

Disability  
Inclusion  
Action Plan  
**2017-2020**





# Disability Inclusion Action Plan 2017-2020

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## DOCUMENT CONTROL

### Document Purpose

The Shoalhaven City Council Disability Inclusion Action Plan 2017-2020 outlines Council's commitment to improving opportunities for people with disability of all ages to access the full range of services and activities available in the community.

The Action Plan fits within the Community Strategic Plan - Shoalhaven 2023 under strategy number 1.2.1

### Document Identification

Disability Inclusion Action Plan, 2017-2020

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### Version History

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# Mayor's Message

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It is an honour to present the Shoalhaven City Council Disability Inclusion Action Plan 2017-2020.

The Shoalhaven City Disability Inclusion Action Plan 2017-2020 (Disability Inclusion Action Plan) demonstrates Council's commitment to building an inclusive community to ensure that people with disability enjoy the same right to live their lives as they choose, enjoying the same opportunities and benefits of living and working in the Shoalhaven.

The Disability Inclusion Action Plan was developed in consultation with people with disability, and their supporters and services. I thank all the individuals and agencies who worked with Council to identify practical measures that will make the Shoalhaven more accessible and inclusive. The Disability Inclusion Action Plan outlines how Council will make services, systems and processes more inclusive, and how people with disability will provide ongoing input into our progress. The Disability Inclusion Action Plan also describes how Council will work in partnership with the community, local businesses and other levels of government to remove barriers to access and participation

faced by persons with disability, therein bringing social and economic gains to people with disability and to the broader community.

The Shoalhaven Disability Inclusion Action Plan 2017-2020 describes how Council will contribute to the agenda for long term change under the Australian National Disability Strategy and obligations under the United Nations Convention on the Rights of Persons with Disabilities, by addressing the four Focus Areas of the New South Wales Disability Inclusion Action Plan, being:

- Developing positive community attitudes and behaviours
- Creating liveable communities
- Supporting access to meaningful employment
- Improving access to mainstream services through better systems and processes

The progress of the Disability Inclusion Action Plan will be monitored with the assistance and input of people with disability and their supporters, and will be reported to the community via Council's reporting framework and Annual Reports.

I extend my thanks again, to everyone involved in the development of Council's first Disability Inclusion Action Plan 2017-2020 and with Council, look forward to working with the community to achieve greater levels of access and inclusion for all, over the coming years.

## Thank You

Amanda Findley  
Mayor | Shoalhaven City Council





# Definitions

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## Inclusion

Inclusion is the process whereby every person (irrespective of age, disability, gender, religion, sexual preference or nationality) who wishes to can access and participate fully in all aspects of an activity or service in the same way as any other member of the community.

## Disability

The definition of disability applied in this document includes both definitions provided by the Disability Inclusion Act (NSW) 2014 and the Disability Discrimination Act (Commonwealth) 1992.

The Disability Inclusion Act (NSW) 2014 defines disability as including a:

*long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others.*

The Disability Discrimination Act (Commonwealth) 1992 defines disability as:

- The total or partial loss of the person's body or mental functions
- The total or partial loss of a part of the body
- The presence in the body of organisms causing disease or illness
- The presence in the body of organisms capable of causing disease or illness
- The malfunction, malformation or disfigurement of a part of the person's body
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction

## Focus Areas

The NSW Government has identified four focus areas where significant barriers to access and inclusion will be addressed. These are:

**Attitudes and Behaviour** - attitudes and behaviour of community towards people with disability which may result in limiting access to employment and/or opportunities to contribute to social, economic and cultural life.

**Liveable Communities** - "covers areas such as universal housing design, access to transport, community recreation, council policies and social engagement".

**Employment** - increasing the employment rates of people with disability.

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



# Executive Summary

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## Overview

The Shoalhaven City Council Disability Inclusion Action Plan 2017-2020 provides a four year framework for improving access and inclusion across the Shoalhaven Local Government Area and to Council services. The Plan outlines the steps Council aims to take over the next 4 years to support and improve the inclusion of people with a disability as part of its core business, and to remove barriers to access and participation.

## Vision for the Document

Shoalhaven City Council is committed to improving opportunities for people of all ages with a disability, to access the full range of services and activities available in the Shoalhaven Local Government Area. This, Council's first Disability Inclusion Plan Action Plan 2017-2020, is Council's step-by-step plan to make this happen.

The Action Plan also gives practical expression to Council's commitment to implement the New South Wales Disability Inclusion Act 2014 and its Principles. Strategies and actions within this Plan address these Principles, specifically that:

- People with disability have the same inherent rights to respect for their worth and dignity as individuals
- People with disability have the right to participate in and contribute to social and economic life and should be supported to do so
- People with disability have the right to realise their capacities and potential and to contribute these to community
- People with disability have the same rights as other members of the community to be consulted about decisions that affect their life
- People with disability have the right to access information in a way that is appropriate for their disability and enables them to make informed choices
- The needs of children with disability as they mature, and their rights as equal members of the community, are to be respected

## Community Involvement

The strategies contained in this document are based on the lived experiences of our residents and visitors who have a disability. Consultations included on-line and paper based surveys, including an Easy Read survey. Face to face community consultations were held in multiple locations around the Local Government Area, and more than 50 people with disability, their families and supporters, contributed their ideas. The National Aboriginal and Islander Day Observance Committee (NAIDOC) celebrations provided opportunities to hear from our Aboriginal and Torres Strait Islander community as to how Council can create opportunities for better access and inclusion of Aboriginal and/or Torres Strait Islanders who have disability. And finally, families of children with disability were consulted via the assistance of Noah's Shoalhaven.

## Focus Areas, Community Outcomes, Strategies and Actions

The Disability Inclusion Action Plan is required by the NSW Disability Inclusion Act 2014, and to be aligned to the four Focus Areas of the NSW Government's Disability Action Plan, being:

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

## Community Outcomes

Under each Focus Area the Shoalhaven City Council Disability Action Plan names the community outcomes that the Plan seeks to achieve. They are:

- 1:** People with disability in the Shoalhaven experience inclusive attitudes and behaviours from Council, contractors and in the broader community.
- 2:** People with disability in the Shoalhaven find accessing places of recreation, learning and leisure, community celebration, cultural participation, tourism, entertainment and shopping easier and more inclusive.
- 3:** Systems and Processes of Council are barrier free for people with disabilities.



**4:** People with disability have equal and fair access to employment with Shoalhaven City Council.

Strategies and measures describe how we intend to achieve these outcomes, and the actions for each strategy include their own measures, as well as which section in Council is responsible for the action, and a time frame for when it will be undertaken.

### Implementation, Monitoring and Evaluation

The Disability Inclusion Action Plan (2017-2020) strategies and their measures are linked to the Community Strategic Plan, and will be included

in the Integrated Planning and Reporting Framework. Progress on the Plan will be monitored by Directors of each group in Council, and progress will be reported to the public in Council's Annual Report.

Monitoring of the Plan will also be supported by the Access Advisory Committee. At the end of the current plan period, further consultations will be held with residents and visitors who have a disability, to determine if real progress has been made in building access and inclusion across the Shoalhaven.



