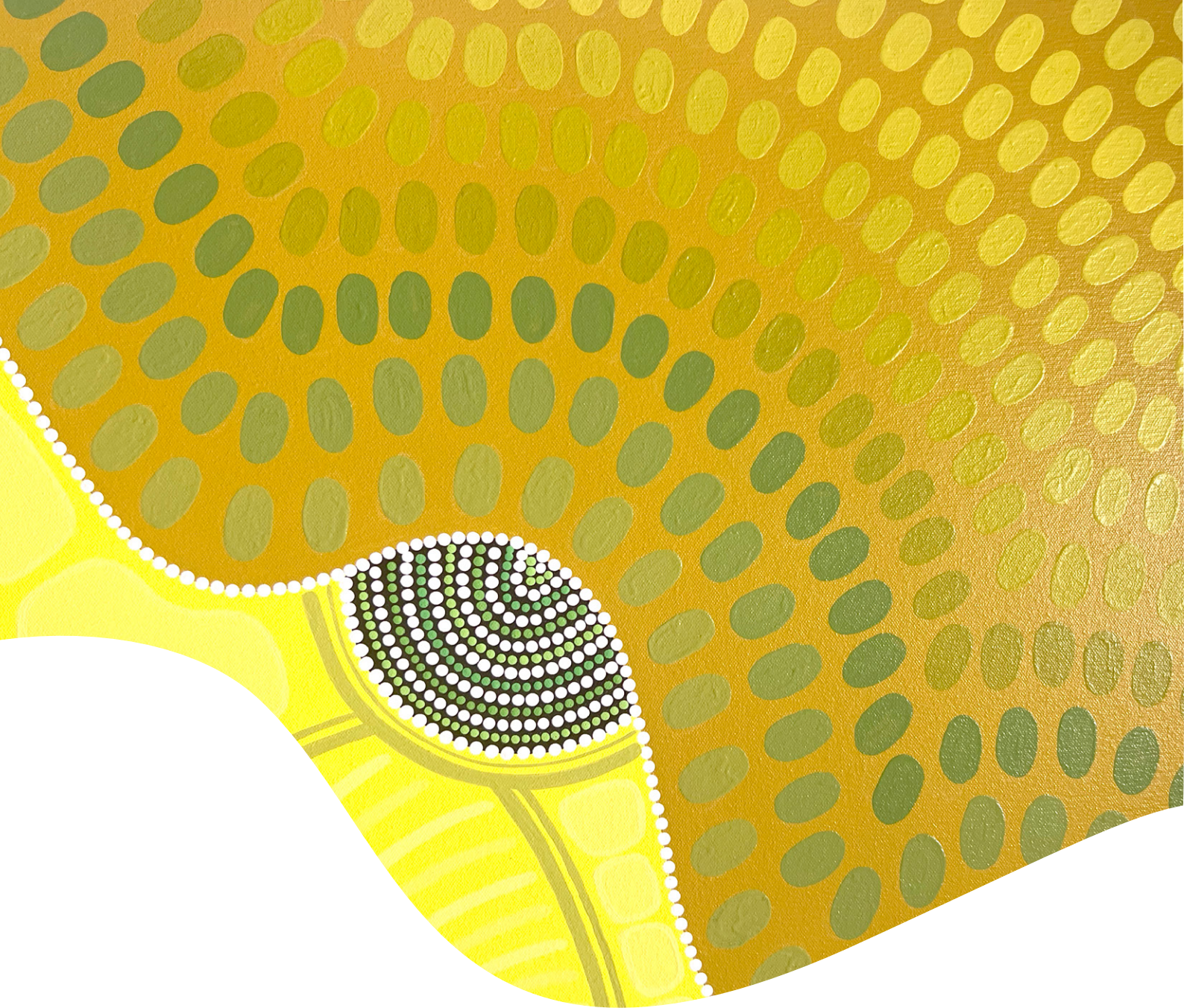


Disability Inclusion Action Plan

2026 - 2030





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. Eurobodalla Shire Council acknowledges the Traditional Owners of the land in which we live. Council pays respect to Elders past, present and aspiring.

We are on Yuin Country.

Eurobodalla - the land of many waters.

Natalie Bateman, Walbunja Yuin.

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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.

Executive Summary

The Disability Inclusion Action Plan 2026-2030 (DIAP) is a strategic roadmap designed to create a more inclusive and accessible Eurobodalla for people with disabilities and their carers, recognising that disability inclusion benefits the entire community.

The DIAP is focused on making our community more accessible and inclusive for people with disabilities, ensuring that accessibility goes beyond just physical barriers. It's about fostering a community where everyone—regardless of ability—can fully participate in civic life.

Council has been working on disability inclusion for some time, with a Disability or Access committee in place since the late 1990's and Disability Plans for the past 20 years. Whilst significant progress has been made to improve access and inclusion in our community, there is still more work to be done.

More recently, the *Disability Inclusion Act 2014 (NSW)* has legislated the requirement for all councils to have a Disability Inclusion Action Plan in place, which is a positive development. The associated guidelines provide a defined structure and reporting requirements for state and local government authorities to follow. Plans operate in four-year cycles, with actions developed to address four pillars – Attitudes and Behaviours; Systems and Processes; Inclusive Employment; Liveable Communities.

Built on a human rights framework, the DIAP upholds principles of equality, anti-discrimination, participation, and inclusion, in line with state and federal legislation, with actions that bring these values into the development and delivery of Council programs, projects and policies.

The Disability Inclusion Action Plan 2026-2030 (DIAP) is informed by a robust community engagement process, with actions that address current and emerging barriers, consolidates positive work to date and identifies advocacy issues that Council can progress on behalf of the community with state and federal agencies.



Action Plan Glossary

E	Executive Services
CARS	Community, Arts and Recreation Services
IS	Infrastructure Services
PS	People and Safety
PHE	Planning, Housing and Environment
H	High priority – to be action in years 1 -2
M	Mid-term priority – to be actioned in years 2-3
L	Longer term priority – to be actioned in years 3-4
O	Ongoing activity
DIAC	Disability Inclusion Advisory Committee
NDIS	National Disability Insurance Scheme
PWD	People With Disability

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.

