

## Inclusion & Access Advisory Committee

**Meeting Date:** Monday, 24 February, 2025  
**Location:** Osprey Room, Level 1, City Administrative Building, Bridge Road, Nowra  
**Time:** 11.00am

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

### Agenda

1. Meeting Conduct Statement
2. Acknowledgement of Country
3. Apologies
4. Elect Chairperson for next meeting
5. Confirmation of Minutes
  - Inclusion & Access Advisory Committee – 20 May 2024
6. Declaration of Interests
7. Presentations

IA25.1 Presentation - Community Strategic Plan - Feedback

The Community Strategic Plan (CSP) is the community's plan for the Shoalhaven. It has a minimum 10-year timeframe and should reflect the community's main priorities and aspirations (needs and wants) for the Shoalhaven.

We are engaging multiple stakeholder groups across the Shoalhaven to understand what they love about the Shoalhaven, what they would like to see less of, challenges facing the Shoalhaven and their vision for the Shoalhaven.

Feedback and contributions from the Inclusion & Access Advisory Committee will help ensure we are capturing key community priorities in the new plan.

IA25.2 Workshop - Disability Inclusion Action Plan Review

*Under the NSW Disability Inclusion Act 2014, councils are required to review their Disability Inclusion Action Plan (DIAP) every four years.*

*As part of this requirement, councils must consult with specific groups in the community including Aboriginal and Torres Strait Islander, people with a disability and young people. Council’s advisory committees provide a great opportunity for such workshops in addition to other engagement that is being conducted in the broader community.*

**8. Reports**

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**9. General Business**

**Membership**

Clr Gillian Boyd

Clr Ben Krikstolaitis – Alternate

Ms Jackie Kay AM

Mr Bill Deaves

Mr Chris Mitchell

Mr Frederick Oberg

Ms Lily Wright

Ms Kylieanne Derwent

Mr Hayden Fineran

Ms Kate Kinch

Ms Veronica Rawlinson

Ms Penelope Espinoza Hallett

Ms Amanda Smith

Ms Juliette Boyd

All other Councillors as non voting members

Mr Gareth Ward MP (or nominee)

Ms Liza Butler - MP South Coast (Sandra Gray)

Ms Fiona Phillips (Lesley Zandstra)

Ms Karen Akehurst – Carers NSW

Ms Sarah Ottley – Interchange Shoalhaven

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 – Seven (7) voting members provided that a minimum of one (1) Councillor with voting rights and six (6) community representatives

Note: Any non-voting Councillor in attendance at any of the above Committees may act as an alternate voting member in circumstances where achievement of a quorum is required, noting that this doesn't apply when quorum specifies the quorum to require community member attendance.

**Purpose:**

Guided by lived experience and expertise, provide advice and guidance to Shoalhaven City Council to promote an accessible, inclusive and welcoming community that respects independence and human dignity by:

- Ensuring that all residents can participate actively in all aspects of community and civic life and ensure that Council recognises and values the diversity of its community.
- Identifying and addressing barriers preventing people from participating in programs, services and facilities across the City.

And advocate for:

- Adherence to the principles of the Disability Discrimination Act 1992 and the NSW Disability Inclusion Act 2014 which will benefit the community.
- Inclusion in our community through recommendations to improve the built environment, changes in community attitudes and behaviours, and creating better systems and processes for meaningful participation of people of all abilities.

**Strategic Plan Alignment**Disability Inclusion Action Plan (2022-26)

Create positive attitudes and behaviours within community

Create accessible and liveable communities

Improve access to our systems and processes

Support access to meaningful employment.

Community Strategic Plan 2032

Resilient, Safe, Accessible and Inclusive Communities

1.1 - Support inclusive, safe and connected communities

1.2 - Preserve, support and develop cultural and creative vitality across our communities

1.3 - Support community wellbeing through fostering active and healthy communities

**Role:**

To receive and disseminate information and updates to and from the community about regarding issues of accessibility and inclusion in the Shoalhaven.

To provide and receive information to Council staff and Councillors regarding the reports and presentations made to the Committee.

