

Inclusion & Access Advisory Group

Meeting Date: Monday, 29 August, 2022

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

Time: 11.00am

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Agenda

1. Apologies

2. Confirmation of Minutes

- Inclusion & Access Advisory Group - 30 May 2022

3. Declarations of Interest

4. Presentations

IA22.10 Presentation - National Secretary of Myositis Association

*The National Secretary of Myositis Association - Anita Chalmers
OAM will make a presentation.*

IA22.11 Presentation - Footpaths & Accessibility - Simon Holt - City Services

5. Reports

IA22.12 Investigating all ability access - Shoalhaven beaches 1

IA22.13 Updated Action Table Report - August 2022 6

IA22.14 Disability Inclusion Action Plan 2022/26 15

6. General Business

Membership

Clr Liza Butler - Chairperson

Clr Patricia White

Clr Paul Ell – Alternate

All other Councillors as non voting members

Chief Executive Officer or nominee

Mr Gareth Ward MP (or nominee)

Ms Annette Pham – (Representative Ms Shelley Hancock MP)

Ms Fiona Phillips (Lesley Zandstra)

Ms Jackie Kay AM

Mr Bill Deaves

Mr Neville Foord

Ms Andrea Wallace

Mr Theo Bagou

Mr Arthur Ball

Ms Nola Stephens

Mr Stephen Taylor

Mr Chris Mitchell

Ms Kylie Knight

Ms Penelope Espinoza Hallett

Mr Frederick Oberg

Ms Grace Kennedy – Youth

Ms Lily Wright

Ms Kylieanne Derwent

Ms Jennifer Anstiss

Ms Leonie Dippel – Shoalhaven Community Transport

Ms Jodie Hoger – Education Representative (TAFE Illawarra)

Ms Mel Gorman – Spinal Cord Injuries Australia

Mr Murray Hair – Health NSW (Occupational Therapy Department)

FOCAS Shoalhaven (Representative)

Mr Paul Snudden / Ms Ruth Freeland - NDIS

Quorum – Five (5)

Purpose

To inform, educate and advise Shoalhaven City Council, its staff and residents on accessibility and inclusion with the purpose of creating accessible and inclusive community infrastructure by:

- Actively engaging with Council on policies,
- Inputting on submissions and relevant legislation affecting accessibility and inclusion
- Being a conduit for information and communication between community and Council, Raising awareness in the Council, with its staff and in the community around inclusion and accessibility issues

IA22.12 Investigating all ability access - Shoalhaven beaches

HPERM Ref: D22/301477

Department: Environmental Services

Approver: James Ruprai, Director - City Development

Reason for Report

This report is to inform the Inclusion & Access Advisory Group of previous and current investigations into all-ability coastal access track improvements at Shoalhaven City Council managed beaches and estuaries, and to provide an overview of existing management strategies aligning to actions from the Coastal Zone Management Plan (2018).

Recommendation (Item to be determined under delegated authority)

That the Inclusion & Access Advisory Group receive this report for information.

Options

1. Adopt the recommendation

Implications:

- a) The current budget allocation for strategic identification of all-ability coastal access tracks as outlined in the Shoalhaven City Council Delivery Program Operational Plan & Budget (2022/2023) is limited to \$30,000.00
- b) Implementation and scheduling of some management actions as defined by the CZMP emergency action subplans for Culburra Beach and Callala Beach will be subject to conditions of the applicable licensing and permits, which are yet to be obtained from NSW Crown Land and Department of Primary Industries (DPI) - Fisheries.

2. Provide an alternative to the recommendation.

Implications: The details would need to be provided to Council and the outcome would remain unknown until further assessment.

Background

This report provides information on the previous and current investigations into all-ability coastal access track improvements at Shoalhaven City Council managed beaches and estuaries.

It will inclusively provide an update to address:

- Mayoral Minute **MM21.1** – which Council resolved to; “ *consult with National Parks and Wildlife to undertake a joint project to replace the existing stairs that access Berrara Beach and Berrara Lagoon with an accessible ramp*”.
- Strategy & Assets Committee **MIN16.959** which Council resolved to; “ *Council Staff to investigate and provide costs back to council to repair the car park and access track to Ocean Street Beach so it can be utilised by disabled users, family access and emergency responders and general beach users.*”

- Inclusion & Access Advisory Group **IA21.14** Storm damage to coastal access tracks at Callala beach; and
- Inclusion & Access Advisory Group **IA22.9** which requested a report and presentation on Coastal Management Programs (CMPs).

Shoalhaven Beach Asset Management Strategy

In 2021, Council completed the Shoalhaven Beach Asset Management Strategy project, which was funded under the NSW Department of Planning and Environment's (DPE) Coastal and Estuary Grants Program. This project involved an engagement of specialist coastal engineering consultants, Advisian, to complete an investigation aligning with an action from Council's certified Coastal Zone Management Plan (CZMP, 2018).

The action proposed an update of the Coastal Asset Management Plan to include a coastal access track management strategy and methodology for assessment based on environmental, social, and economic risks.

Approximately 250 coastal access tracks were assessed and inspected as part of this engagement, with a multi-criteria analysis developed and undertaken to provide a basis for rationalisation for coastal access tracks on a beach-by-beach basis. The criteria for assessing the coastal access tracks included consideration of the:

- Number of coastal access tracks available per linear distance in each locality (beach).
- Location of the coastal access tracks in relation to key local amenities and accessibility to high-use areas, such as carparking or local urban areas.
- Safety of coastal access tracks based on the site assessments.
- Impacts on the environment associated with each coastal access track based on site observations and factors including the positioning and orientation with respect to local winds, susceptibility to erosion, and other coastal processes.

The project also identified considerations for some existing coastal access tracks having the potential to be upgraded to accommodate all-ability access. The recommendation advised that further investigations should be made for these identified areas.

Environmental Services (City Development) submitted a budget bid for funding under the Shoalhaven City Council Delivery Program Operational Plan & Budget (DPOP 2022/2023) to undertake these further investigations. This budget bid was successful and will enable Environmental Services to pursue the strategic identification of all-ability beach access along the Shoalhaven coastline. This project will consider the previously identified sites, providing detail on the specific requirements to implement the potential all-ability beach access based on considerations including site feasibility, environmental constraints, environmental approval requirements, and intended use outcomes.

Mayoral Minute MM21.1 - Berrara Lagoon

In response to resolutions from MM21.1, Council initiated agency consultation with National Parks and Wildlife Service (NPWS) who are the landowner for the subject area adjacent to Council managed land at Berrara Lagoon. NPWS did not support the concept of installing a concrete path, as the proposed site was deemed not suitable to provide a "disabled access path to the lagoon". The primary reasons being:

- The intertidal area of Berrara Lagoon is highly dynamic (i.e., the sand is highly mobile). It is inevitable that any fixed asset installed in this environment will eventually be compromised or rendered inoperable.

- The entrance of Berrara Lagoon is not considered a suitable location for persons with a disability to swim due to the strong currents evident, particularly in the middle of large tides.
- The access path on Council managed land adjacent to the subject site has gradient of 1V:8H, which this exceeds the maximum for unassisted use (1V:12H).
-

Based on this agency correspondence, Council did not pursue NPWS for alternatives regarding all-ability access on land not managed by Council. It is considered that any options to investigate alternatives may depend on existing NPWS Plans of Management which are independent of Council management activities.

Investigations into all-ability access on Council managed land within the area will be addressed under the 2022/23 DPOP funding for strategic identification of all-ability coastal access across the Shoalhaven (as detailed above).

Strategy & Assets Committee - MIN16.959 - Tilbury Cove and Ocean St, Culburra Beach

The Shoalhaven Beaches Asset Management Strategy (Advisian, 2021) included investigations into the subject coastal access track at Tilbury Cove and Ocean St, Culburra Beach to address the resolutions from MIN16.959. The coastal access track at Ocean Street was identified to be retained as an existing flat access onto beach as it is the current main pedestrian beach access point for day visitors. The coastal access track is affected by erosion, leading to a general lowering of the track surface relative to the surrounding dune. A recommendation was made to rectify the erosion through periodic sand replenishment activities to raise the elevation of the lower portion, or by inclusion of reinforcement material to reduce erosion and allow easier access to the beach for emergency vehicles. The potential to create all-ability access was also identified as a consideration, however the ongoing impacts from windblown sand, coastal erosion from storms, and overland flow from nearby stormwater causing erosion are aspects which will need to be investigated further.

A design compliant with all-ability Australian Standards would likely require significant engineered infrastructure and any design would need to resolve these complex issues and include extensive dune vegetation clearing (and re-establishment), Aboriginal Heritage assessment, and consideration of a toilet block upgrade to the disabled standards. While the recommendation within the Shoalhaven Beaches Asset Management Strategy (Advisian, 2021) has advised there is potential to create all-ability access at this location, further investigations on this will be detailed through the 2022/23 DPOP funding for strategic identification of all-ability beach access across the Shoalhaven coastline.

Current management of coastal access tracks within this area will align with the CZMP – Culburra Beach Emergency Action Sub Plan (CZMP, 2018) to ensure that these are managed following storm events. Council has an application in progress for a 5-year Crown Land licence, which aims to gain holistic approval from Crown Land and DPI-Fisheries to implement the management actions as defined by the Emergency Action Subplan. This licensing is the environmental approval requirement to enable sand replenishment activities where required at the subject impacted coastal access tracks.

Inclusion & Access Advisory Group – IA21.14 – Storm damage at Callala Beach

The Shoalhaven Beaches Asset Management Strategy (Advisian, 2021) included investigations into all formal Council coastal access tracks at Callala Beach.

The management and monitoring of general coastal access tracks in this area following storm impacts will be in accordance with the CZMP – Callala Beach Emergency Action Sub Plan (CZMP, 2018). Council has an application in progress for a 5-year Crown Land licence,

which aims to gain holistic approval from Crown Land and DPI Fisheries to implement all of the management actions as defined by the Emergency Action Subplan. This licensing is the environmental approval requirement to enable sand replenishments where required at impacted coastal access tracks.

Investigations into all-ability access on Council managed land within the area will be addressed under the 2022/23 DPOP funding for strategic identification of all-ability coastal access across the Shoalhaven (as detailed above).

Community Engagements

Council is currently developing Coastal Management Programs (CMPs), a NSW Government legislative requirement, to outline the strategic management of the coastline and estuaries for the Shoalhaven Local Government Area (LGA). Council's CMPs will consider issues, such as those that have been identified in this report, to help shape and identify future management actions for the Shoalhaven coastline and estuaries. As it is essential Council affords the community an opportunity to provide feedback to these projects, a critical component of developing the CMPs is community consultation and engagement.

For further consultation regarding strategic management of Council's coastal access track assets, it is recommended that community stakeholders provide input through the consultation channels of the CMPs. To stay updated and informed with these projects it is recommended to subscribe to Council's Get Involved pages for these projects.

The **Shoalhaven Coastal Management Program [Get Involved page](#)** provides further information regarding the process and development stages of CMPs, as well as updates regarding the CMPs that are being undertaken.

For specific information dedicated to providing updates (drop-in information sessions, surveys, question & answers, and general progress reports) pertaining to the progress for a CMP for specific coastal areas, the following pages are available:

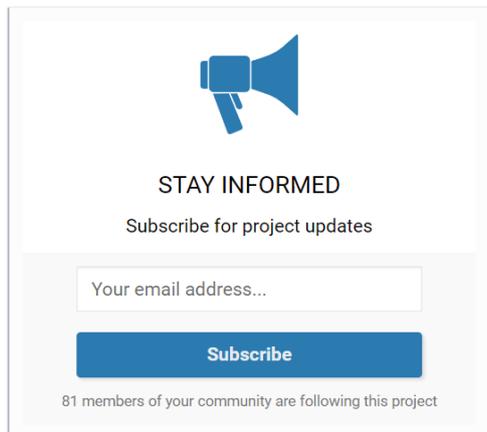
- [Open Coast and Jervis Bay CMP](#)
- [Sussex Inlet, St Georges Basin, Swan Lake and Berrara Creek CMP](#)
- [Lower Shoalhaven River CMP](#)
- [Lake Conjola CMP](#)

The '*Stay Informed*' box is used to enter an email address and by clicking '*Subscribe*' to receive future CMP updates.

Several different methods will be utilised to communicate and engage with key stakeholders throughout the stages of each CMP. Each communication channel and tool has been selected to target specific audiences to ensure the information is disseminated effectively and efficiently to the community.

Policy Implications

Implementation of all-ability coastal access tracks on Council managed land is subject to land tenure and legislated licensing and environmental approval considerations. The strategic investigation into all-ability coastal access tracks will take into consideration these implications as required.