There are:

- Attitudes and behaviours
- Systems and processes
- Employment
- Liveable community

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	Delivery Program Link	Action	Responsibility	Timeframe	Measures
1.1	1.4.2	Continue to support the role and function of Council's Disability Inclusion Access Committee	CARS	Ongoing	No. DIAC meetings held
1.2	1.1.2	Conduct community education campaigns	CARS	High	No. community education activities conducted
1.3	5.3.5	Conduct experiential accessibility training for Council executive and staff	PS	High and Ongoing	No. training opportunities provided
1.4	2.1.1	Advocate for business education and training on access and inclusion	PHE		No. advocacy opportunities promoted
1.5	2.2.3	Prepare an Event Disability Inclusion guide	CARS	Ongoing	Event Disability Inclusion Guide

		and template plan to support event organisers improve accessibility and inclusion at events			and template plan developed
1.6	5.1.1	Incorporate images of PWD into Council documents	E	Ongoing	
1.7	5.3.5	Provide access and inclusion training to Council staff	PS	Medium	No. staff trained

Disability Inclusion Action Plan

Legend: H = High L = Low

M = Medium O = Ongoing

Priority action list

Outcome area 2 – Systems and processes

Action number	Delivery Program Link	Action	Responsibility	Timeframe	Measures
2.1	4.1.1	Continue to include access and inclusion considerations in designs for capital and renewal projects	IS	High	
2.2	5.1.2	Seek opportunities to codesign/consult with PWD on services and service delivery	All	Ongoing	No. codesign opportunities undertaken
2.3	5.1.1	Improve access and inclusion in Council Comms and website	E	Ongoing	No. access and inclusion improvements to Council's website
2.4	5.1.1	Provide Council publications in a range of formats	All	Ongoing	

2.5	5.1.2	Incorporate access and inclusion considerations/processes in Council community engagement and consultation processes and range of formats available	E	Ongoing	No. accessible formats provided in community engagements
2.6	5.2.3	Advocate for improved access and inclusion in systems and processes at state and federal level	CARS	Ongoing	No. advocacy activities undertaken

Disability Inclusion Action Plan

Legend: H = High L = Low

M = Medium O = Ongoing

Priority action list

Outcome area 3 – Employment					
Action number	Delivery Program Link	Action	Responsibility	Timeframe	Measures
3.1	5.3.5	Improved access and inclusion in Council's recruitment processes	PS	Medium	
3.2	5.3.5	Investigate alternate recruitment formats and interview methods to support PWD	PS	Medium	No. formats provided
3.3	2.3.2	Seek opportunities for Council to provide employment pathways for PWD	PS	Low	
3.4	2.1.1	Advocate for/or seek entrepreneurial pathways and funding for PWD	PHE	Low	No. advocacy/grant opportunities promoted

3.5	5.3.5	Provide and showcase options for workplace modifications in Council service areas	PS	Ongoing	
3.6	2.1.1	Seek education and training to support local businesses to employ PWD	PHE	Medium	No. educational and training opportunities promoted

Disability Inclusion Action Plan

Legend: H = High L = Low

M = Medium O = Ongoing

Priority action list

Outcome area 4 – Liveable community					
Action number	Delivery Program Link	Action	Responsibility	Timeframe	Measures
4.1	4.1.1	Codesign/consult with PWD for audit of CBDs eg. Pavement, parking, amenities, traffic islands	IS	High	No. audits undertaken
4.2	4.1.4 4.4.2	Consider 'whole of journey' for PWD in amenity planning eg parking, pathways, playgrounds, picnic areas	IS CARS	Ongoing	
4.3	2.2.3	Improved access and inclusion at Council run events for people of all abilities	CARS	Ongoing	No. of Council run events that are inclusive and accessible
4.4	4.4.1	Improved access and inclusion at Council venues	CARS	Medium	No. venues with upgraded access and inclusion features

4.5	5.1.3	Access and inclusion audit of Council customer service	CARS	High	Audit undertaken
4.6	4.4.2	Review of Council's beach mat/beach wheelchair program to improve access and inclusion	CARS	Medium	Review undertaken
4.7	3.2.4	Codesign/consult with PWD on improved accessibility of EV charging	PHE	Medium	No. accessible EV charging sites
4.8	4.1.4	Seek opportunities to improve access into businesses and shops when upgrading or providing new infrastructure	IS	Ongoing	
4.9	2.2.1	Showcase and promote inclusive tourism	CARS	High	No. inclusive tourism opportunities promoted
4.10	1.3.2	Continue to advocate for improved inclusive emergency preparedness, coordination and support for PWD	IS	Ongoing	
4.11	4.1.1	Continue to advocate for improved public transport and transport support for PWD	IS	Ongoing	
4.12	3.3.4	Provide planning controls for accessible housing for PWD	PHE	Medium	Planning controls in place
4.13	2.2.4	Review access and inclusion at the Eurobodalla Botanic Gardens. Eg pathways, signage	CARS	Medium	No inclusive features in the ERBG

4.14	4.4.2	Seek funding for inclusive playground equipment and associated amenities	CARS	High and Ongoing	No. inclusive playground inclusions as part of renewal program
4.15	4.4.1	Review accessible toilet provision in CBDs	CARS	High	No. CBD toilet audits completed
4.16	1.2.3	Consider expanded access and inclusion options for Community Transport services and vehicles	CARS	Medium	Review undertaken

Purpose of the DIAP

The Disability Inclusion Action Plan 2026-2030 (DIAP) outlines how Council will continue to create a more accessible, inclusive, and welcoming community for people with disabilities, ensuring that everyone can participate positively in community life.

DIAPs play a critical role in promoting the ethos of inclusion, providing practical actions for Council to implement.

We do this by:

1. Removing or reducing barriers in services, facilities, and programs
2. Strengthening inclusion, attitudes, and awareness across the community
3. Supporting full participation and independence for all

The DIAP is guided by four key pillars, which are central to shaping our community's future. These pillars focus on areas that drive positive change for inclusivity.

Table 1: The 4 Pillars



- Attitudes and Behaviours: Shaping positive attitudes and fostering respect for people of all abilities.
- Systems & Processes: Ensuring inclusive practices are embedded in all policies and operations.
- Inclusive Employment: Promoting fair and equal job opportunities for people of all abilities.
- Liveable Community: Creating accessible, inclusive spaces where everyone can thrive.

Living with a disability does not mean inability; it simply means navigating a different path. Our goal is to ensure that everyone has the opportunity to thrive, regardless of their abilities.



Policy and Legislative Framework Guiding the DIAP

The Disability Inclusion Action Plan (DIAP) is developed within a robust and legislative and policy framework.

This framework spans international, national, and state-level legislation and strategies, guiding the development of inclusive practices and policies that support people with disabilities across Eurobodalla.