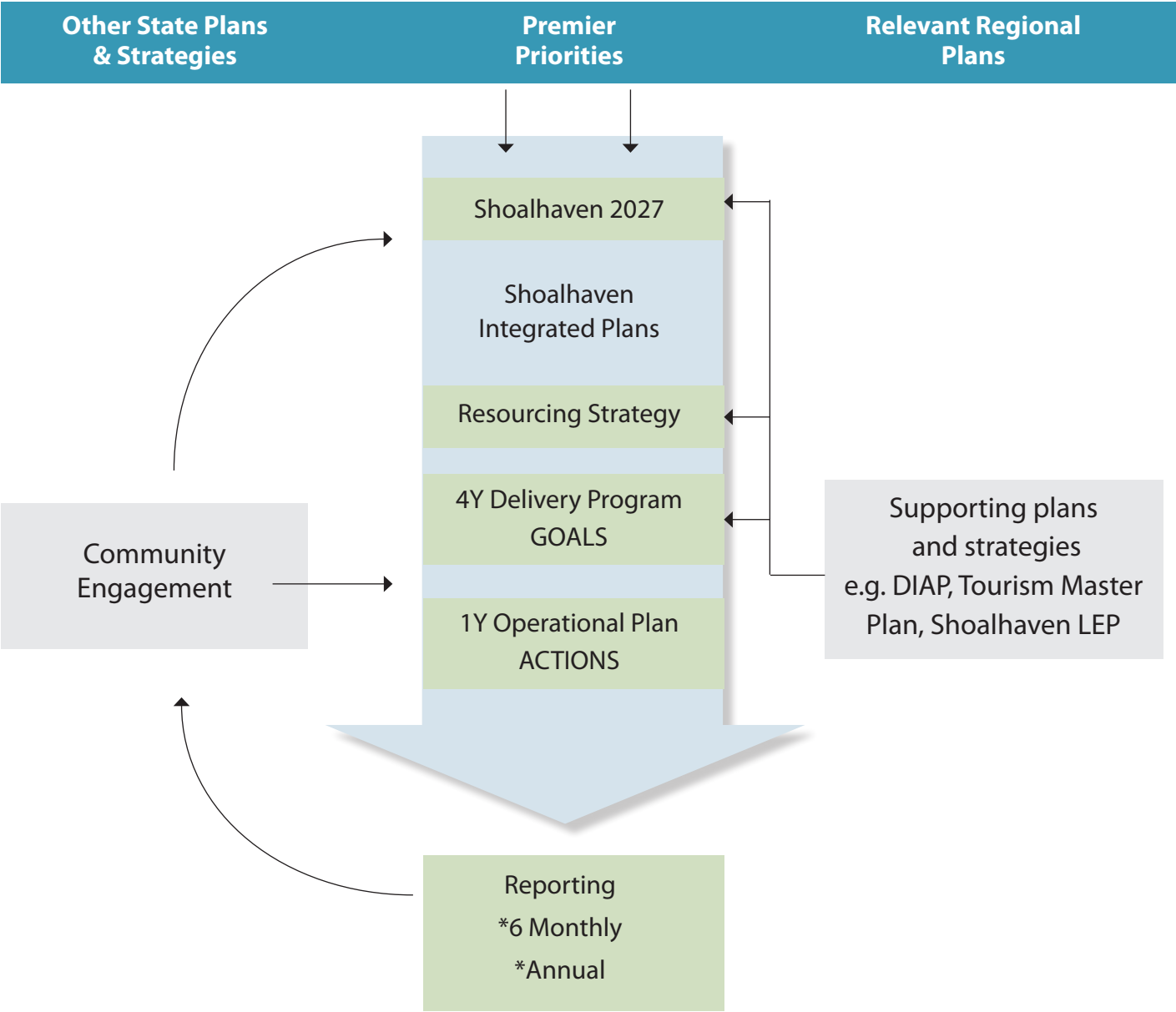
# Strategic Context

The Shoalhaven Community Strategic Plan was developed in collaboration with the community and sets out a vision for the Shoalhaven over the next 10 years. The Community Strategic Plan (CSP) integrates all parts of Council activities into one vision, which represent the community’s main priorities. The CSP is put into action by the strategies outlined in the Delivery Program (which covers a 4 year period) and the Operational Plans (covering a one year period). Progress is reported by operational performance measures, and progress is reviewed at least every six months.

Specific actions identified in the Disability Inclusion Action Plan will be incorporated into the Delivery Program and Operational Plans (DPOP), and measures for the Disability Inclusion Action Plan will be collected along with other key measures for the DPOP. An important addition to the Disability Inclusion Action Plan is that progress will be monitored by way of consultation with people with disability.

The diagram below shows how the Disability Inclusion Action Plan relates to other key policies/ plans within the Council structure.

Fig 1: Relationship Between Disability Action Plan and other Council Plans





# Policy Context

The development of the Shoalhaven City Council Disability Inclusion Plan 2017-2020 fits within a nation-wide context of new laws, policies and plans that have been put into place to deliver on the commitment of all levels of government, to improving service delivery, and inclusion of people with disability.<sup>2</sup> All governments around Australia will be working with people with disability when developing mainstream and disability-specific policies and programs. In New South Wales (NSW) Local Governments are now legally required to develop and implement plans Disability Inclusion Action Plan.<sup>3</sup> This section sets out the policy and legal context for disability inclusion action planning in New South Wales (NSW).

**Funding is estimated to treble from \$7 to \$22 billion by 2020 along with the structural reform of disability services.**

## United Nations Convention on the Rights of Persons with Disabilities

The rights of people with disability were stated and reaffirmed by the United Nations Convention on the Rights of Persons with Disability (Convention). In 2008, the Australian Government committed the Australia to implementing the articles of the Convention, which state that persons with disabilities are entitled to all human rights. It also clarifies how these rights apply and what needs to be done so that people with disability can effectively exercise their rights.<sup>4</sup>

Key areas of the Convention are:

- Equality and non-discrimination before the law for people with disability, including specific measures to ensure the human rights of women and children with a disability.
- Raising awareness, fostering respect and dignity as well as combating labels and beliefs about people with disability. Specific measures include public awareness campaigns, promoting respect for the rights of people with disability throughout the

entire education system, and promoting other awareness training programs.

- Enabling people with disability to live independently and have an active life by making sure they have access such as access to transport, to the physical environment as well as access to information and communication.
- Recognising that people with disability have the same right as everyone else to live, be included and participate in as well as enjoy community life. This includes the opportunity to choose where they live and have access to in-home, residential and other community services. Such services need to be made available equally to people with disability and must also be responsive to their needs.
- Ensuring the right to freedom of expression, access to information, access to education, respect for privacy and respect for the home and family of people with disability.
- Ensuring the right to work and be employed is equally available to people with disability. This includes the right to an open, inclusive and accessible work environment.
- Providing opportunities for people with disability to fully participate in political and public life. This includes providing accessible and appropriate voting procedures as well as actively promoting representation by people with disability in all levels of government.
- Ensuring the right to participate in cultural life. This includes access to television programs, films, theatre and other cultural activities in accessible formats, and to ensure access to museums, libraries, tourism services and other sites of national cultural importance.



## National Disability Strategy 2010-2020

The National Disability Strategy is a 10-year plan designed to enable people with disability to fulfil their potential and participate in society as equal citizens.<sup>5</sup>

**A coordinated national approach to supporting people with disability to fulfil their potential and participate in society as equal citizens.**

Vision of the National Disability Strategy (2010-2020)

The National Disability Strategy was established in a partnership between the Commonwealth, State and Territory governments under the auspices of the Council of Australian Governments. The Strategy outlined six policy areas along with desired outcomes. These are:

- Inclusive and accessible communities
- Rights protection, justice and legislation
- Economic security
- Personal and community support
- Learning and skills
- Health and wellbeing.

## NSW National Disability Strategy Implementation Plan 2012-2014<sup>6</sup>

The New South Wales (NSW) National Disability Strategy Implementation Plan 2012-2014 sets out how NSW will work towards the outcomes of the National Strategy. A key part of the NSW Strategy involves implementing laws and policies designed to achieve the outcomes of the National Disability Strategy in NSW. The NSW Strategy identifies Local Government as a key partner. The NSW Strategy seeks to support the development of inclusion at the Local Government level by:

- supporting Local Governments to plan for more inclusive communities
- developing a web-based disability planning resource for Local Government
- seeking partnerships with Local Governments
- encouraging more people with disability to stand for local elections
- supporting councils to increase the number of people with disability in their workforces.

## National Disability Insurance Scheme<sup>7</sup>

The National Disability Insurance Scheme is a national insurance system that supports people with disability to lead a normal life.

The National Disability Insurance Scheme will enable eligible people with disability to pursue their interests in the community through individualised packages of funding as well as through the Information, Linkages and Capacity Building initiatives, including Local Area Coordinators.

