

## Inclusion & Access Advisory Group

**Meeting Date:** Monday, 24 May, 2021

**Location:** Council Chambers, Level 2, City Administrative Building, Bridge Road,  
Nowra

**Time:** 11.00am

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

## Agenda

### 1. Apologies

### 2. Confirmation of Minutes

- Inclusion & Access Advisory Group - 22 February 2021 ..... 1

### 3. Declarations of Interest

### 4. Reports

- IA21.8 Update on Actions - May 2021 ..... 5
- IA21.9 Working Group - Promote and Engage ..... 12
- IA21.10 Disability Inclusion Action Plan review - Committee update..... 15

### 5. General Business

- IA21.11 Accessible Parking - Milton Showgrounds

*Cllr Patricia White will address the meeting in relation to representations received from Milton Promotions regarding accessible parking.*

**Membership**

Clr Patricia White – Chairperson  
Clr Annette Alldrick – Alternate Chairperson  
Clr Mark Kitchener  
Clr Bob Proudfoot (Alternate member)  
Clr Nina Digiglio (Alternate member)  
All other Councillors as observers  
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 Leonie Dippel – Shoalhaven Community Transport  
Ms Jodie Hoyer – 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

## MINUTES OF THE INCLUSION & ACCESS ADVISORY GROUP

**Meeting Date:** Monday, 22 February 2021  
**Location:** Council Chambers / Microsoft Teams  
**Time:** 11.00am

The following members were present:

Clr Patricia White - Chairperson  
Mr Bill Deaves  
Mr Theo Bagou – (Remotely)  
Mr Arthur Ball – (Remotely)  
Ms Nola Stephens  
Ms Annette Pham – (Shelley Hancock MP – Representative) – arrived 11.06am  
Mr Chris Mitchell  
Ms Kylie Knight  
Mr Frederick Oberg – (Remotely)  
Mr Michael Paine – Manager - Community Connections

Others present:

Colin Wood – Section Manager – Building and Compliance  
Hayden Fineran – Community Capacity Builder - North  
Lily Wright - Observer

### Apologies / Leave of Absence

An apology was received from Clr Digiglio.

### Confirmation of the Minutes

**RESOLVED** (Frederick Oberg / Nola Stephens)

That the Minutes of the Inclusion & Access Advisory Group held on Monday 14 December 2020 be confirmed.

CARRIED

### Declarations of Interest

Nil

## REPORTS

### IA21.1 Membership Application

**HPERM Ref:**  
**D21/27656**

Clr White welcomed Lily Wright (Remotely) to the meeting.

#### **Recommendation**

That Council appoint Lily Wright as a community member of the Inclusion & Access Advisory Group.

#### **RECOMMENDATION** (Kylie Knight / Chris Mitchell)

That Council appoint Lily Wright as a community member of the Inclusion & Access Advisory Group.

CARRIED

### IA21.2 Update on Actions - February 2021

**HPERM Ref:**  
**D21/20657**

Note: Annette Pham arrived at 11.06am.

Staff addressed the meeting in relation to the items in the Action Table and made the following comments:

- IA19.5 – Additional Item Disability Awareness Training – Councillors – Clr Training & Development Program – Training and Development are working together to strengthen the training to ensure a good outcome. Action to remain open.
- IA19.21 – Ulladulla Subway and Services NSW Accessible Parking Investigation – This matter is ongoing.
- IA20.6 – Update on Action – August Promotion / Engagement Working Group Formation – An EOI went out to members who were interested in being a part of the Working Group. At the time one (1) response was received. The following members advised that they will be interested in attending the Workshop on Tuesday 2 March at 10.00am:
  - Clr White
  - Annette Pham
  - Frederick Oberg
  - Nola Stephens
  - Chris Mitchell
- IA20.13 – Moona Moona Creek Huskisson Playground Assessment Panels – Updated comment in Action Table, recommended to be removed.
- IA20.14 – Additional Item – Consider Annual Disability Awareness Training for Councillors and Staff
- Michael Paine advised he will work with HR department in relation to finding out statistics on targeted employment for Aboriginal people and people with disabilities.

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

That

1. The Inclusion & Access Advisory Group receive the Update on Actions report for information.

2. The following actions be noted as completed and removed from the Action Table:
  - a. IA20.13 - Moona Moona Creek Huskisson Playground - Report Received - Inclusion & Access Advisory Group Staff Representative - Playground Assessment Panels

**RESOLVED** (Arthur Ball / Kylie Knight)

That

1. The Inclusion & Access Advisory Group receive the Update on Actions report for information.
2. The following actions be noted as completed and removed from the Action Table:
  - a. IA20.13 - Moona Moona Creek Huskisson Playground - Report Received - Inclusion & Access Advisory Group Staff Representative - Playground Assessment Panels

CARRIED

## GENERAL BUSINESS

### **IA21.3 Additional Item - Investigate opportunity for targeted employment for people with disabilities.**

During discussion on the Action Table the Group discussed the opportunity of targeted employment within Council.