## MINUTES OF THE INCLUSION & ACCESS ADVISORY COMMITTEE

**Meeting Date:** Monday, 20 May 2024  
**Location:** Osprey Training Room, Level 1, City Administrative Building, Bridge Road, Nowra  
**Time:** 11.00am

The following members were present:

Mr Hayden Fineran - Chairperson  
Clr Patricia White  
Clr Gillian Boyd (Remotely)  
Ms Jackie Kay  
Mr Bill Deaves  
Mr Chris Mitchell  
Ms Penelope Espinoza Hallett (Remotely)  
Mr Frederick Oberg  
Ms Kylieanne Derwent – Left 11:57am (Remotely)  
Ms Veronica Rawlinson (Remotely)

Others present:

Ms Sandra Gray – South Coast MP Representative (Remotely)  
Mr Leslie Coster – Interchange Shoalhaven  
Mr James Gould – CEO - Coast and Country Community Services  
Ms Felicity Lochhead – Carers NSW  
Mr Paul Snudden – Uniting NDIS (Remotely)  
Ms Hayley Byrne – Uniting (Remotely)  
Ms Carly McWalters – Lead – Community Capacity Building  
Ms Monica Kincade - Senior Community Capacity Builder  
Mr Toney Pearman - Manager - Certification & Compliance  
Ms Alix Gillett - Coordinator - Marketing & Community Engagement – Joined 11:24am  
Ms Catherine Snell - Manager Customer Experience – Joined 12:29pm

The meeting was opened with a reading of the Code of Meeting Practice Statement and an Acknowledgement of Country.

### IA24.4 Election of Chairperson

Ms Carly McWalters assumed the Chair and asked the members present if there were any nominations for the role of Chairperson.

Hayden Fineran was nominated for the position of Chairperson, and Ms Veronica Rawlinson nominated to Chair the next meeting currently scheduled for 12 August 2024.

**RESOLVED** (By consent)

That the Inclusion and Access Advisory Committee nominate Ms Veronica Rawlinson as Chairperson for the next meeting in 2024.

CARRIED

### Apologies / Leave of Absence

Apologies were received from Cllr Findley, Cllr Kotlash and Lily Wright.

### Confirmation of the Minutes

**RESOLVED** (By consent)

That the Minutes of the Inclusion & Access Advisory Committee held on Monday 4 December 2023 and Monday 04 March 2024 be confirmed, with an amendment to the minutes of 4 December 2023 to reflect that Mr Leslie Koster was present.

CARRIED

### Declaration of Interests

Nil

## PRESENTATIONS

**IA24.3 The State of Accessible Transport in the Shoalhaven LGA**

**HPERM Ref:  
D24/110292**

### Presenter

James Gould, CEO, Coast and Country Community Services Ltd.

### Summary

At the Ordinary Meeting of Shoalhaven City Council on 27 November 2023, Council resolved to complete the following actions (MIN23.675):

- 1. On behalf of the Inclusion & Access Advisory Committee, write to State Members, the Minister for Transport Ms Jo Haylen, taxi companies and other interested parties, to advocate for improved access to transport in regional areas.*
- 2. Invite taxi companies to attend the next Inclusion & Access Advisory Committee meeting, or other meeting, to hear the concerns of the Committee.*

James Gould, CEO, Coast and Country Community Services Ltd, verbally presented on the state of accessible transport in the Shoalhaven LGA.

Mr Gould discussed the current contract under which Coast and Country Community Services currently operates, and the barriers it presents. It was also noted that planned changes are coming in 2027, as the service moves towards becoming a NDIS provider.

The Committee discussed the need for data to be collected on current accessible transport options, and the accessible transport needs of people living with a disability in the Shoalhaven, and made the recommendation below.

**RECOMMENDATION** (By consent)

That the Inclusion & Access Advisory Committee:

1. Acknowledge the presentation and thank Mr James Gould for presenting.
2. Request staff write to the Local Members (Liza Butler MP, Gareth Ward MP and Fiona Phillips MP) to seek funding to identify a peak body to undertake the following work, so that future community funding can be tailored to the accessible transport needs in the Shoalhaven:

- a. Coordinate data collection of current accessible transport options,
- b. Collect data on the accessible transport needs of people living with a disability.

**CARRIED**

*Post meeting note: On review of the minutes, staff have identified that the above recommendation requires further consideration. At the next meeting scheduled for 12 August, Council is expecting that the Illawarra Shoalhaven Local Health District and Coordinator – the South East Primary Health Network will be in attendance to provide further information on this subject. Once the Committee have heard from all parties, they will be in a better position to provide an informed recommendation. Staff have spoken with the Committee members that proposed this recommendation and they are supportive of deferring a recommendation to the next meeting.*

**IA24.1 Presentation – Community Engagement Check-In**

**HPERM Ref:  
D24/47070**

Last year, Council adopted the Shoalhaven City Council Community Engagement Strategy that the Manager Media and Communications, Caitlin Lewis sought feedback from the Committee at the time of creation in November 2022.