Local Government can support the objectives of the National Disability Insurance Scheme by:

- ensuring accessible and inclusive environments
- developing accessible and inclusive programs and services
- providing information in a range of formats
- creating employment opportunities for people with disability
- fostering positive community attitudes and behaviour towards people with disability.

## NSW Disability Inclusion Act 2014<sup>8</sup>

The Act has two main roles:

- committing the NSW Government to make communities more inclusive
- regulating specialist disability supports and services for people with disability.

The Act requires the NSW Government to develop a four-year state Disability Inclusion Plan. Local Governments, which are also required to develop and implement Disability Inclusion Action Plans, have unique legislative and policy responsibilities. They are required to set out how they are supporting and implementing the goal of inclusion and equal participation in community life.

The Action Plan must:

- address how the principles of the Disability Inclusion Act will be addressed
- provide specific strategies to support people with disability to access buildings and events as well information and employment opportunities
- describe how people with disability were consulted
- describe how the plan supports the NSW Disability Inclusion Plan ([see below](#))



- be made available to the public
- be reviewed, in consultation with people with disability, every four years
- include progress reports published annually in Council's Annual Report.

### NSW Disability Inclusion Plan<sup>9</sup>

The NSW Disability Inclusion Plan is the NSW Government's plan to ensure people with disability enjoy the same opportunities and choices as everyone else. It is a Plan that is required by the Disability Inclusion Act (NSW) 2014.

The NSW Disability Inclusion Plan sets out the NSW Government's commitment to the Principles of the Disability Inclusion Act, as well as obligations under the UNCRPD. There are four key areas in the NSW Disability Inclusion Plan aimed at creating long-term change:

- developing positive community attitudes and behaviour
- creating liveable communities
- supporting access to meaningful employment
- improving access to mainstream services through better systems and processes.

All disability action plans developed under the NSW Disability Inclusion Act must be aligned to the NSW Disability Inclusion Plan and the four focus areas within it.

#### There are four key focus areas in the NSW Disability Inclusion Plan:

- developing positive community attitudes and behaviour
- creating liveable communities
- supporting access to meaningful employment
- improving access to mainstream services through better systems and processes.

### Disability Discrimination Act 1992 and Amendments 2009 (Commonwealth)

The Disability Discrimination Act, 1992 (Commonwealth) provides protection against discrimination for people with disability. It also encourages governments, businesses and communities to implement the Disability

Discrimination Act in order to create a more inclusive society. More recent amendments cover discrimination experienced by relatives, friends, carers, co-workers or associates of a person with a disability.

Under section 61 of the Disability Discrimination Act, agencies implementing Disability Action Plans must:

- devise policies and programs to achieve the objectives of the Act
- communicate these to persons within the Council
- review of practices with a view to identifying discriminatory practices
- set goals and targets to measure the success of the Plan
- appoint persons within the Council to implement the Plan.

There are a number of standards set by the Disability Discrimination Act that are important to Disability Action Plans developed by councils. These are:

- Disability Standards for Accessible Public Transport
- Disability Standards for Education
- Disability (Access to Premises - Buildings) Standards, 2010 (Premises Standards).

#### Other Relevant legislation and Standards

- Carers (Recognition) Act, 2010 (NSW)
- Web Accessibility National Transition Strategy, 2010 (Commonwealth)
- National Arts and Disability Strategy, 2009 (Commonwealth)
- National Standards for Disability Services, revised 2013 (Commonwealth)
- Disability Services Standards, revised 2012 (NSW)
- Anti-Discrimination Act, 1977 (NSW)
- The Local Government Act, 1993 (NSW)
- The Local Government (General) Regulation, 2005 (NSW).







# Shoalhaven Local Government Area - A Snapshot

Shoalhaven City Local Government Area is located on the New South Wales south coast, about 160 kilometres from Sydney. It covers an area of 4,531 square kilometres and includes the Budawang National Park, most of Morton National Park and a number of State Forests. The Wodi Wodi, Wandandian and Murramarang Aboriginal people are the original inhabitants of the region. The first Europeans settled in 1822 when land was taken up around the mouth of the Shoalhaven River.

Shoalhaven residents live mainly along the coastal fringe of the Local Government Area. Nowra and Bomaderry form the main population centres. Other important centres are Milton and Ulladulla, Huskisson and Vincentia, the St Georges Basin district, Culburra Beach and Sussex Inlet. The population was estimated at 100,147 in 30 June 2015 - an increase of 4% from 96,203 in 2011<sup>10</sup>.

Local support and health care services employ just over 14% of the total workforce<sup>11</sup> and form the largest industry in the Local Government Area. The National Disability Insurance Scheme was introduced in the Shoalhaven in July 2017. With full implementation of the National Disability Insurance Scheme expected by the end of 2018, employment opportunities in the disability support sector along with inclusive and accessible tourism are expected to rise.

## Persons with Disability

The Australian Bureau of Statistics (ABS) has provided the following information about people with disability in the Shoalhaven Local Government Area in 2011<sup>12</sup>.

- 6,447 (6.9% of the population) were in need of assistance in one or more core activities.<sup>13</sup>
- 5,622 (5.6% of the population) receive the Disability Support Pension.<sup>14</sup> In the Nowra-Bomaderry area, 11.5% of persons aged 16 to 64 years are receiving the Disability Support Pension. This is significantly higher than the NSW percentage (5.7%) and higher than the Illawarra-Shoalhaven Medicare Local area percentage (8.0).<sup>15</sup>

**11.5% of the population in the Nowra-Bomaderry are receiving the Disability Support Pension.**

This is almost double the NSW percentage

(Department of Social Services, Payments by Local Government Area, March 2016 to September 2016)

- 10,167 (13.3 % of the population) provided unpaid assistance to a person with disability.<sup>16</sup>

## Impact of Disability and Caring on Inclusion

The Survey of Disability, Ageing and Carers, 2015 first release<sup>17</sup> highlighted a number of key factors relating to the impact of disability and caring on inclusion. These need to be considered in the development of the Shoalhaven Disability Inclusion Action Plan:

- Almost 1 in 12 Australians with disability (or 8.6%) reported they had experienced discrimination or unfair treatment because of their disability. Young people with disability are more likely to report the experience of discrimination (20.5%) than those aged over 65 years (2.1%).
- More than 1 in 3 women and more than 1 in four men aged 15 years and over reported that they avoided situations because of their disability.
- More than half those with disability aged 15 -64 years participated in the labour force (53.4%) which is significantly less than those without disability (83.2%).
- Aboriginal people and people from Culturally and Linguistically Diverse backgrounds are further disadvantaged. Aboriginal people are 1.7 times more likely to have a disability while people with disability from culturally and linguistically diverse backgrounds are less likely to take advantage of available services than people who are not from culturally and linguistically diverse backgrounds.

**People with disability are more likely to face considerable social exclusion,** particularly in the areas of education and employment. This is also true for those who provide care.

(ABS Survey of Ageing, Disability and Carers, 2015)



## Disability and the Census

It is difficult to be exact about the number of people with disability living in the Shoalhaven Local Government Area. The Australian Bureau of Statistics (ABS) lists the following difficulties regarding the accuracy of census information about people with disability:

- People may not report a disability in the census because of the sensitive nature of the disability such as a mental health issue; the episodic sensitive nature of the condition such as epilepsy; or a lack of awareness into the condition such as an acquired brain injury or dementia.
- There can be a significant variation in how people respond to census questions about disability because they are mainly based on the person's perception of their ability to perform activities associated with daily living.
- Census information may often be provided by another person who does not have a disability. As a result, answers related to daily living may differ from those that would have been provided by the person with the disability.
- Census data defining disability may not necessarily match other definitions of disability used by government and other legislative frameworks. The ABS defines disability as "those people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a long-term health condition (lasting six months or more), a disability (lasting six months or more), or old age. w" This may mean that the census only identifies the number of people with severe disability and that people with minor disability may not be represented in the census data.

### **There can be a significant variation**

in how people respond to census questions about disability because they are mainly based on the person's perception of their ability to perform activities associated with daily living.

