

Disability Inclusion Action Plan

2017 - 21



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Mayor's message



I am proud to present the Eurobodalla Disability Inclusion Action Plan 2017-21.

The aim of this Plan is to improve access and inclusion for people with disability living in our community. While we have made some great progress improving access and inclusion over the past decade, this Plan provides an opportunity to further strengthen and build on these achievements.

I would like to thank the individuals and organisations that took the time to give their feedback as part of the planning process. Your contribution has been invaluable and it ensures the Plan reflects the voice and experiences of our community.

Everyone, not just Council, has a role in building a community that is accepting and inclusive of all people, regardless of ability.

The Disability Inclusion Action Plan 2017-21 is the next step in improving access and in maintaining momentum towards an even more inclusive Eurobodalla.

Councillor Liz Innes

Mayor

Executive summary

Eurobodalla has a long history of advocating and planning for improved outcomes, services and choice for people with disability. Demonstrated Council achievements have been made in pathways and recreation spaces, accessible business practices, work ready outcomes and as an advocate for people with disability and their carers.

In Eurobodalla, 12.3% or 2,500 of all income support recipients receive a disability pension, more than double the proportion for NSW. In addition to this, 13% of people provide unpaid care for people with disability or the aged compared to 11.4% for NSW. Although people can be born with disability, many people acquire a disability during their lifetime. The ageing process is one risk factor for developing a disability. This is particularly an issue for Eurobodalla, given we have an ageing population with a median age of 50 compared to 38 for NSW.

The two methods of consultation undertaken to inform this strategy were targeted focus groups and specifically designed surveys. Over 200 people took part in the consultation, with over 1,000 businesses, organisations and individuals invited to participate.

The Disability Inclusion Action Plan 2017-21 reflects Council's response to the feedback given by the community during consultation. The Plan was written to align with the following four priority areas taken from the *NSW Disability Inclusion Act 2014*. Quotations from community consultation are provided in each case.

- **Attitudes and behaviours**

"Things that have helped break down barriers is consistency and a regular chance to interact" Brad (focus group participant)

- **Liveable communities**

"Inclusive play areas and disabled access mean everyone is welcome" (survey respondent)

- **Employment**

"Employees with a disability could add a new dimension to our business and attract a new stream of customers (survey respondent)"

- **Systems and processes**

"I believe that with more knowledge about each other a greater understanding can be achieved" (survey respondent)"

Community vision

The Disability Inclusion Action Plan 2017-21 is a statement of Eurobodalla Shire Council's ongoing commitment to improving access and inclusion for people with disability within the scope of local government.

It is Council's intention to take a partnership role with other levels of government, local businesses, recreation groups and the general community to facilitate the achievement of the four key outcome areas outlined in the *Disability Inclusion Act 2014* and associated guidelines. These are:

- Attitudes and behaviours
- Liveable communities
- Employment, and
- Systems and processes.

The *Disability Inclusion Act 2014* aims to promote inclusion and support the fundamental right of choice for people with disability.

In addition to achieving the outcomes of the *Disability Inclusion Act 2014*, Council is committed to meeting the priorities identified by the community in the consultation surveys and focus groups. The issues raised will be aligned with Council's Integrated Planning and Reporting documents.

Community Strategic Plan (CSP)

Our vision was developed by our community and reflects the kind of community we would like to be. It is designed to encourage commitment to our future and a sense of common purpose and responsibility.

The strategies and actions outlined in the Eurobodalla Disability Inclusion Action Plan 2017-21 are incorporated within Council's Community Strategic Plan and Delivery Program 2017-21. This will ensure full integration and accountability across the organisation.



FRIENDLY

We are happy, supportive and welcoming



RESPONSIBLE

We make balanced decisions that benefit current and future generations



THRIVING

We are successful and sustainable in growth and development



PROUD

We build community spirit and our Eurobodalla leads the way

Policy context for the development of the Plan

The *Disability Inclusion Act 2014* defines disability as:

‘The long-term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder the full and effective participation in society on an equal basis with others.’

This definition reinforces the importance of viewing disability as the result of interaction between people living with a range of impairments and their physical and social environment. Disability is not just about the impairment. The onus to break down barriers rests with the whole community.’

NSW Disability Inclusion Act 2014 (DIA)

The *NSW Disability Inclusion Act 2014* (DIA) demonstrates the ongoing commitment of the NSW Government to building an inclusive community and requires local government to produce a Disability Inclusion Action Plan.

Council’s response to the DIA

Eurobodalla Shire Council’s Disability Inclusion Action Plan 2017-21 (DIAP) provides a strategy to implement the DIA’s objectives and principles in the Eurobodalla community. The DIAP will outline the practical steps Council will take to break down barriers and promote better access to services, facilities, information and employment and to promote the rights of people with disability. Council is required to address the following four focus areas in its DIAP.

- The **attitudes and behaviours** of the general community towards people with disability have been described as the single greatest barrier to full access and inclusion.
- Creating **liveable communities** will focus attention and resources on the elements of community life that most people desire.
- **Employment** contributes to feelings of self-worth, social interaction and mental health, and increases opportunities to support individual choice and control.
- The **systems and processes** required to access services and the lack of accessible options for communication, accessing information or providing input or feedback can be a common issue for people with disability.

The DIA sits within a wider legal and policy context. The relevant policy and legislative instruments are detailed below.

United Nations Rights of Persons with Disabilities (UNCRPD)

The social model of disability, outlined in the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) states people with disability are not disabled by their impairment but by the barriers in the community that prevent them gaining equal access to information, services, transport, housing, education, training, employment, and social opportunities.