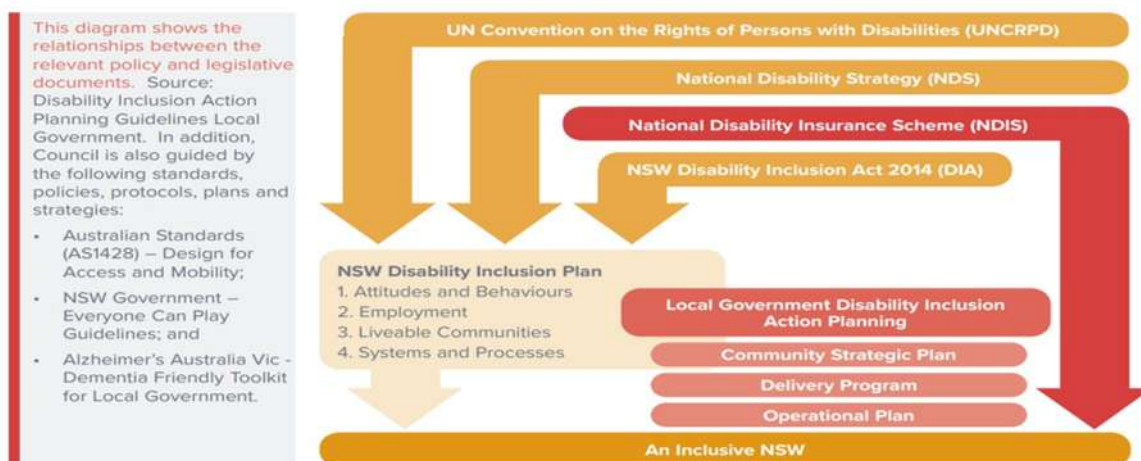
International Legislation

United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) 2008:

advocates for the full inclusion of people with disabilities in all areas of life, emphasizing the removal of barriers to access in areas like information, transport, housing, education, employment, and social opportunities

In 2008, the Australian Government committed *“to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity”*

Legislation



Commonwealth Legislation

Disability Discrimination Act 1992: This Act makes discrimination on the basis of disability unlawful across various areas of public life, including employment, education, and access to services, ensuring equal rights for people with disabilities.

Disability (Access to Premises Standards – Buildings) Standards 2010: These standards ensure that people with disabilities have equal access to public buildings, requiring buildings to be constructed or modified to meet accessibility requirements.

Disability Standards for Accessible Public Transport 2002: These standards aim to remove discrimination in public transport services by ensuring that transportation systems are accessible to people with disabilities, fostering greater independence.

Australia's Disability Strategy 2021–2031: This strategy outlines a vision for a more inclusive and accessible society, focusing on improving outcomes for people with disabilities and ensuring they can fully participate as equal members of the community.

National Disability Insurance Scheme (NDIS): The NDIS provides funding for Australians with permanent and significant disabilities, helping them access the supports and services needed to live independently and engage meaningfully in the community.

The Aged Care Act 2024: This Act establishes national rights-based standards for older people, including those with disabilities, ensuring that as people with disabilities age, their care needs are met with dignity, respect, and choice. It also improves the interface between aged care and disability services, ensuring a smooth transition as people age.

Fair Work Act 2009 (Cth): The Fair Work Act ensures that employees with disabilities are protected from unfair treatment, including discrimination or dismissal based on their disability. It also mandates that workplaces be accessible and requires reasonable adjustments to be made to support employees with disabilities.

These legislative frameworks provide critical protections and support for people with disabilities, promoting equality, accessibility, and full participation in community life across various sectors.

New South Wales Legislation Supporting Disability Inclusion

Disability Inclusion Act 2014: This Act provides the legal framework for disability inclusion in New South Wales. It mandates that all state and local government agencies develop Disability Inclusion Action Plans (DIAPs) and sets obligations for accessible services and programs. The Act aims to ensure that people with disabilities can fully participate in their communities, focusing on accessibility, equality, and the removal of barriers.

NSW Disability Inclusion Plan 2026–2029: Building on the **Disability Inclusion Act**, the **NSW Disability Inclusion Plan 2026–2029** is a strategic roadmap that outlines specific actions and priorities for improving disability inclusion in the state. It focuses on areas such as accessible communities, employment, education, and health services, setting clear goals to advance the inclusion of people with disabilities over the next few years.

Carers (Recognition) Act 2010: This Act aims to increase recognition and awareness of the critical role carers play in providing daily care and support. It highlights the importance of supporting carers and ensuring their needs are met alongside those of the people they care for.

Anti-Discrimination Act 1997: This Act makes discrimination unlawful on the basis of disability, and other attributes, promoting equality of opportunity for all people in New South Wales. It ensures that individuals with disabilities are protected from discrimination in various settings, including employment, education, and public services.

Mental Health Act 2007: This Act provides provisions for health professionals to detain, access, and treat people with mental disorders when necessary for their health and safety or for public safety. It aims to ensure that people with mental health conditions are treated with dignity and respect while safeguarding their rights.

These legislative and policy frameworks play a crucial role in guiding the development of services and supports that promote the rights and well-being of people with disabilities. By adhering to these guidelines, the **Disability Inclusion Action Plan (DIAP)** ensures that people with disabilities can participate fully in community life, access essential services, and enjoy equal opportunities, both now and into the future.

Implementing the DIAP (2026-2030)

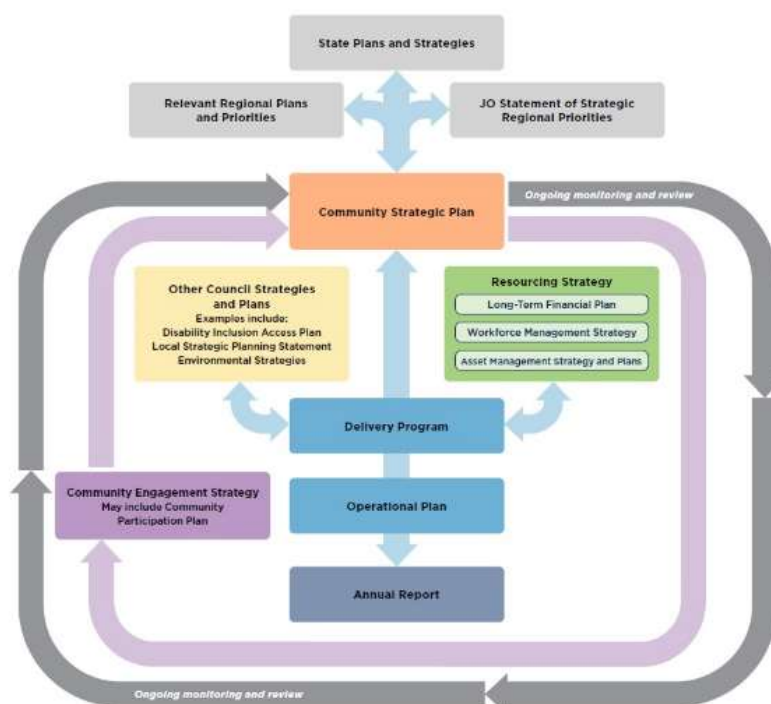
The Disability Inclusion Action Plan (DIAP) 2026-2030 is a key component of Council's broader strategies and plans, working alongside the Community Strategic Plan, Delivery Program, Operational Plan, and other related strategies.