(ABS Survey of Ageing, Disability and Carers, 2012)

## Children and Disability<sup>18</sup>

The early years of a child's life (0 to 6) are critical to future health, development, learning and wellbeing. The Australian Early Development Index identified a small but significant proportion of kindergarten-aged children in the Shoalhaven who show developmental

vulnerability<sup>19</sup>. Without the provision of health, education, rich learning environments and specialist supports, these vulnerabilities may lead to learning difficulties or disability later in life.

Fig 2. Developmental Vulnerability in School Children by Domains (2012)

AREAS	Proportion of children developmentally vulnerable (%)				
	Physical health and wellbeing	Social competence	Emotional maturity	Language and cognitive skills (school-based)	Communication skills and general knowledge
Kiama	3.6	3.5	4.9	1.3	3.1
Shellharbour	10.1	8.1	6.3	4.9	10.8
Shoalhaven	7.8	8.4	9.3	5.1	5.3
Wollongong	6.5	6.8	4.5	3.1	5.9
New South Wales	8.3	8.5	6.2	4.8	8.5

Source: Illawarra-Shoalhaven Medicare Local - Population Health Profile: 2013, pg. 39.

## Mental Health Disorders<sup>20</sup>

Prevalence figures for mental health disorders such as dementia, depression and anxiety are not available for smaller local areas such as the Shoalhaven. However, prevalence estimates of mental and behavioural problems, and of mood (affective) problems show that the

Shoalhaven has the highest figure for mental and behavioural problems in men and women as well as the highest percentage for mood problems in males. There is also a "high to very high psychological distress" for all regions of Illawarra/Shoalhaven.

Fig 3: Mental Health Conditions, Synthetic Prevalence Estimates (2007-08)<sup>21</sup>

AREAS	Mental and behavioural problems %		Mood (affective) problems %		High or very high psychological distress %
	Male	Female	Male	Female	Both Sexes
Kiama	9.9	11.6	5.6	7.5	9.1
Shellharbour	10.8	12.9	6.3	10.1	13.6
Nowra-Bomaderry	11.8	13.3	6.9	9.1	12.7
Shoalhaven Balance	12.6	13.2	7.4	10.0	12.4
Wollongong Inner	10.8	12.9	6.5	9.9	13.1
Wollongong balance	10.7	12.6	6.4	9.7	13.3
New South Wales	10.0	11.8	6.1	8.5	12.3

Source: Illawarra-Shoalhaven Medicare Local - Population Health Profile: 2013, pg. 39.



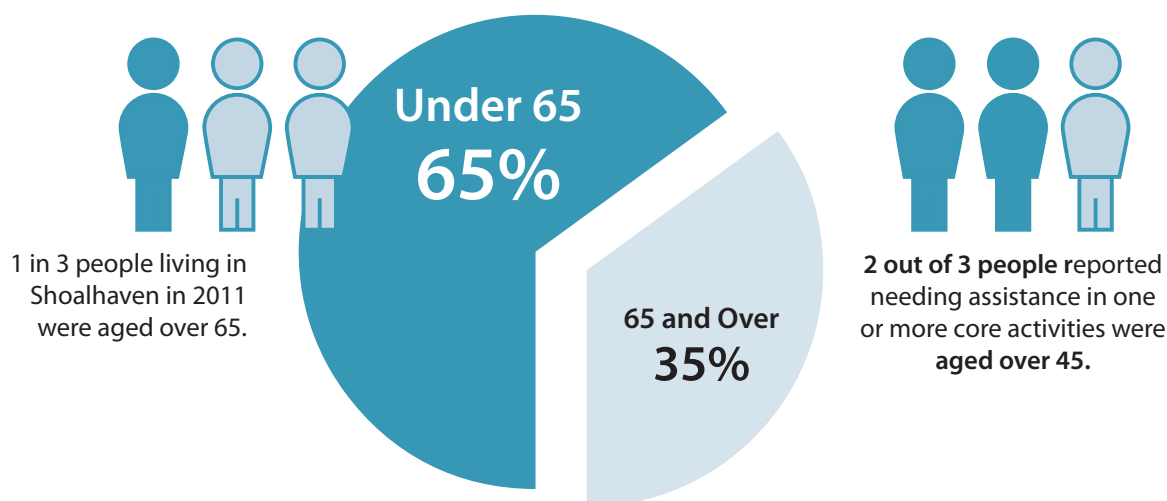
## Age Profile <sup>22</sup>

The Shoalhaven Local Government Area has an aged population with one in three people living in Shoalhaven aged over 65. The population is also an ageing one. 65.7% of the 4,399 new residents in Shoalhaven between 2006 and 2011 were aged 65 or over.

Two out of three people who reported needing

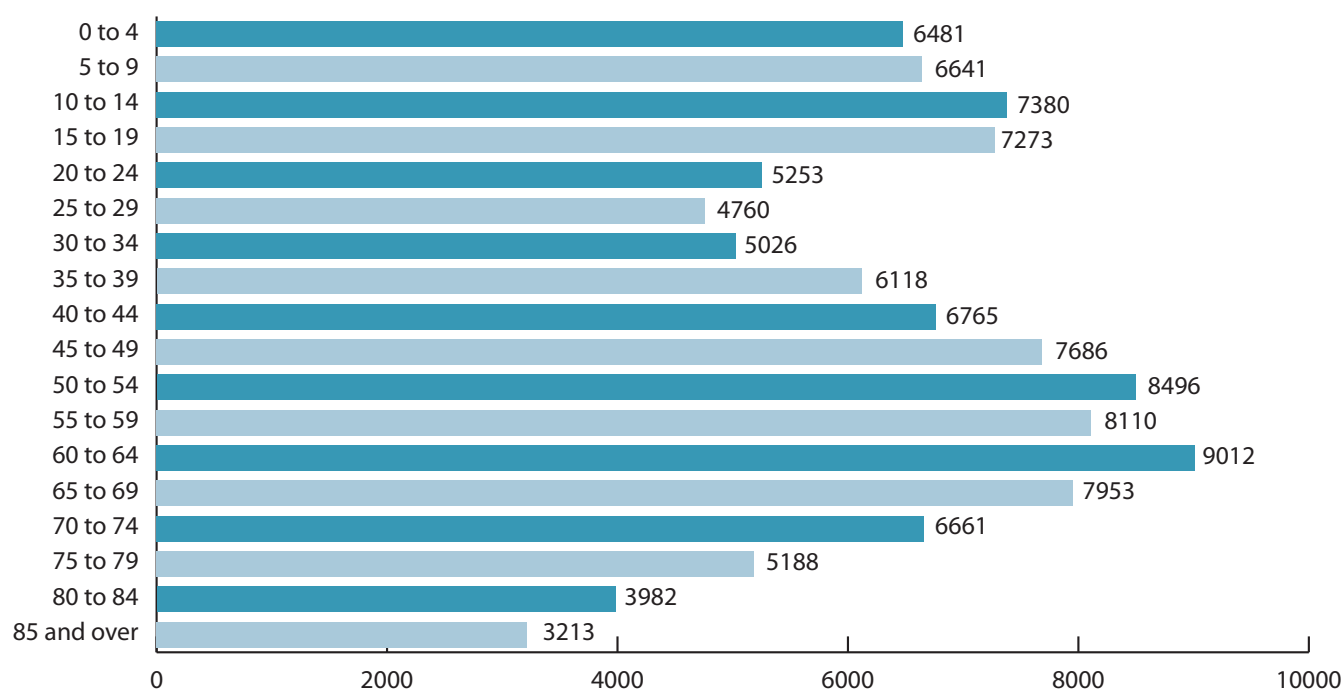
assistance in one or more core activities were aged over 45.

As the population ages, the number of persons in need of assistance in one or more core activities (i.e. with disability) is likely to increase significantly.



A breakdown of the Shoalhaven Local Government Area by age group is set out in the figure below.