The group also discussed the importance of mandatory annual training programs such as WHS, Drug and Alcohol and Disability Awareness. Michael Paine advised he will investigate and report back if those types of training programs are mandatory.

**RECOMMENDATION** (Kylie Knight / Arthur Ball)

That:

1. Council investigate the opportunity for targeted employment within Council for people with identified disabilities.
2. The Inclusion and Access Advisory Group receive a report back on the statistics of council's employment.
3. Staff source resource options and budgets for annual training programs.

CARRIED

### **IA21.4 Additional Item - Urgent Footpath and Curb Ramp Repairs**

Bill Deaves advised that there are a number of footpath and curb ramps that require urgent maintenance and/or repair as they are unsafe and steep.

**RECOMMENDATION** (Bill Deaves / Arthur Ball)

That Council:

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.
2. Investigate the curb ramps and undertake all necessary work to ensure a safe crossing and that it meets AS1428:
  - a. On the corner of Hyams Street and Bridge Road, Nowra (northern side); and
  - b. Bridge Road near the Fire Brigade (northern side)

CARRIED

**IA21.5 Additional Item - Investigate Accessible Car Spaces**

The members raised concerns in relation to a number of cases where people without a disabled sticker were parking in the marked accessible parking spaces.

**RECOMMENDATION** (Nola Stephens / Theo Bagou)

That Council investigate the carparks in Nowra and near the Roxy Cinema, Stocklands and on the southern side of Junction Street for the accessible car parking spaces and where additional spaces could be provided and receive a report back.

CARRIED

**IA21.6 Additional Item - Ramp Exits from Stocklands and Accessible Spaces at Kmart Ulladulla**

Members raised concerns regarding the ramp exits from Stocklands advising they are too steep. The ramps would have met the Australian Standards back when it was built, however the ramps are now too steep.

Members also raised concerns regarding the size of the accessible spaces at Kmart Ulladulla, advising they are too narrow.

**RECOMMENDATION** (Frederick Oberg / Theo Bagou)

That Council investigate and report back on the:

1. Ramps exiting Stocklands to identify if they meet AS1428 and report back.
2. Accessible parking spaces at Kmart Ulladulla that are reportedly too narrow.

CARRIED

**IA21.7 Additional Item - Funding income for Accessible Parking Fines****RECOMMENDATION** (Chris Mitchell / Bill Deaves)

That Council:

1. Set aside the income collected from accessible parking spaces fines with a view to improving disability facilities across the city & support the implementation of actions with the Disability Inclusion Action Plan.
2. Staff provide a quarterly report in relation to the income collected.

CARRIED

There being no further business, the meeting concluded, the time being 12.26pm.

Clr Patricia White  
CHAIRPERSON

## IA21.8 Update on Actions - May 2021

**HPERM Ref:** D21/87705

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

**Attachments:** 1. Action Table Update - May 2021 [↓](#)

### 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

1. The Inclusion & Access Advisory Group receive the Update on Actions report for information.

### 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. Attachment 1 provides information regarding the status of actions and resolutions made at previous meetings, including items which are still in works. Should IAAG members require further information on the status of the actions in the table attached Council staff will provide as requested.

### 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.

<b>Inclusion &amp; Access Advisory Group</b> <b>Uncompleted as at 7 May 2021</b> <b>Completed: 18 February 2021 to 7 May 2021</b>	<b>Action Sheets Report</b>
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<b>Meeting Date:</b> 12/03/2019	<b>Item No:</b> IA19.5	<b>Officer:</b> Fineran, Hayden & McMahon, Sara	<b>Completed:</b>
<b>Title:</b> Additional Item - Disability Awareness Training - Councillors - Clr Training & Development Program			
<b>RESOLVED</b> (Clr Findley / Clr Digiglio) MIN19.123		<b>Notes:</b>	
That:		11/05/2021 3:15:52 PM - Hayden Fineran	
1. Council includes Disability Awareness Training for Councillors as part of their Training and Development Program for the incoming Councillors in 2020.		The Training will be provided via an online platform. Council is currently liaising with the training provider to increase the usability functions and accessibility of the training. This training includes four modules, which will be made available for Council staff and Councillors, those include:	
2. The General Manager organise Disability Awareness Training for the existing Councillors prior to 30 June 2019.		- CEO Module	
CARRIED		- Customer Service	
		- Disability Awareness	
		- Human Resources, organisational Development, people & Culture and workplace and safety	