The image shows a 'Stay Informed' subscription box. At the top is a blue megaphone icon. Below it, the text reads 'STAY INFORMED' and 'Subscribe for project updates'. There is a text input field with the placeholder 'Your email address...'. Below the input field is a blue 'Subscribe' button. At the bottom of the box, it says '81 members of your community are following this project'.

Financial Implications

The current Shoalhaven City Council 2022/23 DPOP budget for strategic investigation into all-ability coastal access across the Shoalhaven is \$30,000. This budget aims to solely investigate the most applicable areas currently flagged as having potential for all-ability coastal access tracks. The proposed identification of the most applicable sites for all-ability access resulting from the current investigations will serve as a significant resource.

The investigative works will enable Council to seek further funding opportunities for implementation if all-ability coastal access tracks through internal DPOP budgets and/or funding partnership programs.

Installation of any infrastructure, where required to enable compliance with all-ability standards, will involve costs associated with geotechnical investigations, survey, engineering design, environmental assessments, and environmental licenses and approvals.

Risk Implications

There is a risk that the strategic investigations will result in limited options being identified to implement all-ability coastal access tracks when there is holistic consideration for site parameters including existing site amenities, current access, environmental conditions, and cost aspects. However, it should be considered that the purpose of the strategic investigation stage is to ensure the most applicable sites are identified to ensure a successful outcome.

IA22.13 Updated Action Table Report - August 2022

HPERM Ref: D22/343419

Department: Community Connections
Approver: Jane Lewis, Director - City Lifestyles

Attachments: 1. Updated Action Table - Inclusion Access Advisory Group - August 2022
[↓](#)

Reason for Report

To provide the Inclusion & Access Advisory Group with a progress report on outstanding actions.

Recommendation (Item to be determined under delegated authority)

That the Inclusion & Access Advisory Group:

1. Receive the Update on Actions report for information.
2. Acknowledge the following actions as completed and be removed from the action table:
 - i. IA22.4: Item 1 - Inclusion & Access Advisory Group - Terms of Reference adoption - Membership - Audit - Expression of Interest - Assessment panel - ToR review workshop

Options

1. Adopt the recommendation as written.

Implications: The Inclusion & Access Advisory Group is updated on progress of actions and recommendations made at previous meetings.

2. Request more information.

Implications: Members of the Inclusion & Access Advisory Group request further information.

Background

This report is to update the Inclusion & Access Advisory Group on outstanding actions from previous meetings.

Subject to the Group concurring that satisfactory progress has been made to complete the item on the August 2022 Action Table Report, the Group is requested to adopt the Recommendation to note completion of:

1. IA22.4: Item 1 - Inclusion & Access Advisory Group - Terms of Reference adoption - Membership - Audit - Expression of Interest - Assessment panel - ToR review workshop.

Attachment 1 provides information regarding the status of actions and resolutions made at previous meetings, including items which are still works in progress. Staff are able to provide an update at the meeting, should members have any further questions on the status of actions.

Community Engagement

It is important that the members of the Inclusion & Access Advisory Group are kept informed on progress towards the completion of actions and projects. This report provides a structured approach to facilitate this information exchange.

Inclusion & Access Advisory Group			Action Sheets Report
Meeting Date: 28/05/2019	Item No: IA19.21	Officer: Wood, Colin	Completed:
Title: Ulladulla Subway and Services NSW accessible parking investigation - defer to Staff - Strata Owners			
<p>RESOLVED (Clr White / Clr Digiglio) MIN19.319</p> <p>That the matter be deferred back to staff to work with the Strata Owners to achieve a positive outcome.</p> <p>CARRIED</p>	<p>Notes:</p> <p>04 Feb 2021 2:07pm Wood, Colin Email sent to Managing agent on 03/02/2021 requesting an on-site meeting with the stakeholders.</p> <p>23 Mar 2022 3:17pm Wood, Colin At the Inclusion and Access Committee meeting on 21/03/2022, it was agreed to make further contact with the Owner/Owners Agent to move this item forward. This will be reported back to the next meeting. An email was sent to the Managing Agent on 23/03/2022 requesting a site meeting to discuss this matter (D22/117846).</p> <p>09 May 2022 11:23am Sperring, Debbie Claire Clarke from Integrity Strata advised there are new owners involved., Claire requested a copy of the minutes from Inclusion & Access Advisory Group meeting, 06/05/2019 (pages 28 to 32) along with the recommendations from those minutes. Claire intends to explain the current situation concerning the accessible parking to the new owners., An email was sent to Claire with this information on 07/04/2022, see D22/148515. Awaiting response from Claire.</p> <p>03 Aug 2022 2:23pm Sperring, Debbie Claire Clarke from Integrity Strata has advised there are new owners involved., Claire requested a copy of the minutes from Inclusion & Access Advisory Group meeting, 06/05/2019 (pages 28 to 32) along with the recommendations from those minutes. This was sent to Claire on 07/04/2022 (See D22/148515) and she intends to explain the current situation concerning the accessible parking to the new owners. Council is still awaiting response from Claire.</p>		
Meeting Date: 23/03/2021	Item No: IA21.4	Officer: Holt, Simon	Completed:
Title: Additional Item - Footpath & Kerb Ramp Repairs - Nowra - Scenic Dr / Hyam St / Bridge Rd			
<p>RESOLVED* (Clr Digiglio / Clr White) MIN21.155</p> <p>That Council:</p>	<p>Notes:</p> <p>09 Feb 2022 4:10pm Dunn, Melissa This is completed – An all Councillor email has been drafted.</p>		

Inclusion & Access Advisory Group	Action Sheets Report
<p>1. Make urgent representations to Fulton Hogan in relation to the deteriorating footpath from Nowra Aquatic Park to Bridge Road, Nowra which needs urgent repairs to meet AS1428.</p> <p>2. Investigate the curb ramps and undertake all necessary work to ensure a safe crossing and that it meets AS1428:</p> <p style="margin-left: 20px;">a. On the corner of Hyams Street and Bridge Road, Nowra (northern side); and</p> <p style="margin-left: 20px;">b. Bridge Road near the Fire Brigade (northern side)</p> <p>CARRIED</p>	<p>08 Aug 2022 10:36am Lehdey, Ellann - Reallocation Action reassigned to Holt, Simon by Lehdey, Ellann - Re-assigned to Asset Custodian. Design work has been completed.</p> <p>Mr Holt will be attending the IAAG meeting of 29 August 2022 to present on this matter.</p>

Meeting Date: 23/03/2021	Item No: IA21.7	Officer: Tulubinska, Olena	Completed:
<p>Title: Additional Item - Funding from Accessible Parking Fines - Budget Allocation - Implementation of Disability Inclusion Action Plan - Report request</p>			
<p>RESOLVED (Clr Proudfoot / Clr White) MIN21.158 That Council receive the report for information and the CEO (Director City Performance) report back on a budget for an annual allocation of funds for the implementation of actions in the Disability Inclusion Action Plan. CARRIED</p>		<p>Notes: 09 Dec 2021 9:00am Cassar, Nicole - Target Date Revision Revised Target Date changed by: Cassar, Nicole From: 22 Apr 2021 To: 01 Feb 2022, Reason: City Lifestyles need to implement a Disability Action Plan before any budget allocations can be made</p>	

Meeting Date: 11/10/2021	Item No: IA21.14	Officer: Smith, Nigel	Completed:
<p>Title: Additional Item - Storm Damage to Beach Access at Callala Beach</p>			
<p>RESOLVED (Frederick Oberg / Arthur Ball) That a report be submitted on the accessible Beach access points around the Shoalhaven and the conditions of the accessibility. CARRIED</p>		<p>Notes: 19 Oct 2021 2:22pm Massie, Ray inspect and advise on repair scenario for district engineer and maintenance crew previously completed by coastal maintenance contractor Paul McNally 09 Nov 2021 9:02am Massie, Ray</p>	

Inclusion & Access Advisory Group

Action Sheets Report

	<p>repair notes added to TRIM equitable access ramp to be submitted as a Capital Works bid in conjunction with environmental services based on lake Tabourie boardwalk replacement</p> <p>09 Nov 2021 3:15pm Andriske, Claire</p> <p>Below comment by Ray Massie:, Thankyou for your enquiry regarding maintenance of equitable beach access across the city. Environmental services are currently determining what access ways are suitable for upgrade to disabled standard from a consultant's report and are organising for sand nourishment at Callala Beach during November. The district maintenance engineer has also requested cost estimates to upgrade the Callala Beach Road access for a budget bid in the Capital Works program for consideration.</p> <p>22 Mar 2022 3:31pm Andriske, Claire - Reallocation</p> <p>Action reassigned to Windsor, Josh by Andriske, Claire - From Ray Massie</p> <p>26 Apr 2022 10:24am Andriske, Claire - Reallocation</p> <p>Action reassigned to Smith, Nigel by Andriske, Claire - Report required</p> <p>22 August 2022 Michael Paine</p> <p>Report submitted to the meeting of the 29 August addressing the minute.</p>
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Meeting Date: 07/02/2022	Item No: IA21.16	Officer: Tipton, Micaiah	Completed:
Title: Australian Standards - Accessible Parking Spaces - Nowra CBD - Private carparks - write to owners - Council carparks - investigate upgrade			
<p>RESOLVED* (Clr White / Clr Wells) MIN22.58</p> <p>That the Inclusion & Access Advisory Group:</p> <ol style="list-style-type: none"> The report be received for information; Request that Council write to the privately owned car parks noting the spaces do not comply with current Australian Standard; Investigate/seek funding to upgrade accessible spaces in Council owned carparks to meet current Australian Standards. <p>FOR: Clr Findley, Clr Christen, Clr Norris, Clr Butler, Clr D'Ath, Clr Copley, Clr Ell, Clr Kotlash, Clr White, Clr Wells, Clr Watson, Clr Kitchener and Clr Gray</p>	<p>Notes:</p> <p>01 Apr 2022 2:25pm Lehdey, Ellann</p> <p>Report has been drafted for Ordinary Meeting on 23 May 2022 for consideration by Council on the upgrading of accessible parking spaces in Nowra CBD to Australian Standards.</p> <p>02 May 2022 9:24am Lehdey, Ellann</p> <p>A letter seeking funding has been sent to TfNSW - D22/176412</p> <p>30 May 2022 3:51pm Lehdey, Ellann</p> <p>A letter seeking funding options has been sent to TfNSW D22/176412.</p> <p>06 Jul 2022 12:26pm Lehdey, Ellann</p>		

Inclusion & Access Advisory Group	Action Sheets Report
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<p>AGAINST: Nil CARRIED</p>	<p>TfNSW has responded to Council's funding request (D22/235435) advising that there are no grant funding programs through which TfNSW can administer funding to Council for this purpose. Options for funding will be the subject of a future report to Council</p> <p>03 Aug 2022 2:48pm Lehdey, Ellann</p> <p>TfNSW has responded to Council's funding request (D22/235435) advising that there are no grant funding programs through which TfNSW can administer funding to Council for this purpose. Options for funding will be the subject of a future report to Council.</p>
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Meeting Date: 07/02/2022	Item No: IA21.16	Officer: Irwin, Garon	Completed:
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Title: Australian Standards - Accessible Parking Spaces - Nowra CBD - Private carparks - write to owners - Council carparks - investigate upgrade

<p>RESOLVED* (Clr White / Clr Wells) MIN22.58</p> <p>That the Inclusion & Access Advisory Group:</p> <ol style="list-style-type: none"> 1. The report be received for information; 2. Request that Council write to the privately owned car parks noting the spaces do not comply with current Australian Standard; 3. Investigate/seek funding to upgrade accessible spaces in Council owned carparks to meet current Australian Standards. <p>FOR: Clr Findley, Clr Christen, Clr Norris, Clr Butler, Clr D'Ath, Clr Copley, Clr Ell, Clr Kotlash, Clr White, Clr Wells, Clr Watson, Clr Kitchener and Clr Gray</p> <p>AGAINST: Nil CARRIED</p>	<p>Notes:</p> <p>10 Feb 2022 12:21pm Bowley, Kay Part 2 Garon Irwin - Part 3 Craig Exton</p> <p>01 Jun 2022 8:58am Irwin, Garon</p> <p>The privately owned carparks have been identified and the property owners will be sent a letter advising them of the accessible carparking issues identified.</p>
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Meeting Date: 07/02/2022	Item No: IA21.24	Officer: Dando, Trevor	Completed:
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Title: Inclusion & Access Advisory Committee - Additional Item - Accessible parking spaces - Yellow Metal Bollards replacement / flexible poles - Investigation

<p>RESOLVED* (Clr White / Clr Wells) MIN22.63</p>	<p>Notes:</p>
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Inclusion & Access Advisory Group

Action Sheets Report

That Council investigate the removal of the yellow metal bollards at accessible parking spaces and replaced with a more flexible product/bumper pole to prevent damage to vehicles.