The Media and Communications Team is now in the early stages of developing the Community Engagement Framework. This is intended to support the strategy and develop a consistent, best-practice approach for the whole organisation to engage with Shoalhaven communities. The team are seeking input and suggestions from the members of the Inclusion and Access Advisory Committee to be considered for inclusion in the framework.

The information presented to the Committee is attached to these minutes.

**REPORTS**

**IA24.2 Inclusion and Access Advisory Committee Updated  
Action Table Report - 20 May 2024**

**HPERM Ref:  
D24/33302**

**Recommendation (Item to be determined under delegated authority)**

That the Inclusion and Access Advisory Committee:

1. Receive the Update on Actions Report for information.
2. Acknowledge the following actions as complete and remove from the action table:
  - a. IA22.21 - Additional Item - Accessibility to Shops - Nowra CBD.
  - b. IA23.25 - Dylan Alcott's Disability Inclusion Program - Sport4All - Presentation Received - January Informal Meeting - Report Back to IAAC.
  - c. IA23.20 - Public / Community Transport & Taxi Services - Regional Areas - Advocate for improved access - State Members / Minister for Transport / Taxi companies - Invitation to IAAC (taxi).

**RESOLVED** (By consent)

That the Inclusion and Access Advisory Committee:

1. Receive the Update on Actions Report for information.
2. Acknowledge the following actions as complete and remove from the action table:
  - a. IA22.21 - Additional Item - Accessibility to Shops - Nowra CBD.
  - b. IA23.25 - Dylan Alcott's Disability Inclusion Program - Sport4All - Presentation Received -

January Informal Meeting - Report Back to IAAC.

- c. IA23.20 - Public / Community Transport & Taxi Services - Regional Areas - Advocate for improved access - State Members / Minister for Transport / Taxi companies - Invitation to IAAC (taxi).
3. Receives an update on Accessibility to Shops in the Nowra CBD when a funding source becomes available, or changes to relevant infrastructure occur.
4. Request to be added to Councils grants notification list.
5. In relation to IA23.20, re-send an additional letter to 13Cabs due to the new ownership.

CARRIED

## **GENERAL BUSINESS**

### **Customer Experience & Contact Centre Accessibility - Update**

Catherine Snell - Manager Customer Experience, provided an update to the Committee following the informal workshop regarding Customer Service and Contact Centre accessibility and ease of access for all residents. Ms Snell advised the following:

- Council's website has gone live with the accessibility menu widget
- Moving towards organisational training for people with disabilities
- The layout of Council's website has been updated to facilitate greater accessibility

There being no further business, the meeting concluded, the time being 12:59pm.

Hayden Fineran  
CHAIRPERSON



## IA25.3 Inclusion and Access Advisory Committee Terms of Reference Review 2025

**HPERM Ref:** D25/26818

**Department:** Cultural & Community Services

**Approver:** Lindsay Usher, Acting Director - City Development

**Attachments:**

1. Terms of Reference Draft - January 2025 - Inclusion and Access Advisory Committee - Track Changes (under separate cover) [⇒](#)
2. Terms of Reference Draft - January 2025 - Inclusion & Access Advisory Committee - Changes Accepted (under separate cover) [⇒](#)

### Purpose:

The purpose of this report is to provide the Inclusion & Access Advisory Committee with proposed amendments to the Terms of Reference POL24/104 for information and feedback.

### Summary and Key Points for Consideration:

Public Council policies including Terms of Reference are to be reviewed every four years within the term of the current Council or when required.

### Recommendation (Item to be determined under delegated authority)

That the Inclusion and Access Advisory Committee receive the draft Terms of Reference for information and provide staff with feedback.

### Options

1. The recommendation is adopted as written:

Implications: The Terms of Reference (TOR) will be updated in line with the Council's preferred template for TORs for Section 355 Committees inclusive of any amendments identified as part of the review process.

2. The recommendation is not adopted, and an alternative recommendation is provided.

Implications: The proposed TOR will not be updated, and the Inclusion & Access Advisory Committee will be required to provide an alternative proposal.

### Background and Supplementary information

Shoalhaven City Council Section 355 Advisory Committees have been established to provide community with a platform to provide advice on a range of subjects. The Inclusion and Access Advisory Committee (IAAC) is one such committee and is overseen by the City Development directorate. As part of the requirement that Council policies be reviewed every four years within the term of the current Council, this TOR is being reviewed and updated.