<b>Meeting Date:</b> 28/05/2019	<b>Item No:</b> IA19.21	<b>Officer:</b> Wood, Colin	<b>Completed:</b>
<b>Title:</b> Ulladulla Subway and Services NSW accessible parking investigation - defer to Staff - Strata Owners			
<b>RESOLVED</b> (Clr White / Clr Digiglio) MIN19.319		<b>Notes:</b>	



<b>Inclusion &amp; Access Advisory Group</b> <b>Uncompleted as at 7 May 2021</b> <b>Completed: 18 February 2021 to 7 May 2021</b>	<b>Action Sheets Report</b>
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<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><i>18/08/2020 3:55:20 PM - Colin Wood</i>  Meeting was held with Patricia White, Lee Carmichael, Tony (Strata Manager) and Colin Wood on Monday 15/07/2019. Lee Carmichael advised he has spoken with his client and they did not raise any significant concerns subject to Service NSW accepting the proposal that was put at the time of the site meeting on 15/07/2019 (i.e., an accessible space near the entry of Service NSW).</p> <p>PDC Lawyers advised that Services NSW has given consent to the amendment of the parking layout to include accessible parking at the entrance to the leased premises.</p> <p><i>16/05/2021 10:55:30 AM – Colin Wood</i>  Email sent to Managing agent on 03/02/2021 requesting an on-site meeting with the stakeholders.</p>
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<b>Meeting Date:</b> 25/01/2021	<b>Item No:</b> IA20.14	<b>Officer:</b> Fineran, Hayden	<b>Completed:</b>
<b>Title:</b> Additional Item - Consider Annual Disability Awareness Training Program for Councillors and Staff			
<b>RESOLVED*</b> (Clr White / Clr Gash) MIN21.42 That the Inclusion and Access Advisory Group request that the CEO consider an Annual requirement for Disability Awareness Training for Councillors and Staff. CARRIED	<b>Notes:</b> Annual requirement for Disability Awareness Training for all staff and Councillors will need to be assessed on a risk management scale and availability of funding for training and development. As it currently stands the only mandatory training for Council staff is training specifically related to the core functions of that member of staff's role. As all funding for staff training and development is allocated from public funds there is ongoing competing priorities within the organisations for increased training opportunities. The Community Connections Department are undertaking further investigation into a suite of training targeted to staff working with the following cohort and target areas.		

<b>Inclusion &amp; Access Advisory Group</b> Uncompleted as at 7 May 2021 Completed: 18 February 2021 to 7 May 2021	<b>Action Sheets Report</b>
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	<ul style="list-style-type: none"> <li>- Aboriginal Cultural Awareness</li> <li>- Disability Training</li> <li>- Housing and Homelessness</li> <li>- Hoarding and Squalor</li> <li>- Youth Participation</li> <li>- Seniors – Dementia Awareness</li> <li>- Multicultural – cultural awareness</li> <li>- LGBTQIA+</li> <li>- Children and Families</li> </ul> <p>All past and present training delivery within the organisations is targeted to staff operating in their perspective field to ensure risk management and highest results are met.</p> <p>Increased training for staff on Disability Awareness can be considered in the review of the Disability Inclusion Action Plan if this is highlighted through community consultation.</p> <p>As reported for IA19.5 Council is currently liaising with a Disability training provider who will be providing online resources for Council Staff. This training includes four modules, which will be made available for Council staff and Councillors, those include:</p> <ul style="list-style-type: none"> <li>- CEO Module</li> <li>- Customer Service</li> <li>- Disability Awareness</li> <li>- Human Resources, organisational Development, people &amp; Culture and workplace and safety</li> </ul>
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<b>Meeting Date:</b> 23/03/2021	<b>Item No:</b> IA21.3	<b>Officer:</b> Crangle, Amanda	<b>Completed:</b>
<b>Title:</b> Additional Item - Investigate opportunity for targeted employment for people with disabilities - Report request			
<b>RESOLVED*</b> (Clr Digiglio / Clr White)		<b>Notes:</b>	
That:		11/05/2021 3:27 PM – Amanda Crangle	