**Fig 4. Shoalhaven City Local Government Area Population by Age (2011)**



Source: Australian Bureau of Statistics, Census (2011), Population and Housing







## Aboriginal and Torres Strait Islander Communities

In 2011 there were 4,316 Aboriginal and Torres Strait Islander residents in the Shoalhaven Local Government Area. They represent 4.7% of the total population or about 1 in 20 people. This is an increase of 1% or approximately 1,000 indigenous residents since 2006. The Nowra-Bomaderry region has the highest proportion of Indigenous people with 7% of residents identifying as Indigenous.<sup>2</sup>

According to the Survey of Disability, Ageing and Carers (2012), Aboriginal and/or Torres Strait Islander People are 1.7 times more likely to be living with a disability.

**Aboriginal and/or  
Torres Strait Islander People**  
are 1.7 times more likely to be living  
with a disability.

(Survey of Disability, Ageing and Carers, 2012)

**Fig 5. Aboriginal and/or Torres Strait Islander Population (2011)**

Areas	Aboriginal and/or Torres Strait Islander Persons	% of total population
Jervis Bay	227	59.9
Kiama	285	1.4
Shellharbour	1,930	3.0
Nowra-Bomaderry	2,338	7.0
Shoalhaven Balance	1,980	3.3
Wollongong Inner	1,807	1.8
Wollongong Balance	2,422	2.6
New South Wales	548,368	2.5

Source: Australian Bureau of Statistics, Census (2011), Population and Housing

The Australian Institute of Health and Welfare has identified a strong correlation between socioeconomic status and disability in capital cities.<sup>24</sup> Median household income data shows that the Shoalhaven indigenous community is economically disadvantaged when compared with indigenous groups as a whole in NSW and Australia. While mortgage repayments in the Shoalhaven are slightly lower than the NSW and Australia-wide averages for indigenous people, rental rates are higher.<sup>25</sup>

Economic disadvantage increases for the Shoalhaven indigenous community when household income is compared against the non-indigenous community. Indigenous households in Shoalhaven Local Government Area have about 50% less weekly income than the median family household income in the Illawarra/Shoalhaven region.<sup>26</sup>

**Indigenous households in Shoalhaven Local Government Area**  
have about 50% less weekly income than the median family household income  
in the Illawarra/Shoalhaven region.

(Australian Bureau of Statistics, Census 2011, Population Profile)





## Cultural and Linguistic Diversity

The Shoalhaven Local Government Area can be considered more ethnically diverse than regional NSW. 12.6% of residents were born overseas with just under half of these coming from Non-English speaking backgrounds compared with Regional NSW in which 10.8% were born overseas. However, the Shoalhaven has a higher proportion of people from countries whose main language is English.

### Key points:

- Of all residents born overseas, almost half come from the United Kingdom.
- Residents born in New Zealand represent the second largest group in the Shoalhaven Local Government Area, and were the fastest growing category from 2006 to 2011.
- Residents from non-English speaking countries were predominantly from Germany, the Netherlands, Italy and the Philippines.
- 3.4% of residents speak a language other than English at home.

**Fig 6. English Speaking Proficiency (speak English: Not Well or Not At All)**

Areas	Persons who speak English not well or not at all	% of all persons aged five years and over
Jervis Bay	3	0.8
Kiama	47	0.2
Shellharbour	842	1.4
Nowra-Bomaderry	97	0.3
Shoalhaven Balance	170	0.3
Wollongong Inner	2,498	2.7
Wollongong Balance	2,549	2.9
New South Wales	513,146	3.4

Source: Australian Bureau of Statistics, Census (2011), Population and Housing







# How this Plan was Developed

The Disability Inclusion Action Plan 2017-2020 has been developed with extensive consultation with people with disability, their supporters, services and others. Wherever possible, the suggestions for how to increase inclusion provided by people with disability have been incorporated directly into the Plan. Other strategies require Council to work in partnership with other agencies or levels of government. Consultation strategies used to gather the input of people with disability included:

Consultation strategies for the Disability Inclusion Action Plan include:

- Three public consultations held in different locations across the Local Government Area
- On-line and paper based survey in two versions, one for adult respondents and one specifically relating to issues or relevance to families with children or young people.
- A survey run by Early Childhood Intervention Service (Noah's Shoalhaven)
- Inclusion in Yarn-Up event, with Aboriginal and Torres Strait Islander community representatives
- Informal interviews with Aboriginal and Torres Strait Islander community members during the annual National Aboriginal and Islander Day Observance Committee NAIDOC Day Event
- Information from Getting Ready Together: Illawarra/Shoalhaven Aboriginal Disability Conference, Day 1, 17.11.15 (transcript)
- Interviews with a broad range of service providers including (early childhood intervention; Shoalhaven Aboriginal Network of Disability Services; National Disability Insurance Scheme Local Area Coordinators; Ability Links NSW; disability support providers, employment services; multicultural service providers; and more)
- Internal consultations with staff across Shoalhaven City Council Departments

The Disability Inclusion Action Plan was also supported by a large review of research literature on:

- Local and regional demographics and demographic trends
- Local health and community care data
- Early Childhood Intervention and Inclusion
- Engagement of people with disability in consultations
- Accessible communication
- Employment opportunities for people with disability
- Accessible tourism
- Liveable Housing and Universal Design
- Inclusion policy and plans in Australia
- Transcripts from the Getting Ready Together: Illawarra/Shoalhaven Aboriginal Disability Conference, 17-19 November 2015
- Cultural and Linguistic Diversity and Disability

The Inclusion Disability Action Plan considers the themes and principles of the following:

- United Nations Convention on the Rights of Persons With Disabilities
- National Disability Strategy 2010-2020
- National Disability Insurance Scheme
- NSW National Disability Strategy Implementation Plan 2012-2014
- NSW Disability Inclusion Act 2014
- NSW Carers Recognition Act 2010
- Web Accessibility National Transition Strategy 2010
- National Art and Disability Strategy 2009
- Disability Discrimination Act (Disability Discrimination Act) 1992 and Amendments, 2009





Council consults with people with disability to ensure that we meet community need. Some recently completed projects are:

This Page: Accessible and connected walkways  
Greenwell point foreshore.

Opposite page: Clockwise from top left:

Accessible water fountain at Callalla Beach

Accessible Jetty at Sussex Inlet Boat Ramp

Picnic tables that accommodate a wheelchair user  
at Greenwell Point

Accessible parking and pathways, Greenwell Point.

Changing Place room at Nowra Aquatic Park.









# Overview of the Disability Inclusion Action Plan (2017-2020)

## Statement of Commitment:

Shoalhaven City Council is committed to improving opportunities for people of all ages with a disability, to access the full range of services and activities available in the Shoalhaven Local Government Area



Community Outcomes	1. Attitudes	2. Community	3. Systems	4. Employment
NSW Disability Inclusion Action Plan Key Focus Areas	<p><b>Key Focus Area 1: Attitudes and Behaviour</b></p> <p>People with disability in the Shoalhaven experience inclusive attitudes and behaviours from Council, contractors and in the broader community.</p>	<p><b>Key Focus Area 2: Liveable Communities</b></p> <p>People with disability in the Shoalhaven find accessing places of recreation, learning and leisure, community celebration, cultural participation, tourism, entertainment and shopping easier and more inclusive.</p>	<p><b>Key Focus Area 3: Systems and Processes</b></p> <p>Systems and Processes of Council are barrier free for people with disabilities.</p>	<p><b>Key Focus Area 4: Employment</b></p> <p>People with disability have equal and fair access to employment with Shoalhaven City Council.</p>



## Focus Area 1: Attitudes and Behaviours

### Community Outcome 1:

People with disability in the Shoalhaven experience inclusive attitudes and behaviours from Council, contractors and in the broader community.

#### What the Community told us

- Community members would like Council to demonstrate that accessibility and inclusivity is a priority.
- Staff should be trained in disability awareness and in practical skills for communicating with people with disabilities (such as using hearing loops, producing more inclusive documents, familiarity with Augmentative and Alternative Communication methods and technology).
- Council should promote inclusion, rights and fairness in relation to people with disabilities.
- Contribute to awareness and inclusion campaigns to help inform the community of disability.
  - "My husband is often discriminated against because he doesn't look like he has a disability and has been called lazy by many people in the community. He also has a non contagious rash but gets upset by being treated as contagious even after showing documented proof that it is non-contagious."
  - "Changing the mindset to open up to accessibility and inclusiveness allows Council to embrace another market, increase profitability and become a leader in a changing environment"

**Community Outcome 1:** People with disability in the Shoalhaven experience inclusive attitudes and behaviours from Council, contractors and in the broader community.