To ensure the DIAP remains a dynamic and actionable document, actions will be integrated across relevant business units within Council. This requires a strong commitment to organisational buy-in, shared responsibility, and alignment of everyday operations with long-term inclusion goals.

How we will monitor this plan

Council will ensure continuous improvement and accountability by:

- Reviewing the plan's progress every **six months as part of the Integrated Planning and Reporting (IP&R) process**.
- Consulting with the **Disability Inclusion Advisory Committee (DIAC)** regularly to gather advice on the DIAP.
- Collecting ongoing feedback from people with disabilities and other community members to track our progress as part of the implementation of the action plan.
- Providing an update in Council's Annual Report, in line with legislative requirements.
- Conducting a **comprehensive review** of the plan after **four years** to assess overall impact and make necessary adjustments.



What is Disability?

Under the **Disability Inclusion Act 2014**, disability is defined as:

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

This definition acknowledges that disability is not just about the impairment itself, but also about the barriers in society that prevent full inclusion.

Disability is a diverse experience and may not always be visible. People can be born with a disability or acquire it later in life through accidents, ageing, or illness. Disabilities can take many forms, including:

Physical: Impacts mobility or ability to use upper/lower limbs.

Neurological: Affects the brain and nervous system, impacting movement or coordination.

Intellectual: Affects judgement, learning, and communication.

Cognitive: Impacts thought processes, personality, and memory.

Psychosocial / Psychiatric: Affects mental health, emotions, and behaviour.

Sensory: Impacts one or more senses, such as vision, hearing, touch, or smell.

Non-visible / Hidden: Not immediately apparent but can significantly affect daily life.

Disability affects people in different ways, and the experience may vary depending on the individual and the barriers they face.

Types of Disability

Permanent Disability

This is a long-term condition that affects a person's ability to perform daily activities. Examples include mobility impairments, vision or hearing loss.

Situational Disability

A disability that occurs due to temporary or environmental factors. This includes barriers like loud environments, making it difficult to hear, carrying heavy items, or navigate areas with poor signage, no ramps, or low lighting.

Temporary Disability

A condition that temporarily limits a person's ability to perform tasks but is expected to improve or resolve over time. Examples include broken limbs or recovery from surgery.

Eurobodalla Disability Community Profile & National Insights

Recent Australian Disability Data Insights:

- **Prevalence:** Around 18% of Australians (4.4 million people) live with a disability, a rise from 17.7% in 2018.
- **Age Distribution:** Disability prevalence is much higher amongst older Australians. While 15% of people aged 0–64 have a disability, this increases to 52.3% for those aged 65 and older.
- **Severe Disabilities:** 7.9% of Australians experience a profound or severe disability.
- **Employment:** Only 56.1% of working-age Australians (15–64 years) with a disability were employed in 2022, compared to 82.3% of those without disability, emphasizing the importance of inclusive employment practices.
- **Health Outcomes:** Adults with disabilities report poorer health, with only 31% rating their health as excellent or very good compared to 68% of those without disabilities.

Source: Australian Bureau of Statistics. (2022). *Disability, ageing and carers, Australia*

Aboriginal and Torres Strait Islander Disability Data (2022):

- **Carers:** 14.1% of Aboriginal and Torres Strait Islander people were carers in 2022, with one in five (20.2%) Indigenous people with disability also serving as carers.
- **Disability Prevalence:** 25.3% of Aboriginal and Torres Strait Islander people had a disability in 2022. 11.6% experienced a profound or severe limitation.
- **Employment and Education:** 70.7% of Aboriginal and Torres Strait Islander people with disability had restrictions related to schooling or employment.

Source: Australian Bureau of Statistics. (2022). *Disability, ageing and carers, Australia: Aboriginal and Torres Strait Islander people*

Seniors Support Overview in Eurobodalla

- **1,166 seniors** are using **Home Care Packages (HCP)** in Eurobodalla.

Source: Australian Institute of Health and Welfare. (2024). *GEN-data: People using aged care by region, Table 2.1: Number of people using home care (HCP) by care level and Local Government Area, based on last recorded address, 30 June 2024.*

- **2,141 seniors** are benefiting from the **Commonwealth Home Support Programme (CHSP)** in Eurobodalla.

Source: Australian Institute of Health and Welfare. (2024). *GEN-data: People using aged care by region, Table 1.1: Number of people using home support (CHSP) by Local Government Area, based on last recorded address, 2024–25.*

- The total senior population (65+ years) in 2021 is approximately **13,300+** residents.

Source: Australian Bureau of Statistics. (2021). *Census of Population and Housing: QuickStats, Eurobodalla (LGA)*. Retrieved from <https://www.abs.gov.au/census/find-census-data/quickstats/2021/LGA12250>

This means that **3,307 seniors** (or around **25%** of the senior population) in Eurobodalla are receiving support through **CHSP** or **Support at Home** services.

DVA Overview in Eurobodalla

- **Total DVA Clients:** 991 (includes veterans, war widows/widowers, and dependants).
- **Total Veterans:** 805.
- **Disability Compensation Payment Recipients:** 122.
- **Service Pensioners:** 272.
- **War Widows:** 80.
- **Gold Card Holders:** 589.
- **White Card Holders:** 187.

Source: Department of Veterans' Affairs. (2025). *DVA Pensioners and Treatment Card Holders by Local Government Area as at 3 October 2025: New South Wales (p. 1)*. Australian Government.

Abuse/Neglect Reports in Eurobodalla

Between 2019 and 2024, the Ageing and Disability Commission received **87 reports** of alleged abuse, neglect, or exploitation of older people or adults with disabilities in the Eurobodalla area.

- **90% of the reports were related to older individuals**, with 78 reports concerning older people and 9 reports involving adults with disabilities.
- Among these, 6 reports involved Aboriginal and Torres Strait Islander adults, and 4 reports concerned individuals who spoke a language other than English at home.

Source: Australian Bureau of Statistics. (2021). *Census of Population and Housing: QuickStats, Australia*. Retrieved from <https://www.abs.gov.au/census/find-census-data/quickstats/2021/AUS>, as cited in Ageing & Disability Commission NSW, 2019–2024, Eurobodalla LGA Profile, p. 1).