<b>Inclusion &amp; Access Advisory Group</b> <b>Uncompleted as at 7 May 2021</b> <b>Completed: 18 February 2021 to 7 May 2021</b>	<b>Action Sheets Report</b>
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<ol style="list-style-type: none"> <li>1. Council investigates the opportunity for targeted employment within Council for people with identified disabilities.</li> <li>2. The Inclusion and Access Advisory Group receive a report back on the statistics of council's employment.</li> <li>3. Staff source resource options and budgets for annual training programs.</li> </ol> <p>CARRIED</p>	<p>Item 1 - Council are continuing to liaise with Local Government NSW regarding targeted employment of people living with a disability, this is being done to ensure we are meeting our requirement under the Local Government State Award regarding merit-based recruitment, while improving employment opportunity for people living with a disability.</p> <p>Item 2 – Council do not currently keep track of statistic of staff who are living with a disability.</p>
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<b>Meeting Date:</b> 23/03/2021	<b>Item No:</b> IA21.4	<b>Officer:</b> Dando, Trevor	<b>Completed:</b>
<b>Title:</b> Additional Item - Footpath & Kerb Ramp Repairs - Nowra - Scenic Dr / Hyams St / Bridge Rd			
<b>RESOLVED*</b> (Clr Digiglio / Clr White) MIN21.155 That Council: <ol style="list-style-type: none"> <li>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.</li> <li>2. Investigate the curb ramps and undertake all necessary work to ensure a safe crossing and that it meets AS1428:             <ol style="list-style-type: none"> <li>a. On the corner of Hyams Street and Bridge Road, Nowra (northern side); and</li> <li>b. Bridge Road near the Fire Brigade (northern side)</li> </ol> </li> </ol> <p>CARRIED</p>		<b>Notes:</b> <i>05/05/2021 9:55:30 AM - Janice Davidson</i> <p>Item 1 - Fulton Hogan have been contacted and are expediting temporary restoration works to ensure footpath compliance, permanent repair (slab replacement) has been scheduled for completion in May.</p> <p>Item 2 - Councils Technical Services Department has been engaged to undertake a detailed survey of the site, compliance review with provision of a design for kerb ramps determined to be non-compliant. This action is ongoing.</p>	

Inclusion & Access Advisory Group Uncompleted as at 7 May 2021 Completed: 18 February 2021 to 7 May 2021			Action Sheets Report
<b>Meeting Date:</b>	23/03/2021	<b>Item No:</b>	IA21.5
		<b>Officer:</b>	Wood, Colin
		<b>Completed:</b>	
<b>Title:</b> Additional Item - Investigate Accessible Car Parking Spaces - Nowra Carparks - Roxy Cinema - Stockland's - Junction St - Report request			
<b>RESOLVED*</b> (Clr Digiglio / Clr White)		MIN21.156	<b>Notes:</b>
That Council investigate the carparks in Nowra and near the Roxy Cinema, Stockland's and on the southern side of Junction Street for the accessible car parking spaces and where additional spaces could be provided and receive a report back.			13/05/2021 2:39:47 PM – Garon Irwin
CARRIED			Further investigations are being undertaken in relation to accessible parking spaces surround the Nowra CBD, these reports will be presented to a future committee meeting
<b>Meeting Date:</b>	23/03/2021	<b>Item No:</b>	IA21.6
		<b>Officer:</b>	Wood, Colin
		<b>Completed:</b>	
<b>Title:</b> Additional Item - Ramp Exits from Stockland's and Accessible Spaces at Kmart Ulladulla - Investigation / Report request			
<b>RESOLVED*</b> (Clr Digiglio / Clr White)		MIN21.157	<b>Notes:</b>
That Council investigate and report back on the:			13/05/2021 2:39:47 PM – Garon Irwin
1. Ramps exiting Stockland's to identify if they meet AS1428 and report back.			Further investigations are being undertaken in relation to ramps and accessibility at Stockland's Nowra and Kmart Ulladulla, Reports will be presented to a future committee meeting
2. Accessible parking spaces at Kmart Ulladulla that are reportedly too narrow.			
CARRIED			

Inclusion & Access Advisory Group Uncompleted as at 7 May 2021 Completed: 18 February 2021 to 7 May 2021			Action Sheets Report
<b>Meeting Date:</b>	23/03/2021	<b>Item No:</b>	IA21.7
		<b>Officer:</b>	Tulubinska, Olena
		<b>Completed:</b>	
<b>Title:</b> Additional Item - Funding from Accessible Parking Fines - Budget Allocation - Implementation of Disability Inclusion Action Plan - Report request			
<b>RESOLVED</b> (Clr Proudfoot / Clr White)		MIN21.158	<b>Notes:</b>
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.			17/05/2021 11:08:47 AM – Olena Tulubinska
CARRIED			The review of the DIAP and action table will include an updated action plan.
			The updated action plan will incorporate estimated delivery cost for each of the actions along with the prioritisation of the projects.
			Once the budget implications and timing of the project's delivery are known, this will be included in Councils Integrated Planning and Reporting structure and funding will be sought during 2021/22 Quarterly Budget Reviews and/or included in future years budget.