The General Principles of the UNCRPD were ratified by Australia in 2008 and are reflected in the intent of the DIAP. They include:

- a) Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons.
- b) Non-discrimination.
- c) Full and effective participation and inclusion in society.
- d) Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity.
- e) Equality of opportunity.
- f) Accessibility.
- g) Equality between men and women.
- h) Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

National Disability Strategy 2010-2020 (NDS)

Developed in partnership by Commonwealth, state, territory and local governments, the NDS 2010-2020 sets out a national plan for improving life for Australians with disability and their families and carers. This strategy further supports a commitment to the UNCRPD.

National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) is a major reform that will deliver a national system of disability support focused on the individual needs and choices of people with disability. The NDIS gives participants more choice and control over how, when and where supports are provided. Funding is allocated to each eligible individual, rather than block funding being allocated to service providers. The NDIS will commence in Eurobodalla on 1 July 2017, with a staged implementation from that time until late 2018 anticipated.

Generally the role of councils in the NDIS will vary depending on the community, the relationship with local disability interests and their role within disability service provision. Now, the role of Local Government in delivering inclusion is much broader than simply planning for service provision.

The NDIS presents a new method for funding the services required by people with disability. In the case of Eurobodalla, Council is a registered service and provides care coordination and direct service delivery under the NDIS.

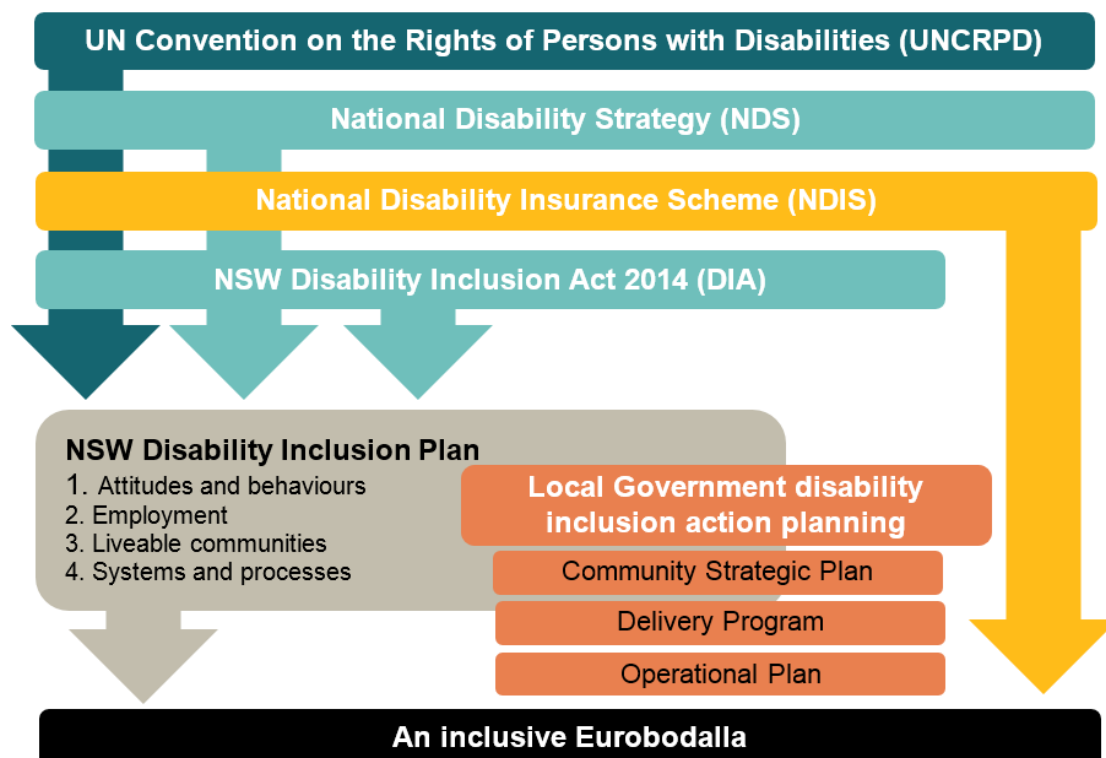
Disability inclusion action planning is complementary to the NDIS, and will assist councils in breaking down local barriers to full participation by people with disability in the community.

Integrated Planning and Reporting (IP&R)

The *Local Government Act 1993 (NSW)* and *Local Government (General) Regulation (NSW)* includes Integrated Planning and Reporting legislative requirements, as outlined in the IP&R Guidelines.

The DIAP and key Council IP&R documents need to integrate effectively. Clear reporting and monitoring of progress in implementing the Disability Inclusion Action Plan is also essential. Social justice principles of equity, access, participation and rights are intrinsic to the delivery of the Integrated Planning and Reporting documents and DIAP. The relationship between the policy and legislative instruments can be seen below.

Figure 1: The relationship between policy and legislative instruments.



Other relevant legislation

Other legislation which has relevance to the delivery of disability inclusion action planning for Local Government includes:

- Commonwealth Disability Discrimination Act 1992 (DDA)
- Commonwealth Disability (Access to Premises – Buildings) Standards 2010
- NSW Anti-Discrimination Act 1977 (ADA)
- Local Government Act 1993, and
- Local Government (General) Regulation 2005).

Disability Inclusion Advisory Committee (DIAC)

Eurobodalla Shire Council has supported an active Disability Advisory Committee since 1997, with the purpose of seeking opportunities to improve access to Council facilities and services. With Council's ongoing support, a newly appointed Disability Inclusion Advisory Committee will use the Disability Inclusion Action Plan 2017-21 to raise awareness and assist Council to respond to issues and opportunities raised by people with disability and to continue to advocate for people with disability living and visiting the Eurobodalla.

The DIAC's objectives are:

- To provide input to the DIAP prior to its final consideration by Council.
- To assist Council with the implementation of the Disability Inclusion Action Plan 2017-21.
- To assist Council in the review and identification of Council's current and future disability access and equity issues, including the provision of information and resources to the public.

