



# Disability Inclusion Action Plan

2022

Eurobodalla  
Shire Council





**Accessible**

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## Acknowledgement of Country

Eurobodalla Shire Council recognises  
Aboriginal people as the original inhabitants  
and custodians of all land and water in the  
Eurobodalla and respects their enduring cultural  
and spiritual connection to it.





Engaged

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## Executive summary

Council operates with legislative and social obligations to drive inclusion in our shire by removing barriers so that people with disability have better life opportunities and can enjoy the full benefits of participation in our community.

The Disability Inclusion Action Plan (DIAP) was developed with the Eurobodalla community to meet the requirements of the NSW Disability Inclusion Act 2014. Council has met these obligations by adopting this DIAP for the four-year period 2022-2025.

The DIAP provides a summary of the engagement process along with a four-year plan of action for Council that reflects the opportunities identified by the Eurobodalla community.

A snapshot of our community in 2021 shows we are growing and ageing, with increased numbers of people with mobility, cognitive and sensory disabilities. The statistics provided in this plan are based on a total population estimate in 2021 of 39,757.



The DIAP provides a profile of our community and a summary of the engagement process along with a four-year plan of action for Council that reflects the opportunities identified by the Eurobodalla community.



- **12,100** people or 30.4% of residents are aged 65+
- **11,460** people or 28.8% of all residents have a disability
- **3,000** people or 7.6% of residents have a profound or severe disability including 1,350 people with dementia
- **7.7%** of residents need assistance due to disability (9.1% for the Eurobodalla Aboriginal population)
- **11.7%** of all children are considered as developmentally vulnerable
- **13.4%** of residents provide unpaid assistance for a person with a disability (17% for the Eurobodalla Aboriginal population)
- **14.9%** of residents are employed in health care and social assistance.

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# Action Plan glossary

<b>H</b>	High priority – to be actioned in years 1-2
<b>M</b>	Mid-term priority – to be actioned in years 2-3
<b>L</b>	Longer term priority – to be actioned in years 3-4
<b>O</b>	Ongoing activity
<b>CARS</b>	Community, Arts and Recreation Services
<b>CC</b>	Community Care
<b>CDP</b>	Community Development and Participation Services
<b>Comms</b>	Communication Services
<b>DIAC</b>	Disability Inclusion Advisory Committee
<b>DIAP</b>	Disability Inclusion Action Plan
<b>DS</b>	Development Services
<b>IS</b>	Infrastructure Services
<b>LS</b>	Library Services
<b>NDIS</b>	National Disability Insurance Scheme
<b>PC</b>	People and Culture
<b>PCS</b>	Property and Commercial Services
<b>RS</b>	Recreation Services
<b>SSG</b>	Strategic and Sustainable Growth
<b>TE</b>	Tourism and Event Services
<b>WS</b>	Waste Services
<b>WSS</b>	Water and Sewer Services



# Action Plan

The format of the Action Plan is framed around the four key outcome areas determined by the NSW Government's Disability Inclusion Action Plan Guidelines. They are:

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

Implementation of the Action Plan is dependent upon resource allocation as part of the budget process.

Prioritisation of actions as presented in the strategy provides the following indicative timeframe for completion of actions after the adoption of the strategy:

**High:** to be actioned in years 1-2

**Medium:** to be actioned in years 2-3

**Low:** to be actioned in years 3-4

**Ongoing:** Ongoing activity.

Outcome area 1 - Attitudes and behaviours				
Action number	Action	Measures	Council Service	Priority
1.1	Join the Australian Network on Disability	<ul style="list-style-type: none"> <li>• Staff satisfaction that Council is an accessible and inclusive workplace</li> </ul>	PC	H
1.2	Deliver disability and dementia awareness training	<ul style="list-style-type: none"> <li>• Councillors attend disability awareness training</li> <li>• Annual training participation rates for relevant Council services</li> </ul>	PC	H
1.3	Update and deliver the 'Good Access Means Good Business' Program	<ul style="list-style-type: none"> <li>• Levels of business participation reported annually</li> <li>• Acknowledgement of good access practices in Business Awards</li> </ul>	SSG	H
1.4	Work with strategic partners on projects that promote inclusion and improve access for people with disability	<ul style="list-style-type: none"> <li>• Participation rate and satisfaction with specific projects</li> </ul>	CARS	M
1.5	Seek funds to identify and promote accessible facilities, businesses and activities across digital platforms	<ul style="list-style-type: none"> <li>• Funds obtained to establish and maintain a digital platform</li> <li>• Levels of participation and satisfaction reported annually</li> </ul>	TE	M

## Priority action list

**Legend:** H = High L = Low  
M = Medium O = Ongoing

Outcome area 1 - Attitudes and behaviours				
Action number	Action	Measures	Council Service	Priority
1.6	Conduct frequent consultation with people with disability and carers to identify access issues and inclusive opportunities	<ul style="list-style-type: none"> <li>Levels of participation and satisfaction in open consultation and in Council's Advisory Committees</li> </ul>	CARS	O
1.7	Deliver disability awareness raising activities and events	<ul style="list-style-type: none"> <li>Satisfaction with awareness raising activities and events</li> <li>The 7 Pillars of Inclusion are promoted to recreation and community groups</li> </ul>	CDP RS	O
		<ul style="list-style-type: none"> <li>Stories, images and achievements about people with disability and disability issues are regularly published</li> </ul>	Comms	O