FOR: Clr Findley, Clr Christen, Clr Norris, Clr Butler, Clr D'Ath, Clr Copley, Clr Ell, Clr Kotlash, Clr White, Clr Wells, Clr Watson, Clr Kitchener and Clr Gray

AGAINST: Nil

CARRIED

Meeting Date: 11/04/2022

Item No: IA22.4

Officer: Kincade, Monica

Completed:

Title: Inclusion & Access Advisory Group - Terms of Reference adoption - Membership - Audit - Expression of Interest - Assessment panel - ToR review workshop

RESOLVED* (Clr Wells / Clr Kotlash) MIN22.248

That Council adopt the recommendation of the Inclusion & Access Advisory Group to:

1. Accept the minor amendment to the Terms of Reference to:
 - a. Introduce a membership cap of 25 voting memberships, and
 - b. Introduce a member attendance quorum.
2. Support a membership audit to provide summary of attendance quorum for 2021.
3. Support an Expression of Interest to fill identified vacant positions through the audit in line with the updated Terms of Reference.
4. Nominate the following members of the Committee to sit on the assessment panel for the proposed new membership appointment recommendations:
 - a. Kylie Knight
 - b. Kylieanne Derwent

Notes:

13 Apr 2022 3:32pm Bowley, Kay

Part 1 Kay Bowley - Part 2 to 5 Hayden Fineran

04 Aug 2022 1:54pm Kincade, Monica

1. To be noted as completed and removed from the action table., 2 - 5 On hold. An organisational review of Terms of Reference has begun across section 355 advisory committees. Once this review is complete, items 2 - 5 will be revisited.

Inclusion & Access Advisory Group	Action Sheets Report
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<p>5. Support a Terms of Reference workshop which will be scheduled after the membership recruitment period is completed to facilitate a full review of the Terms of Reference.</p> <p>FOR: Clr Findley, Clr Kotlash, Clr Norris, Clr Butler, Clr D'Ath, Clr Copley, Clr Ell, Clr Christen, Clr White, Clr Wells, Clr Watson, Clr Kitchener and Clr Gray</p> <p>AGAINST: Nil</p> <p>CARRIED</p>	
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Meeting Date: 11/04/2022	Item No: IA22.7	Officer: Holt, Simon	Completed:
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Title: Additional Item - Footpath accessibility (Nowra Bridge to Junction St / Scenic Dr to Bridge Rd)- Investigations - Clr Briefing - Report request

<p>RESOLVED (Clr Butler / Clr Gray) MIN22.249</p> <p>That Council:</p> <ol style="list-style-type: none"> 1. Investigate the accessibility of the footpath from: <ol style="list-style-type: none"> a. The Nowra Bridge to Junction Street; and b. Scenic Drive to Bridge Road; 2. Receive a report via a Councillor Briefing prior to the next Inclusion and Access Advisory Group meeting (scheduled for Monday 30 May 2022) outlining the findings of the accessibility investigation. <p>FOR: Clr Findley, Clr Kotlash, Clr Norris, Clr Butler, Clr D'Ath, Clr Copley, Clr Ell, Clr Christen, Clr White, Clr Wells, Clr Watson, Clr Kitchener and Clr Gray</p> <p>AGAINST: Nil</p> <p>CARRIED</p>	<p>Notes:</p>
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Meeting Date: 11/04/2022	Item No: IA22.9	Officer: Smith, Nigel	Completed:
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Inclusion & Access Advisory Group

Action Sheets Report

Title: Additional Item - Inclusion & Access Advisory Group - Coastal Management Programs (CMP) - Presentation & Report Request

RESOLVED* (Clr Wells / Clr Kotlash) MIN22.251

That:

1. Council Staff (Manager – Environmental Services) provide a presentation to the next meeting of the Inclusion & Access Advisory Committee (IAAG) on the CMP's and how the IAAG can best advocate for beach access when developing actions within the CMP.
2. The Report requested at the October 2021 IAAG meeting in relation to IA21.14 be submitted to the next IAAG meeting.

FOR: Clr Findley, Clr Kotlash, Clr Norris, Clr Butler, Clr D'Ath, Clr Copley, Clr Ell, Clr Christen, Clr White, Clr Wells, Clr Watson, Clr Kitchener and Clr Gray

AGAINST: Nil

CARRIED

Notes:

22 August 2022 Michael Paine

Report submitted to the meeting of the 29 August addressing the minute.

IA22.14 Disability Inclusion Action Plan 2022/26

HPERM Ref: D22/347142

Department: Community Connections

Approver: Jane Lewis, Director - City Lifestyles

Attachments:

1. Post Exhibition - Disability Inclusion Action Plan 2022-2026 [↓](#)
2. Ordinary Report attachment 27.6.2022 - DIAP Implementation Table Master [↓](#)

Reason for Report

The purpose of this report is to provide the Inclusion and Access Advisory Group (IAAG) with a summary of the public exhibition process undertaken for the Disability Inclusion Action Plan 2022/26 and outlines Council's response to this feedback. In addition, it provides IAAG with the full Disability Inclusion Action Plan 2022/26 (DIAP) and Implementation Table.

Recommendation (Item to be determined under delegated authority)

That Inclusion and Access Advisory Group receive this report for information.

Options

1. IAAG members note report for information

Implications: IAAG members are made aware of DIAP the public exhibition process and Council's response to this feedback. In addition, the IAAG receive the Disability Inclusion Action Plan 202/26 and Implementation Table.

2. IAAG members determine an alternate recommendation

Implications: unknown until discussed

Background

The Shoalhaven Disability Inclusion Action Plan (DIAP) outlines Council's strategy to remove barriers and ensure equitable access to infrastructure, services, employment, and opportunities and promote the rights of people living with a disability in the Shoalhaven.

Since 2017, the NSW Disability Inclusion Act 2014 has required NSW Local Governments to undertake disability inclusion action planning every four years and always have a DIAP in place. The Act requires Local Government organisations to review their plan before the end of the 4-year period. The review must involve a consultation process, evaluation and updated DIAP as outlined in the Act.

All NSW Local Government organisations were granted a 12-month extension due to the impacts of Covid-19, and as a result the current Shoalhaven Disability Inclusion Action Plan 2017-2021 expires in July 2022.

Shoalhaven DIAP Development

In 2021, Council's Community Connections team commenced a review of the 2017-2021 DIAP and development of the new plan. Council engaged a consultant, The Flagstaff Group, and extensive community engagement was used to identify the priority areas for Council's inclusion work over the next four years. Community Connections worked with teams across Council to develop actions that will address the identified priorities. By developing the actions with the teams who will deliver them, we could ensure that the actions reflect the expert knowledge and experience of Council's teams.

The Shoalhaven Disability Inclusion Plan 2022-2026 represents Council's commitment to integrating inclusion into our work, with the aim of ensuring that people living with disability have fair access to services and can participate in life in the Shoalhaven.

To reflect the four key outcome areas recommended across the state, the DIAP is structured into the following focus areas:

1. Create Positive Attitudes and Behaviours Within Community
2. Create Accessible and Liveable Communities
3. Improve Access to Our Systems and Processes
4. Support Access to Meaningful Employment

Across the four focus areas, the Shoalhaven DIAP 2022-2026 identifies 15 priorities and 43 actions that will be undertaken. These actions are set out in the attached DIAP document, with further details on implementation resourcing provided in the document's Appendix 1.

The DIAP actions will be incorporated into the Integrated Planning and Reporting (IP&R) framework, and any actions that require additional funding outside of existing budgets will be integrated into Council's Operational Plans between 2022 and 2026.

The DIAP also uses Council's Annual Reports, required by the IP&R framework, to monitor and report annually on progress made in implementing the DIAP. This reporting informs the community on progress, and a copy is provided to NSW Disability Council to meet legislative requirements for DIAPs.

The Draft – Disability Inclusion Action Plan 2022-2026 – Public Exhibition Report (CL22.219) provided to Council at the Ordinary Meeting on 9 May 2022 resulted in the following resolution (MIN22.330):

That Council:

1. *Endorse the Draft Disability Inclusion Action Plan 2022-2026 for the purpose of placing on Public Exhibition for a period of 28 days to seek further community feedback.*
2. *Receive a report on feedback from the community on the Draft Disability Inclusion Action Plan 2022-2026 following the 28 days public exhibition period.*
3. *Thank the community for their participation to date and invite further feedback during the public exhibition period.*

This report includes an overview of the community engagement activities, outlines any recommended changes, and presents the final draft Disability Inclusion Action Plan 2022-2026 to be endorsed.

Public Exhibition

In accordance with the resolution of Council, the Draft Disability Inclusion Action Plan was placed on public exhibition from 11 May until 12 June 2022.

The focus of the engagement process was to inform the community about the revised DIAP and to seek feedback on the draft document. Submissions could be made to Council either via the online Get Involved page or via email or letter to Council.

A Community Engagement Plan was implemented to ensure people living with a disability, their families, carers, local business, service providers and people living in the Shoalhaven were given the opportunity to send feedback on the Draft DIAP.

A Get Involved Page was established, and community was asked the following questions:

- Overall, how happy are you with the Draft DIAP 2022-26?
- What would you like to change?
- Would you like to provide any additional feedback?

Information on the DIAP public exhibition, including the link to the Get Involved page where people could submit feedback, was shared across a range of networks including Community Consultative Bodies, Advisory Committees and Disability Service Providers across the Shoalhaven.

This was supported by the following communications and media:

- Four social media posts directing people to the Get Involved page were posted on Facebook, Instagram, Twitter, and LinkedIn
- A media release and news item outlining public exhibition information on how to make a submission and encouraging people to send their feedback was posted on Council's website and provided to 126 local media network contacts
- ABC Illawarra hosted an interview on the DIAP Public Exhibition
- Three radio stations, including Power FM, I98FM Illawarra and 2ST mentioned the DIAP in their broadcasts
- Information on the public exhibition and link to the Get Involved page was included in the 2 June 2022 *'In Your Neighbourhood'* Council Newsletter

In addition to the above, a workshop was held for the Inclusion and Access Group (IAAG) to ensure they were supported to provide feedback to the Draft DIAP. The group was asked the following questions: *Overall, how happy are you with the Draft DIAP 2022-26?, How easy is it to read and understand?, What do you like the most?, What would you like to change?*

Feedback from this workshop has been considered as part of the key themes outlined in the table below and has led to a number of amendments to the DIAP.

Summary of Submissions

Council's DIAP Get Involved page received 154 unique page visits and resulted in 10 online submissions during the exhibition period of 11 May to 12 June 2022. Within these submissions there was a variety of feedback across multiple areas within the DIAP.

The Summary of Submissions, and Table 1 below outlines staff responses and recommended actions to the feedback received.

All submissions will receive email correspondence to thank people for taking the time to provide feedback on the Draft DIAP and Implementation Plan and will include staff responses and any subsequent actions relating to their submission following adoption of the final documents.

Table 1 - Submission items and recommended actions

Submission Theme	Community Feedback	Recommended Action
Positive Feedback	<p><i>‘The activation of inclusion across recreational and public spaces is great. The inclusion of a disability specific design element is also great. I commend your efforts on actions incorporated to date to build a stronger inclusive and accessible Shoalhaven’</i></p> <p><i>‘Upon reading the document it is evident that a lot of thought has been done and many efforts are being made for the inclusion of those with a disability. I find that most people are always helpful within our community.’</i></p>	Note comments & thank the community
Beach access	<p><i>‘Correct names of beaches, there is no ramp at Barfleur beach in Vincentia, and why was a wheelchair ramp put on the roughest beach that has soft sand, which will not allow wheelchairs and where rough seas wash the sand out from underneath.’</i></p> <p><i>‘Need to make improved beach access a priority on the draft DIAP plan’</i></p> <p><i>‘Council needs to include improved beach and waterway access for people living with a disability/ elderly. This addition of a point 2.6 in Section 2: Create Accessible and Liveable Communities, page 21 of the Draft document should be a high priority.’</i></p> <p><i>‘For people with a pram or in a wheelchair to be able to get to the beach and enjoy our area is important please ensure this is included in your plans.’</i></p> <p><i>‘Shoalhaven needs to conduct a review of beach access, with a view to targeting those beaches that have most potential to providing access for people with disabilities. Existing topography should be considered - i.e., relatively short distance from accessible car parking, access points with small grades from car parking to beach, other features such as part access already in place (e.g., Callala Beach Rd access). In keeping with the current 100 beach challenge - a quantitative target should be set e.g., 10% or 15% of the 100</i></p>	It is acknowledged that significant community feedback on this issue has been received. This feedback has been provided to the Coastal Management team. This means that accessibility at beaches will be considered as part of the development of the Coastal Management Plans and able to reflect the specific feedback and needs identified through those processes which will seek to balance community access and environmental management priorities.