The Disability Inclusion Advisory Committee is made up of:

- Eight community representatives who have disability or have speciality knowledge or interest in disability issues, and
- One Councillor

Our story so far

Council has a long history of advocating and planning for improved outcomes, services and choice for people with disability. The current Plan builds on the achievements of the Disability Action Plan 2006-2011 and Disability Action Plan 2012-2017.

During the past 10 years, Council has worked hard to achieve:

- More accessible buildings, amenities and access routes
- Increased awareness and information sharing, and
- Greater participation by people with disability through the Disability Advisory Committee and various Sunset Committees.

Attitudes and behaviours

- Council's Communication and Tourism team continually seeks advice from the disability sector when creating written and visual material to ensure it is respectful and uses correct terminology.
- Good Access means Good Business awards raised public awareness of the benefits of an inclusive community.
- Council annually celebrates International Day of People with Disability.
- Regular advocacy activities and partnerships with disability agencies and networks.

Liveable communities

- Over 60% of picnic tables and public toilets and 90% of bus shelters have been upgraded to accessibility standards.
- Targeted renewal program to address accessibility needs of key community infrastructure, such as Quarry Wharf Moruya, Nelligen Foreshore access, Tuross headland and boardwalk and the Moruya Airport terminal.
- Council has supported accessible tourism by creating a web page where local tourism operators can identify themselves as having accessible facilities.
- Council is committed to ensuring all digital and paper information material meet the Vision Australia Colour Contrast Guidelines and Council's Web Content Accessibility Guidelines.
- In partnership with surf clubs and landcare groups, Council has improved beach access by funding beach wheelchairs and installing non slip rubber matting at key locations on some of Eurobodalla's popular beaches.
- Council provides two 24 hour accommodation facilities for people with disability, which operate at capacity.
- A flat, easy access community drop off area for waste disposal has been constructed at the Surf Beach and Brou Waste Management Facilities.
- Council has hosted several events to support the community with the transfer to the National Disability Insurance Scheme.

- Growing Older and Making Life Easier disability directory is printed and distributed in hard and soft copy format to the community.
- Pathway network extended to provide one in four streets with a pathway.
- Accessibility improvements undertaken at the Durras, Malua Bay, Tomakin, Tuross Head, Bodalla and Dalmeny Halls, as well as Council's Customer Service Centre, Moruya.
- Inclusive playground at Corrigan's Beach Reserve including accessible play equipment and fence.

Employment

- Since 2014, 10 people with disability have either been employed or hosted for traineeships, work placement or work experience by Council.
- Council employs 5 people with disability in the Involve, Revolve, Evolve social enterprise project.
- Council advocates for the employment of people with disability by providing 'Good Access Means Good Business' information sessions to local chambers of commerce and individual businesses.
- Council consulted with 45 Eurobodalla businesses to gather their issues and ideas for improving employment outcomes for people with disability.
- Council contributes to the direct and indirect employment of people with permanent and significant disability in the Eurobodalla by subcontracting tasks such as embroidery, recycling, screen printing, and garden maintenance to Yumaro Industries, a National Disability Insurance Scheme (NDIS) registered service.

Systems and processes

- Style guides and guidelines have been developed and implemented by Council to improve the accessibility of public documents and its website.
- Council's Residential Development Control Plans require that at least 25% of multi-unit developments are built to the Adaptable Housing Standard and Council's Footpath Trading Policy considers access for people with disability.
- Development Application documents can be submitted electronically and tracked on Council's website.
- By working with organisations such as Anglicare and Salvation Army, Council is advocating for positive community outcomes for people with a mental illness.
- A phone line to Waste Services has been established to ensure a direct method of communication is available for the community.
- A recycling short film was made and played at local movie theatres to distribute information in a visually accessible way.
- Assistance is provided by staff with waste disposal and recycling at waste management facilities.
- Live streaming of Council meetings began in 2015-16.

Our people¹

"I am respected and use my time and skills to mentor younger players" – young person with disability (focus group participant)

50 is the median age of Eurobodalla residents (NSW 38)

6.9% need assistance due to disability (NSW 4.9%)

7% persons with a profound or severe disability (NSW 4.9%)

19,977 people receive income support². Of that, **12.3%** or 2,457 people receive a disability pension (NSW 5.6%). **72.7%** receive an age pension (NSW 68.9%)

13% of the community aged over 15 years provide unpaid assistance to a person with disability (NSW 11.4%)

Health and wellbeing

"If I could just be myself, accepted, without being judged. When you feel safe you can be yourself and you don't have to put up walls" – young person with disability (focus group participant)

40% experience problems accessing health services primarily due to lack of local services or transport

19.7% children developmentally vulnerable (NSW 20.2%)

9 residential aged care facilities. 286 high care places and 334 low care places

Eurobodalla scored 955.0 on the SEIFA Index of Disadvantage (NSW 995.8)

83% rate their health as good to excellent

0.85 GP's per 1,000 people (NSW 1.13 GP's per 1,000 people)

21.7% of residents volunteer (NSW 16.9%)

22.6% provide unpaid child care (NSW 27.5%)

¹ See reference list.

² Age pension, Veterans, Carer, Disability, Newstart, Parenting, Youth and Family Tax Benefit A and B.

Connectivity

“Council are to be commended for raising the bar and setting a good example to the community [but] there is more to do...you are moving in the right direction” – (survey respondent)

90% feel safe at home at night

91% feel safe in their neighbourhood during the day

70% feel safe and prepared for in an emergency

2,653 mobility parking scheme permits, an increase of 15% from 2012

0.7% use public transport to travel to work (NSW 13.7%)

68% feel that someone will be there if help is needed

60% households have broadband internet connection (NSW 67%)

79% use pathways

Infrastructure

“We have 90% compliance and are pursuing funding to upgrade the remaining bus stops to accessibility compliance” – Council engineer (focus group participant)

Council manages the following assets to support people with disability in our community:

- 106km constructed pathways
- 67 bus shelters of which 90% meet accessibility standards
- Hearing loops in 5 of our buildings, and
- 66 public toilets, of which 37 meet accessibility standards.