**Legend:** H = High L = Low  
M = Medium O = Ongoing

**Outcome Area 2 – Liveable community**

Action number	Action	Measures	Council Service	Priority
2.1	Provide access to the water and public amenities at key maritime locations	<ul style="list-style-type: none"> <li>Each of the shire’s three major towns has at least one accessible beach</li> <li>Every patrolled beach has access to a functional beach wheelchair</li> </ul>	RS	H
		<ul style="list-style-type: none"> <li>Each of the shire’s three major towns has accessible marine facilities and related public amenities</li> </ul>	IS	H
2.2	Ensure that community facilities meet accessibility standards	<ul style="list-style-type: none"> <li>Accessibility and inclusion goals are specified against the Recreation and Open Space Classification Framework</li> <li>A hierarchy of inclusive standards for parks is developed and implemented</li> <li>A schedule of access modifications to existing public assets is developed and implemented</li> <li>New recreation assets are inclusive and accessible</li> <li>Communication aids are installed and maintained in customer service areas</li> </ul>	RS	H
		<ul style="list-style-type: none"> <li>Compliance with NSW Disability Standards for Accessibility Public Transport</li> </ul>	IS	H
		<ul style="list-style-type: none"> <li>Obtain grant funds to improve accessibility at the Batemans Bay Beach Resort</li> </ul>	PCS	M
		<ul style="list-style-type: none"> <li>Satisfaction with access to waste and recycling services and facilities assessed every four years</li> </ul>	WS	O
		<ul style="list-style-type: none"> <li>Planning of new or upgraded community facilities uses universal design principles and complies with the Building Code of Australia, Disability (Access to Premises-Buildings) Standards 2010 including AS 1428</li> </ul>	RS	O

## Priority action list

**Legend:** H = High L = Low  
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Outcome Area 2 – Liveable community				
Action number	Action	Measures	Council Service	Priority
2.3	Review all library activities, services, systems and processes to ensure access compliance	<ul style="list-style-type: none"> <li>Library Action Plan developed and implemented</li> <li>Satisfaction with library programs and systems</li> </ul>	LS	M
2.4	Advocate for more flexible and accessible public facilities, services and transport	<ul style="list-style-type: none"> <li>Submissions to and partnerships with NSW and Australian Governments</li> <li>Level of grant funds</li> </ul>	CARS IS	O
2.5	Use the footpath and cycleway network to ensure compliant access between residential areas and key public locations	<ul style="list-style-type: none"> <li>Levels of satisfaction with footpaths and cycleways</li> <li>Access improvements to footpath and cycleway networks reported annually</li> </ul>	IS	O
2.6	Conduct accessible and inclusive community events	<ul style="list-style-type: none"> <li>Levels of participation and satisfaction with community events</li> <li>Funds obtained to deliver accessible events</li> </ul>	CARS TE	O
2.7	Work with Southern NSW Local Health District to identify and support residents undergoing home haemodialysis services	<ul style="list-style-type: none"> <li>Identified residents receive haemodialysis concession on water usage and priority support during water supply maintenance services</li> </ul>	WSS	O
2.8	Communicate responsibilities for compliance with Premises Standards and the Building Code of Australia through Help Desk advice, website, newsletters and forums	<ul style="list-style-type: none"> <li>Satisfaction with Development Services</li> <li>Number of industry education activities reported annually</li> </ul>	DS	O



Opportunity



## Priority action list

**Legend:** H = High L = Low  
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Outcome Area 3 – Employment				
Action number	Action	Measures	Council Service	Priority
3.1	Undertake a review of recruitment policy and processes	<ul style="list-style-type: none"> <li>Policy review complete</li> </ul>	PC	H
3.2	Develop an Affirmative Measures Recruitment Strategy to increase number of people with disability employed by Council	<ul style="list-style-type: none"> <li>Affirmative Measures Recruitment Strategy developed</li> </ul>	PC	M
3.3	Seek partners to deliver professional and business development opportunities for people with disability	<ul style="list-style-type: none"> <li>Annual number of people with disability participating in professional and business development activities</li> </ul>	SSG	O



**Legend:** H = High L = Low  
M = Medium O = Ongoing

Outcome Area 4 – Systems and processes				
Action number	Action	Measures	Council Service	Priority
4.1	Facilitate a Disability Inclusion Advisory Committee (DIAC)	<ul style="list-style-type: none"> <li>Review and adopt DIAC Terms of Reference</li> <li>DIAC recruited and inducted</li> </ul>	CARS	H
		<ul style="list-style-type: none"> <li>Number of DIAC meetings conducted annually</li> <li>Number of activities undertaken by the DIAC</li> <li>Level of satisfaction expressed by DIAC members</li> </ul>	CARS	O
4.2	Deliver high quality NDIS services to people with disability	<ul style="list-style-type: none"> <li>Conduct benchmarking with similar councils to identify improvements</li> <li>Annual compliance with the NDIS Quality and Safeguarding Framework</li> <li>NDIS participant retention rates measured annually</li> </ul>	CC	O
4.3	Council's digital platforms comply with or exceed Web Content Accessibility Guidelines (WCAG)	<ul style="list-style-type: none"> <li>Level of compliance with WCAG</li> <li>Council's style guides articulate how accessible documents are created in accordance with Standards and Council's brand.</li> </ul>	COMMS	O
4.4	Ensure Council's printed publications and reports use simple, clear language and accessible colour contrast ratios	<ul style="list-style-type: none"> <li>Produce an Easy English version of the DIAP</li> </ul>	COMMS	H
		<ul style="list-style-type: none"> <li>Satisfaction that Council's reports, publications and correspondence are easy to read and understand</li> </ul>	COMMS	O





# Community Profile

- Eurobodalla population estimate of 39,757 in 2021 (up from 37,919 in 2016)
- Between now and 2036, our population is expected to grow to 45,000 people
- Median age is 54, up from 50 in 2016 (NSW and Australia 38)
- 5.6% Aboriginal and Torres Strait Islander (regional NSW 5.5%, NSW 2.9%)
- 12,100 people or 30.4% of residents are aged 65 and over. This is expected to grow to 34.1% in 2036
- 11,460 people or 28.8% of residents have disability
- 3,000 people or 7.6% have a profound or severe disability including 1,350 people with dementia (up from 7% in 2016)
- 7.7% of residents need assistance due to disability, up from 6.9% in 2016 (9.1% for the Eurobodalla Aboriginal population)
- 11.7% of Eurobodalla children are considered developmentally vulnerable (NSW 8.5%)
- 13.4% of residents provide unpaid assistance for a person with disability (17% for the Eurobodalla Aboriginal population)
- 2,276 receive a disability support pension
- 714 receive a carers payment