## IA21.9 Working Group - Promote and Engage

**HPERM Ref:** D21/187073

**Department:** Community Connections

**Approver:** Jane Lewis, Director - City Lifestyles

### Reason for Report

To update the Committee on the working group formed to discuss how the Inclusion and Access Advisory Group (IAAG) would like to promote and engage with the broader community.

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

That

1. The Committee endorse the proposed actions developed by the working group as stated below.
  - a. Increased promotion of the IAAG and its functions.
  - b. Increased promotion of people with a disability within the Shoalhaven via inclusive and positive social media/media campaign
  - c. Increased committee membership through a membership expression of interest (EOI)
2. Council develops an EOI application to increase membership for the Committee.
3. The Committee endorse a Planning Day, scheduled after a completed membership recruitment period.

### Options

1. The committee endorse the actions as stated in the report.

Implications: The Committee will endorse the stated recommendations to promote and engage with the community and run a membership EOI to recruit new members.
2. The Committee do not endorse the proposed actions.

Implications: The proposed recommendations are not endorsed, and the Committee advise alternative recommendations

IA21.9

## Background

In 2020 an EOI was sent to IAAG seeking interest from members to participate in a working group to determine how the Committee would like to promote and engage more effectively with the broader community. Following this, at the IAAG meeting in February 2021 it was resolved that the working group would meet on Tuesday 2<sup>nd</sup> of March 2021 for 90 minutes to discuss how they would like to promote the IAAG and identify ways to engage with the wider community more effectively.

### Attendance at the Working Group.

- Patricia White – IAAG Chairperson
- Fred Oberg – IAAG member
- Annette Pham – IAAG member
- Chris Mitchell – IAAG member
- Nola Stephens – IAAG member
- Hayden Fineran – Council representative
- Carly McWalters – Council representative

The agenda for the workshop was as follows:

1. What got us to this point?
2. What are we currently doing?
3. What would we like to do as a Committee?
4. How do we get where we want to go?
5. Who needs to be involved? Who are the stakeholders?

### Promotion and Engagement

The working group met at the Shoalhaven Indoor Sports Centre and discussed a range of topics on how to better promote IAAG and identified various ways to engage better with the community. The group identified the below.

- There is a lack of inclusion of IAAG Committee Members at Council civic events and official openings.
- There is a lack of media around issues discussed at Committee Meetings.
- There is a lack of inclusive promotion from Council in social media and published media.
- The Committee would benefit from a more diverse membership, for example a broader range of ages, Aboriginal and Culturally and Linguistically Diverse (CALD) representation.
- More inclusive resources to promote tourism in the Shoalhaven.
- There needs to be increased promotion in Council's media about the visibility of people with a disability and celebrating inclusion.

From these discussions, themes were then collated into three strategies and supporting actions and outcomes see table below:

Strategies	Actions	Measure
<b>S1</b> Increased promotion of the Inclusion and Access Advisory Group (IAAG).	<b>A1.1</b> IAAG members are invited to official openings hosted by Council. <b>A1.2</b> Media releases to be developed highlighting key issues and hot topics raised during IAAG meetings.	<b>1.1</b> Number of IAAG members invited to official openings. <b>1.2</b> Number of media releases developed on topics raised at IAAG meetings.
<b>S2</b> Increased promotion of people with a disability within the Shoalhaven.	<b>A2.1</b> Increased inclusive impact news stories of people with a disability in Council's media.	<b>2.1</b> Number of news stories of people with a disability published in Council media.
<b>S3</b> Raising membership of the Inclusion and Access Advisory group.	<b>A3.1</b> Development of an Expression of Interest application and membership campaign to increase membership of the IAAG.	<b>3.1</b> Running a membership campaign for the IAAG that is available in accessible formats for the whole community. <b>3.1</b> Number of new member applications received.

IA21.9

### IAAG Planning Day

In addition to the above topics the Working Group identified ways that they can take a more inclusive, collaborative, and strategic approach to increase the desired outcomes and positive impacts for community and Committee members.

It was decided that in order to give these topics appropriate time to be discussed in full, Council's Community Connections Department are proposing an IAAG Planning Day following the recruitment of new members. The purpose of this planning day will be to review the Terms of Reference and explore the above topics in more depth to set direction for the next 12-24 months.



## IA21.10 Disability Inclusion Action Plan review - Committee update

**HPERM Ref:** D21/188144

**Department:** Community Connections

**Approver:** Jane Lewis, Director - City Lifestyles

**Attachments:** 1. Disability Inclusion Action Plan - Community Survey [↓](#)  
2. Disability Inclusion Action Plan - Community Consultation Poster [↓](#)

### Reason for Report

To update the Committee on the review of the Disability Inclusion Action Plan (DIAP) and community consultation.