All 22 of Council’s bookable halls and facilities have wheelchair access. 82% of toilet facilities met accessibility standards.

Eurobodalla Regional Botanic Gardens strives to be an accessible location for people with disability. A limited mobility track, as well as a Sensory Garden ensures people of all abilities can view native flora and fauna.

For a more detailed snapshot of Eurobodalla, please refer to ‘Our Story’ at www.esc.nsw.gov.au

Community consultation outcomes

“If every day systems and activities are accessible, and communities are liveable with employment available, acceptance is a sure thing”- survey respondent

Eurobodalla Shire Council (ESC) engaged Calibrations Consulting to facilitate five focus groups and design four surveys.

Consultation methodology

Survey questions were developed to gather information around the four key priority areas identified in the *Disability Inclusion Act 2014: Attitudes and Behaviours; Liveable Communities; Employment and Systems and Processes*.

Targeted questions were used in four surveys:

- People with disability
- The business community
- Art, sports and recreation groups, and
- The general community.

Surveys were available electronically and in hard copy at Council’s Customer Service Centre, Moruya and at libraries. Assistance was offered to people with disability who may have had difficulty accessing or completing the survey.

Surveys were emailed to over 1,000 Eurobodalla businesses, community groups and people with disability. Surveys were advertised using several methods including Council’s website and online monthly newsletter, Facebook, radio and the local newspaper. In total, 159 surveys were completed.

The survey results helped to develop tailored questions for discussion with the following focus groups.

- Families with children aged under 14 years
- Young people aged 15 to 25
- Older people aged over 65
- Members of the Eurobodalla Shire Council Disability Advisory Committee, and
- Council staff.

In total, 44 people participated in these focus groups.

Key findings: Attitudes and behaviours

“Things that have helped break down barriers is consistency [and] a regular chance to interact” – Brad (focus group participant)

The surveys identified the following observations, issues and opportunities.

- People’s attitudes in Eurobodalla toward people with disability are universally positive.
- Inclusive events, programs, infrastructure and places are important for positive interaction and awareness raising.
- Increased exposure of people with disability in the media can ‘normalise’ disability.
- Physical access to businesses and the community is important to feel included.
- There is potential for Council to support the community and businesses in planning for infrastructure, services and events that meet accessibility standards.
- Advertise places, social groups and opportunities that meet accessibility standards.
- Inclusion of all ability levels in sport, art and social events is encouraged.
- There is a need to increase education and awareness of the difficulties faced by people with disability and their carers.
- The benefits of promoting tourism in Eurobodalla to people with disability.
- To treat people with disability with patience, as assistance is not always required.
- The need to provide people with disability a more prominent voice in the wider community.
- Advocate for greater promotion of the achievements of people with disability.
- Increased employment opportunities and support at Council and in the wider community.

Focus Groups made the following observations and recommendations related to attitudes and behaviours.

- While increased visibility and education are key tools to raise awareness, they can also lead to people with disability being treated differently. Many disabilities are invisible and it is the right of the person with disability to choose whether they wish to disclose their situation.
- There needs to be more exposure and normalising of people with disability in all aspects of life, particularly in schools and workplaces.
- People with disability, carers and mainstream community members who are positive role models could be supported to become public advocates to improve attitudes and behaviours towards people with disability.
- People with disability should not be segregated. Businesses and groups should be supported to be able to plan ahead and include people with disability in public activities.
- People with disability can be great advocates in helping build a greater understanding of diversity in the community.

- Disability advocates have a role to play in raising awareness of acceptable etiquette when it comes to communicating and interacting with people with disability and their carers. Positive attitudes can be a powerful message.
- Provision of training for and delivery of events by key agents, such as the Chambers of Commerce, arts, education, recreation and sporting groups and Council staff will help to raise the awareness of human diversity, needs and opportunities.

Key findings: Liveable Communities

“Inclusive play areas and disabled access mean everyone is welcome to participate”- survey respondent

Gaining improved access to spaces, businesses, events and public transport is the most important aspiration for people with disability and their carers. The surveys identified the following observations, issues and opportunities.

- Appropriately placed footpaths will alleviate many barriers to accessing business, recreation and sporting areas.
- Location of toilets that meet accessibility standards, especially outside of town centres, should be considered by Council.
- Earlier delivery of Council’s community newsletter will provide people with disability and carers increased time to plan to attend advertised activities.
- The timing of Council run events is an important factor to consider for people with disability to participate.
- Council to consider improvements to the Development Application and complaints processes, as they can often be confusing.
- Incorporation of accessibility aids in community facilities, particularly libraries, will increase physical access independence and feelings of inclusion.
- Limited accessible public transport and access points and pathways from parking restricts accessibility to businesses and public places.
- Increased monitoring of parking spaces that meet accessibility standards. This may improve access for legitimate permit holders.
- Sport, recreation and art groups are interested in receiving help to improve consultation and to help their service meet accessibility standards.
- The location of recreation activities and events influences whether people with disability can participate.

Focus Groups made the following observations and recommendations related to liveable communities. The records are categorised by physical environment.

At home

- Home modifications to meet the needs of a person with disability are sometimes difficult to manage. Contractors don't always have knowledge of the Disability (Access to Premises — Buildings) Standards 2010 or experience with building access modifications.
- Development Applications are not always required for home modifications so there is less incentive for a property owner or builder to meet the premises standards.