## Health and wellbeing of our community

- 75% of residents rate their health as good to excellent
- 13.5% self-reported as being in high or very high psychological distress, while 22.9% reported as having a mental or behavioural problem
- Mental illnesses and hospitalisations for self-harm and mental distress are higher in the Southern NSW Local Health District than the rest of the state
- Other major reasons for morbidity in the health region catchment are dementia (including Alzheimer's disease) and chronic pain
- 33% of residents had seen or experienced discriminatory attitudes in the past year
- 2,748 Mobility Parking Permits in use (up 3.5% since 2017)

## Employment

### Top three professions:

- |  |       |
|--|-------|
| • Professional                           | 16.7% |
| • Technicians and trade workers          | 14.3% |
| • Community and personal service workers | 13.7% |

### Top three employing industries:

- |                                     |       |
|-------------------------------------|-------|
| • Health care and social assistance | 14.9% |
| • Retail                            | 14.5% |
| • Accommodation and food services   | 11.4% |

*Statistics derived from profile.id (ABS), COORDINARE - South Eastern NSW PHN, and Dementia Australia*



A man wearing an orange t-shirt, a black baseball cap, and a blue face mask is kneeling on a black mat in a bicycle shop. He is focused on adjusting the rear chain of a red mountain bike. The shop is filled with various bicycles, cardboard boxes, and tools. In the background, there are signs for '563', '341 enduro', and '26'. A red fire extinguisher is visible behind him. The floor is covered with a black mat and a concrete slab. The overall scene depicts a professional working in a bicycle repair shop.

Employment



## Past achievements

The DIAP 2022 cumulatively builds on the achievements of previous plans that span 15 years in total. Through these plans, Council has delivered a policy platform that responds to the legislative requirements and the needs and aspirations of the Eurobodalla community.

By implementing these plans, Council has delivered more accessible buildings, amenities and access routes; increased awareness and information sharing and engendered greater participation by people with disability through the Disability Inclusion Advisory Committee and various sunset committees.

The following is a summary of activities and actions achieved by Council under each outcome area as a result of its 2017-2021 Disability Inclusion Action Plan.

### 2017-21 achievements - Attitudes and behaviours

#### Conduct mental health awareness training

- Mental health awareness training programs have been widely promoted to various community groups and have been well attended.
- Undertook an interim role in the distribution of mental health awareness information across the Eurobodalla Mental Health Network.
- Co-hosted the Eurobodalla Mental Health Forum with Resilience NSW and NSW Health where 60 delegates participated in a review and advancement of mental health practices including mental awareness.
- Conducted Mental Health First Aid workshops for arts workers, artists and volunteers.

#### Conduct inclusion and disability awareness raising events

- Council annually celebrates International Day of People with Disability with regular advocacy activities and partners with disability agencies and networks.

- The Eurobodalla Regional Botanic Garden facilities and café have been promoted and utilised as accessible venues for bushfire recovery and disability support groups, the annual performance of Shakespeare and a book fair.
- Planning for inclusion and disability awareness raising events in 2021-22 is occurring in conjunction with Friends of the Gardens and Council's Creative Arts Services, within the scope of bushfire recovery works and the pandemic.

#### Recruit a young person with a disability to Council's Youth Committee

- Young people with disabilities are encouraged to join the Youth Committee. One person with a disability sat on the Youth Committee in 2020 with nominations now being sought from local high schools to fill the vacancy in the new term of Council.

#### Deliver a campaign promoting inclusive practices to business, recreation and community groups

- In a collaboration with the Disability Inclusion Advisory Committee, a range of new resources, including the 'Accessible and Inclusive Eurobodalla' webpage and hard copy flyers, have been developed and distributed to enable businesses, sporting groups and community organisations to improve access and inclusion. The resource includes a self-assessment checklist for organisations to audit the accessibility of their services and premises.
- A meeting of local Business Chambers and the NSW Business Chamber in March 2021 acknowledged the need for local Chambers to take a more active role in the coordination of future Business Awards.
- A recycling short film was made and played at local movie theatres to distribute information in a visually accessible way.
- A phone line to Waste Services has been established to ensure a direct method of communication is available for the community.



### Creative arts

- Creative Arts Services has collaborated with strategic partners to promote inclusion and community access events and programs. Involved - River of Art, National Museum of Australia, South East Arts, Music NSW and Outlandish Arts.

### 2017-21 achievements - Liveable communities

#### Promote community facilities and halls with a hearing loop

- Community halls and libraries with hearing loops are promoted through on-site signage and via Council's website which identifies the designated facilities.

#### Investigate and respond to access issues identified by the community as a customer service request

- All reported access issues identified in Council's correspondence system are investigated and responded to. For example, beach access and signage has been installed at South Rosedale and access improvements have been recommended for public toilets.
- Assistance is provided by staff with waste disposal and recycling at waste management facilities.

#### Undertake access audits and upgrades to meet accessibility standards, including in the area of public transport

- All new Council facilities are designed to meet accessibility standards. Community facilities that do not meet accessibility standards are prioritised and progressively upgraded as budgets allow.
- A detailed audit of beach access has been prepared which identifies and prioritises current and suitable future beach accessibility options for future funding.

#### Increase participation by youth with a disability in workshops for instructing learner drivers

- Of the 32 young people involved in the YDrive Learner Driver Program, seven are registered as having disabilities.

#### Raise the proportion of people with disability who volunteer in the community from 38% to 45% by 2021

- One young person with a disability attended the youth climate resilience forum in June 2021, and two people with vision impairment volunteered at the all-age music event in youth week 2021.
- A new grant funded volunteer coordinator has been appointed for 18 months to support bushfire impacted residents. Of the 20 volunteers recruited, one person is registered as having a disability.

#### Develop, resource and promote inclusive and accessible Youth Week activities

- All Youth Week marketing material developed is accessible and inclusive with online information accessible to screen reader software. Radio interviews, social media and commercial advertising is used to ensure that Youth Week events are publicised.

#### Work with schools to support children with disabilities

- Eurobodalla primary schools report that volunteering remains strong in reading programs from K-6.
- Children's Services continues to provide volunteers and link with professional agencies to support children with disability in school, at preschool, Family Day Care and Before and After School and Vacation Care Programs.
- The 3Bs playgroups, including the 'Start Strong' Multicultural Playgroup, build positive supportive relationships with families and provide diagnostic and logistical support to families in partnership with Muddy Puddles, to include children with disability into early education, specialist care and transition to school programs.
- Embracing Participation and Embracing Babies Programs support families with babies with socialisation and understanding of child development.