IA22.14

	<p><i>beaches to have improved beach access by 2026.</i></p> <p><i>An appropriate beginning point could be a survey of which beaches are currently regarded as most accessible (with or without assistance) by beach users with disabilities. And which beaches/waterways people would like to access if they could.'</i></p> <p><i>'Considering that there are 100 beaches and numerous waterways in the Shoalhaven, our association believe that inclusive access to these areas is of vital importance and must be included in this policy. There is money regularly budgeted by council for inclusive / disabled foreshore access'</i></p>	
Parks & Recreational Play	<p><i>'I think Council have missed the opportunity to make our recreational areas more inclusive such access ways to beaches and parks. This is not only for those with defined disabilities as we live in a community it's of a large ageing population but also families with prams, etc. This has not been represented strongly enough if at all in this plan.'</i></p>	<p>Improved recreational play and parks is currently addressed in priority:</p> <p><i>2.2 Increase access to inclusive parks that are designed to support use by people with disability.</i></p>
Accessible Parking	<p><i>'I am now in the single person household. My disability is nowhere as serious as many others. I can walk and stand for only a short time or distance and require a support walker.</i></p> <p><i>The parking in Nowra main shopping centre is very difficult. On many occasions I have driven into Nowra and have had to return home because I was unable to find a parking spot close enough for me to walk to shopping precinct. so, the parking issue is high. For medical appointments I use the community bus, so that I have definite access to my medical appointments.'</i></p>	<p>Improved accessible parking is currently addressed in priority:</p> <p><i>2.5 improve accessibility in the community.</i></p> <p>Action:</p> <p><i>2.5.3 Support the inclusion and access advisory group to provide advice on accessible parking from the community to Council's traffic committee</i></p>
Disability Signage	<p><i>'I know that you are aware of the need for more allocated disability parking, but I would like to acknowledge that the signage for these spaces e.g., person in wheelchair is so very outdated. Not all disabilities are visible and not all disabilities require a wheelchair, that to me is not inclusive of all disabilities, the same signage is on specific allocated toilets also.'</i></p>	<p>The International Symbol of Access has been in place for over 50 years across more than 160 countries. To modify these designs within the Shoalhaven would create a lack of consistency and understanding of accessible locations.</p>
Private Access	<p><i>'Access to businesses e.g., ramps. Although not a requirement for businesses to have this access, perhaps a rebate program from council to compensate those businesses wishing to make this access available that would be</i></p>	<p>A pilot program of this sort was run through a grant process in 2017/18 with limited uptake from businesses and landlords.</p>

	<i>otherwise unable to afford to do it.'</i>	
General Feedback	<i>'I am the National Secretary of the Myositis Association-Australia Inc and we have been collecting information regarding all aspects of facilities which would help make life easier for our members living in the Shoalhaven. These points could also apply to anyone with a disability.'</i>	Submission included legislative requirements for specific National Construction Codes & design considerations surrounding universal design principles. Acknowledge as feedback to better inform Council's work.
Feedback outside of Council's functional responsibilities.	<i>'My personal qualitative analysis of the 1000 Aboriginal people I work with, 17% live with a disability but due to cultural shameful practices will not register as an Indigenous person living with a disability on NDIS or with local Disability Providers.'</i> <i>'There is also a lack of medical specialists visiting our region which means people are having to travel out of area for treatments, sometimes this isn't possible due to inability to sit in a vehicle for hours. Our area has lost too many visiting medical specialists over the last few years.'</i>	Feedback will be provided to appropriate services.

IA22.14

Amendments

As part of the exhibition process some changes were identified and amendments made to the Draft DIAP and Implementation Plan. A number of these amendments were identified through the IAAG workshop. These amendments are outlined below:

The final draft Disability Inclusion Action Plan 2022-2026 and Implementation Plan are included as **Attachment 1** and **2**.

1. Amendment 1

Action 1.4.1 – Advocate for applicant businesses to address inclusion as part of the Shoalhaven business awards assessment

Change to:

1.4.1 Advocate for *all* applicant businesses to address inclusion as part of the Shoalhaven business awards assessment

2. Amendment 2

Action 2.5.1 – Review development controls in Shoalhaven DCP with a view to improving accessibility outcomes and implement amendments to Shoalhaven DCP with support from Council

Change to:

2.5.1 Review development controls in Shoalhaven DCP with a view to improving accessibility outcomes and implement amendments to Shoalhaven DCP with support

from Council. *This aims to improve availability and quality of accessible housing in the Shoalhaven in the long-term.*

3. Amendment 3

Action 3.3.1 - Use the Procurement Policy review to improve consideration of social and sustainability outcomes in procurement processes

Change to:

3.3.1 Use the procurement policy review to improve consideration of social and sustainability outcomes in procurement processes. *This aims to improve the ability of Council teams to consider social outcomes of potential suppliers, such as disability employment by social enterprises*

4. Amendment 4

Focus Area 4 – Support Access to Meaningful Employment

The steps we will take – Council recognises the challenges of finding employment for people living with a disability. That is why Council have set a goal to remove those barriers when applying and working for Council.

Change to:

Focus Area 4 – Support Access to Meaningful Employment

The steps we will take – Council recognises the challenges of finding employment for people living with a disability. That is why Council have set a goal to remove those barriers when applying and working for Council, *and to help Shoalhaven businesses improve employment opportunities for people living with a disability.*

5. Amendment 5

Priority 4.1 – Provide an accessible recruitment and onboarding process for new employees

Change to:

Priority 4.1 – Provide an accessible recruitment and onboarding process for new Council employees

Community Engagement

To ensure the development of the DIAP met the needs of Council and the community, the Community Connections team and The Flagstaff Group undertook internal consultation with representatives from across the organisations prior to beginning external consultation.

This process ensured staff had an opportunity for input on future actions and responsibilities under the DIAP as adopted by Council. This process also set expectations for community consultations and requirements when developing the new DIAP.

The following internal consultation occurred:

- One-on-one conversations with the CEO and each Director to determine outcomes, challenges, threats, and opportunities for the review
- Staff workshop with 34 staff from across the organisation to determine inclusion aspirations within the organisation
- Management representatives from each of the five Directorates and Shoalhaven Water sat on the Project Control Group to support the action plan development

- Individual meetings with each department manager responsible for implementing actions to ensure future work aligned with the strategic direction and future planning for each department of Council

These internal consultations ensured that senior management, middle management, and operational staff from across the organisation had opportunity for input. This allowed development of a DIAP that has organisation-wide support from the earliest stage.

An extensive community engagement process was led by The Flagstaff Group and engaged with over 300 people, including:

- 120 people completed online survey
- 6 face-to-face community workshops
- 20 face-to-face individual meetings, including with Councillors
- 2 meetings with Federal and State MPs
- 9 meetings with disability service providers
- 14 disability employment providers consulted
- 5 representatives of Indigenous disability organisations
- 52 employees with disability from various organisations
- Community Consultative Bodies contacted, and one formal submission received
- Social media and media relations campaign including a Mayoral video and interviews

Council used a range of methods to engage with community to identify communities' aspirations. These methods included:

- Electronic Direct Mail
- Production of Mayoral video for web and social media
- Social media stories and notices
- Creation of a Council Get Involved page
- Posters across Council facilities
- Direct invitation to partners in the not-for-profit disability sector
- Face-to-face drop-ins to Disability Employment Providers
- One-on-one telephone interviews to support people with disability
- Group sessions with providers and stakeholders across the City including Nowra, Bay and Basin (2), and Ulladulla
- Indigenous disability providers group
- Articles in Council's newsletter "In Your Neighbourhood"
- Group session with Council staff
- Face-to-face interviews with Council's Executive Leadership Team
- Face-to-face and phone interviews with Councillors
- Media releases

It should be noted that the delivery of community engagement and action planning was delayed due to NSW restrictions and staff absences due to Covid-19. These delays were used to offer an extended community engagement process and allowed for a greater action planning process with Council departments.

A wealth of community input and insights were provided by the extensive engagement. This was used to identify the priority areas for Council's future inclusion work and used as the basis for developing actions that will be undertaken to address the identified priorities.

Shoalhaven
City Council
**Disability Inclusion
Action Plan
2022-2026**



Acknowledgment of country

A decorative illustration featuring a seashell on the left and a stylized fish on the right. The fish is filled with intricate geometric patterns. The entire illustration is rendered in a purple color.

.....

We acknowledge the traditional owners and custodians of this country and their continuing connection to the land through culture and community. We pay our respects to Elders past, present and future.

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Message from Shoalhaven City Council Mayor, Amanda Findley

We have achieved a lot since we adopted our first Disability Inclusion Action Plan for 2017-2021. This Disability Inclusion Action Plan 2022-2026 builds on our achievements to improve inclusion for people with disability.

To develop this second Disability Inclusion Action Plan, Council undertook extensive community consultation with more than 300 participants. I would like to thank the individuals, services and community groups who spoke with us about how we can make Shoalhaven more accessible and inclusive.

Our conversations with the community highlighted that Shoalhaven is a diverse city with people of many abilities. The Disability Inclusion Action Plan demonstrates Council's pride and commitment to building an inclusive and accessible community, ensuring that people of all abilities enjoy the same rights, opportunities, and benefits of living and working in Shoalhaven. People living with disability are an important part of our community and make a valuable contribution to life in the Shoalhaven, and we recognise the right to have fair access to opportunities and services.

I look forward to working with Council, services, and the community to build on our achievements to date and to improve inclusion for people with disability.



Introduction and Summary

Inclusion in the Shoalhaven means all people have equal access in our community and that they feel they belong. Our actions matter and true inclusion is only possible when we work together to remove barriers, improve equitable access, independence, and provide those in our community with dignity, respect, and equal opportunity to participate in a safe and welcoming way.

This is Council's second Disability Inclusion Plan 2022-2026 (The Plan). The Plan is a four-year framework to highlight how Shoalhaven Council will continue to improve access, service, activities, employment, and information for people living with a disability, their families, and carers.

Council is committed to improving opportunities for people of all ages with a disability, to access the full range of services and activities available. The priorities within this document are based on the lived experience of people who live, work, play and visit the Shoalhaven.

Over 300 people, disability service providers, families and carers contributed to the Plan and shared their thoughts and experiences about how Council can improve the accessibility and inclusivity of the Shoalhaven.

Council used the feedback from community to develop actions under the four key community themes. These themes are required under the NSW Disability Inclusion Act 2014 and show what Council will do to ensure people who have a disability can participate fully in life in the Shoalhaven.

The four community themes are:

1 Create Positive Attitudes and Behaviours Within Community

People with disability in the Shoalhaven experience inclusive attitudes and behaviours.

2 Create Accessible and livable Communities

People with disability find accessing places of recreation, learning and leisure, community celebration, cultural participation, tourism, events, entertainment and shopping easy, safe, and inclusive.

3 Improve Access to Our systems and Processes

Council's systems and processes are barrier-free for people with disabilities.

4 Support Access to meaningful Employment

People with disability have equal and fair access to employment.

The Plan's strategies and their measures fall within our integrated planning framework.

These strategies guide Council's priorities and sets out how we aim to achieve these priorities and actions each year.

Each year Council will update community on the progress of the Plan through our annual report.



The Case for Inclusion

- The responsibility for changing attitudes and behaviours towards disability belongs to everyone. Attitudes towards people with disability are often a symptom of ignorance, fear, or the lack of opportunities to interact. Developing positive attitudes involves increasing awareness and changing perceptions over time.
- Accessible infrastructure benefits everyone. It is necessary for social and economic participation
- Employment provides new connections, skills and leads to an improved quality of life. A job can give new opportunities to be part of a team and can provide independence to expand skills often leading to greater self-confidence.
- When the economy is inclusive it provides everyone with better access to goods and services. With 1 in 5 Australians living with a disability it is important to consider whether businesses are missing 20% of potential customers.