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

That:

1. The Inclusion and Access Advisory Group receive this report for information.

### Options

1. The Committee accept the recommendation as written above

Implications: the report is received for information.

2. The Committee do not accept the report.

Implications: the committee request further information.

### Background

Shoalhaven City Council began the review of the Shoalhaven DIAP in late 2020 in line with Local Government responsibilities under the Disability Inclusion Act 2014.

The first step in the process was to engage a Consultant to deliver the review and subsequent development of the DIAP Action Table. A public Request for Quotation (RFQ) was advertised via the Tenderlink portal, and local and regional newspapers.

An assessment panel was formed to review the RFQ submissions and select a Consultant, this was made up of three Council Staff from the City Lifestyles Directorate and a member of the IAAG. The IAAG member was selected for the panel through an EOI sent to all IAAG members.

The EOI consisted of five short questions:

1. What is your understanding of Disability Inclusion Action Plans?
2. What do you see the role of the Inclusion and Access Advisory Group being in the review of the DIAP?
3. Do you have experience on assessment panels?
4. Can you identify any potential conflicts of interested arising if you are a part of the assessment process?

5. Please rank the following from 1 to 5 for what you consider to be the most important aspect when reviewing possible consultants. 1 being most important and 5 being least important.
  - Demonstrated experience of the bidder in performing services as required for the review.
  - The proposed methodology to deliver the services.
  - Qualifications, demonstrated past experience and expertise of key personnel.
  - Bidder's current commitment and availability/capability to deliver works/services within specified timeframes.
  - Cost

Three members of the IAAG responded to the EOI and Kylie Knight was chosen to sit on the assessment panel for the evaluation of the consultancy submissions.

The RFQ received five submissions and the successful submission was awarded to The Flagstaff Group in February 2021. The Flagstaff Group are a not-for-profit organisation who re-invests all profits back into the lives of people living with a disability by providing entry opportunities into the workforce and life skills training in the Illawarra and Shoalhaven.

## Consultation & Engagement

To ensure the revised DIAP and Action Table are responsive to the needs of the Shoalhaven LGA, Council are undertaking consultations with various sections of the community. As well as an internal consultation with Council staff, Directors and Councillors a community consultation is being conducted which will involve surveys, community workshops and one on one interviews with key organisations and businesses across the LGA.

### Internal Consultation

The internal consultation with representatives from across the Council will include invitations to all staff, Councillors, and group Directors. This will ensure that all levels of Council are committed to delivering on future actions and responsibilities under the Disability Inclusion Act once the DIAP is adopted by Council. This process will also set expectations for community consultations and requirements when developing the new DIAP.

The following internal consultation is being undertake.

- One on one conversations with the CEO and each Director from which The Flagstaff Group will determine outcomes, challenges, threats, and opportunities for the review of the DIAP.
- An Expression of Interest (EOI) to all Council staff, seeking participation in 2 x 90-minute workshops/focus groups to contribute to the DIAP review process. In addition to this a targeted EOI has been conducted to ensure key Council stakeholders are included in these discussions.
- Surveys and ongoing feedback opportunities throughout the development of the plan.
- A management representative from each of the 5 Directorates and Shoalhaven Water will participate in a Project Control Group to guide the review and to monitor DIAP actions once the DIAP has been adopted to ensure accountability on actions and reporting is aligned.

This internal consultation will ensure senior management, middle management, and operational staff from across the organisation have an opportunity for input with the aim of developing a DIAP that has support from the whole organisation from the point of project inception.

### Community Consultation

Community consultation for the review of the DIAP was launched the second week of May 2021 and will close 7<sup>th</sup> July 2021. Community consultation will take place over nine weeks to ensure community have maximum time to complete the survey.

To support community consultation, Council and Flagstaff have developed four surveys for Community, Business, Council staff and Councillors. The community and business surveys have been made available on Council's website. These are available in easy read and standard publication formats. To view the web page visit:

<https://getinvolved.shoalhaven.nsw.gov.au/diap-2021>

A full graphic collateral and Mayoral Launch video have been developed to support the launch and promotion of the community consultation. Radio, newspaper, media releases and the dissemination of posters and flyers have also been rolled out around Council facilities throughout the Shoalhaven.

To support the community in accessing this consultation Council are available to support any requests for help to complete the survey via a one-on-one phone conversation, in person meeting or alternative can attend one of several community workshops and focus groups across the Shoalhaven. Community workshops and focus groups are being held in Nowra, Bay and Basin and Ulladulla, throughout June, these are open to all members of community.