## 2017-21 achievements - Employment

Investigate the merits of event(s) that promote good access and inclusion

- Council's Economic Development Services, in collaboration with the Disability Inclusion Advisory Committee, developed the 'Accessible and Inclusive Eurobodalla' webpage and resources to be more reflective of contemporary considerations to create improved access and inclusion. New resources were sent to local chambers of commerce and featured in a business newsletter with subscriptions numbering 1,240 recipients. As a result of this campaign, seven businesses sought additional direct support.

Support the annual intake of local youth with disabilities through work experience

- Council's Job Shop Employment Project assisted young people with disability to access vocational training, work readiness and employment.

## 2017-21 achievements - Systems and processes

Review library systems and processes to ensure access compliance

- Council conducted a review of library systems and processes which led to the development of a Library Action Plan and improved compliance with State Library benchmarks.

Ensure Council's website is compliant to Level A or better of the Web Content Accessibility Guidelines

- Council has invested in enterprise website technology for its corporate and business websites that incorporates accessibility features. All content is reviewed prior to publication to ensure WCAG 2.0 and Plain English writing guidelines are met.
- Council's electronic newsletter platform supports WCAG 2.0 features and all content is reviewed prior to publication to ensure guidelines are met.
- Accessibility guides and resources are available for staff on Council's intranet.
- Livestreaming of Council meetings began in 2015-16, allowing anyone to watch the Council meeting from their computer or device either live or via recording.



**Council has invested in enterprise website technology for its corporate and business websites that incorporates accessibility features.**



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## Bay Pavilions

A suite of accessibility elements were incorporated into the design and construction of the Bay Pavilions, Eurobodalla's new aquatic, arts and leisure centre in Batemans Bay.

The building, landscaped forecourts, pathways and carpark areas have been designed to ensure that all areas of the building and surrounds, including the swimming pools, are universally accessible in a safe and convenient manner and in compliance with AS1428 and Council's access policy.





The key accessibility elements at the Bay Pavilions are:

<b>Parking</b>	—	Nine accessible parking bays have been provided directly in front of the main entry forecourt with fully compliant access to the primary entrances of the building.
<b>Access ramps</b>	—	The main entry to the complex and the performing arts areas, are to be provided with wayfinding signage, pathways and walkways to enable easy access for all visitors. A continuous, level access is provided throughout all internal areas and where possible, low gradient walkways have been prioritised over access ramps and stairs in external approaches.
<b>Universally accessible toilet</b>	—	Each area of the building will have conveniently located and fully accessible toilet and change facilities.
<b>Changing places</b>	—	A fully equipped high needs toilet, shower and changing facility is to be provided in the warm water program pool area.
<b>Swimming pools</b>	—	The 25-metre and the warm water program pool/learn to swim, each have a fully compliant access ramp leading from the concourse level into the water. The family leisure pool and waterplay area feature a 'beach access' with handrail leading from concourse level into the water.
<b>Spectators</b>	—	Spectator seating in the aquatic hall will accommodate prime viewing areas for people with disability. In the performing arts theatre, the front row of tiered seating can be individually removed to allow carers and persons with a disability to sit together in a prime position.
<b>Reception</b>	—	The reception desk in the main entry foyer has a dropped height feature compliant with disability access standards, to ensure all persons can be served with equity.
<b>Hearing augmentation</b>	—	A hearing augmentation and amplification system has been installed in the theatre and in meeting rooms.
<b>Theatre Mixing Control Point</b>	—	In addition to the main upper-level theatre control room, an accessible mixing control point has been positioned at floor level within the theatre.
<b>Employment of people with disability</b>	—	The contractor managing the facility is partnering with local disability employment providers and encouraging people with disability to apply for roles within the Bay Pavilions with the aim of providing employment opportunities in an all-inclusive environment.



**Safety**

**LOOK OUT  
BEFORE YOU  
STEP OUT**

# Developing this Plan

An overview of the Eurobodalla DIAP development process is:

**Prepare the plan**



**Exhibit the plan**



**Amend the plan**



**Adopt plan**

- Develop and implement a community engagement strategy
- Report, consider and respond to input from the community
- Consider relevant legislation, policy provisions, risks and opportunities
- Prepare a draft plan

- Brief Council and seek Council's approval to exhibit the draft plan
- Exhibit the draft plan for a minimum of 28 days
- Call for submissions (minimum of 42 days after the date on which the draft plan is placed on public exhibition)

- Consider input and submissions from the community
- Amend the draft plan in response to submissions and other relevant input

- Brief Council and seek Council's approval to adopt the draft plan
- Council adopts the plan and resolves to forward the adopted plan to the relevant NSW Minister

The DIAP is incorporated into Council's Integrated Planning and Reporting Framework, with all activities recorded quarterly and reported annually.

Figure 1 - DIAP development process



## Disability Inclusion Advisory Committee

The Disability Inclusion Advisory Committee (DIAC) is made up of community members who meet at least four times each year to provide advice to Council on all areas relevant to people with disability.

The DIAC provides strategic, expert and impartial advice on the development, implementation, and review of Council's policies, strategies and plans to advance the inclusion of people with disability. The committee also advises Council on ways to enhance inclusion and accessibility of public facilities, events, services, systems and information.

The DIAC has the capacity to support Council with submissions about relevant government policy and legislation by identifying issues and opportunities that are relevant to people with disability.

The DIAC was instrumental in the design and development of this Disability Inclusion Action Plan and will continue to play a critical role in monitoring the plan's implementation.



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## Policy context

### NSW Disability Inclusion Act 2014 (DIA)

The NSW 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.'**

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



**inclusive**



**accessible**

### **Eurobodalla Council's response to the NSW Disability Inclusion Act 2014**

Eurobodalla Council's Disability Inclusion Action Plan 2022-25 (DIAP) is a plan that aligns with and supports the local implementation the DIA's objectives and principles.