Our Shoalhaven



Population
107,191

Average Age

48

Population Increase

+10,308

by 2031

19.7% aged 0-17 years
34.3% aged 60+ years



44.2%
increase for
aged 65+ years



40,935 total households

25.3% mortgage

23.8% renting

3.8% social housing

279 individuals
homeless

5.5% of the
Shoalhaven's population
identify as Aboriginal and
Torres Strait Islander



7.7% of the Shoalhaven's population
are living with disability



33.9%

completed year 12

25.8% vocational qualification

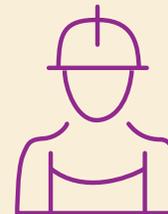
12.1% university education

35,751

jobs

47% in workforce

7.5% unemployed



Additional
Households

+5,408

households
by 2031



21.6%

of households are made up
of couples with children

17% couples without
children

26.7% single person
10.6% single-parent

Single person households
increasing to

30.7%

by 2031



Disability Snapshot - Australia

20% or 4.4 million Australians are living with a disability

32% or 1 in 3 of people with a disability have severe or profound disability with at least 1 daily living activity

1 in 10 people with a disability aged 15+ have experienced disability discrimination in the last year

42% of adults with a disability rate their health as fair or poor compared to the 7% of adults without a disability

3 in 5 people with disability living in a household need support with at least 1 activity of daily living

47% of adults with disability have experienced violence after the age 15

82% of people with a disability are satisfied with the quality of assistance received from organised services

1 in 70 Australians are on the autism spectrum

Disability Snapshot - Shoalhaven

7.7% or 7,654 people living in the Shoalhaven are living with a disability

1,041 people reported needing help daily due to disability

1 in 50 people in the Shoalhaven are on the autism spectrum. Autism is the most common disability in the Shoalhaven

453 Local active NDIS service providers operate in the Illawarra Shoalhaven

462 Aboriginal people in the Shoalhaven are living with a severe or profound disability

1,102 children aged 0-12 are living with a disability in the Shoalhaven

References

1. Australian Institute of Health and Welfare 2019, *People with disability in Australia*
2. Australian Network on Disability, *Disability statistics 2019*
3. Australian Bureau of Statistics (ABS) 2019, 4430.0 – *Disability, Ageing and Carers, Australia 2018*
4. Australian ASD Population data 2015

Developing the Plan

Research

Before we started to review the Plan, Council conducted research and looked at demographic data from the Shoalhaven and across Australia. We also reviewed our Disability Inclusion Action Plan 2017-2021 to see what we had achieved and where there were areas for improvement.

Community Engagement

Council engaged The Flagstaff Group, a local disability service provider to support the review of the Plan. A range of methods was used to engage with over 300 people living with a disability, local disability providers, families, friends, and carers who shared their thoughts and experiences about how we can continue to improve the accessibility and inclusivity of our city. We hosted community workshops, online surveys, one-on-one meetings and targeted workshops with service providers and Aboriginal service providers.

Outcomes, Priorities & Actions

To ensure the best results for community, Council set clear outcomes under each Focus Area of the Plan. Priorities and actions describe how outcomes will be achieved, and the actions for each priority. Each action includes its own measure and outlines which department in Council is responsible for the action, a time for when it will be completed and a budget for the cost. A full action table can be found in Appendix 1 of the Plan.

Exhibition and Endorsement

The Draft Plan was reported to Council and put out to public exhibition for the community to provide feedback. This was then reviewed and considered prior to reporting back to Council and the Plan was endorsed.

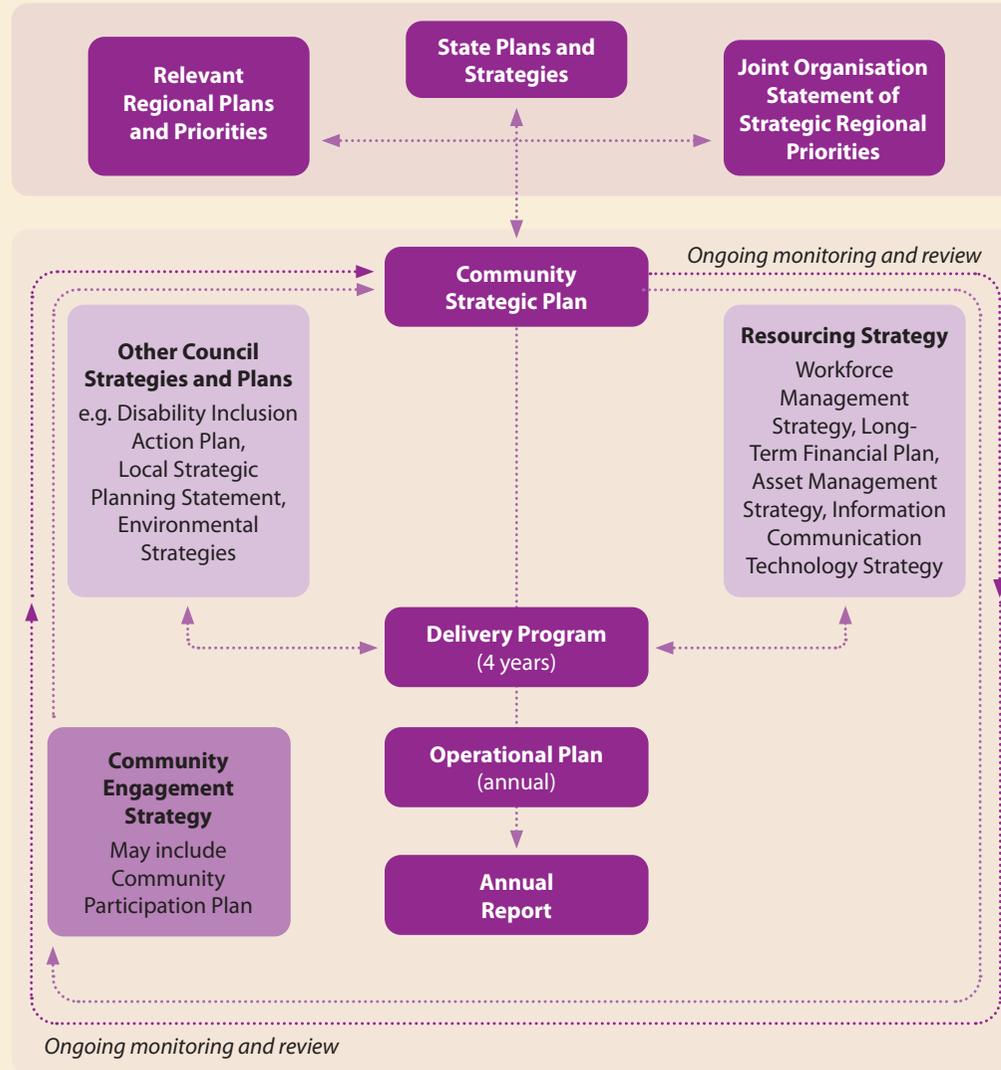
Lodgement

The endorsed Plan will be lodged with the Disability Council of NSW.

Council's Planning

All local Councils are required to develop a Disability Inclusion Action Plan. Shoalhaven City Council (SCC) works within a framework of a wide range of legal and policy requirements, which have informed the development of this plan.

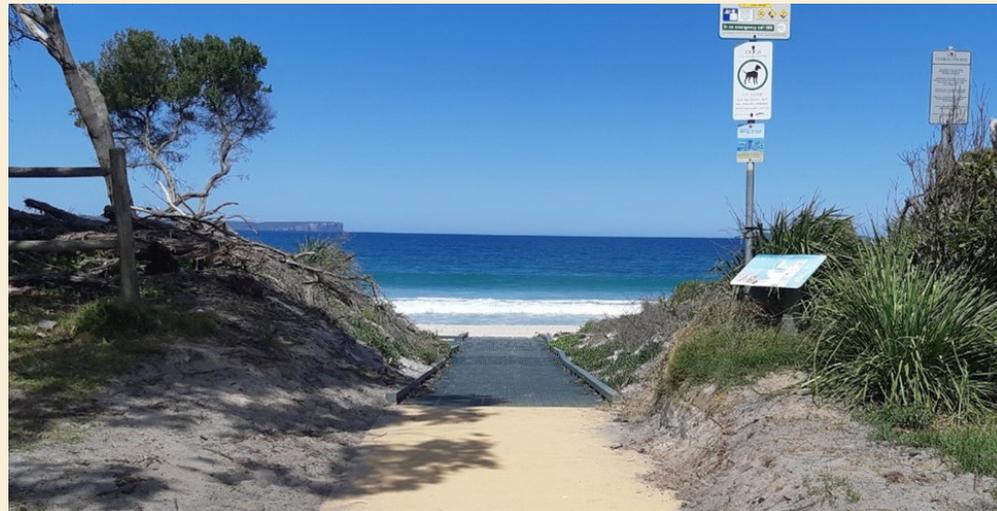
Council's Disability Inclusion Action Plan falls within our integrated planning framework, along with other supporting plans. These strategies and plans guide Council's priorities from across the city and Council's Delivery Program and Operational Plan sets out how we aim to achieve these priorities and actions each year.



Achievements since 2017

Shoalhaven City Council launched the first DIAP in 2017, since then Council departments have completed 62% of the action, set out in the Plan and a further 23% of actions are still underway. Take a look at some of the things that have been achieved.

- Council adopted a lift and change masterplan.
- Front counter of the Nowra Administration Centre has been re-designed to meet accessible standards and display stands have been placed to allow access for people with mobility limitations.
- Our Libraries acquired several resources for people with print disabilities including:
 - Dyslexia-Friendly collection of youth and junior books.
 - eNewspaper database / (Pressreader) has text to voice capabilities.
 - Large print books have been purchased and are available for loan at Shoalhaven Libraries.
 - A growing collection of audio books in various formats have been added to the collection.
 - Extension of Council's Home Library Service to members of the community that are not able to physically access library services.
 - Information on accessible library resources documented.



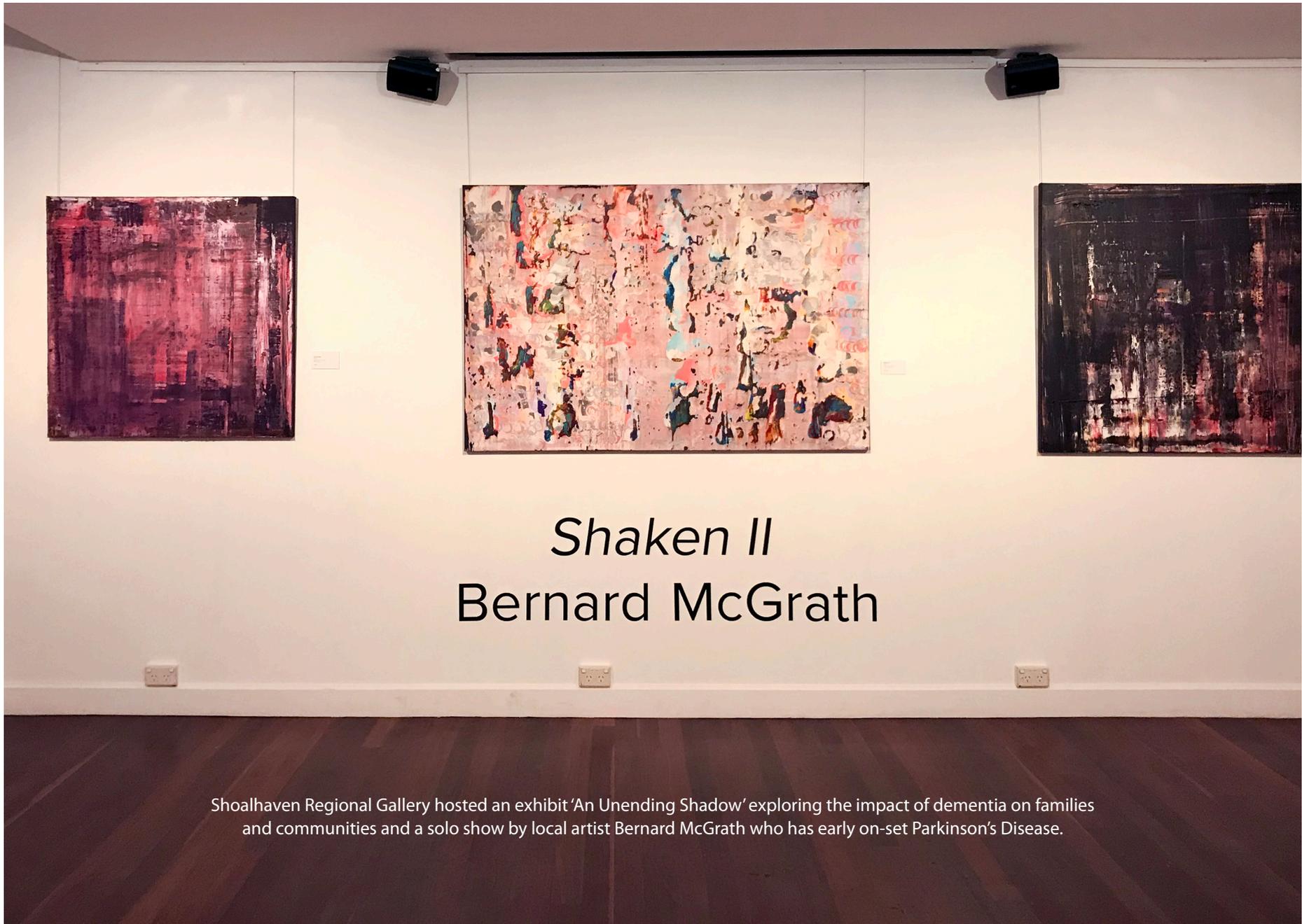
- Wheelchair accessible beach access ramp at Barfleur beach Vincentia.