Mobility Parking Permits Overview

As @ 23 March 2026, there were **2,950 active mobility parking permits** issued in Eurobodalla, broken down as follows:

- **2,784 individual permits**
- **100 organizational permits**
- **66 temporary permits**

This represents **6.8%** of the individual population (2,784 permits out of a population of 41,142 having active mobility parking permits, highlighting the demand for accessible parking in the community.

These insights underscore the need for targeted efforts to address accessibility and inclusion, ensuring our DIAP aligns with both local needs and national trends to create a truly accessible and equitable Eurobodalla.

Source: Transport for New South Wales. (2026, March 20). *Mobility Parking Scheme snapshot report*. Transport for NSW. Retrieved March 23, 2026

Source: Australian Bureau of Statistics (ABS). *Regional Population by Age and Sex. 2024* as cited in Coordinare Primary Health Network, 2026, *Population health profile: South Eastern NSW* (p.15)

Eurobodalla Disability and Population Health Snapshot

Based on the latest available data, the following is a detailed breakdown of disability and related health factors in Eurobodalla:

Population Overview (2021 Census)

- **Total Population:** 41,142
 - **34%** (13,896) of residents are aged **65 years and over**.
 - **41.4%** reported at least one long term health condition, compared to **30.9%** for NSW.
 - **5.8%** (2,342) are from **Culturally and Linguistically Diverse (CALD)** backgrounds.
 - **7.5%** (3,040) identify as **Aboriginal and Torres Strait Islander (ATSI)**.

Age Breakdown

- **34%** (13,896) are aged **65+**
- **28%** (11,051) are aged **45–64**
- **16%** (6,791) are aged **25–44**
- **14%** (5,780) are aged **10–24**
- **9%** (3,624) are aged **0–9**

Source: Australian Bureau of Statistics (ABS). *Regional Population by Age and Sex. 2024*

Disability and Support Needs

- In ABS Census 2021, **7.7%** (3,139) of the resident population reported needing **assistance in their day-to-day lives due to a disability**.
- **13.4%** of people aged 15+ provide **unpaid assistance** to someone with a disability or chronic illness

Dementia & Chronic Health Issues

- **1,188 people** in Eurobodalla were estimated to be living with **dementia** in 2024.

Source: Dementia Australia. (2024). *Local government area (LGA) dementia prevalence data estimates, 2024–2054*. (p.3) (dementia.org.au)

- **13.5%** (13.5 per 100 persons) of the population reported experiencing **high or very high psychological distress** in 2017–18.

Source: Public Health Information Development Unit (PHIDU). *Social Health Atlas of Australia: Local Government Areas (online)*. 2025

- **22.6%** (22.6 per 100 persons) of people reported experiencing **mental and behavioural problems** in 2017–18.

Source: Public Health Information Development Unit (PHIDU). *Social Health Atlas of Australia: Local Government Areas (online)*. 2025

The **burden of disability is notably higher** in the **older population**.

- **14.9%** (1,978) of people aged **65+** report a **profound or severe disability**.

Source: Australian Bureau of Statistics (ABS). *Census of Population and Housing, Australia, 2021 - Data Packs*. 2021

Income Support and Unemployment

- **10.0%** of people aged **16–64 years** are recipients of the **disability support pension**.

Source: Public Health Information Development Unit (PHIDU). *Social Health Atlas of Australia: Local Government Areas (online)*. 2025

- **60.3%** of people aged **65+** are recipients of the **age pension**.

Source: Public Health Information Development Unit (PHIDU). *Social Health Atlas of Australia: Local Government Areas (online)*. 2025

Unemployment rate in Eurobodalla is **4.9%** (as of Dec 2024).

Source: Jobs and Skills Australia. *Small Area Labour Markets*. 2025

Socioeconomic Factors

- **SEIFA-IRSD score: 985**, indicating **disadvantage** in the region.

Source: Australian Bureau of Statistics (ABS). *Socio-Economic Indexes for Areas (SEIFA), Australia*. 2021

Developmental vulnerability among **25.9% of school children** in at least one domain.

Source: Australian Government Department of Education and Training. *Australian Early Development Census (AEDC)*. 2025

Homelessness

- There were **113 reported cases of homelessness** in Eurobodalla in **2021 (latest information available)**.

Key Insights

- Eurobodalla has a **relatively older population**, with a **high percentage (34%)** of people aged **65+**, many of whom face disability-related challenges, including the need for daily assistance.
- The **disability support pension** and **unpaid assistance** rates indicate a significant reliance on family and community caregiving for individuals with disability.
- The area faces **higher rates of mental health distress** and **developmental vulnerability** in children, highlighting areas for targeted support.
- **Dementia prevalence** is a concern in the region, with approximately **1,188 people** identified as living with dementia in 2024.

This data underpins the importance of the **Disability Inclusion Action Plan (DIAP)** in Eurobodalla to support a more inclusive and accessible environment for all residents.

Common Disability Issues at National Level (Indicative)

While specific disability type breakdowns (e.g., physical, psychosocial, sensory) are **not publicly available at the LGA level**, *national SDAC data* provides a representative picture of common disability group types overall (which are likely reflected in Eurobodalla's older and disability-affected population):

National SDAC categories include:

- **Physical disability** – mobility and physical functioning issues
- **Psychosocial disability** – mental health limitations
- **Sensory disability** – vision and hearing
- **Learning/Intellectual disability**
- **Head injury, stroke or ABI**
- **Other**

The **ABS Survey of Disability, Ageing and Carers (SDAC)** categorises disability into these groups and is the best source for understanding broad disability type prevalence, though it isn't broken out for small areas like Eurobodalla.

Review of Disability Inclusion Action Plan 2022-2025

The DIAP is a living document that builds on the successes of previous plans, ensuring continued progress in accessibility and inclusion. While we have made great progress, we remain committed to advancing our goals of a more inclusive, accessible, and welcoming community for all.

To update the Disability Inclusion Action Plan (DIAP) for Eurobodalla, we began first by reviewing the progress made under the previous plan (2022–2026). This review helped us identify achievements and areas that still need work. The following is a summary of key achievements over the past four years, with a more detailed report provided in Council’s Annual Reports for the same period.