The DIAP delivers practical steps that Council will take over four years to break down barriers and promote better access to services, facilities, information and employment and to promote the rights of people with disability.

Eurobodalla Council is required to address the following NSW Outcome Areas in the 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, information or providing input 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 Eurobodalla DIAP.

#### **They include:**

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

### **Australia's Disability Strategy 2021-2031 (ADS)**

Developed in partnership by commonwealth, state, territory and local governments, the ADS 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.

### **Disability Discrimination Act (DDA) 1992**

Disability is broadly defined within the DDA to include physical, intellectual, sensory, neurological and psychiatric disabilities as well as including people who may have a disease and people with an imputed disability (that is, being treated as if you have a disability). People like relatives, friends, and carers are also protected if they are discriminated against because of their association with a person with disability.



The DDA makes it unlawful to discriminate against someone with disability in the following areas of life.

- Employment
- Education
- Access to premises used by the public
- Provision of goods, services and facilities
- Accommodation
- Buying land
- Activities of clubs and associations
- Sport
- Administration of Commonwealth Government laws and programs.

### **Disability Standards for Accessible Public Transport 2002 (Transport Standards)**

Transport Standards were formulated by the Australian Government under the Disability Discrimination Act. The purpose of the Transport Standards is to enable public transport operators and providers to remove disability discrimination from public transport services.

#### **The Transport Standards apply to:**

- operators of public transport services and the conveyances they use to provide services
- providers of supporting public transport premises and infrastructure.

### **National Disability Insurance Scheme (NDIS)**

The National Disability Insurance Scheme (NDIS) is a national system of support focused on the individual needs and choices of people with disability. Every NDIS participant is allocated funds to enable individual choice and control over how, when and where their supports are provided.

The NDIS commenced in Eurobodalla on 1 July 2017 and is now firmly established with 845 participants and 125 registered NDIS service providers, including Council, operating in the shire in 2022.

### **Disability (Access to Premises – Building) Standards 2010**

The Disability (Access to Premises – Building) Standards 2010, commonly known as the Premises Standards, ensure that Australians living

with disability (and their family, carers, and friends) have equal and dignified access to public buildings and that the building industry can fulfil its obligations under the Disability Discrimination Act 1992.

Several themes and issues emerged during stakeholder engagement across the stages of a national review of the Standards conducted in 2021, including:

- access and egress (mentioned by 42% of respondents)
- compliance (mentioned by 48% respondents)
- communication and wayfinding (mentioned by 22% of respondents)
- toilet and change room provisions (mentioned by 27.5% of respondents).

The national review identified four actions the Australian Government can take to ensure the Premises Standards keep meeting their objectives. These actions will:

- improve regulations for accessible carparks, automatic doors and the dimensions of openings
- help people to understand their rights and responsibilities under the Premises Standards
- improve the baseline data available to ensure that the effectiveness of the Premises Standards can be measured in the future
- increase consistency between the Premises Standards and other Australian Standards and the National Construction Code.

### **Integrated Planning and Reporting (IPR)**

The NSW Local Government Act 1993 and Local Government (General) Regulation 2005 includes Integrated Planning and Reporting (IPR) legislative requirements, as outlined in the IPR Guidelines 2021.

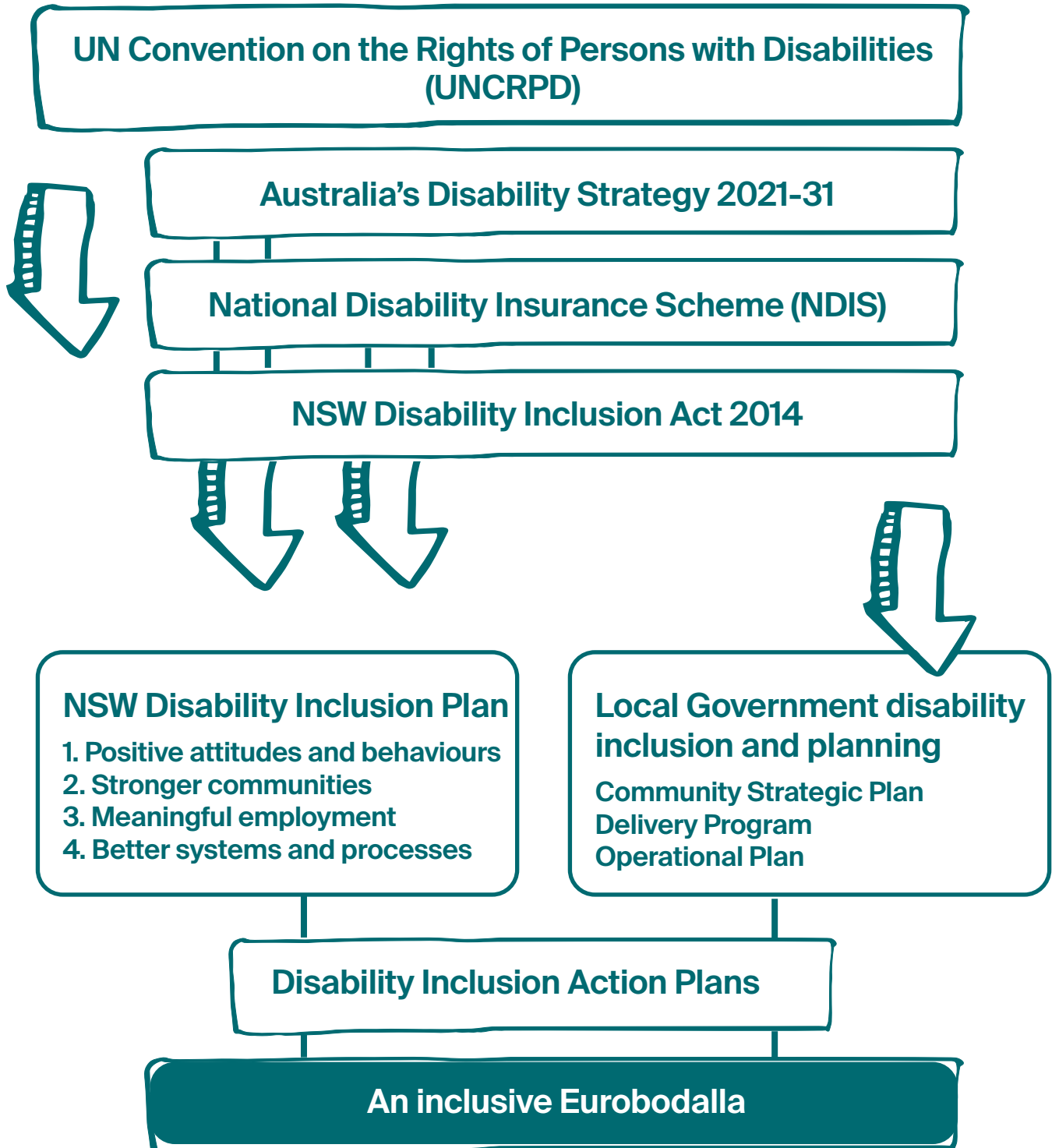
The DIAP and Council IPR documents need to integrate effectively. Clear monitoring and annual reporting of progress in implementing the DIAP is essential.