- Increasing events to recognise Shoalhaven's diverse disability community and celebrate inclusion through International Day of People with a Disability and Disability Service expo's



- Council continued to increase the accessibility's of our parks and reserves and opened Boongaree, a destinations park for the Shoalhaven, host wide-ranging accessible and inclusive designs



- Incorporating inclusion in programs across aquatic centres, libraries, and art gallery
- Expanding documents and media to incorporate a range of abilities, ages, cultures, and disability diversity
- Tourism Shoalhaven website has been upgraded and is currently at WCAG 2.0 AA Standard
- NDIS funded patrons are continuing to undertake programs in Learn to Swim and Teen gym programs. Self-managed patrons also utilise the swim and fitness centres facilities, engaging with physiotherapists and exercise physiologists



- The annual Shoalhaven Visitor Guide promotes accessible tourism throughout the guide and a dedicated double page spread on accessible holidays.



- An upgrade to the service counter Kiosk and bar at the Shoalhaven Entertainment Centre. Upper: before, lower: after.

Community Engagement

We asked and you answered

Council used a range of ways to engage with over 300 people living with a disability, local disability providers, families, friends, and carers who told us their thoughts and experiences about how Council can continue to improve accessibility and inclusivity in the Shoalhaven.



Who we spoke to

- People living with disabilities
- NDIS providers
- People who live, work, and play in the Shoalhaven
- Carers and families
- Shoalhaven City Council Mayor and Councillors
- State and Federal MPs
- Aboriginal disability service providers
- Emergency services
- Council committees
- Aged care providers
- Housing providers
- Council employees
- Schools

How we listened

- 6 face-to-face community workshops
- 120 people completed an online community survey
- 2 meetings with Federal and State MPs
- 34 Council staff and 6 executives attended one-on-one and group meetings
- 9 meetings with disability service provider groups
- 14 disability employment providers were consulted
- 5 representatives of indigenous disability organisations
- 52 conversations with supported employees with disability
- Social media and online interviews

What you told us



The Good

- Playgrounds and reserves
- Celebrating disability
- Council's Libraries, Art Gallery, and Entertainment Centre
- Council's communications approach



Areas for improvement

- Pathways and kerbs
- Accessible parking
- Accessible toilets
- Meaningful employment

Community Engagement Themes

The feedback collected from the workshops, community survey, interviews and conversations were reviewed, and 9 themes were identified. Below is an overview of what people said was most important for an inclusive Shoalhaven:

1. **Community understanding**
There is a need for improved community understanding of the diversity of disabilities
2. **Playgrounds and reserves**
Purpose-built accessible playgrounds are valued but existing facilities could be improved with fencing and footpaths
3. **Pathways, kerbs, roads & crossings**
There is a need for accessible pedestrian facility improvements in suburbs and villages
4. **Council buildings**
Good accessibility for many Council facilities but Nowra Admin Building needs improved accessibility
5. **Accessible parking**
There is a need for improved accessible parking provision
6. **Accessible toilets**
There is a need for additional accessible toilets
7. **Sharing information**
Newsletters, social media, disability networks and plain-language communication valued
8. **Council website**
Council website would benefit from plain-language, easier navigation, and design for vision impairment
9. **Meaningful employment**
There is a need for improved access to meaningful employment

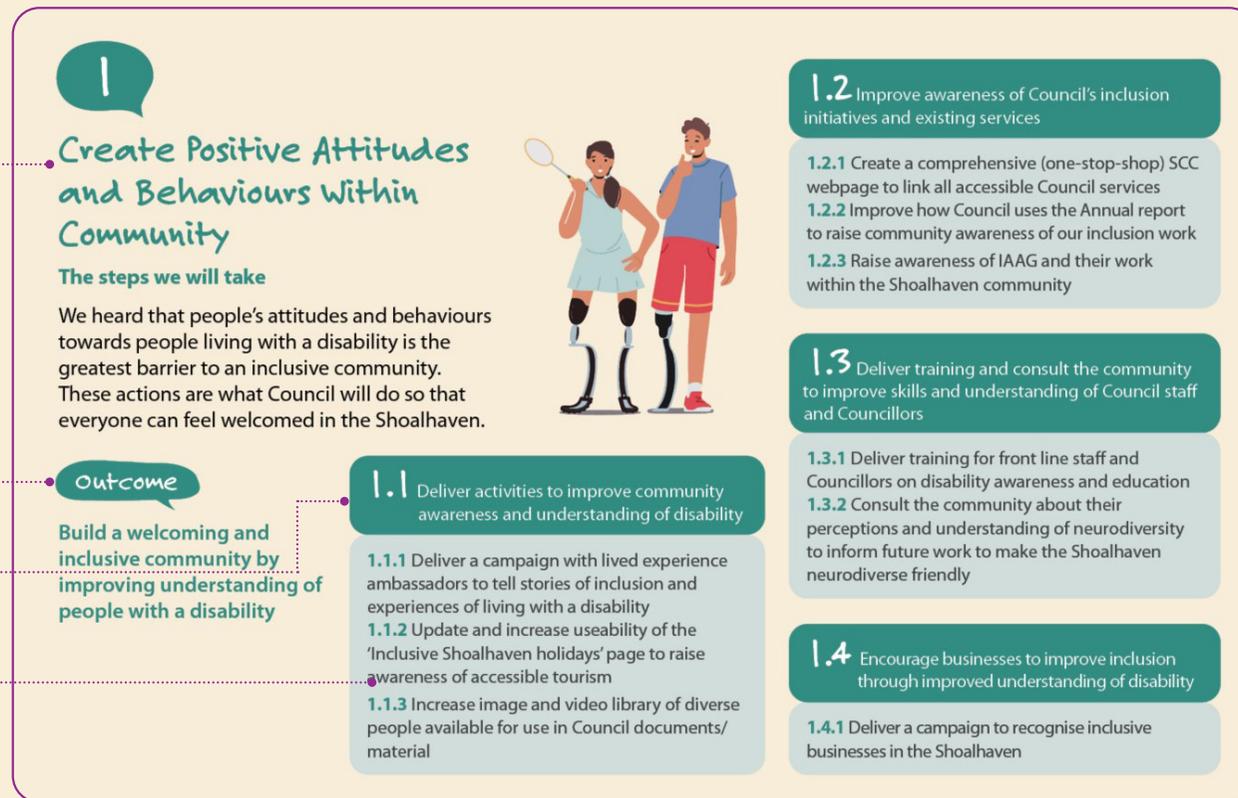
How to Read Our Actions

The focus areas provide a structure for our goals within the Plan

Our outcomes are what we are aiming to achieve

Priorities help us achieve our outcomes

Actions are what we will do



1

Create Positive Attitudes and Behaviours Within Community

The steps we will take

We heard that people’s attitudes and behaviours towards people living with a disability is the greatest barrier to an inclusive community. These actions are what Council will do so that everyone can feel welcomed in the Shoalhaven



Outcome

Build a welcoming and inclusive community by improving understanding of people with a disability

1.1 Deliver activities to improve community awareness and understanding of disability

- 1.1.1 Deliver a campaign with lived experience ambassadors to tell stories of inclusion and experiences of living with a disability
- 1.1.2 Update and increase useability of the ‘Inclusive Shoalhaven holidays’ page to raise awareness of accessible tourism
- 1.1.3 Increase image and video library of diverse people available for use in Council documents/ material

1.2 Improve awareness of Council’s inclusion initiatives and existing services

- 1.2.1 Create a comprehensive (one-stop-shop) Council webpage to link all accessible Council services
- 1.2.2 Improve how Council uses the Annual report to raise community awareness of our inclusion work
- 1.2.3 Raise awareness of IAAG and their work within the Shoalhaven community

1.3 Deliver training and consult the community to improve skills and understanding of Council staff and Councillors

- 1.3.1 Deliver training for front line staff and Councillors on disability awareness and education
- 1.3.2 Consult the community about their perceptions and understanding of neurodiversity to inform future work to make the Shoalhaven neurodiverse friendly

1.4 Encourage businesses to improve inclusion through improved understanding of disability

- 1.4.1 Advocate for all applicant businesses to address inclusion as part of the Shoalhaven business awards assessment

2

Create Accessible and Liveable Communities

The steps we will take

Creating liveable community for people with disabilities is more than modifying the existing physical world. These actions are what Council will do to make our community more accessible.

Outcome

Create a community where people with disability can participate by improving access to places and activities



2.1 Improve kerbs, pathways, and ramps throughout the Shoalhaven

- 2.1.1 Prepare an updated Pedestrian Access and Mobility Plan (PAMP) and ranking criteria to identify projects that need action and funding to address access improvements
- 2.1.2 Use the Pedestrian Access and Mobility Plan (PAMP) and ranking criteria to deliver projects that improve access
- 2.1.3 Use an annual IAAG workshop to seek input on kerb ramp projects to improve accessibility
- 2.1.4 Use kerb ramp budget to deliver priority kerb ramp projects, including those identified by annual committee workshop

2.2 Increase access to inclusive parks that are designed to support use by people with disability

2.2.1 Inspect and review destination and regional parks for the need for fenced areas to make inclusive parks friendlier to parents and carers with children and people with disability

2.2.2 During refurbishment and renewal projects, budget is allocated to make inclusive parks friendlier to parents and carers with fenced areas for children and people with disability

2.2.3 Development/redevelopment of destination parks will include inclusive and accessible playgrounds

2.2.4 Formalise an accessibility advocate to be involved in the development of tenders & RFQ's for playgrounds

2.2.5 All new masterplans will make social infrastructure inclusive for people living with a disability

2.3 Provide inclusive events for the whole community

2.3.1 Develop and use resources that support Council to plan accessible events

2.3.2 Develop and use resources that support the community to plan accessible events

2.3.3 Include accessibility information in the promotion of events

2.3.4 Seek community feedback to evaluate Community Connections events for venue and event accessibility

2.3.5 Update the event policy to encourage improved accessibility for events in the Shoalhaven

2.4 Improve accessibility in Council buildings

2.4.1 Conduct accessibility audits of priority Council buildings and use existing asset maintenance and renewal budgets to upgrade

2.4.2 For all new publicly accessible buildings, accessibility feedback on the design will be sought from the Inclusion & Access Advisory Group (IAAG)

2.5 Improve accessibility in the community

2.5.1 Review development controls in Shoalhaven DCP with a view to improving accessibility outcomes and implement amendments to Shoalhaven DCP with support from Council. This aims to improve availability and quality of accessible housing in the Shoalhaven in the long-term

2.5.2 Work with Transport for NSW to improve accessible transport in the Shoalhaven

2.5.3 Support the IAAG to provide advice on accessible parking requests from the community to the Traffic Committee

3

Improve Access to Our Systems and Processes

The steps we will take

Accessing services is hard, that's why Council is working to make it easier for the community. Take a look at the actions we will take to make getting information easier, and making access to services easier.

Outcome

Provide equitable access to services and information by ensuring Council systems and processes are inclusive for people with disability and address barriers to access



3.1 Improve useability of Council websites

- 3.1.1 Upgrade the foundations of our website technology and use improved capability to improve all Council websites to meet Web Content Accessibility Guidelines 2.1 AA standards
- 3.1.2 Create a framework for the transition to online accessible forms
- 3.1.3 Deliver training for content author staff to understand accessibility standards and improve digital inclusion

3.2 Improve inclusion in advisory committees and community engagement and events

- 3.2.1 Improve inclusion and accessibility of Council's community engagement activities by ensuring the Engagement Strategy reflects best practice
- 3.2.2 Add agenda item for relevant advisory committee meetings to review and improve inclusion
- 3.2.3 Add agenda item to review and improve inclusion for project planning meetings for teams that deliver community events/engagement and plan social infrastructure

3.3 Improve consideration of social outcomes in procurement processes

- 3.3.1 Use the procurement policy review to improve consideration of social and sustainability outcomes in procurement processes. This aims to improve the ability of Council teams to consider social outcomes of potential suppliers, such as disability employment by social enterprises

4

Support Access to Meaningful Employment

The steps we will take

Council recognises the challenges of finding employment for people living with a disability. That is why Council have set a goal to remove those barriers when applying and working for Council, and to help Shoalhaven businesses improve employment opportunities for people living with a disability.