Transport

- Timing, frequency and location of local and regional public transport service is limited.
- Investigation and response is required to the physical access issues raised concerning local and regional bus services for wheelchair users.
- Improved information will help people access and navigate public transport.
- In relation to the NSW Assisted School Travel Program, advocacy is requested to NSW Government for inclusion of transportation of siblings and also to local taxi services for improved responses to a change in pickup address.
- Review and report is welcome on Council's progress in ensuring bus stops meet accessibility standards.

Arts, sport and recreation

- Participation by people with disability in sports and recreation is low as there are limited opportunities for their participation.
- The introduction of team sports that are planned for inclusion of people with disability are promoted well in advance and focus on participation rather than competition. This may encourage greater participation by people with disability.
- Identification and promotion of venues and activities that meet accessibility standards.
- Participation by people with disability in arts, sporting and recreation activities will increase if inclusive activities are promoted and supported by trained volunteers.
- Participation by people with disability in swimming may increase with the provision of qualified learn to swim instructors at public pools who are also skilled in training people with disability.
- Provision by Council for improved wheelchair access to designated beaches, including simpler access to beach wheelchairs.
- Community participation by autistic children may be increased if inclusive mainstream activities are identified and promoted.
- Assist arts practitioners and others to access grants to provide more opportunities for participation by people with disability in the arts.
- Identify and deliver arts programs for youth with mental illness.

- Use the Human Rights Commission Guide 'Rights of Inclusion in Sports for Young Children' to foster discussion in the Eurobodalla Sports Forum.

Using Council facilities

- Acknowledgement that many accessibility issues have been addressed by Council.
- Installation of a hoist at Moruya Swimming Pool is desirable.
- An increased number of public toilet that meet accessibility standards, particularly outside of central areas is desired.
- Installation of two way doors in public toilets will improve access for people with walking aids.
- Use of public parks by people with disability will be increased if parking, paths and park furniture is planned and constructed in an integrated way.
- Provision of accessible parking and linked pathways on both sides of main roads and increasing the number of access points between roads, footpaths, car parks and venues will improve road safety and community access for people with disability.
- More fully fenced playgrounds are desired.
- Signage to clarify the direction for parking in accessible spaces is requested.

Doing business in town

- While most new business premises comply with physical access standards, many more businesses are still difficult if not impossible to access.
- Full wheelchair access remains a problem in many businesses and accommodation providers.
- The interpretation and application of access standards is inconsistent.

Key findings: Employment

“I have just become qualified for a test and tag electrical business and I’m in the process of setting it up” – survey respondent

“Employees with a disability could add new dimensions to our business and attract a new stream of customers”- survey respondent

The surveys identified the following observations, issues and opportunities.

- People with disability felt that their employment prospects can be improved through:
 - reliable, affordable and accessible transport to work
 - better integration of accessible car parking, footpaths and building access
 - accessible websites and use of universal access symbols
 - work ready training including work experience, mock interviews, help with preparation of applications
 - small business start-up advice and assistance
 - training and volunteer support in schools to enable students with disability to become more work ready, and
 - improved internet connectivity and speed to support working from home and home based businesses.
- Of the businesses surveyed:
 - just over one quarter employ people with disability
 - more than half provide wheelchair access to premises and toilets
 - the majority of the remaining employers would consider employing a person with disability under the ‘right conditions’.
- Suggestions to create the ‘right conditions’ included:
 - ongoing workplace support and training for employees and employers from job service providers
 - employer training in disability and mental health awareness
 - assistance with modifications to the workplace and practices, and
 - a reliable method of travel to work.
- More people with disability employed in mainstream media and workplaces will help make the practice commonplace.
- Attitudes and behaviours of employers towards people with disability may be improved with disability awareness training and knowledge of profitable aspects of improved access practices.
- Employers need greater awareness of legislative requirements, human resource practices, practical assistance and incentives to encourage them to employ more people with disability.
- Showcase inclusive employment practices, employees and employers. Use role models and visual promotion to break down barriers to employment.

- Encourage larger employers to identify and fill designated roles for people with disability.
- Businesses need help to plan, resource and improve physical and sensory access in their workplaces.
- Council asked to boost employment prospects for people with disability by:
 - Ensuring that all new commercial buildings meet access standards and are integrated with the surrounding environment ensuring continuous paths of travel.
 - Assisting property owners to acquire expertise and funds to help with the cost of modifying non-compliant commercial buildings.
 - Simplifying regulations to fast track and lessen the cost of commercial building access modifications.
 - Advocating for high speed broadband to boost existing and emerging businesses and projects.
 - Seeking to engage people with disability in meaningful work including volunteers, work experience, trainees, casual and permanent roles.
 - Countering the negative stereotypes around employees with disability.

Key findings: Systems and Processes

“I believe that with more knowledge about each other a greater understanding can be achieved” - survey respondent

- Disability awareness training of front line personnel is crucial to the provision of quality customer service experience.
- People with disabilities often have difficulty navigating organisational systems and processes when attempting to obtain services and supports.
- Lack of accessible two way communication options, for example, use of TTY (teletypewriter) National Relay Service is a barrier for some people.
- Confusion is experienced by some people with disability over the roles and responsibilities of the three levels of government and other groups.
- Website accessibility and compliance with relevant access standards is crucial in an age where rapid progression to online government, commerce and banking services is linked to perceptions of poorer customer service and higher prices experienced by people with disability.
- Need for better enforcement of systems and processes to managing disabled parking spaces.
- Merit based recruitment systems and processes are often a barrier to people with disability, who can potentially fulfil performance measures once employed under flexible working conditions and accessible workplaces.