Social justice principles of equity, access, participation and rights are intrinsic to the delivery of IPR and DIAP priorities.

Play



The relationship between legislative instruments and policy can be seen in Figure 1 below.





## Consulting people with disability and the Eurobodalla community

The community engagement period ran throughout November 2021 in line with an engagement strategy that was developed in consultation with Council's Disability Inclusion Advisory Committee. The engagement strategy was endorsed by Council at a formal briefing held on 21 September 2021.



**The engagement strategy was endorsed by Council at a formal briefing held on 21 September 2021.**



During the engagement period, 110 people completed a community survey while a further 56 people participated across eight online workshops.

The context for community engagement and the format of the action plan is framed around four key outcome areas listed below that are determined by the NSW Government's Disability Inclusion Action Plan Guidelines. These are:

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



### Community survey

#### Methodology

The content of a draft community survey was workshopped and refined with the help of the Disability Inclusion Advisory Committee, Council's communications team and senior management.

The survey was open to the public online via Council's website and Survey Monkey from 3-30 November 2021 and 110 surveys were completed in full.

In publicising the survey, social media posts accompanied a media release with an embedded link to the online survey. Direct email distribution of the survey link included 450 relevant groups listed in Council's Community Directory.

#### These groups included:

- disability support organisations such as NDIS Providers with a request that they share the survey with people who they support, NDIS participants and carers
- businesses and business support organisations
- arts, sports, recreation and community groups
- additional groups and individuals who accessed the survey via Council's website and other channels such as media and social media broadcasts.

# Community survey results

A summary of the community survey results is provided below, including the key take outs related to the four NSW outcome areas.

Table 2 - Survey Question 2 - What disability do you live with?

Question 2. (respondents could select multiple answers*)		
What disability do you live with?	Percentage	Responses
Physical disability	69.23%	27
Hearing impairment	20.51%	8
Vision impairment	23.08%	9
Acquired brain injury (ABI)	5.13%	2
Learning disability	12.82%	5
Mental ill health	17.95%	7
Other - see below in italics	23.08%	9
<i>Dementia, Cerebral Palsy, Chronic Fatigue Syndrome, Multiple Sclerosis, Autism, Cancer, voice disability, carer of the elderly</i>	Answered*	39
	Skipped	71

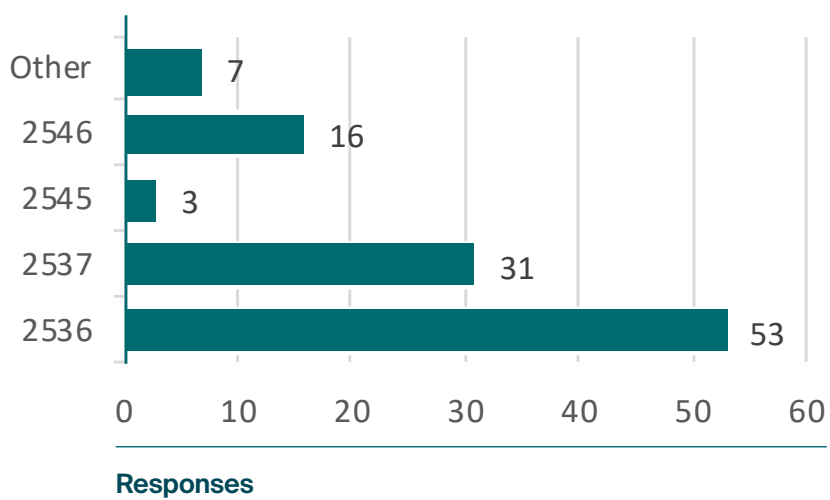
Table 3 - Survey Question 3 - To which age group do you belong?

Question 3.		
Age	Percentage	Responses
0-11	0.91%	1
12-24	12.73%	14
25-39	17.27%	19
40-54	22.73%	25
55-64	26.36%	29
65 years or over	20.00%	22
	Answered	110
	Skipped	0

Table 4 - Survey Question 4 – What is your gender

Question 4.		
What is your gender?	Percentage	Responses
Female	66.36%	73
Male	31.82%	35
Non-binary	1.82%	2
	Answered	110
	Skipped	0

Figure 2 - Survey Question 5 – What is your home postcode?

**Postcode**



# Attitudes and behaviours

In response to Survey Question 6, 'What can Council do to improve community attitudes towards people with disability?', 110 people ranked three statements in following priority order.