Council staff have reviewed and updated the IAAC's TOR; the proposed changes align with updates previously endorsed by Executive Leadership Team (ELT) with additional amendments, see **Attachment 2**.

### Key Changes to the TOR

Summary of the key changes are below:

- **6. Membership - Chair and Deputy Chair** adjusted to:  
*'The Chair will comprise of one Councillor (voting member) who will be nominated at the beginning of the meeting of the first sitting of the Inclusion and Access Advisory Committee for the term of the current Council and in the absence of the nominated Chair a member with voting rights may be elected as interim Chair for that meeting.'*
- **7. Committee Meetings - Meeting Schedule:** adjusted to:  
*'There will be a minimum of one meeting per year. The Chairperson may call an additional meeting in consultation with the Manager Culture and Community Services or the Director of City Development.'*
- **9. Code of Conduct** clause to include Councils Code of Meeting Practice statement and states:  
*'As per Councils Code of Meeting Practice, speakers addressing the meeting do not have absolute privilege with respect to comments they make, opinions they express or material presented, and need to be aware that they may be held personally liable for defamatory statements or statements contrary to any legal obligations'.*
- **11. Sunset Clause** has been introduced and states:  
*'The committee may be disbanded within one year of the election of a new Council, or earlier at the direction of Council'.*

These proposed amendments bring the TOR in line with other Council policies and best practice. The following documents are attached to this report for members to review:

1. Terms of Reference Draft - January 2025 - Inclusion and Access Advisory Committee - Track Changes
2. Terms of Reference Draft - January 2025 - Inclusion and Access Advisory Committee - Changes Accepted.

### **Internal Consultations**

The Governance Team have provided guidance on proposed changes to this TOR to ensure consistency with other 355 Committee TORs.

### **External Consultations**

Members of the Inclusion and Access Advisory Committee will be consulted regarding the proposed amendments to the TOR at the first sitting of the committee.

### **Community Consultations**

Members of the Inclusion and Access Advisory Committee are community members and as mentioned above, will be consulted at the first meeting of the committee.

### **Policy and Statutory Implications**

The only Council policy relevant for this report is the TOR in question. The IAAC will be required to provide alternative amendments should members not agree to the proposed changes.

**Financial Implications**

There are no funds or resources outside of staff time required to propose TOR amendments for the IAAC.

**Risk Implications**

Council recognises the importance of maintaining good relationships and upholding core organisational values in all interactions with members of our Section 355 Committees. Council will tolerate appropriate and effective interventions to improve the functioning of these Committees.

## IA25.4 Action Table Report - Inclusion & Access Advisory Committee - February 2025

**HPERM Ref:** D25/29133

**Department:** Cultural & Community Services

**Approver:** Lindsay Usher, Acting Director - City Development

**Attachments:** 1. Action Table - January IAAC 2025 [↓](#)

### **Purpose:**

The purpose of this report is to provide the Inclusion & Access Advisory Committee with a progress report on outstanding actions.

### **Summary and Key Points for Consideration:**

This report aims to update the Inclusion & Access Advisory Committee on the current status of pending actions, including actions that are recommended for completion.

### **Recommendation (Item to be determined under delegated authority)**

That the Inclusion & Access Advisory Committee receive the update on Actions Report for information.

### **Options**

1. Adopt the recommendation as written.

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

2. Request more information.

Implications: Members of the Inclusion & Access Advisory Committee request more information.

### **Background and Supplementary information**

This report is to update the Inclusion & Access Advisory Committee on outstanding actions from previous meetings. Attachment 1 provides information regarding the status of actions and resolutions made at previous meetings, including items which are still works in progress. Staff can provide an update at the meeting, should members have any further questions on the status of actions.

### **Internal Consultations**

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

### **External Consultations**

Members of the Inclusion and Access Advisory Committee will be informed about the progress of outstanding actions at the next sitting of the committee.

### **Community Consultations**

This report relates to actions that arose from previous Inclusion and Access Advisory Committee meetings and that are the responsibility of staff to complete. As such, no community consultation was required.

### **Policy and Statutory Implications**

There are no changes required to any Council policy as a result of the production of this report.

### **Financial Implications**

There is no budget associated with the Inclusion and Access Advisory Committee so there are no financial implications.

### **Risk Implications**

Council recognises the importance of maintaining good relationships and upholding core organisational values in all interactions with members of our Section 355 Committees. Council will tolerate appropriate and effective interventions to improve the functioning of these Committees.