Council is also hosting nine targeted focus groups with the following groups/networks:

1. Employee and families'
2. Shoalhaven Early Intervention Network
3. Shoalhaven Disability Forum
4. Indigenous working group
5. Shoalhaven Inclusion & Access Advisory Group
6. Shoalhaven Self Advocacy Group
7. Aboriginal working group
8. NAIDOC
9. Parkinson's Shoalhaven
10. Aged Care Providers Network

These nine workshops will provide crucial input from service providers, community organisations, family and carers, employees, and our Aboriginal community members from across the Shoalhaven who are involved in the disability support space.

### **Next Steps**

The IAAG will continue to be kept informed of the DIAP review process. Following the Council and community consultation, Flagstaff will conduct a review of the existing DIAP and develop a Draft Action Table informed by the identified needs and aspirations of the community. The Draft DIAP will be presented to the IAAG and Councillors to gain support prior to going on public exhibition where Council will seek final comment from the community on the Draft DIAP.



## Shoalhaven City Council Disability Inclusion Action Plan 2021-2025 Community Engagement - Survey questions

A Disability Inclusion Action Plan, or DIAP for short, is a document outlining Council's commitment to improve accessibility and the overall quality of lives of people living with disability in the Shoalhaven area.

The DIAP is a requirement by law under the Disability inclusion Act of 2014 of which all local Councils must comply.

No matter what level of ability, all Shoalhaven residents should have access to services such as transport, events, activities and gainful employment and be treated with respect by everyone in our community.

Community are encouraged to complete the DIAP survey below about how Council is doing with respect to the four focus areas of the DIAP:

- Attitudes and Behaviours
- Liveable Communities
- Systems and Processes, and
- Employment

I encourage everyone to complete the survey and to have your say to ensure an inclusive Shoalhaven.

### About you

1. What is your name?

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2. What is your phone number?

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3. What is your email address?

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**4. What gender do you identify with?**

- ☐ Female
- ☐ Male
- ☐ Other
- ☐ Would rather not say

**5. Do you identify as Aboriginal and/or Torres Strait Islander?**

- ☐ No
- ☐ Yes
- ☐ Prefer not to say

**6. Do you speak a language other than English at home?**

- ☐ No
- ☐ Prefer not to say
- ☐ Yes (if yes which language/s?) \_\_\_\_\_

**7. What is your town of residence?**

\_\_\_\_\_

**8. What is your age?**

- ☐ Under 12 years
- ☐ 12-17
- ☐ 18-24
- ☐ 25-34
- ☐ 35-49
- ☐ 50-59
- ☐ 60-69
- ☐ 70-84
- ☐ 85 or older



**9. Which of the following best describes you?**

- ☐ Person living with disability
- ☐ Family member or carer of someone living with a disability.
- ☐ Support worker
- ☐ Not for profit organisation/service provider
- ☐ Community member
- ☐ Employee of Shoalhaven City Council
- ☐ Business owner
- ☐ Other, please specify \_\_\_\_\_

**10. What type of disability do you or someone you care for have?**

- ☐ Physical
- ☐ Acquired physical
- ☐ Vision
- ☐ Hearing
- ☐ Cognitive (i.e. brain injury, stroke)
- ☐ Mental health condition
- ☐ Intellectual
- ☐ Rather not say
- ☐ Other (please specify) \_\_\_\_\_

**Area 1: Attitudes and Behaviours**

These questions relate to attitudes and behaviour of community towards people with a disability. Community attitudes and behaviours may result in limiting access to employment and/or opportunities for people living with a disability to contribute to social, economic and cultural life.

**11. Do you think the Shoalhaven community is welcoming and inclusive to people living with disability?**

- ☐ Yes
- ☐ No
- ☐ Unsure
- ☐ If no, how can this be changed? \_\_\_\_\_



12. How can we change attitudes towards disability in our community?

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13. What does Council do well to support people with disability?

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14. What would change community views and attitudes towards people living with disability? (i.e. education, promotion, inclusive campaigns...etc)

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## Area 2: Accessible, liveable communities

These questions relate to how people with disability in the Shoalhaven access places of recreation, learning and leisure, community celebration, cultural participation, tourism, entertainment and shopping.

15. What barriers do people with disability face in your community?

- ☐ Transport
- ☐ Access to buildings and shops
- ☐ Road crossings
- ☐ Access to events
- ☐ Accessible toilets
- ☐ Pathways and kerbs





How can these issues be improved?

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**16. Do you have any problems when accessing the following Council facilities and infrastructure? If so what are these?**

- ☐ Libraries
- ☐ Aquatic centres/pools & sporting centres
- ☐ Art gallery
- ☐ Shoalhaven Entertainment Centre
- ☐ Waste collection
- ☐ Councils administration centres
- ☐ Parks and beaches

What barriers do you face at these facilities?

