



Coffs Harbour City Council

DISABILITY INCLUSION

Action Plan | 2022 - 2026

Acknowledgment of Country

Coffs Harbour City Council acknowledges traditional custodians of the land, the Gumbaynggirr people, who have cared for this land since time immemorial. We pay our respects to their elders, past, present and emerging, and commit ourselves to a future with reconciliation and renewal at its heart.

Garlambirla-gundi-yu City Junyirrigam-bu junga-ngarraynggi yaanga gungangulam wajaarrgundi yilangandi ngiyaa gawbarri: yaam Gumbaynggirr girrwaa yaamanga-ndi yaam wajaarr jalumbawnyarr ngarraynggang.

Ngiyalagay garla-ngarraynggi yanggidamgundi Guuyunga, Jurruya jalumbawnyarr, giili, waybunyjigam. Baya ngiyalagay yilaana minggiya gunganbuwa ngayinggirra Girwaanbiya; garra-buugili.

Thank You

Council would like to express our appreciation and thanks to everyone who contributed to the development of this Disability Inclusion Action Plan. Without your willingness to share your experiences, suggestions and expertise, this would not be possible.

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Executive Summary

Council recognises people with disability as part of the diversity that enriches our community as a whole.

The draft Disability Inclusion Action Plan (DIAP) 2022-2026, is our commitment to identifying and addressing the processes, structures and infrastructure which limit the full participation of people with disability.

People with disability continue to face barriers to full participation and inclusion in community life and are often denied everyday choices that Australians without disability take for granted.

In 2020: 13,723 people or 18% of the population in the Coffs Harbour Local Government Area (LGA) were identified as having a disability and 4,507 people (or 6% of the Coffs Harbour LGA) had a profound or severe core activity limitation. Input from people with a lived experience of disability has been fundamental to the development of our strategies and actions for inclusion.

The actions identified in the DIAP have been developed and prioritised to align with Council's strategic plans and the services we deliver. They have been developed to be delivered within existing budgets with resources, responsibility and budgets reviewed annually.

Key areas of focus and actions include:

- Raising community awareness and understanding of the importance of inclusion
- Increasing workforce participation of people with disabilities
- Incorporating workforce diversity as part of everyday Council business
- Providing up to date information for visitors and residents on Council facilities and services that support access in our community
- Continuing to improve Council owned public spaces and streetscapes.

We recognise by actively supporting inclusion, we can reduce disadvantage, isolation and discrimination. To track progress, we will report annually on the DIAP's progress as required under the NSW Disability Inclusion Act 2014.

We need to challenge attitudes and look for ways to embed more inclusive ways of working, increase access to our physical and virtual spaces; and commit to providing opportunities for meaningful employment for people with disability. This DIAP will help Council continue to develop in this space.

Message from the Mayor

Coffs Harbour City Council believes an inclusive community is a strong community.

We have had a Disability Inclusion Action Plan (DIAP) in place since 2017, which is reviewed every four years in line with the provisions of the NSW Disability Inclusion Act 2014.

The DIAP is to set out the strategies and actions that Council will undertake where possible to provide access to Council information, services, events and facilities for all.

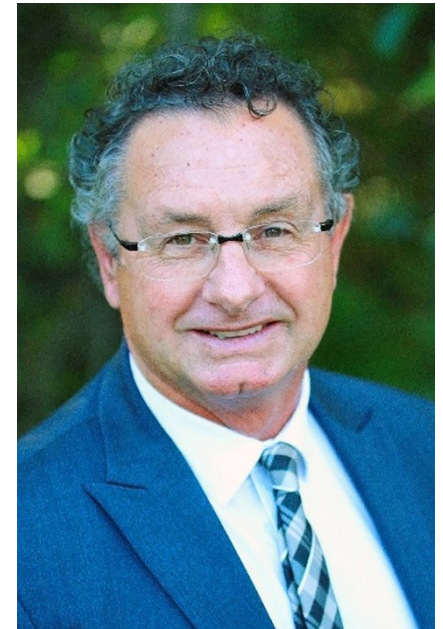
This version of our Plan has been developed with the assistance of Council's Disability Access and Inclusion Advisory Committee and local residents with disabilities who provided staff with valuable insight and knowledge of the challenges they face on a daily basis.