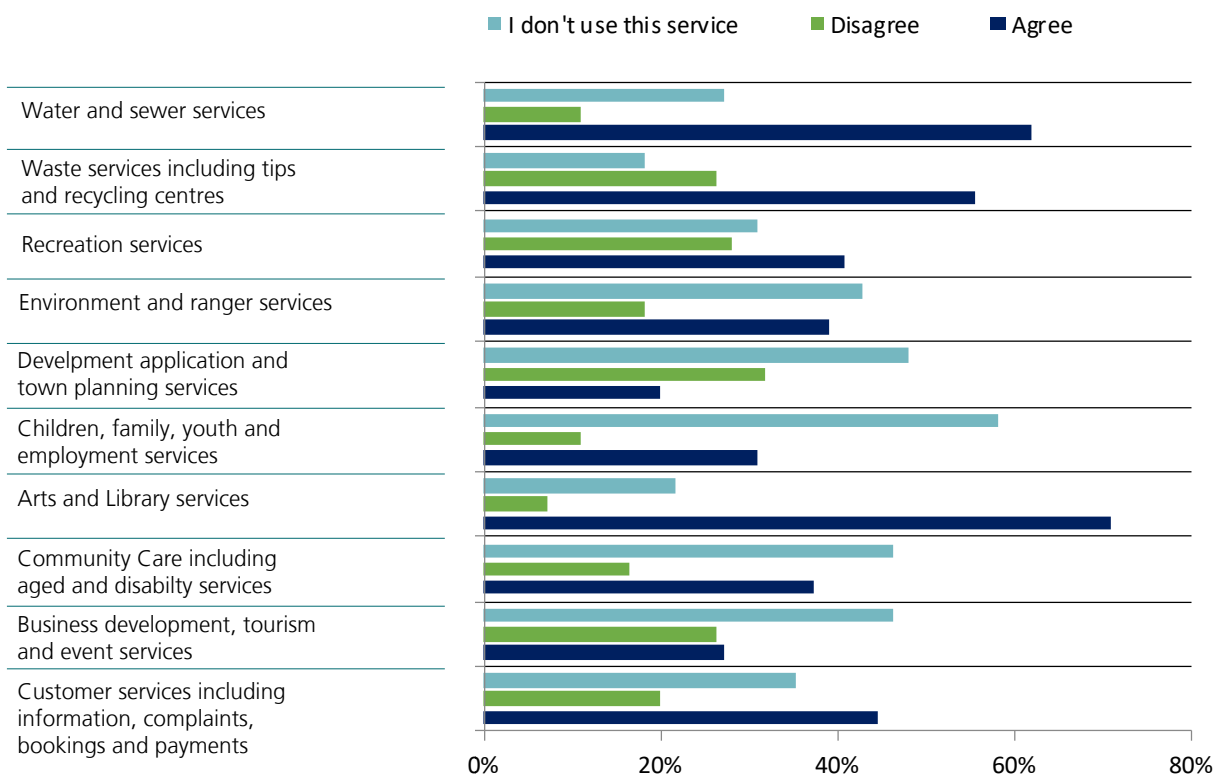
1. We share positive attitudes and respectful stories and achievements about people with disability.
2. Council's media and publications promote a community wide awareness of disability matters.
3. Council works with community leaders to improve attitudes towards people with disability.

In survey question 8, 110 people selected one of three answer choices: Agree, Disagree or I don't use this service, in response to the following question. The responses are provided in Figure 3 below.

*'Do you agree with the following statement about the Council services listed below?'*

*'This service is easy to use and as a customer, I feel supported.'*

Figure 3 - Customer satisfaction with Council Services





## Facilities

# Liveable communities

A 'liveable community' is where people can easily move around and enjoy everyday life. In response to survey question 10, 'What can Council do to create a more liveable community?', 110 people ranked four statements in following priority order.

1. People with disability help to plan and design community services and facilities.
2. Access is a priority in the planning, construction or renovation of public facilities.
3. I can easily move around my neighbourhood.
4. I can easily find and use public toilets, parking and transport.

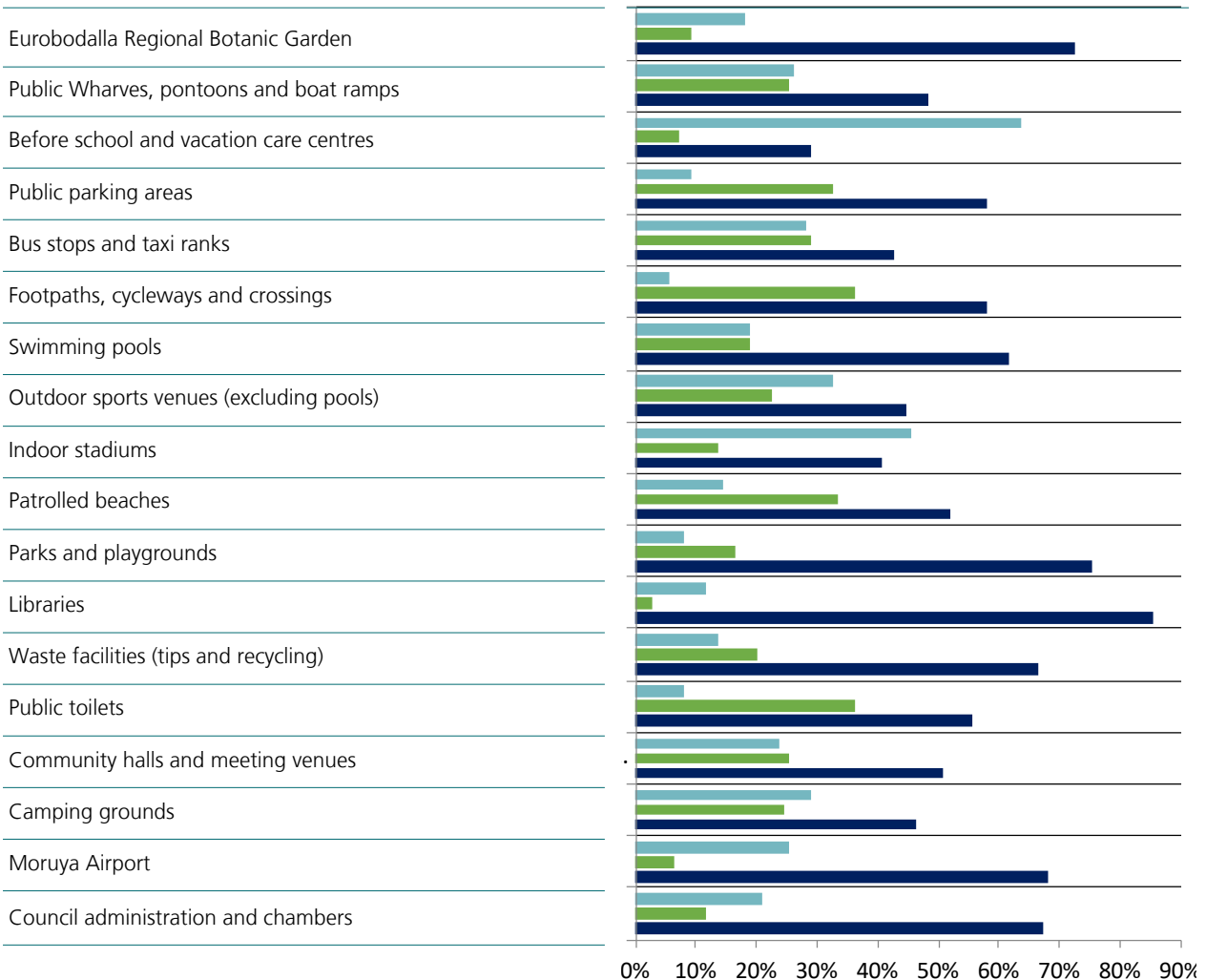
In survey question 12, 110 people selected one of three answer choices: Agree, Disagree or I don't use, in response to the following question. The responses are provided in Figure 4 below.