Key Achievements:

Attitudes and Behaviours

- 60 participants attended the Eurobodalla Mental Health Forum (2021–2022)
- 1,240 recipients received the Accessible and Inclusive Eurobodalla business newsletter (2021–2022)
- Council facilitated Mental health First Aid workshops for arts workers and volunteers
- 7 businesses requested direct support for improving accessibility (2021–2022)
- 2 all-abilities events delivered in 2022–2023 (Expo & Dinner Dance)
- 1 person with disability directly involved in organising the All Abilities Expo (2022–2023)
- Council joined the Australian Network on Disability (2022–2023)
- All-Abilities Dinner Dances delivered yearly with 130+ guests with disability and carers (2022–2024)
- 127 staff completed EEO/disability awareness training (2023–2024)
- All Councillors completed Disability Confidence Training (2022–2023)
- Ongoing community promotion of invisible disabilities, quiet hours, and accessibility resources (2023–2024)

Systems & Processes

- 433 people/groups engaged during the DIAP 2022 public exhibition period
- Review of library systems and processed to ensure access compliance conducted (2021–2022)
- 110 community surveys and 42 online workshop participants in initial DIAP 2022 engagement phase

- 8 submissions received during draft DIAP exhibition
- 14 community members participated in DIAP workshops (2021–2022) with AUSLAN interpretation
- Council’s DIAC meets at least 4 times per year (ongoing), influencing designs like Batemans Bay Masterplan, toilet renewal program, and events such as the Sustainability Festival (2023–2024)
- Council websites and e-newsletters aligned to WCAG 2.1 AA standards (2023–2024)
- Corporate documents reviewed for Plain English and accessible graphic design (2023–2024)
- ‘Involve’ NDIS service supported until 2025:
 - 49 participants with direct support
 - 43 with support coordination
 - 65 plan-managed
 - 11 in supported independent living

Employment

- 7 of 32 (22%) young people in the Y drive Learner Driver Program identified as having a disability (2021–2022)
- 1 youth with disability participated in the Youth Climate Resilience Forum (2021–2022)
- 2 people with vision impairment volunteered at an all-age music event (2021–2022)
- 1 volunteer with disability among 20 recruited under bushfire recovery (2021–2022)
- Council identified high recruitment turnover in 2022–2023, prompting a review of recruitment policy
- Staff reporting disability increased (exact % confidential) (2023–2024)
- Inclusive Hiring List project launched with 1 employer signed on (2023–2024)
- Council and NDIS providers co-developed 16 employment and education programs for 302 participants (2023–2024)
- Council facilitated collaboration between The Disability Trust and 5 Chambers of Commerce (2023–2024)
- Council’s Job Shop assisted young people with disability to access vocational training, work readiness and employment (2021–2026)

Liveable Community

- 7 of 8 patrolled beaches equipped with on-sand mobility mats (2022–2023) after audit of beach access conducted
- Hearing loops fitted in community halls and libraries and promoted through on-site signage and via Council’s website
- Additional accessible parking spaces at key beach locations (2022–2023)

- 75% of community members satisfied with pathways and cycleways (2022–2023 survey)
- 80% of public toilets in the Shire are accessible, but many lack full surrounding access (e.g., lighting, pathways, car parks) – to be addressed via Toilet Strategy (2022–2023)
- 36 community buildings assessed for accessibility compliance under AS1428 (2022–2023)
- 3Bs playgroups, including ‘Start Strong’, support children with disability and provided diagnostic and logistical support to families in partnership with specialist providers (2021–2022)
- 6 minor non-conformities found and corrected during NDIS audit (2022–2023)
- Hard surface access paths now installed at 4 beaches (Surf Beach, Malua Bay, South Broulee, Narooma) (2023–2024)
- 5 floating beach wheelchairs available free to use across the Shire (2023–2024)
- Accessible toilet upgrades completed at Brierleys Boat Ramp and Batemans Bay Library Campus (2023–2024)
- All 3 public libraries completed accessibility audits (2023–2024)



Community engagement for the new DIAP

Prior to undertaking community engagement, Council staff consulted with Council's Disability Inclusion Advisory Committee on survey design and questions, consultation formats and suggestions for individuals and groups we needed to include.

Consultation for the new Disability Inclusion Action Plan (DIAP) 2026–2030 then occurred between December 2025 to January 2026.

A range of methods were used to ensure **comprehensive and inclusive feedback**, engaging diverse stakeholders including **people with disabilities (PWD)**, **carers**, **service providers**, and **the broader community**.

Consultation activities included:

23 consultations:

- 3 one-on-one sessions with PWD and carers
- 13 service provider consultations across multiple domains (carers, children, employment, First Nations, NDIS, aged care)
- 4 service group consultations
- 3 engagement sessions with PWD at friendship groups, outreach events, and advocacy groups
- **97 people participated in the 23 direct consultations**
- **6 email submissions**
- **52 surveys**, including 2 Easy English versions to support accessibility in response to participant requests.
- **A total 155 people participated**



To maximize community participation, the consultation was promoted through multiple channels: the Council events page, a dedicated DIAP webpage, direct email communication, social media campaigns, radio broadcasts, flyers and posters in local community areas, email campaigns to stakeholders and community groups.

Within the consultations, a range of formats were offered to ensure access and inclusion, including easy read formats, audio and art/drawing options, as well as a speak up virtual community consultation and a community circle kit for groups.

The initial consultation period was extended based on feedback, allowing extra time for the community to contribute, including the inclusion of an Easy English survey version. This multi-faceted approach engaged 155 people, including individuals, carers, providers, businesses, sporting groups, service organizations and the general community, enabling broad representation in shaping the DIAP.

Through these consultations, we worked collaboratively with respondents to identify key issues and barriers, as well as highlight the positive areas of inclusion and access already occurring in our community.

High level summary of key issues raised as part of the 23 direct consultation sessions, against the 4 focus areas:

Attitudes and Behaviour

Issue	% responses
Community education campaign	74%
Business education and training	65%
DIAC	43%
Council executive experiential accessibility	26%
Showcasing PWD in communications	25%

Systems and processes

Issue	% responses
Codesign with PWD and/or carers	69%
Accessible Comms and website	57%
Council programs	56%
Neurodiverse quiet times and quiet spaces	26%

Inclusive employment

Issue	% respondents
Inclusive employment – Council	70%
Inclusive business	70%
Education and entrepreneurial pathways for PWD	18%

Liveable communities

Issue	% respondents
Accessible transport	61%
Accessible housing	61%
Business accessibility	57%
Mobility parking – more needed, unlawful usage	52%
Beach access	52%
Safe and inclusive spaces/groups for PWD and/or their carers	52%
Accessible pedestrian footpaths and cycleways	52%