Strategies	Outcomes	Strategy Measures
S1.1 Demonstrate and promote a culture of disability awareness and inclusion	O1.1.1 Staff demonstrate disability awareness and inclusion is reflected in Council communications  O1.1.2 Commitment to implementing Disability Inclusion Action Plan in evidence of implementation progress  O1.1.3 Images used in Council publications reflect inclusion of people with disability  O1.1.4 Council contributes to public messages and campaigns on disability awareness and inclusion	1.1.1.1 # of staff trained and training topic  1.1.2.1 % Disability Inclusion Action Plan initiatives delivered  1.1.3.1 % of images used in Council documents to reflect community demographics  1.1.4.1 Promotional campaigns per year

## Actions for Focus Area 1: Attitudes and Behaviour

Strategy	Actions	Lead Team (s)	Timeframe			Action Measures
			Short	Medium	Long	
1.1 Demonstrate and promote a culture of disability awareness and inclusion	A1.1.1 Provide training on disability access and inclusion within staff induction training program and as part of tool box talk resources	Human Resources	●			# of new staff completing disability inclusion and awareness training # tool box talks relating to disability inclusion / awareness completed
	A1.1.2 Conduct a training needs analysis to support Disability Inclusion Action Plan and implementation	Human Resources	●			Training needs analysis completed # of staff attending training or professional development opportunities
	A1.1.3 Source or develop training for staff to support Disability Inclusion Action Plan implementation	Human Resources		●		(strategy measure 1.1.1.1) # of staff trained and training topic
	A1.1.4 Allocate a specific budget to the Disability Inclusion Action Plan	Community & Operations	●			Budget allocated to Disability Inclusion Action Plan
	A1.1.5 Incorporate Disability Inclusion Action Plan measures into Council's existing process for collecting Delivery Program and Operational Plan measures	Executive Strategy		●		(strategy measure 1.1.2.1) % Disability Inclusion Action Plan initiatives delivered
	A1.1.6 Update and increase the photo stock available to staff to enable broader depiction of disability diversity in general publications	Executive Strategy		●		(strategy measure 1.1.3.1) % of images used in Council documents to reflect community demographics
	A1.1.7 Promote events supporting disability inclusion and awareness e.g. International Day of People with Disability, Mental Health Week etc.	Community Development	●			(strategy measure 1.1.4.1) Promotional campaigns per year



## Focus Area 2: Liveable Communities

### Community Outcome 2:

People with disability in the Shoalhaven find accessing places of recreation, learning and leisure, community celebration, cultural participation, tourism, entertainment and shopping easier and more inclusive.

### What the Community Told Us

- Accessibility varies across the Shoalhaven, small local areas are less accessible.
- Being more accessible presents an economic opportunity for the area (workers, tourists and shoppers).
- 1 in 2 people who we consulted with said that footpaths, ramps and public toilets were not easy to use in the Shoalhaven.
- 1 in 3 people said street crossing, venues, shops and restaurants were not easy to use.
- Families would like greater opportunity to include family members with disability in everyday community activities
  - “My son wasn’t able to access a school AFL skills day because there wasn’t suitable toileting facilities at the oval.”



**Community Outcome 2:** People with disability in the Shoalhaven find accessing places of recreation, learning and leisure, community celebration, cultural participation, tourism, entertainment and shopping easier and more inclusive.

Strategies	Outcomes	Strategy Measures
<p>S2.1</p> <p>Progressively increase the availability of accessible toilets across the Shoalhaven</p>	<p>O2.1.1</p> <p>Existing toilets increasingly modified or replaced by accessible toilets</p> <p>O2.1.2</p> <p>Potential Council projects that could accommodate a Changing Place facility identified</p> <p>O2.1.3</p> <p>Current and accurate information on location of accessible toilets available to the public</p>	<p>2.1.1.1</p> <p>Plan for increase the availability of accessible toilets across the Shoalhaven completed</p> <p>2.1.2.1</p> <p>Identify potential Council projects that could accommodate a Changing Place facilities completed</p> <p>2.1.3.1</p> <p>National Public Toilet Map updated annually</p>
<p>S2.2</p> <p>Plan to progressively increase the amount of continuous accessible paths of travel to key destinations within the Shoalhaven</p>	<p>O2.2.1</p> <p>People with disability are consulted about the priority maintenance and upgrade of footpaths, kerbs, and ramps across the Shoalhaven</p> <p>O2.2.2</p> <p>Progressive increase in pathway access to a greater number of key destinations</p>	<p>2.2.1.1</p> <p>One (1) focus group per year on footpath maintenance/ upgrade completed</p> <p>2.2.2.1</p> <p>Pedestrian Access Mobility Plan reviewed to include priority areas for increasing continuous paths of accessibility</p>
<p>S2.3</p> <p>Increase accessibility and inclusion of Events held in the Shoalhaven and of Council meetings</p>	<p>O2.3.1</p> <p>Staff are supported to increase or promote access and inclusion of events and meetingsw</p> <p>O2.3.2</p> <p>People with disability have greater access to events hosted in the Shoalhaven Local Government Area</p> <p>O2.3.3</p> <p>Access by people with disability attending meetings held at Council is specifically addressed and catered for</p>	<p>2.3.1.1</p> <p>Accessible and Inclusive Events Guidelines sourced or completed</p> <p>2.3.2.1</p> <p>Guidelines distributed to event organisers in contact with council</p> <p>2.3.2.2</p> <p>100% of council run events to have a completed access and inclusion plan as part of event execution</p> <p>2.3.2.3</p> <p>100% of events seeking approval on council managed land submit written evidence to show they have addressed disability inclusion and accessibility</p> <p>2.3.3.1</p> <p>Accessible meeting checklist template (completed)</p>









## Actions for Focus Area 2: Liveable Communities

Strategy	Actions	Lead Team(s)	Timeframe			Action Measures
			Short	Medium	Long	
2.1 Plan to progressively increase the availability of accessible toilets across the Shoalhaven	A2.1.1 Plan to progressively increase the number of accessible public toilets within the local government area reflecting the priorities identified by people with disability	Asset Management		●		(strategy measure 2.1.1.1) Plan for increase the availability of accessible toilets across the Shoalhaven completed
	A2.1.2 Identify Council projects that could accommodate a Changing Place facility and lobby for funds to provide them	Asset Management			●	(strategy measure 2.1.2.1) Report on potential Council projects that could accommodate a Changing Place facilities completed
	A2.1.3 Make available current and accurate information on the location of accessible toilets	Asset Management	●			(strategy measure 2.1.3.1) National Public Toilet Map updated annually
2.2 Plan to progressively increase the amount of continuous accessible paths of travel to key destinations within the Shoalhaven	A2.2.1 Consult annually with people with disability on priorities for the maintenance and upgrade of footpaths, kerbs, and ramps	Asset Management	●			(strategy measure 2.2.1.1) One (1) focus group per year on footpath maintenance/ upgrade completed
	A2.2.2 Identify priority locations to increase the continuous paths of accessibility travel across the Shoalhaven in consultation with people with disability	Asset Management		●		(strategy measure 2.2.2.1) Pedestrian Access Mobility Plan reviewed to include priority areas for increasing continuous paths of accessibility
	A2.2.3 Collaborate with NSW Government agencies (e.g. NSW Roads and Maritime Services, Transport for NSW) to improve access and inclusion within the Shoalhaven local government area	Asset Management		●		Opportunities to provide input identified
	A2.2.4 Review the accessible pathways and crossings around Nowra Aquatic Park, the Nowra Youth Centre.	Asset Management		●		Assessment of pathways and crossings completed

