grace Kennedy.

Recommendation

That Grace Kennedy be appointed as a member of the Inclusion and Access Committee.

Options

1. As Recommended
2. The Committee adopt an alternate recommendation

Background

Council received an application for membership from Grace Kennedy (Attached) who wishes to become a member of the Inclusion and Access Committee.

Ms Kennedy stated in her application that she is a person with a disability using a mobility wheelchair and volunteers at Vincentia High School and also participates in Youth and Community events.

APPLICATION FOR MEMBERSHIP

Inclusion & Access Advisory Group

The purpose of the Inclusion & Access Advisory Group is:

- To identify the major needs of the different disability groups in the Local Government area.
- To make recommendations to Council to resolve the local access problems in priority order.
- To develop a policy on access which can be used in conjunction with the Building Code of Australia in the consideration of applications for building or development and generally in the preparation of Council's own plan for recreation facilities.
- To increase public awareness of access barriers and the extent to which they disadvantage people with disabilities, the aged and parents with children etc.

Name:

Grace Kennedy

Address

[REDACTED]

Email Address:

[REDACTED]

Telephone: (Home)

[REDACTED]

(Mobile)

[REDACTED]

Please advise details of your specific experience and/or why you would like to be a member of the Inclusion & Access Advisory Group.

- Lived experience as a person with a disability using a wheelchair for mobility.
- Casual employee and volunteer at Vincentia High Sport Unit - listening to and assisting young people with a disability complete tasks and assessments.
- Experienced public speaker and presenter at youth and community events.

Signed:

Grace Kennedy

Date:

24/7/18

IA18.16 Egans Lane Carpark - Walkway

HPERM Ref: D18/275998

Submitted by: Bill Deaves

Recommendation (Item to be determined under delegated authority)

That the report regarding Egans Lane Carpark – Walkway be received for information.

Details

Bill will address the meeting and speak to this item in relation to the walkway in Egan's Lane Carpark and the need for traffic calming devices.

IA18.16

IA18.17 **Parking Issues - Shoalhaven Community Transport Service**

HPERM Ref: D18/294137

Submitted by: Leonie Dippel – Shoalhaven Community Transport

Recommendation (Item to be determined under delegated authority)

That parking issues be addressed for providers who deliver community transport services to people with limited mobility, and which do not fall within taxi or bus operator legislation.

Details

Drivers are constantly at risk of incurring parking infringements because accessible parking is inadequate within the CBD's, especially for larger vehicles. There are currently only two parking signs allocated within the Shoalhaven, one in front of the Milton Medical Centre and one at Shoalhaven Hospital, that allow Community Transport vehicles to park close to facilities without being fined. We would like to be able to extend this parking arrangement to other crucial destinations within the LGA, to better service the needs of people with mobility issues.

IA18.17