Outcome

Improve access to employment for people with a disability in the Shoalhaven



4.1 Provide an accessible recruitment and onboarding process for new Council employees

4.1.1 Review the employment application process for accessibility and raise awareness of available support and alternative processes

4.1.2 Provide training on disability awareness to teams where a person with a disability has been recruited

4.2 Develop inclusive work experience and employment opportunities for people with disability

4.2.1 Actively promote work experience, traineeships, and volunteer roles to people with disability

4.2.2 Engage with Council teams to identify and support development of opportunities for people with disability, including work experience, traineeship, volunteer and employment rolls, and project work

4.2.3 Identify or create inclusive employment opportunities, including through use of flexible working arrangements and by partnering with disability employment providers for identified roles

4.2.4 The tender evaluation process for providers of trainee and apprentice programs will include criteria to consider improvement of opportunities for people with disability

4.3 Support Shoalhaven businesses to employ people with disability

4.3.1 Provide resources to businesses to raise awareness of benefits of, and supports for employing people with disability

Monitoring and Evaluation

How will we know if are making a difference? We will use the following indicators to report on our priorities to ensure we are measuring our achievement for an inclusive Shoalhaven 2022-2026.

Positive Attitudes and Behaviours Within Community

Indicator	How we measure success
1.1 Deliver activities to improve community awareness and understanding of disability	<ul style="list-style-type: none"> • Initiatives delivered • Engagement data
1.2 Improve awareness of Council's inclusion initiatives and existing services	<ul style="list-style-type: none"> • Engagement data • Evidence of process change • Initiatives delivered
1.3 Deliver training and consult the community to improve skills and understanding of Council staff and Councillors	<ul style="list-style-type: none"> • Participation data • Initiatives delivered • Evidence of process change
1.4 Encourage businesses to improve inclusion through improved understanding of disability	<ul style="list-style-type: none"> • Evidence of process change

Create Accessible and Liveable Communities

Indicator	How we measure success
2.1 Improve kerbs, pathways, and ramps throughout the Shoalhaven	<ul style="list-style-type: none"> • Evidence of policy change • Initiatives delivered
2.2 Increase access to inclusive parks that are designed to support use by people with disability	<ul style="list-style-type: none"> • Initiatives delivered • Evidence of process change

2.3 Provide inclusive events for the whole community	<ul style="list-style-type: none"> • Initiatives delivered • Evidence of process change • Engagement data
2.4 Improve accessibility in Council buildings	<ul style="list-style-type: none"> • Initiatives delivered • Evidence of process change
2.5 Improve accessibility in the community	<ul style="list-style-type: none"> • Evidence of policy change • Initiatives delivered • Participation data

Improve Access to our systems and processes

Indicator	How we measure success
3.1 Improve useability of Council websites	<ul style="list-style-type: none"> • Engagement data • Evidence of process change • Participation data
3.2 Improve inclusion in advisory committees and community engagement and events	<ul style="list-style-type: none"> • Evidence of policy change • Evidence of process change
3.3 Improve consideration of social outcomes in procurement processes	<ul style="list-style-type: none"> • Evidence of policy change

Support Access to Meaningful Employment

Indicator	How we measure success
4.1 Provide an accessible recruitment and onboarding process for new employees	<ul style="list-style-type: none"> • Evidence of process change • Participation data
4.2 Develop inclusive work experience and employment opportunities for people with disability	<ul style="list-style-type: none"> • Initiatives delivered • Evidence of policy change
4.3 Support Shoalhaven businesses to employ people with disability	<ul style="list-style-type: none"> • Initiatives delivered

Delivering the Plan

Governance

The Disability Inclusion Action Plan is owned by all Councillors, Executive Team, and staff. A project control group will oversee Council's ongoing implementation of this plan.

Delivery and implementation

The actions of the Plan will be included in the Integrated Planning and Reporting Framework by including them in Council's Delivery Program & Operational Plan. Progress on the Plan will be monitored by managers across Council.

Monitoring and evaluation

An evaluation framework has been developed to measure change. Council will collect and report on the implementation of the Plan.

Reporting

Each year Council will update the community on the progress of the Plan through our annual report. Council will provide a copy of this report to the NSW Disability Council.

Ongoing engagement and review

Council will continue to engage with community to ensure we are working towards an inclusive Shoalhaven and will review the Plan in 2026 to continue to guide Council into the future.

Funding the Plan

Several actions in the Plan focus on improving the way we do things, these actions will not cost additional money, as the attention will be on Council working in more inclusive ways. Some actions within the Plan will require additional funds to implement, these relate to upgrading existing facilities and building more inclusive infrastructure. The funds to deliver these actions will be allocated through the annual budget process where possible and may require Council to apply for external grant funding to achieve.



Legislative & policy

People living with a disability, their families, carers, and those who support them have a legal right to access service, and facilities. These rights are part of State and Commonwealth policy and legislation which makes it illegal to discriminate against a person with a disability.

Legislation and National Standards that inform Shoalhaven City Council’s work

- United Nations Convention on the Rights of Persons with Disabilities 2008 (UNCRPD)
- National Disability Strategy 2010 – 2020 (NDS)
- NSW Ageing and Disability Commissioner Act 2019
- NSW Disability Inclusion Act 2014 (DIA)
- Commonwealth Disability Discrimination Act 1992 and related Disability Standards for Education (2005) and Access to Premises – Buildings (2010)
- National Disability Insurance Scheme Act 2013 (NDIS)
- NSW Anti-Discrimination Act 1977
- NSW Government Sector Employment Act 2013
- Disability Discrimination Act 1992 (Disability (Access to Premises – Building) Standards 2010)
- Disability Inclusion Regulation 2014



Thank you

On behalf of all staff here at Council and our Executive Management Team, we would like to thank the Shoalhaven community for taking part in the development of the Plan. With your input, we were able to develop this Plan for Council to continue the work of building an inclusive Shoalhaven, where people living with disability can participate fully in our community and in life.



Stephen Dunshea,
Chief Executive Officer



Jane Lewis,
Director - City Lifestyles



James Ruprai,
Director - City Development



Kevin Voegt,
Director - City Performance



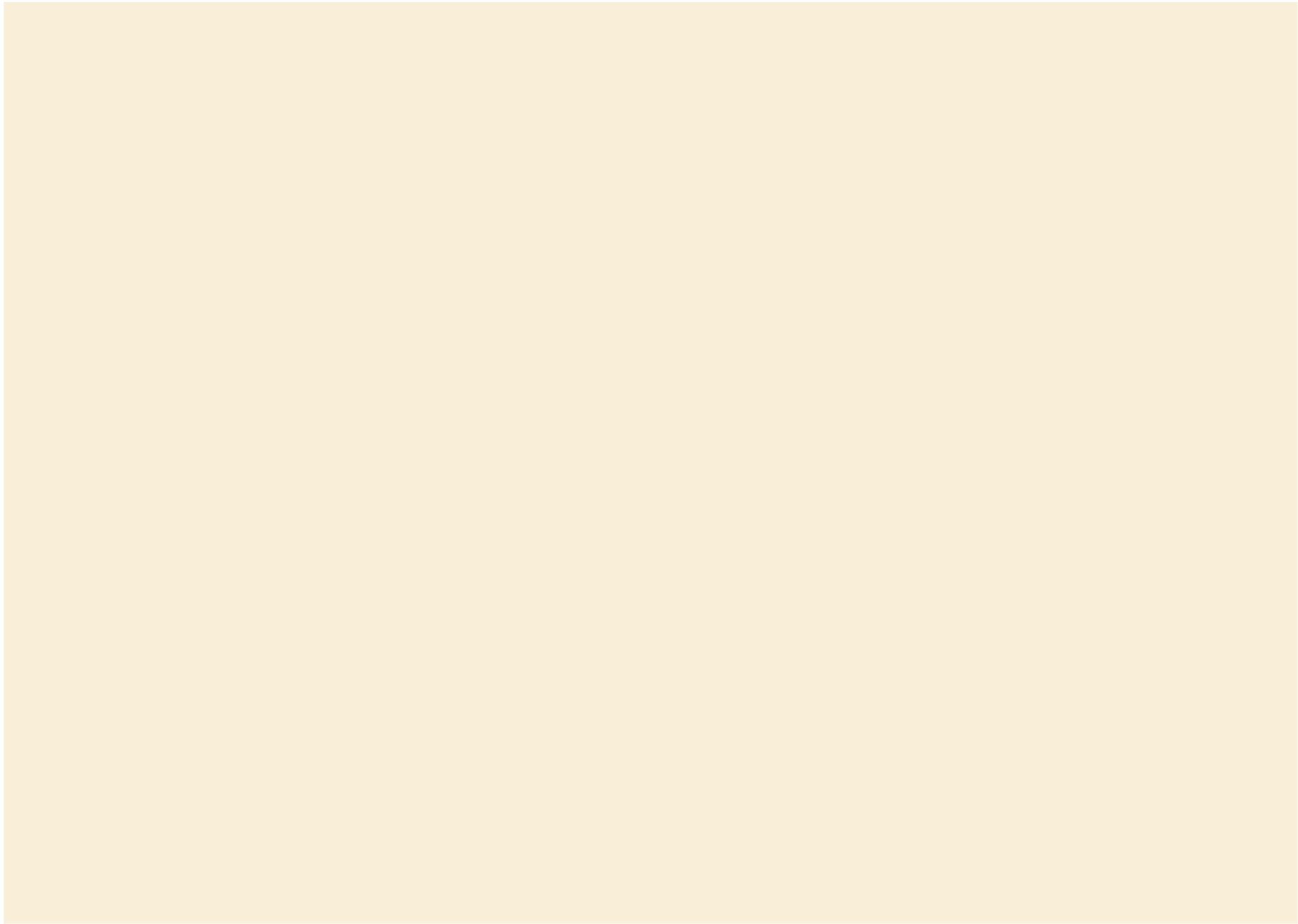
Carey McIntyre,
Director - City Futures



Paul Keech,
Director - City Services



Robert Horner,
Executive Manager -
Shoalhaven Water





📍 Address all correspondence to:

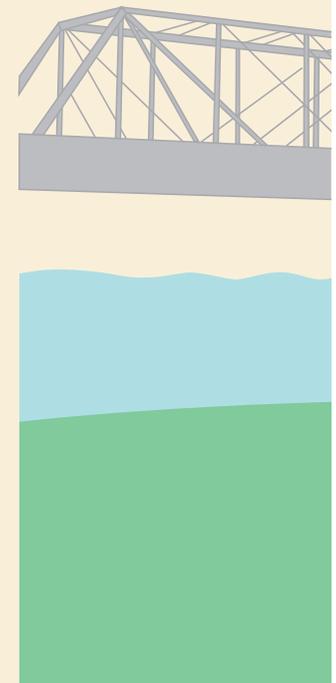
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Shoalhaven Disability Inclusion Action Plan 2022-26 – Implementation Table