Action Plan

DIAP Focus Area 1- Attitudes and behaviours

CSP Outcome 1 – Strong communities, desirable lifestyle							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
1.3.1.2.1 Identify and engage partners who can deliver free disability and mental health awareness training to community and recreation groups	1.3.1 Activate and motivate our community to embrace healthy lifestyles	1.3.1.2	R	✓	✓	✓	✓
1.3.3.2.1 Conduct inclusion and disability awareness raising events at the ERBG	1.3.3 Develop and manage the ERBG	1.3.3.2	CE	✓	✓	✓	✓
1.4.1.2.1 Seek to recruit a young person with a disability to the Youth Committee and support their participation	1.4.1 Plan for and provide opportunities, services and activities for youth	1.4.1.2	YS	✓	✓	✓	✓
1.5.1.2.1 Explore the merits of creating and resourcing a 'Champions of Inclusion and Access' program	1.5.1 Strengthen community connections through community development initiatives	1.5.1.2	CCD		✓		
1.5.1.2.2 Work in partnership to resource, create and deliver a campaign promoting inclusive practices to business, recreation and community groups					✓	✓	✓
Delivery Program Measures		Disability Inclusion Action Plan service output (DIAP SO)					
Number of services and support opportunities Council provides to people with a disability, the aged and carers.		DIAP SO1: Attendance and satisfaction with disability awareness programs and events delivered annually.					

CSP Outcome 2 – Celebrated creativity, culture and learning							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
2.1.1.1.1 Work with strategic partners on arts projects and programs that promote inclusion and community access	2.1.1 Develop and promote creative arts activities and industries	2.1.1.1	CCD	✓	✓	✓	✓
2.1.1.2.1 Identify and engage partners who can facilitate free disability and mental health awareness training to the creative arts industry		2.1.1.2	CCD		✓	✓	✓
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Participation in creative arts industry.		DIAP SO2: Attendance and satisfaction with arts projects and programs that promote inclusion and community access.					

CSP Outcome 5 – Vibrant and diverse economy							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
5.1.1.7.1 Incorporate inclusion and access as key principles when developing terms of reference for the Business, Education and Employment Forum	5.1.1 Encourage and attract new business industry, investment and employment opportunities	5.1.1.7	BD	✓			
5.2.2.1.1 Provide Chambers of Commerce with Good Access means Good Business training and resources	5.2.2 Support the business community to build capacity	5.2.2.1	BD	✓	✓	✓	✓
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Community satisfaction with: support provided to local business, tourism service and events.		DIAP SO3: Inclusion and access are key principles guiding the Business, Education and Employment Forum.					
		DIAP SO4: Attendance and satisfaction with Good Access means Good Business training and resources.					

CSP Outcome 8 – Collaborative and engaged community							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
8.1.2.1.1 Brief the Disability Inclusion Advisory Committee on Council’s community engagement toolkit and communication resources	8.1.2 Proactively communicate information on Council services, activities and events	8.1.2.1	CCE	✓			
8.1.2.2.1 Include images of people with a disability in mainstream publications and promotions		8.1.2.2		✓	✓	✓	✓
8.1.2.2.1 Ensure that Council's style guide provides the basis for creation of documents that meet accessibility standards					✓		
8.2.1.1.1 Ensure staff consider how people with disability will be reached when using the Community Engagement Framework	8.2.1 Provide and promote opportunities for the community to be engaged on decisions, policies and plans through the use of the community engagement framework	8.2.1.1	CCE	✓	✓	✓	✓
8.3.1.1.1 Regularly promote DIAP priorities and achievements in Mayoral and Councillor communications	8.3.1 Promote and support effective representation of our Mayor and Councillors	8.3.1.1	CCE	✓	✓	✓	✓
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Community satisfaction with communication from Council.		DIAP SO5: Levels of satisfaction with Council’s communication policy and practices expressed by the DIAC.					
Awareness of achievements and activities.							
Visits to Council’s website.							

CSP Outcome 9 – Innovative and proactive leadership							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
9.1.2.3.1 Provide Councillors with Disability Awareness Training	9.1.2 Implement effective governance	9.1.2.3	CCL	✓			✓
9.3.1.2.1 Showcase the inclusion and access achievements of Council and the Disability Inclusion Advisory Committee during Local Government Week	9.3.1 Identify and implement innovative and creative projects	9.3.1.2	CCL	✓	✓	✓	✓
9.3.2.3.1 Provide Council staff and volunteers with Disability Awareness Training	9.3.2 Continue to be an organisation people want to work for	9.3.2.3	WD	✓	✓	✓	✓
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Community satisfaction with Council's overall performance, Councillor performance and customer assistance.		DIAP SO6: Attendance at and satisfaction with Disability Awareness Training as expressed by Councillors, Council staff and volunteers.					
		DIAP SO7: Number of Council's access and inclusion initiatives promoted annually.					

DIAP Focus Area 2- Liveable communities

CSP Outcome 1 – Strong communities, desirable lifestyle							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
1.2.1.1.1 Work with NSW Health to investigate and respond to dialysis supply and demand issues during peak holiday periods	1.2.1 Improve local access to health services	1.2.1.1	CCD	✓			
1.3.1.3.1 Update guidelines for Healthy Communities and Seniors Week grants to provide access and inclusion outcomes for seniors	1.3.1 Activate and motivate our community to embrace healthy lifestyles	1.3.1.3	CCD	✓			
1.3.2.1.1 Promote Community facilities and halls with a hearing loop	1.3.2 Plan for and provide a safe and accessible network of recreation and community facilities	1.3.2.1	R	✓	✓	✓	✓
1.3.2.3.1 Develop a hierarchy of standards for parks	1.3.2 Plan for and provide a safe and accessible network of recreation and community facilities.	1.3.2.3	R		✓		
1.3.2.3.2 Investigate and respond to access issues identified by the community and registered as a Customer Service Request				✓	✓	✓	✓
1.3.2.3.3 Review park and park furniture designs to improve physical access for people using mobility aids					✓		
1.3.2.3.4 Undertake access audits and progressively upgrade recreation and community facilities to meet accessibility standards				✓	✓	✓	✓