Disabled toilet/change rooms	48%
Inclusive community events	48%
Pool	43%
Better amenities near public spaces – toilets, shading, seating, shelter over public seating	39%
Safe road crossing such as refuge islands, kerb design, yellow tactile surface indicators near road crossings	35%
Emergency preparedness	35%
Inclusive playgrounds	26%
Shortage of allied health specialists for PWD to access locally	26%
Respite	25%
Regional hospital accessibility	22%
Carer support	22%
Senior parking	17%
Wayfinding	17%
Disability equipment loan/short term hire	13%

Some of the feedback received during these discussions:

- Belief that inclusion is often viewed as compliance rather than a community value within Council
- Belief/experience that Council area/services are inconsistent in relation to access and inclusion. Some good/some not
- Need to improve Council venues
- Botanic Gardens – better signage, audio options, more accessible pathways
- Playgrounds – accessible equipment, picnic tables
- Uneven flooring in some amenities and toilets, uneven pathways, some with wrong materials eg. Gravel. Issues with uneven pathways in CBDs, pavers, kerb angles scrape wheelchairs; uneven gradients; continuity of accessible pathways, traffic islands, traffic lights in CBD (Narooma example)
- Physical access in/around CBDs and shops – significant issue – steps into shops; uneven paving and pathways in CBDs; cinema lift in BBay often out of order; yellow tactile tiles on paths/kerbs, more traffic islands on busy roads
- Need accessibility audits of CBDs
- Limited accessible pathways in natural environments

- Limited access in small towns and villages eg. Paths, parking, entry into shops eg. Bodalla, Mogo, Tilba
- Lack of accessible toilet in heart of Moruya CBD
- Improve beach matting. Reduce number of locations but extend mats to water. Improved beach wheelchair access, training for SLSC staff. Ramps at beaches
- Fenced playgrounds to support children with disabilities
- Community Transport – look to expand services to weekends/evenings; connect with surrounding CT providers to transport clients; more accessible vans (hoists/ramps etc)
- Access to Moruya airport and turning circle. Bus can't turn around, people have to walk further which is difficult for PWD
- One suggestion for a cycleway between Moruya and Moruya industrial area
- Improved accessibility at Moruya and Narooma pools
- Employment/Recruitment – Council and local businesses general – not viewed as inclusive employers
- Multiple suggestions: need to expand recruitment modalities; some struggle with online applications; consider video applications, flexible interview formats; mentorship programs; partner with inclusive employment providers; cultural and/or disability awareness training; SBAT programs; internships for PWD
- Encourage businesses to be inclusive
- Council Communications/Website: Multiple suggestions Easy English version to documents; pictograms; social stories; QR codes; simplified navigation and keyboard screen reader friendly; virtual assistance tools; quick links; dedicated regional accessibility page; accessibility supports/events/locations etc on one Council page (one stop shop); simpler website for seniors
- Need range of consultation/engagement tools – easy read/easy English formats; video or podcast; disability icons and clear labelling; alternate text for images and content
- Need better education for employers/business operators/managers, sports and recreation clubs/event organisers
- Events – cost, transport and accessibility; need more disability inclusive 'mainstream' events rather than separate events for PWD
- DIAC needs to be more visible to the community. We need to publicise membership and what reps do
- Housing – significant issue – one organisation specifically identified that First Nations and PWD face housing discrimination and accessible housing issues
- Emergency preparedness – need to support frail/PWD to prepare/prepare their homes etc; complex disability needs more planning/best practice as part of emergency preparedness – transport/evac centres/care/lack of coordination

- Emergency preparedness brochure (SHASA) not accessible. Would like PWD to be consulted when such documents are prepared
- More inclusive events and pathways in southern towns
- Better access in Mogo Zoo eg, pathways.



Community Survey

52 responses to the survey.

Feedback during consultation indicated that the survey format was difficult for some community members, for a range of reasons. In response, an easy read version was prepared and assistance provided.

Survey respondents – a snapshot

The first part of the survey gathered information about the respondent. The following snapshot is based on that.

Of the 52 submissions, 55.8% completed for themselves; 11.5% for self with someone else e.g.s Carer; 13.5% on behalf of someone else; 19.2% prefer not to say/other.

83% identified as being a PWD or their carer; 21% were disability providers/advocates; 15% were general community/other.

The majority lived in Moruya (40.4%) or Batemans Bay (36.5%), with 13.5% in Narooma and 9.6% listed as other areas.

The majority of participants were women – 61.5% with men 26.9% and other/prefer not to say at 11.5%. 6% identified as Aboriginal or Torres Strait Islander, 6% LGBTQIA + and 2% from a CALD background.

30.8% of respondents currently hold a disability parking permit.

Respondents were asked to identify their type of disability, with some selecting more than one option.

The majority identified physical or mobility limitation.

Physical disability or mobility limitation	44%
Sensory disability (e.g. hearing, vision or similar)	17%
Intellectual disability (e.g. Down's syndrome, Fragile X)	8%
Developmental disability (e.g. autism, ADHD)	19%
Cognitive disability (e.g. ABI, dementia)	10%
Psychological or mental health condition (e.g. anxiety, depressions, schizophrenia)	19%
Invisible or non apparent disability (e.g. chronic fatigue, chronic pain)	25%
Do no have a disability	25%
Other	2%

Not all questions were responded to by all participants.

A number of questions in the survey had responses roughly identified against the four focus areas to give a sense of focus area strength and areas for improvement.

Some responses have been identified in one or more focus area, where relevant.

Some respondents did not provide a comment or provided comment against multiple focus areas.

The following provides a high level view of the results:

Question 18. Can you share a time when you or someone you know with a disability have felt included in our community? For example, was it due to people's behaviour, the environment, accessibility, communication?

Attitudes and behaviours	12	41%
Systems and processes	6	21%
Inclusive employment	1	3%
Liveable communities	10	35%

Positive issues include behaviours and communication, helpful businesses and events, being treated with dignity.

Negative issues include only feeling included when with other PWD (not general community), environment is often a challenge for wheelchair, only feel included when NDIS funds allow. Only 36 responses to this question, with high number of n/a, 'no', no comment.

Question 19. Can you share a time when you or someone you know with a disability have felt excluded in our community? For example, was it due to people's behaviour, the environment, accessibility, communication?

Attitudes and behaviours	10	24%
Systems and processes	11	27%
Inclusive employment	1	2%
Liveable communities	19	46%

Significant number of issues raised with built environment – getting around shopping centres, beach access, access to sports and work participation, public transport. Issues with built and processes together eg access ramp at location – but blocked with chairs etc on voting day.

Question 20. What would have made this experience more inclusive?

Attitudes and behaviours	10	29%
Systems and processes	12	34%
Inclusive employment	0	0%
Liveable communities	13	37%

Many responses showed the link between issues with the built environment and planning/processes, including a ramp being in place but not available, accessibility at events, smoother tracks to beach, education and training around attitudes and invisible disabilities.