Focus Area 1: Create Positive Attitudes and Behaviours Within Community						
<i>Outcome: Build a welcoming and inclusive community by improving understanding of people with a disability</i>						
Priority	Action	Lead Team	Supporting Teams	Delivery period	Measurable/s	Budget source
1.1 Deliver activities to improve community awareness and understanding of disability	1.1.1 Deliver a campaign with lived experience ambassadors to tell stories of inclusion and experiences of living with a disability	Community Connections	Media & Communications	2022/23	No. ambassadors; No. campaign initiatives delivered; Campaign engagement; Community feedback	Grant funding
1.1 Deliver activities to improve community awareness and understanding of disability	1.1.2 Update and increase useability of the 'Inclusive Shoalhaven holidays' page to raise awareness of accessible tourism	Tourism & Economic Development		2022/23 Q2, 2023/24 Q2, 2024/25 Q2, 2025/26 Q2	Leads to landing page (Google analytics data)	N/A
1.1 Deliver activities to improve community awareness and understanding of disability	1.1.3 Increase image and video library of diverse people available for use in Council documents/material	Media & Communications, Community Connections		2022/23, 2023/24	No. images/videos created and added to library (if DAM developed); No. created images/videos used	N/A
1.2 Improve awareness of Council's inclusion initiatives and existing services	1.2.1 Create a comprehensive (one-stop-shop) SCC webpage to link all accessible Council services	Community Connections	Digital Services & all service teams	2024/25, 2025/26	Creation of the web page; number of unique visitors to webpage	N/A
1.2 Improve awareness of Council's inclusion initiatives and existing services	1.2.2 Improve how Council uses the Annual report to raise community awareness of our inclusion work	Corporate Performance and Reporting	Community Connections	2022/23 Q2	Annual report includes information to raise awareness of inclusion (eg. infographic)	N/A
1.2 Improve awareness of Council's inclusion initiatives and existing services	1.2.3 Raise awareness of IAAG and their work within the Shoalhaven community	Community Connections, Media & Communications		2022/23, 2023/24, 2024/25, 2025/26	No. initiatives, sentiment/reach (dependent on initiative e.g. attendance, click etc)	IAAG Budget
1.3 Deliver training and consult the community to improve skills and understanding of Council staff and Councillors	1.3.1 Deliver training for front line staff and Councillors on disability awareness and education	People & Culture	Community Connections	2022/23, 2023/24	No. staff and Councillors attended training	Organisational Development budget
1.3 Deliver training and consult the community to improve skills and understanding of Council staff and Councillors	1.3.2 Consult the community about their perceptions and understanding of neurodiversity to inform future work to make the Shoalhaven neurodiverse friendly staff and Councillors	Community Connections		2025/26	No. consultation participants (community and business)	Social Planning budget
1.4 Encourage businesses to improve inclusion through improved understanding of disability	1.4.1 Advocate for all applicant businesses to address inclusion as part of the Shoalhaven business awards assessment	Tourism & Economic Development	Community Connections	2022/23	Inclusivity question incorporated into the assessment process for the Shoalhaven Business Awards	N/A
Focus Area 2: Create Accessible and Liveable Communities						
<i>Outcome: Create a community where people with disability can participate by improving access to places and activities</i>						
2.1 Improve kerbs, pathways and ramps throughout the Shoalhaven	2.1.1 Prepare an updated Pedestrian Access and Mobility Plan (PAMP) and ranking criteria to identify projects that need action and funding to address access improvements	Principal Traffic Engineer	Works & Services (District Engineers), Technical Services	2022/23	Completion of PAMP/Bike Plan strategy updates	\$30,000 PAMP budget (subject to approval); \$60,000 TfNSW grant application (subject to approval)

2.1 Improve kerbs, pathways and ramps throughout the Shoalhaven	2.1.2 Use the Pedestrian Access and Mobility Plan (PAMP) and ranking criteria to deliver projects that improve access.	Works & Services (District Engineers)	-	2023/24, 2024/25, 2025/26	No. or length of accessibility projects delivered	Pedestrian Facilities budget (plus available grant funds)
2.1 Improve kerbs, pathways and ramps throughout the Shoalhaven	2.1.3 Use an annual IAAG workshop to seek input on kerb ramp projects to improve accessibility.	Works & Services (District Engineers)	Community Connections, Principal Traffic Engineer	2022/23 Q1, 2023/24 Q1, 2024/25 Q1, 2025/26 Q1	Workshop completed; No. projects input sought on	N/A
2.1 Improve kerbs, pathways and ramps throughout the Shoalhaven	2.1.4 Use kerb ramp budget to deliver priority kerb ramp projects, including those identified by annual committee workshop	Works & Services (District Engineers)		2022/23, 2023/24, 2024/25, 2025/26	No. projects delivered; No. projects delivered aligned to locations identified in 2.1.3	100% internally funded under FN103863 -
2.2 Increase access to inclusive parks that are designed to support use by people with disability	2.2.1 Inspect and review destination and regional parks for the need for fenced areas to make inclusive parks friendlier to parents and carers with children and people with disability	Swim, Sport & Fitness, Works & Services (District Engineers)	Community Planning & Projects	2022/23, 2023/24, 2024/25, 2025/26	No. parks audited; No. parks identified for fencing upgrades at renewal	SSF asset management budget
2.2 Increase access to inclusive parks that are designed to support use by people with disability	2.2.2 During refurbishment and renewal projects, budget is allocated to make inclusive parks friendlier to parents and carers with fenced areas for children and people with disability	Swim, Sport & Fitness, Planning & Projects	Works & Services (District Engineers), Community Connections	2022/23, 2023/24, 2024/25, 2025/26	No. fencing upgrades completed; No. park renewals not needing fencing upgrade	N/A
2.2 Increase access to inclusive parks that are designed to support use by people with disability	2.2.3 Development/redevelopment of destination parks will include inclusive and accessible playgrounds	Community Planning & Projects	Community Connections, Swim Sport & Fitness	2022/23, 2023/24, 2024/25, 2025/26	% of Master Plans developed that include inclusive and accessible playgrounds.	N/A
2.2 Increase access to inclusive parks that are designed to support use by people with disability	2.2.4 Formalise an accessibility advocate to be involved in the development of tenders & RFQ's for playgrounds	Community Planning & Projects	Community Connections	2022/23 Q2	Accessibility advocate assigned; No. assessment panels advocate has participated in	N/A
2.2 Increase access to inclusive parks that are designed to support use by people with disability	2.2.5 All new masterplans will make social infrastructure inclusive for people living with a disability	Community Planning & Projects		2022/23, 2023/24, 2024/25, 2025/26	% of Master Plans developed that make social infrastructure inclusive	N/A
2.3 Provide inclusive events for the whole community	2.3.1 Develop and use resources that support Council to plan accessible events	Community Connections	Civic Events (input in developing resources), teams across Council that engage	2022/23, 2023/24	Resources developed; No. events planned using resources	N/A
2.3 Provide inclusive events for the whole community	2.3.2 Develop and use resources that support the community to plan accessible events	Community Connections	Tourism, Swim Sport & Fitness	2022/23, 2023/24	Resources developed; No. organisations provided with resources	Partnerships Budget
2.3 Provide inclusive events for the whole community	2.3.3 Include accessibility information in the promotion of events	Media & Communications	Community Connections	2022/23, 2023/24, 2024/25, 2025/26	% of events that include accessibility information	N/A

2.3 Provide inclusive events for the whole community	2.3.4 Seek community feedback to evaluate Community Connections events for venue and event accessibility	Community Connections	-	2022/23, 2023/24, 2024/25	No. people feedback sought from; No. feedback responses received and used	N/A
2.3 Provide inclusive events for the whole community	2.3.5 Update the event policy (for events run by community groups and businesses) to encourage improved accessibility for events in the Shoalhaven	Tourism & Economic Development	-	2022/23	Policy update adequately references and covers accessible and inclusive events	N/A
2.4 Improve accessibility in Council buildings	2.4.1 Conduct accessibility audits of priority Council buildings and use existing asset maintenance and renewal budgets to upgrade	Building Services	-	2022/23, 2023/24, 2024/25, 2025/26	No. of audits conducted; No. of buildings upgraded; Feedback on upgrades	Building Services OPEX (\$10,000), Building Services CAPEX
2.4 Improve accessibility in Council buildings	2.4.2 For all new publicly-accessible buildings, accessibility feedback on the design will be sought from the IAAG	Building Services	-	2022/23, 2023/24, 2024/25, 2025/26	No. designs feedback is sought on	N/A
2.5 Improve accessibility in the community	2.5.1 Review development controls in Shoalhaven DCP with a view to improving accessibility outcomes and implement amendments to Shoalhaven DCP with support from Council. This aims to improve availability and quality of accessible housing in the Shoalhaven in the long-term.	Strategic Planning	City Development	2022/23, 2023/24, 2024/25, 2025/26	Report to Council on completion of review and recommended amendments; Report to Council post exhibition (if amendments supported).	Strategic Planning budget (except supporting consultancy work, if required)
2.5 Improve accessibility in the community	2.5.2 Work with TfNSW to improve accessible transport in the Shoalhaven	Works & Services (District Engineers)	Principal Traffic Engineer	2022/23, 2023/24, 2024/25, 2025/26	No. grant applications; No. successful grant projects	100% grant funded
2.5 Improve accessibility in the community	2.5.3 Support the IAAG to provide advice on accessible parking requests from the community to the Traffic Committee	Community Connections	Works & Services (District Engineers)	2022/23, 2023/24, 2024/25, 2025/26	No. times advice provided to the Traffic Committee	N/A
2.5 Improve accessibility in the community	2.5.4 Provide training to Council staff on disability access standards and legislation	Certification & Compliance	-	2022/23	No. staff attended training	City Development CPD budget

Focus Area 3: Improve Access to Our Systems and Processes						
<i>Outcome: Provide equitable access to services and information by ensuring Council systems and processes are inclusive for people with disability and address barriers to access</i>						
3.1 Improve useability of Council websites	3.1.1 Upgrade the foundations of our website technology and use improved capability to improve all Council websites to meet WCAG 2.1 AA standards	Information Services/Business Systems	-	2022/23 Q3	Platform transition completed; Websites meeting WCAG 2.1 AA standard (website access audit reports); Website access statistics for disability pages; User experience feedback	Information Services licensing budget
3.1 Improve useability of Council websites	3.1.2 Create a framework for the transition to online accessible forms	Information Services/Business Systems	-	2021/22 Q4	No. of electronic form submissions (reduction of paper/pdf submissions)	Information Services staffing
3.1 Improve useability of Council websites	3.1.3 Deliver training for content author staff to understand accessibility standards and improve digital inclusion	Media & Communications	Digital Services	2022/23	% of content authors trained	CEO group CPD budget

3.2 Improve inclusion in advisory committees and community engagement and	3.2.1 Improve inclusion and accessibility of Council's community engagement activities by ensuring the Engagement Strategy reflects best practice	Media & Communications		2022/23	Engagement strategy reflects Council's commitment to inclusion and accessibility	N/A
3.2 Improve inclusion in advisory committees and community engagement and events	3.2.2 Increase opportunities for participation in the IAAG and build group capacity	Community Connections	Business Assurance & Risk (Governance)	2022/23, 2023/24, 2024/25, 2025/26	No. new committee members; No. new opportunities (working groups meetings/actions, capacity-building offered)	IAAG budget
3.2 Improve inclusion in advisory committees and community engagement and	3.2.3 Add agenda item for relevant advisory committee meetings to review and improve inclusion	Community Connections	Business Assurance & Risk (Governance)	2022/23, 2023/24, 2024/25	No. committees with Inclusion as an agenda item	N/A
3.3 Improve consideration of social outcomes in procurement processes	3.3.1 Use the procurement policy review to improve consideration of social and sustainability outcomes in procurement processes. This aims to improve the ability of Council teams to consider social outcomes of potential suppliers, such as disability employment by social enterprises	Finance (Procurement)	-	2023/24	Policy updated to support social and sustainable procurement processes	N/A

Focus Area 4: Support Access to Meaningful Employment						
<i>Outcome: Improve access to employment for people with disability in the Shoalhaven</i>						
4.1 Provide an accessible recruitment and onboarding process for new Council	4.1.1 Review the employment application process for accessibility and raise awareness of available support and alternative processes	People & Culture	-	2022/23 Q2	Review completed; No. applicants provided with info on available support; No. applicants using available support; Community feedback	N/A
4.1 Provide an accessible recruitment and onboarding process for new Council employees	4.1.2 Provide training on disability awareness to teams where a person with a disability has been recruited	People & Culture	Community Connections	2023/24	No. staff attended training	Organisational Development budget
4.2 Develop inclusive work experience and employment opportunities for people with disability	4.2.1 Actively promote work experience, traineeships and volunteer roles to people with disability	People & Culture	-	2022/23, 2023/24, 2024/25, 2025/26	No. times opportunities promoted using targeted promotion; No. targeted promotion contacts	N/A
4.2 Develop inclusive work experience and employment opportunities for people with disability	4.2.2 Engage with Council teams to identify and support development of opportunities for people with disability, including work experience, traineeship, volunteer and employment roles, and project work	Community Connections	People & Culture	2022/23, 2023/24, 2024/25, 2025/26	No. inclusive opportunities identified	N/A
4.2 Develop inclusive work experience and employment opportunities for people with disability	4.2.3 Identify or create inclusive employment opportunities, including through use of flexible working arrangements and by partnering with disability employment providers for identified roles	People & Culture	Community Connections?	2022/23, 2023/24, 2024/25, 2025/26	No. inclusive opportunities identified; No. positions advertised as identified for a person with disability; No. positions filled as identified for a person with disability	N/A
4.2 Develop inclusive work experience and employment opportunities for people with disability	4.2.4 The tender evaluation process for providers of trainee and apprentice programs will include criteria to consider improvement of opportunities for people with disability	People & Culture		2023/24	Tender criteria updated to include criteria to improve opportunities for people with disability	N/A
4.3 Support Shoalhaven businesses to employ people with disability	4.3.1 Provide ongoing advocacy and promotion of resources to businesses to raise awareness of the benefits and supports for employing people with disability	Tourism & Economic Development	Community Connections	2022/23, 2023/24, 2024/25, 2025/26	No. times advocacy information provided (print and electronic media); No. times resources promoted (print and electronic media)	N/A