CSP Outcome 1 – Strong communities, desirable lifestyle							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
1.3.2.5.1 Consider an extension of the Park User's Survey to ensure that inclusion and access issues are identified and investigated	1.3.2 Plan for and provide a safe and accessible network of recreation and community facilities	1.3.2.5	R	✓			
1.4.1.1.1 Review inclusiveness and accessibility of Youth Café facilities and programs against NSW Disability Service Standard 2 (Participation and Inclusion) and Standard 5 (Access)	1.4.1 Plan for and provide opportunities, services and activities for youth	1.4.1.1	YS		✓		
1.4.1.3.1 Increase participation by youth with a disability in workshops for instructing learner drivers		1.4.1.3	YS		✓	✓	✓
1.4.2.1.1 Provide high quality services to people with disability and their carers	1.4.2 Provide flexible, community based services to support older people, people with a disability and their carers	1.4.2.1	CC	✓	✓	✓	✓
1.4.2.5.1 Investigate the merits, partnerships and logistics of providing a free Access Audit Program to community, recreation and business groups		1.4.2.5	CC		✓		
1.5.1.1.1 Raise the proportion of people with disability who volunteer in their community from 38% to 45% by 2021	1.5.1 Strengthen community connections through community development initiatives	1.5.1.1	CCD	✓	✓	✓	✓
1.5.1.1.2 Work with schools and other partners to increase the number of volunteers working with students with disability	1.5.1 Strengthen community connections through community development initiatives	1.5.1.1	CCD	✓	✓	✓	✓

CSP Outcome 1 – Strong communities, desirable lifestyle							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Number of services and support opportunities Council provides to people with disability, the aged and carers.		DIAP SO8: NSW Health is notified of dialysis issues and suggestions identified by the community.					
		DIAP SO9: Seniors Week Grant guidelines promote inclusion and access priorities.					
		DIAP SO10: Community satisfaction with youth and disability services.					
		DIAP SO11: Attendance by people with disability in the Learner Driver Program.					
		DIAP SO12: An assessment is conducted in partnership on the merits and logistics of providing a free Access Audit Program.					
		DIAP SO13: Levels of volunteering by people with disability.					
Community/customer satisfaction with: ERBG, swimming pools, recreation facilities, public toilets and halls.		DIAP SO14: Community satisfaction with the accessibility of community and recreation facilities.					

CSP Outcome 2 – Celebrated creativity, culture and learning							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
2.1.2.2.1 Ensure that Moruya Arts Facility Operations Plan promotes inclusion and access compliance	2.1.2 Develop and promote the Moruya Arts Facility	2.1.2.2	CCD	✓			
2.2.1.2.1 Review policy and procedures to ensure access compliance of OOSH and Vacation Care facilities	2.2.1 Develop and provide early education services and programs	2.2.1.2	CS	✓			
2.2.2.3.1 Conduct an access audit of library buildings	2.2.2 Provide quality library services, programs and resources	2.2.2.3	L		✓		
2.2.3.1.1 Work in partnership to investigate the merits of establishing a volunteer support program for children with disability attending OOSH and Vacation Care services	2.2.3 Work in partnership to improve educational opportunities	2.2.3.1	CS	✓			
2.4.1.1.1 Develop, resource and promote inclusive and accessible Youth Week activities	2.4.1 Support and promote opportunities for people to be engaged in an active, vibrant and inclusive lifestyle	2.4.1.1	YS	✓	✓	✓	✓
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Community/customer satisfaction with library services, creative arts support, youth services and children's services.		DIAP SO15: Community satisfaction with access to creative arts support, library, youth and children's services.					
		DIAP SO16: Children's Services meet minimum access compliance standards.					
Comparison with State Library best practice.		DIAP SO17: New and existing library practices and facilities benchmarked for accessibility against State Library best practice.					
Participation in creative arts industry.		DIAP SO18: DIAC has input to the development of the Moruya Arts Facility Operations Plan.					

CSP Outcome 5 – Vibrant and diverse economy							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
5.1.1.3.1 Offer Good Access means Good Business training and an Access Audit to new and existing businesses	5.1.1 Encourage and attract new business industry, investment and employment opportunities	5.1.1.3	BD	✓	✓	✓	✓
5.1.3.1.1 Incorporate inclusion and access as key principles when developing terms of reference for the Batemans Bay Mackay Park Precinct master plan	5.1.3 Plan for the development of the Batemans Bay Mackay Park Precinct	5.1.3.1	SP	✓			
5.2.1.2.1 Work with Chambers of Commerce on business access improvements and delivery of Business Access Awards	5.2.1 Strengthen partnerships with the business community	5.2.1.2	BD	✓	✓	✓	✓
5.4.1.2.1 Work in partnership to provide free Wi-Fi in CBD areas	5.2.1 Strengthen partnerships with the business community	5.4.1.2	BD	✓	✓		
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Community satisfaction with support provided to local businesses, tourism services and infrastructure and events.		DIAP SO19: Attendance at Good Access Means Good Business training and participation in Access Audits.					
		DIAP SO20: DIAC has input to the development of the Mackay Park Precinct master plan.					
		DIAP SO21: Business Access Awards delivered annually.					
		DIAP SO22: Change in Wi-Fi coverage in CBD areas.					

CSP Outcome 6 – Responsible and balanced development							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
6.2.1.1.1 Communicate responsibilities for compliance with Premises Standards through builder and developer forums and regular newsletters	6.2.1 Engage and educate industry and community on development processes, roles and outcomes	6.2.1.1	DABC	✓	✓	✓	✓
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Community satisfaction with Building Certification Service.		DIAP SO23: Attendance at builder and developer forums.					