Question 21. Do local services feel connected, inclusive and easy to access for people with disability?

Yes – 14%

No – 64%

Not sure – 22%

Question 22. In a few words, please describe why you chose that answer in question 21?

Attitudes and behaviours	15	42%
Systems and processes	10	28%
Inclusive employment	2	6%
Liveable communities	9	25%

Issues with government services not physically accessible, wait times, limited options for youth and kids with disabilities/behavioural issues, staff impatient, costs, unsympathetic customer service. Some positives include SEARMS refuge, some Council service areas, easier to access services in Moruya than Batemans Bay.

Question 23. How easy is it for you, or someone you know with a disability, to get around and access local places – from the start of the journey to the finish?

34 – hard/poor/not easy responses

5 – easy/moderately easy responses

Issues raised include difficulty with crowds over summer, pathways, uneven/gravel, kerbs, accessible toilets, difficulty accessing natural environment, better signage, disability parking, public transport problems.

Question 24. Do local spaces and places feel connected, inclusive, and easy to access for people with disability? In a few words, please describe why?

8 – sometimes/yes mostly

23 – no

Issues raised include distance to shops/access to shops, sensory issues, issues with providers, issues at locations with connecting infrastructure, issues accessing natural environments.

Question 25. What's working well in Eurobodalla when it comes to jobs or volunteering for people with disability?

Responses noted Yumaro, Bunnings, The Job Shop and retail and food industries as working well. However, there was a lot of ambivalence, with 12/30 responses commenting not sure/no comment/no idea/unsure how to answer this question. Issue of transport also identified and the limited number of opportunities.

Question 26. What's not working well in Eurobodalla when it comes to jobs or volunteering for people with disability?

Respondents identified issues with Council, limited options outside hospitality industry, transport, limited ability to make adjustments for employees with disability, youth, support

for neurodiversity employment, housing/accommodation, wage/award issues, lack of meaningful employment.

Question 27. Have you or someone you know with a disability experienced the following barriers to employment and volunteering.

Question options provided, with lack of access to transport scoring the highest at 70%, with low awareness of support services, negative workplace attitudes and lack of workplace adjustments scoring between 48-53%.

Question 28. If you have experienced a supportive work environment, please explain what that looked like?

Responses largely focused on positive attitudes in the workplace, good leadership, making adjustments (eg desk/headphones), several respondents started their own business to achieve this outcome. There was again a high level of ambivalence with a high number of no comment/NA? N?/no comment.

Question 29. What could local employers do better to support inclusive employment and participation?

30 responses, including 5 N/A.

Issues raised include employers providing inclusive support, invest in PWD, make them comfortable – WFH options, hybrid options; inclusive areas in the work environment; practical accommodations/adaptions; flexibility; skills/training and education' prioritise positions for PWD.

Question 30. Have you or someone you know with a disability had a positive interaction with a Council service, form or facility? Please explain what made it positive.

28 responses

Yes -13

No or no comment – 15

Positive comments in relation to facilities – Bay Pavilions, Moruya library, pool staff in Batemans Bay and Narooma; staff at Moruya library and front counter very aware of supporting PWD; Y-Drive (several mentions); Community Transport Men's group; operational staff providing assistance in street.

Question 31. Have you or someone you know with a disability had a negative interaction with a Council service, form or facility? Please explain what made it negative.

26 responses

Negative interactions – 13

Positive interactions or N/A – 13

Negative interactions included beach access, access between Council and Moruya library, NDIS support staff, easy read survey; noise in library, lack of interest from Council/Councillors; customers service/patience; feedback on policies and public forum/access; lack of knowledge regarding PWD; publications, inclusive audio/comms; recruitment processes not inclusive.

Question 32. How could Council improve their service, forms or facilities to better support people with disability? For example, making forms and information simpler, improving physical access to Council buildings and spaces or training staff to be more aware of disability needs.

Attitudes and behaviours	10	33%
Systems and processes	9	30%
Inclusive employment	2	7%
Liveable communities	9	30%

There were also 5 responses that were no comment or N/A.

Key issues included beach access, claims of discrimination, outreach services for older people; easy read and data/form processes; physical access – disabled parking/park benches, playgrounds, training and education; advocacy/championing PWD; better Comms and website that is easier to navigate.

Question 33. Is there anything else you'd like to share about making our community more inclusive for people with disability?

A range of ideas across events, improved transport (multiple mentions), more activities, improved Council website and forms, to make them easier and more accessible, training and improved attitudes and understanding.

These priorities reflect the community's concerns and have informed the development of actions in the **Disability Inclusion Action Plan (DIAP)** to improve accessibility, inclusion, and quality of life for people with disabilities in Eurobodalla.

Pathways for Addressing Other Concerns:

During the consultation process, some concerns were raised that fall outside the direct scope of Council's responsibility. While Council cannot directly address these issues, we are committed to advocating for the community. Concerns outside our remit will be brought to the attention of the relevant authorities or organisations.

For example, these issues may be forwarded to the appropriate government departments or agencies via advocacy pathways, encouraging them to take the necessary actions. Issues include:

- Public transport – significant issue. Multiple mentions during consultation
- More support for carers, carer support groups
- Improved NDIS supports/processes – multiple issues
- More collaboration between service providers
- Education campaign for GPs
- Review process for accessing Companion card
- Limited allied health services in the shire
- Mapping/coordinating transport options for PWD (beyond community transport)
- No option for children with severe/complex disability to attend school locally

- Services Australia – website, processes and correspondence quite difficult to understand/work through for PWD and seniors
- Closing of Batemans Bay hospital
- More SIL housing in Narooma
- Ambulance patient transport issues
- More supports for neurodiverse/ADHD young people – services, events, venues, employment.

Action 2.6 has been included in the Draft DIAC to support this advocacy.

How to contact us

In person	Customer Service Centre Corner Vulcan and Campbell Streets, Moruya Monday to Friday, 8.30am to 4.30pm
Phone	02 4474 1000 For after-hours emergencies call 1800 755 760
Mail	PO Box 99, Moruya NSW 2537
Email	council@esc.nsw.gov.au
Web	www.esc.nsw.gov.au
Councillors	See contact details on our website

Access to information

The best way to find out information about Council is to visit Council's website, read the meeting agenda papers, read the Living in Eurobodalla residents' newsletter, follow us on Facebook or Instagram, subscribe to Council News enewsletter, drop into a library in Narooma, Moruya or Batemans Bay, attend a Councillor Catch Up, or visit the Customer Service Centre in Moruya.