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**17. What makes you feel welcome and included in your community (e.g. facilities, behaviours, work participation, events...etc)?**

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**18. How would you like to celebrate inclusion and diversity in the Shoalhaven?**

Diversity equals difference. Examples could be difference in race, ethnicity or gender. Inclusion is the practice of ensuring that people feel a sense of belonging and support.

- ☐ International Day of People with Disability (IDPWD) event
- ☐ Disability Expo
- ☐ Social Inclusion Week
- ☐ Access to mainstream programs and activities
- ☐ Join the Shoalhaven City Council Inclusion and Access Advisory Group
- ☐ Carers events
- ☐ Other (please specify) \_\_\_\_\_

**19. Do you feel safe living in the Shoalhaven?**

- ☐ Yes
- ☐ No
- ☐ If no, why don't you feel safe? \_\_\_\_\_

**20. How can we make people with disability feel safer in our community?**

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**21. If you are a carer or person with disability, during times of natural disaster (e.g. bushfires, pandemic, flooding) what extra supports do you need?**

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**22. How can tourism and holiday accommodation venues improve access and inclusion in the Shoalhaven?**

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**23. Is it easy to find accessible and affordable housing for people with disability in the Shoalhaven?**

- ☐ Yes
- ☐ No

If no, what do you think would help?

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**24. If you have a disability, do you find it easy to get medical assistance in the Shoalhaven?**

- ☐ Yes
- ☐ No

What type of medical assistance would you need?

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### Area 3: Systems and Processes

These questions relate to improving the systems and processes that enable people to access services and supports they need in the community. Examples include providing information in a range of formats, or making processes such as registration (for a service) or making complaints simpler.

#### 25. What suggestions would you like to make for Council's website to be more accessible?

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#### 26. Is contacting Council easy?

- ☐ Yes
- ☐ No
- ☐ Why?

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#### 27. How would you like to receive information from Council?

- ☐ Council website
- ☐ Social media
- ☐ Council newsletter
- ☐ Direct mail out
- ☐ Email
- ☐ Flyers
- ☐ Newspaper
- ☐ Radio
- ☐ SMS
- ☐ Other (please specify)

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**28. What communication formats do you prefer?**

- ☐ Auslan
- ☐ Braille
- ☐ Plain English
- ☐ Video Captioning
- ☐ Podcasts
- ☐ Helpline
- ☐ Hearing Loops
- ☐ Interpreter services
- ☐ Other \_\_\_\_\_

**Area 4: Employment**

These questions relate to increasing the employment opportunities of people with a disability within the Shoalhaven.

**29. What do you think are the main barriers to finding work for people living with disability?**

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**30. As a person living with disability, do you find it hard or easy to find a job?**

- ☐ Hard
- ☐ Easy

What makes it easy/hard?

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**31. As a parent/carer or person living with disability, what help or support would you like, to improve work opportunities in the Shoalhaven?**

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**32. Do you think Council is an inclusive employer?**

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**32. If you have a disability or are a carer, what type of job would you consider?**

- ☐ Jobs at Council
- ☐ Volunteering at Council
- ☐ Volunteering in a Not for Profit
- ☐ Full Time work
- ☐ Part Time work
- ☐ Casual
- ☐ Supported Employment
- ☐ Carer / Support Worker

**33. What do you think are the 3 most important things that can support people with a disability to fully participate in community life?**

1. 

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2. 

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3. 

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*Thank you for taking the time to complete this survey! Our research is carried out to assist Shoalhaven City Council in developing the refreshed Disability Inclusion Action Plan 2021-2025*



**Inclusion**  
*Our community - Accessible for all*

**have your say**

## Disability, Inclusion and Access in the Shoalhaven

Help Shoalhaven City Council develop the new Disability Inclusion Action Plan.

**How you can help**

- Share your reflections on our community's attitudes and behaviours toward inclusion
- Provide feedback on accessibility and inclusive services
- Increase employment for people with disability in our area
- Ensure access is promoted throughout the Shoalhaven

**How to get involved**

**Face-to-Face** Join a group discussion session. Visit our Get Involved page for session information.

**Online** Our online survey is available for those unable to attend a face-to-face session - access it via our Get Involved page. The survey is open until 9 July 2021.

**On the phone** Call (02) 4429 3111 and we can help you do the survey over the phone.

For more information and to register please visit our Get Involved page [getinvolved.shoalhaven.nsw.gov.au](https://getinvolved.shoalhaven.nsw.gov.au) or scan the QR Code.