## Actions for Focus Area 2: Liveable Communities

Strategy	Actions	Lead Team(s)	Timeframe			Action Measures
			Short	Medium	Long	
2.3 Increase accessibility and inclusion of Events held in the Shoalhaven and of Council meetings	A2.3.1 Source or develop Accessible and Inclusive Event and Meeting Guidelines for use within Shoalhaven City Council	Executive Strategy Community Development Tourism	●			(strategy measure 2.3.1.1) Accessible and Inclusive Events Guidelines sourced or completed
	A2.3.2 Progressively increase the number of Council events that have an access and inclusion plan	Executive Strategy Community Development		●		(strategy measure 2.3.2.1) # of event Access and Inclusion Plans completed
	A2.3.3 Create an access checklist to support the inclusion of people with disability to attend meetings held at Council	Executive Strategy Community Development	●			(strategy 2.3.3.1) Accessible meeting checklist template completed
	A2.3.4 Support Shoalhaven Aboriginal Network of Disability Services, Aboriginal Ability Linkers and other community organisers of cultural events e.g. NAIDOC Week, Reconciliation Week to include access and inclusion plans	Community Development	●			Briefing note listing access and inclusion provisions for National Aboriginal and Islander Day Observance Committee (NAIDOC) events.
2.4 Progressively increase accessibility and inclusion of places of recreation, learning and leisure	A2.4.1 Continue to deliver acquire and promote library and art gallery resources in accessible formats and accessible technologies	Library Services Arts and Culture	●			(strategy measure 2.4.1.1) Information on accessible library and art gallery resources documented
	A2.4.2 Deliver 4 "Art Engage" type sessions within the workshops that incorporate access and inclusion elements (budget dependent)	Arts and Culture		●		(strategy measure 2.4.1.2) Art Engage type workshops delivered
	A2.4.3 Commission art exhibitions and/or touring shows exploring the experience of living with disability or catering to people with specific types of disability	Arts and Culture		●		(strategy measure 2.4.1.2) Art exhibitions and/or touring shows exploring the experience of living with disability or catering to people with specific types of disability delivered
	A2.4.4 Investigate working in partnership with Aboriginal Ability Linkers to promote library and art gallery workshops and programs supporting inclusion	Community Development Library Services Arts and Culture		●		Number of partnership activities (Memoranda of Understanding)



## Actions for Focus Area 2: Liveable Communities

Strategy	Actions	Lead Team(s)	Timeframe			Action Measures
			Short	Medium	Long	
2.4 Progressively increase accessibility and inclusion of places of recreation, learning and leisure	A2.4.5 Develop a range of inclusive and accessible activities at Council's pools, swim and fitness centres	Shoalhaven Swim and Fitness		●		(strategy measure 2.4.2.1 ) Inclusive and accessible pool, swim and fitness centre activities delivered
	A2.4.6 Improve the availability of access and inclusion information on beaches, waterways and other sites of interest to residents, tourists and visitors	Executive Strategy Environmental services Tourism		●		(strategy measure 2.4.3.1) Templates for information include access information of relevance to people with disabilities.
	A2.4.7 Investigate options for beach access for people using wheelchairs and/or for access to calm water non-beach swim sites	Environmental Services Community Development		●		(strategy measure 2.4.4.1) Potential sites for future provision of accessible beach access and swim sites identified
	A2.4.8 Promote information to on fenced play areas for families seeking these facilities	Social & Infrastructure Planning Community Development	●			(strategy measure 2.4.5.1) Data on fenced play areas collected and published annually
	A2.4.9 Strategically identify parks for provision of accessible pathways, toilets, accessible park tables and Barbecues	Social & Infrastructure Planning		●		(strategy measure 2.4.6.1) Plan for progressively upgrading sporting ovals include plans for providing accessible parking, toilets and pathways at key sporting ovals completed
	A2.4.10 Plan for progressively increasing the accessibility of sporting ovals including parking, toilets and pathways	Social & Infrastructure Planning			●	(strategy measure 2.4.7.1) Plan for progressively upgrading sporting ovals include plans for providing accessible parking, toilets and pathways at key sporting ovals completed

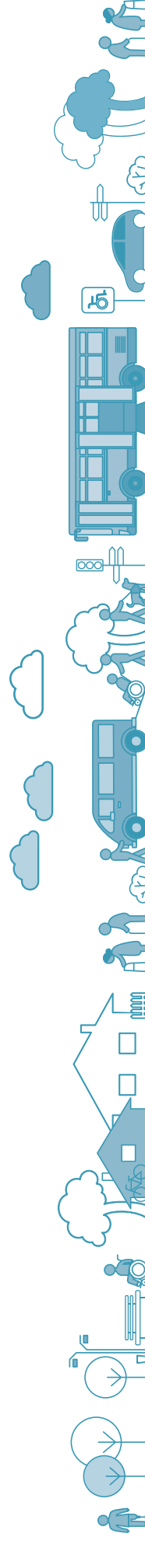
## Actions for Focus Area 2: Liveable Communities

Strategy	Actions	Lead Team (s)	Timeframe			Action Measures
			Short	Medium	Long	
2.5 Increase awareness of accessible parking in the Shoalhaven	A2.5.1 Correct and/or clarify the controls relating to accessible parking in relevant Development Control Plan chapters	Planning & Development Services		●		(strategy measure 2.5.1.1) Amendments to relevant Development Control Plan chapters relating to accessible parking completed
	A2.5.2 Map the accessible parking spaces in commercial centres and points of public destination	Asset Management	●			(strategy measure 2.5.1.2) Accessible parking layer (on website) on assets map completed
	A2.5.3 Develop a strategy for Ranger Services to patrol accessible parking spaces particularly in commercial centres and points of public destination	Ranger Services	●			(strategy measure 2.5.1.3) Ranger patrol strategy completed
2.6 Improve access to Council operated buildings and providing better way finding	A2.6.1 Improve signage in Council Administration building to support access to meeting rooms, lift and accessible toilet	Asset Management	●			(strategy measure 2.6.1.1) Access signage installed in Council Administration building
	A2.6.2 Investigate the feasibility of having lower height service desks at the Entertainment Centre Kiosk and Bar	Shoalhaven Entertainment Centre	●			(strategy measure 2.6.1.2) Review of feasibility of lowering the height service desks at the Entertainment Centre Kiosk and Bar completed
	A2.6.3 Investigate how the accessibility of the Entertainment Centre can be improved for people who are blind (such as blue tooth beacons in conjunction with smart phones)	Shoalhaven Entertainment Centre		●		(linked to strategy measure 2.6.1.1) People who are blind report better access within the Entertainment Centre
	A2.6.4 Investigate reserving accessible places in the Entertainment Centre for early booking and internet booking by people with disability	Shoalhaven Entertainment Centre		●		Brief report on options for reserving accessible seats in the Entertainment Centre by people with disability completed



## Actions for Focus Area 2: Liveable Communities

Strategy		Actions	Lead Team(s)	Timeframe			Action Measures
				Short	Medium	Long	
2.6 Improve access to Council operated buildings and providing better way finding	A2.6.5 Review Council halls and progressively replace stairs with ramps of suitable gradient and install accessible toilets	Asset Management				Plans to upgrade Council halls include progressively providing ramps and accessible toilets completed	
	A2.6.6 Review the placement of stalls at the Information Centre (Nowra) to enhance access by people using wheelchairs, walking frames or prams	Tourism				Briefing note on review of stall configuration to improve mobility access in the Information Centre completed	
2.7 Continue to encourage, support and promote accessible tourism in the Shoalhaven	A2.7.1 Promote and highlight accessible tourism product throughout the region.	Tourism Community Development				(strategy measure 2.7.1.1) Accessible tourism information included in Visitor Guide (annually)	
	A2.7.2 Include accessible tourism itineraries in marketing activities					(strategy measure 2.7.2.1) 100% of tourism marketing activities include accessible tourism itineraries	
	A2.7.3 Ensure tourism website is at WCAG 2.0 AA standard					(strategy measure 2.7.2.2) Tourism Website is at WCAG 2.0 standard AA	