CSP Outcome 7 – Connected and accessible places							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
7.1.1.1.1 Work in partnership to improve the accessibility and integration of public transport infrastructure	7.1.1 Advocate for improved transport links, services and infrastructure	7.1.1.1	T	✓	✓	✓	✓
7.3.1.1.1 Advocate for improved local and regional public transport services for people with disability	7.3.1 Work in partnership to improve local and regional public transport	7.3.1.1	T	✓	✓	✓	✓
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Community satisfaction with parking, pathways, and Moruya Airport.		DIAP SO24: Community satisfaction with access to parking, pathways and public transport infrastructure					
Amount of transport related grant funding received.		DIAP SO25: Amount of accessible transport related funding received annually					

CSP Outcome 9 – Innovative and proactive leadership							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
9.2.1.2.1 Conduct access audits of customer assistance locations	9.2.1 Provide effective, friendly, customer service and information	9.2.1.2	CAR	✓	✓	✓	✓
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Community satisfaction with customer assistance services.		DIAP SO26: Access compliance and customer satisfaction with customer services.					

DIAP Focus Area 3 - Employment

CSP Outcome 5 – Vibrant and diverse economy							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
5.3.1.5.1 Identify and promote Eurobodalla's accessible infrastructure, venues and activities to visitor markets	5.3.1 Work in partnership to continue to develop the tourism industry	5.3.1.5	T	✓	✓	✓	✓
5.3.2.2.1 Investigate the merits of event(s) that promote good access and inclusion	5.3.2 Actively seek and support the development and hosting of events	5.3.2.2	BD			✓	
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Tourism economic impact (visitor numbers x visitor spend x regional multiplier).		DIAP SO27: Change in number of visitors with a disability.					

CSP Outcome 9 – Innovative and proactive leadership							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
9.3.2.1.1 Support an annual intake of local youth with disabilities through work experience, work placement and traineeship opportunities	9.3.2 Continue to be an organisation people want to work for	9.3.2.1	WD	✓	✓	✓	✓
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Staff engagement and job satisfaction.		DIAP SO28: Change in number of youth with disability undertaking work ready programs at Council.					

DIAP Focus Area 4 - Systems and processes

CSP Outcome 2 – Celebrated creativity, culture and learning							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
2.2.2.2.1 Review library systems and processes to ensure access compliance	2.2.2 Provide quality library services, programs and resources	2.2.2.2	L	✓			
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Comparison with State Library best practice		DIAP SO17: New and existing library practices and facilities benchmarked for accessibility against State Library best practice.					

CSP Outcome 8 – Collaborative and engaged community							
DIAP Action	Delivery Program reference	Operational Plan reference	Service area (refer to glossary)	Year			
				17-18	18-19	19-20	20-21
8.1.2.4.1 Ensure Council's website is compliant to Level A or better of the Web Content Accessibility Guidelines 2.0	8.1.2 Proactively communicate information on Council services, activities and events	8.1.2.4	CCE	✓			
Delivery Program Measure		Disability Inclusion Action Plan service output (DIAP SO)					
Community satisfaction with communication from Council.		<i>DIAP SO29:</i> DIAC satisfaction with communication from Council					
Increasing visits to Council's website.		<i>DIAP SO30:</i> Level of Council's compliance with Web Content Accessibility Guidelines 2.0					

Glossary

The terms below have been used in this report. A full glossary of terms used in Council reports and meetings is available on Council's website.

Acronym	Meaning
ABS	Australian Bureau of Statistics
BD	Business Development
CAR	Customer Assistance and Records
CC	Community Care
CCD	Community and Cultural Development
CCE	Community and Community Engagement
CCL	Corporate and Community Leadership
CE	Commercial entities
CF	Community Facilities
CS	Children's Services
CSP	Community Strategic Plan
CSR	Customer Service Request
DABC	Development Assessment and Building Certification
DIA	Disability Inclusion Act 2014
DIAC	Disability Inclusion Advisory Committee
DIAP	Disability Inclusion Action Plan
DPOP	Delivery Program and Operational Plan
EM	Environmental Management
ERBG	Eurobodalla Regional Botanic Gardens
FACS	Family and Community Services
FCT	Finance and Central Treasury
FP	Fleet and Plant
IP&R	Integrated Planning and Reporting
IT	Information Technology
L	Libraries
NDIS	National Disability Insurance Scheme
NDS	National Disability Strategy
UNCRPD	United Nations Rights of Persons with Disabilities
OOSH	Out of School Hours
P	Property
PEH	Public and Environmental Health
POS	Public Order and Safety
R	Recreation
RI	Risk and Insurance
S	Stormwater
SS	Sewer Services
SP	Strategic Planning
TS	Technical Services

Glossary

Acronym

T

TR

WM

WS

WO

WD

YS

Meaning

Tourism

Transport

Waste Management

Waste Services

Works and Operations

Workforce Development

Youth Services

References

- Australian Bureau of Statistics (2011) Census of Population and Housing
- Calibrations Consulting 2017, Focus Group Consultation Report (unpublished)
- Eurobodalla Shire Council Community Strategic Plan 2017-21
- Eurobodalla Shire Council Delivery Program 2017-21 Operational Plan 2017-18
- Micromex Research Community Wellbeing Survey 2016
- NSW Department of Family and Community Services Disability Inclusion Action Planning Guidelines 2015, www.facs.nsw.gov.au
- Public Health Information Development Unit (PHIDU) Social Health Atlases of Australia, 2016 Online Data, <http://phidu.torrens.edu.au>
- Roads & Maritime Mobility Parking Scheme, <http://www.rms.nsw.gov.au>