**Inclusion & Access Advisory Committee  
Uncompleted as at 21 January 2025**

**Action Sheets Report**

<b>Meeting Date:</b> 20/05/2024	<b>Item No:</b> IA24.2	<b>Officer:</b> Kincade, Monica	<b>Completed:</b>
<b>Title:</b> Inclusion and Access Advisory Committee Updated Action Table Report - 20 May 2024			
<p><b>RESOLVED</b> (By consent)</p> <p>That the Inclusion and Access Advisory Committee:</p> <ol style="list-style-type: none"> <li>1. Receive the Update on Actions Report for information.</li> <li>2. Acknowledge the following actions as complete and remove from the action table:             <ol style="list-style-type: none"> <li>a. IA22.21 - Additional Item - Accessibility to Shops - Nowra CBD.</li> <li>b. IA23.25 - Dylan Alcott's Disability Inclusion Program - Sport4All - Presentation Received - January Informal Meeting - Report Back to IAAC.</li> <li>c. IA23.20 - Public / Community Transport &amp; Taxi Services - Regional Areas - Advocate for improved access - State Members / Minister for Transport / Taxi companies - Invitation to IAAC (taxi).</li> </ol> </li> <li>3. Receives an update on Accessibility to Shops in the Nowra CBD when a funding source becomes available, or changes to relevant infrastructure occur.</li> <li>4. Request to be added to Councils grants notification list.</li> <li>5. In relation to IA23.20, re-send an additional letter to 13Cabs due to the new ownership.</li> </ol> <p>CARRIED</p>		<p><b>Notes:</b></p> <p><b>03 Jul 2024 12:30pm Kincade, Monica</b> Part 4 - Phil Schafer, Grants Officer, clarified that he does not send out a grants newsletter. He shares an adhoc email to business chambers when he finds suitable grants for businesses and not for profits. The purpose of the ad hoc email is more so the chambers can share with their members.</p> <p><b>03 Jul 2024 12:42pm Kincade, Monica</b> Part 1: Noted - Complete Part 2: Noted - Complete Part 3: Noted - A future report will be presented to the IAAC when a funding source becomes available. Part 4: IAAC members to give permission to Community Connections Team so they can be added to Community Connections 'Future Grants' email distribution list and then mark complete. Part 5: Complete</p>	

**Inclusion & Access Advisory Committee  
Uncompleted as at 21 January 2025**

**Action Sheets Report**

<b>Meeting Date:</b> 20/05/2024	<b>Item No:</b> IA24.3	<b>Officer:</b> Kincade, Monica	<b>Completed:</b>
<b>Title:</b> The State of Accessible Transport in the Shoalhaven LGA - submit to next meeting			
<p><b>RECOMMENDATION</b> (By consent)</p> <p>That the Inclusion &amp; Access Advisory Committee:</p> <ol style="list-style-type: none"> <li>1. Acknowledge the presentation and thank Mr James Gould for presenting.</li> <li>2. Request staff write to the Local Members (Liza Butler MP, Gareth Ward MP and Fiona Phillips MP) to seek funding to identify a peak body to undertake the following work, so that future community funding can be tailored to the accessible transport needs in the Shoalhaven:               <ol style="list-style-type: none"> <li>a. Coordinate data collection of current accessible transport options,</li> <li>b. Collect data on the accessible transport needs of people living with a disability.</li> </ol> </li> </ol> <p>CARRIED</p>		<p><b>Notes:</b></p> <p><b>01 Jul 2024 10:41am Kincade, Monica</b> Part 1: Complete Part 2: A report was prepared for the 12 August IAAC requesting to delay endorsing any recommendations relating to the State of Accessible Transport in the Shoalhaven. This is so additional information can be provided to the committee to better inform a proposed recommendation regarding this matter.</p> <p><b>03 Oct 2024 9:25am Kincade, Monica</b> Part 2. 12 August IAAC did not have quorum, endorsement of any recommendation on this matter has now been deferred to the 18 November meeting. It is still expected that the Illawarra Shoalhaven Local Health District and Coordinator – the Southeast Primary Health Network will be in attendance to provide further information on this subject.</p> <p><b>20 Jan 2025 10.00am Kincade, Monica</b> Part 2: 18 November IAAC meeting did not take place. Endorsement of any recommendation on this matter was relying on The Illawarra Shoalhaven Local Health District and Coördinaire attending an IAAC to provide information for members. Neither service provider has responded to invitations to attend. IAAC members will now need to decide at the next meeting whether they wish to pursue this or complete the action.</p>	