*'Do you agree with the following statement about each of the facilities listed below?'*

*'I can easily find and use this facility.'*

■ I don't use this service   ■ Disagree   ■ Agree

Figure 4 - Customer satisfaction with Council facilities





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## Employment

**In response to survey question 14, 'How can Council help people with disability with jobs and volunteering?', 110 people ranked five statements in following priority order.**

1. People with disability are encouraged to participate in work experience, volunteering and traineeships.
2. Workplaces, including amenities and parking are easy to locate and use.
3. Employees and volunteers are routinely asked for solutions to improve access in their workplace.
4. Information about Council jobs and volunteering is easy to find and understand.
5. People with disability can use their NDIS funds to find a job, apply for a job or hold a job.

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## Systems and processes

**In response to question 16, 'How can Council improve its community information, systems and processes?', 110 people ranked three statements in following priority order.**

1. Customers can use communication supports such as hearing loops, touch screens and translation services in customer service centres and libraries.
2. Information about community facilities, services and complaints is easy to find and understand.
3. Council's website, reports, plans and strategies comply with or is better than nationally recognised accessibility guidelines.



**Provide opportunities to learn more about disability and what barriers people face. Improve understanding and provide opportunities for people with disability to connect socially and have same experiences as peers.**

*Community survey respondent*




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## Feedback rating on the survey format

**In response to survey question 19, 'Was this survey easy to understand and complete?'**

**84 respondents rated the survey at a score of 6.38 out of a possible 10.**

### Open engagement results – what you told us

The key take outs from open engagement are provided under the four key outcome areas, noting that the prevalence of each statement represents a combination of data derived from the community survey open questions (Community survey questions 7,9,11,13,15,17,18) and from conversations within the 42 participants who attended six online community workshops. The results are listed in priority order for each of the four key outcome areas.

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## Open engagement results – what you told us

The key take outs from open engagement are provided below under the four key outcome areas, noting that the prevalence of each statement represents a combination of data derived from the community survey open questions (Community survey questions 7,9,11,13,15,17,18) and from conversations within the 56 participants who attended eight online community workshops. The results are listed in priority order for each of the four key outcome areas.



4. Images of people with a variety of disabilities appear more frequently in Council's literature and website.
5. Continue to update and deliver the 'Good Access Means Good Business' Program.
6. Conduct frequent consultation with people with disability to identify new issues and opportunities.

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## Attitudes and behaviours

We asked, *'What actions can Council take to build positive attitudes towards people with disability, their families and carers?'*

**In priority order, the following statements ranked highest with 10 or more mentions:**

1. Deliver disability awareness raising strategies. This action will help the community and businesses to be more aware of and confident when interacting with people with disability including people with low vision, hidden disabilities and mental health. Awareness raising resources needs to be engaging and bite sized to attract community interest and ownership. Engage, train and support people with disability to be guest presenters.
2. Be proactive in promoting all the great things that Eurobodalla does, including Council, to improve access and inclusion for people with disability. Include visitor experiences and accommodation.
3. Identify, prioritise and address specific issues that impact people with disability and carers.

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## Liveable communities

We asked, *'Thinking about public areas, buildings and facilities that you use, or would like to use, what can Council do to make these places easier to use and enjoy?'*

**In priority order, the following statements ranked highest with 10 or more mentions:**

1. Increase the footpath and cycleway network to ensure connection between residential areas, public areas and services.
2. Improve physical access to the water and to public amenities at key beaches across the shire.
3. Involve people with disability to assist with access audits that lead to relevant repairs or modifications to public infrastructure at key locations and events.
4. Advocate for more flexible and accessible public transport.
5. Work with event organisers to maximise accessibility and inclusion for patrons with disability.

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## Employment

We asked, 'What actions can Council take to improve job prospects for people with disability and carers?'

In priority order, the following statements ranked highest with 10 or more mentions:

1. Set a target to increase the proportion of Council employees with disability.
2. Workplaces, including amenities and parking, are easy to locate and use.



### Set volunteer and employment targets within Council.

*Community survey respondent*



### Set up a project for people with disability to design systems to work in a manner that is best for them.

*Community survey respondent*




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## Systems and processes

We asked, 'Thinking about the communication systems that you use, or would like to use, what can Council do to make this information easier to find and use?'

In priority order, the following statements ranked highest with 10 or more mentions:

1. Centralise information on Council's website and information kiosks about accessible facilities, venues and accommodation in Eurobodalla.
2. Improve accessibility and usability of Council's website.
3. Communications will include more visual cues and less complex language. The use of social media Easy English is supported.
4. Conduct a benchmarking exercise to identify areas where Council can improve policy, practices and service delivery to people with disability.
5. Continue to use and expand online platforms to conduct general business, hold meetings and consult with people with disability and their carers.





**Activate**

## How to contact us

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**Councillors** See contact details on our website,  
or call us for a list.