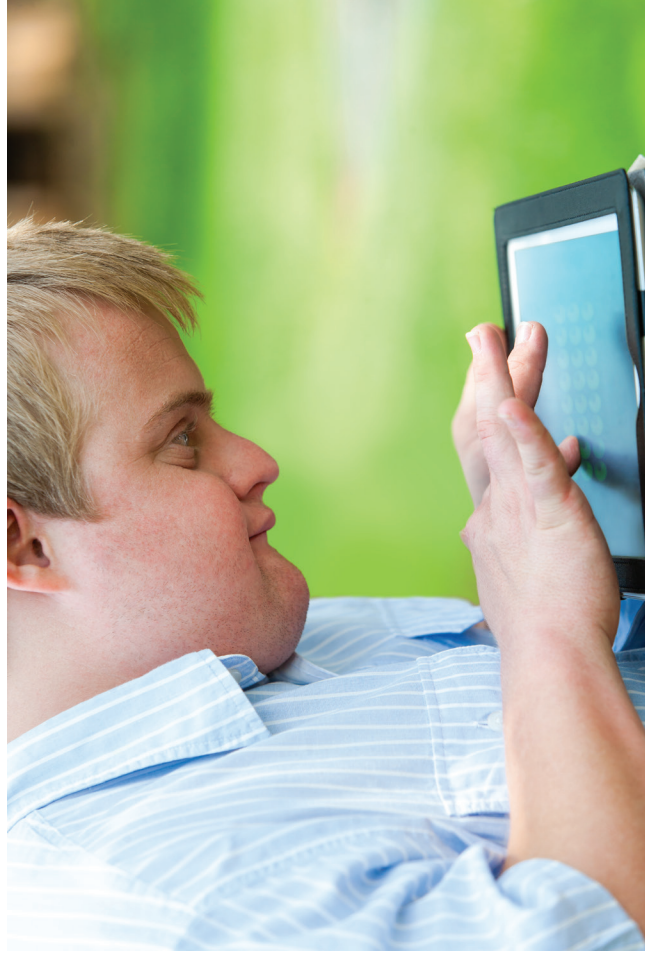
## Focus Area 3: Systems and Processes

### Community Outcome 3:

Systems and Processes of Council are barrier free for people with disabilities

#### What the Community told us

- Forms are too hard and complex for people with disability. Would appreciate documents to be accessible and different formats available.
- "Please ensure that all brochures and forms are fully accessible to people who use access technology such as screen readers and refreshable Braille displays."
- "Maybe have an accessibility tab on website with information on accessible features in the Shoalhaven"
- "Simplify the home page, provide an 'easy read' option for viewing the home page"





## Community Outcome 3: Systems and Processes of Council are barrier free for people with disabilities

Strategies	Outcomes	Strategy Measures
S3.1 Progressively enable the provision of inclusive forms of communications and alternative formats when required	O3.1.1 Communication from Council is more accessible and inclusive  O3.1.2 Participants with disabilities attending Council hosted meetings have access to meeting materials in alternative formats on request	23.1.1.1 Guidelines for producing accessible and inclusive documentation completed  3.1.2.1 Guidelines or procedure on providing alternative format materials for meeting attendees
S3.2 Progressively improve accessibility of Council websites	O3.2.1 People with disability have greater access to information via Council web pages	3.2.1.1 Basic audit of Council websites against Web Content Accessibility Guidelines 2.0 completed
S3.3 Incorporate accessibility and inclusion considerations in procurement decisions and contracts	O3.3.1 Council contracts increasingly specify delivery of accessible and inclusive goods, programs and services by third parties or contractors.	3.3.1.1 List of Council contracts that have Inclusion requirements or clauses
S3.4 Review all Council complaint and feedback processes to ensure they are accessible to people with disability	O3.4.1 People with disabilities increasingly give feedback to Council and are able to make formal and informal complaints to Council	3.4.1.1 Incorporation of NSW Ombudsman resources into Council complaints information and procedures completed
S3.5 Develop a process to ensure that access and inclusion is systematically incorporated into policy development	O3.5.1 All policies are consistent with the Council's commitment to creating inclusion and facilitating access to all areas of community and civic life for and with people with disabilities	3.5.1.1 Checklist for policy developers to consider impacts on access and inclusion for people with disability completed

## Actions for Focus Area 3: Systems and Processes

Strategy	Actions	Lead Team (s)	Timeframe			Action Measures
			Short	Medium	Long	
3.1 Progressively enable the provision of inclusive forms of communications and alternative formats when required	A3.1.1 Develop guidelines for staff to assist them to author accessible and inclusive documents and communications (including to enable web accessibility)	Executive Strategy		●		(strategy measure 3.1.1.1) Guidelines for producing accessible and inclusive documentation completed
	A3.2.1 Undertake an audit of Council websites and intranet against Web Content Accessibility Guidelines 2.0 standards and develop a staged and costed implementation plan to improve web accessibility.	Executive Strategy	●			(strategy measure 3.2.1.1) Basic audit of Council website against Web Content Accessibility Guidelines 2.0 completed
3.2 Progressively improve Council websites accessibility and publications posted on the website and on social media	A3.2.2 Ensure all contact details on Council websites also refer to the National Relay Service and how to access or request alternative format documents.	Executive Strategy	●			Contact pages updated
	A3.3.1 Source or develop guidelines for incorporating accessibility and inclusion considerations in procurement contracts	All Departments		●		(strategy measure 3.3.1.1) List of Council contracts that have Inclusion requirements or clauses.
3.3 Incorporate accessibility and inclusion considerations in procurement decisions and contracts	A3.4.1 Incorporate information from resources from NSW Ombudsman into feedback and complaints information across Council in relation to making these accessible to people with disability	Governance Community Development	●			(strategy measure 3.4.1.1) Complaints information across Council incorporate NSW Ombudsman resources
3.4 Review all Council complaint and feedback processes to ensure they are accessible to people with disability	A3.5.1 Progressively review and update Council policies (prioritising service delivery focused policies) to ensure access and inclusion are addressed	All Departments		●		Prioritised list of policies scheduled for review to address access and inclusion completed
	A3.5.2 Develop a check list for policy developers to consider impacts on access and inclusion for people with disability	Community Development		●		(strategy measure 3.5.1.1) Checklist for policy developers to consider impacts on access and inclusion for people with disability completed



## Focus Area 4: Employment

**Community Outcome 4:** People with disability have equal and fair access to employment opportunities with Shoalhaven City Council

### What the Community Told Us

- People with disability would appreciate the opportunity to contribute to Council and the Shoalhaven by being employed with Council.
- People with disability are concerned about how information about their disability status is considered in the recruitment process.
- Data from health and internal consultation shows that mental health and maintaining wellness needs to be a greater priority for attention and support.

### Community Outcome 4: People with disability have equal and fair access to employment with Shoalhaven City Council

Strategies	Outcomes	Strategy Measures
S4.1 Review recruitment and employment processes are fair and barrier free to candidates who have a disability	O4.1.1 People with disability have access to Equal Employment Opportunity Policy O4.1.2 Links between Council and Disability Employment Services are established O4.1.3 Council has data on diversity as part of recruitment process	4.1.1.1 Equal Employment Opportunity Policy review on disability access and inclusion completed. 4.1.2.1 Record of meetings or contacts with Disability Employment Services 4.1.3.1 Data reports relating to in disability access and inclusion are generated annually

## **Actions for Focus Area 4: Employment**

Strategy	Actions	Lead Team(s)	Timeframe			Action Measures
			Short	Medium	Long	
4.1 Review recruitment and employment processes to ensure they are barrier free to candidates who have a disability	A4.1.1 Review Equal Employment Opportunity Policy to reflect the organisation's commitment to disability inclusion in the workplace	Human Resources		●		(strategy measure 4.1.1.1) Equal Employment Opportunity Policy review on disability access and inclusion completed.
	A4.1.2 Establish relationships with local Disability Employment Service organisations	Human Resources	●			(strategy measure 4.1.2.1) Record of meetings or contacts with Disability Employment Services
	A4.1.3 Collect data in relation to disability access and inclusion are collected as part of on-line recruitment process	Human Resources	●			(strategy measure 4.1.3.1) Data reports relating to in disability access and inclusion are generated annually







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