The goal of Council's DIAP is to help address those challenges and ensure access and inclusion are key considerations in how we create liveable communities, support meaningful employment and promote positive community attitudes and behaviour.

It covers all areas of Council's organisation, programs and services with the aim of making the Coffs Harbour area a welcoming place for everyone.

Ongoing community input is essential to the success of the DIAP and we encourage everyone to engage with us on implementing the Plan.

Providing more opportunities and choice on a daily basis is our goal and we believe it will mean a better quality of life for people with disabilities, their families, carers and the broader community.



Cr Paul Amos

Coffs Harbour Mayor

Statement of commitment – Council’s vision for inclusion

Introduction

Coffs Harbour City Council strives to be inclusive and accessible for people with a disability.

Council seeks to achieve this by:

- Developing and implementing a DIAP which meets the legislative requirements under the Disability Inclusion Act 2014
- Advocating for equal rights for all people and improving our City as an accessible and inclusive place
- Striving for an inclusive society by collaborating with community, business and government organisations
- Improving awareness and access to Council services, facilities and information
- Supporting workforce diversity and improving employment practices to increase meaningful participation by people with a disability.



The MyCoffs Community Strategic Plan sets out a vision for our community that is connected, sustainable and thriving.

To achieve this vision, everyone needs to be able to participate and be included in our community. The Disability Inclusion Action Plan (DIAP) for Coffs Harbour sets out the strategies and actions that Council will take to provide access to Council information, services, events and facilities.

This DIAP reflects community feedback from Council’s Disability Inclusion and Access Advisory Committee as well as the broader community.

Accessible: means easy access for everyone to move around, to understand or to use services and buildings.

Inclusive: means everyone can be involved and included.

Universal design principles: means the design of buildings, services or environments to make them accessible to all people, regardless of age, disability or other factors.

In Australia, best-practice language is to use “person with disability” or “people with disability”. Person-first language is important in creating an inclusive community.



Understanding disability

Disability is not just about a person's impairment but rather the barriers that exist for them in their physical and social environment. People with disabilities have a right to fully participate in their community on an equal basis with others.

The NSW Disability Inclusion Act 2014 defines disability as:

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

People with Disability Australia uses a social model of disability defined by the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

This model identifies that the physical, attitudinal, communication and social environment must change to enable people living with a disability to gain equal access to information, services, transport, housing, education, training, employment and social opportunities¹.

¹ pwd.org.au/resources/disability-info/language-guide/

Accessed 30 September 2021



People with disability

In Australia approximately 18 % of the population, or more than 4.4 million people, live with one or more disabilities.

In 2018, over 1.3 million people in NSW identified as living with disability. About 430,000 reported needing help with day-to-day activities including self-care, mobility and communication.²

Disability can be acquired at birth or the result of an accident, illness or injury throughout life. The rate of disability increases substantially as people age, with about 40% of the population over 70 years old having some form of disability. The impact of disability can also vary, with over 6% of the population experiencing profound or severe disability.³

There are many broad categories of disability and many people may live with one or more types of disability.

‘People with disability want our lives to be respected and affirmed ... many people with disability are proud of being disabled, and want that identity respected’

People with Disability Australia

The types of disability can be categorised as:

- Physical disability (including issues with mobility)
- Intellectual disability
- Sensory including vision, hearing or speech impairment
- Psychosocial or mental health disorder
- Learning disability such as dyslexia
- Neurological impairment
- Autism Spectrum Disorder (ASD)
- Chronic health condition or illness

Many people living with less visual disabilities find that there is still a lack of awareness and understanding in the community. This includes those that have mental health disorders such as bipolar affective disorder or schizophrenia, and chronic health conditions such as epilepsy.

A carer is a person who provides ongoing personal care, support and assistance to people who have a disability, is aged or has a mental health or other illness. There are 2.65 million people, (approximately 1 in 11) in Australia who provide unpaid assistance and support to a person with a disability.⁴ Carers play an important role in our community.

² www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release#data-download

³ www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release#data-download

⁴ www.carergateway.gov.au/about-carers

Disability in our Coffs Harbour community

In 2020:

- **13,723 people or 18% of the population in the Coffs Harbour Local Government Area (LGA) were identified as having a disability**
- 4,507 people (or 6% of the Coffs Harbour LGA) had a profound or severe core activity limitation
- 4,533 people reporting a need for assistance with core activities
- 45% of people over 65 in Coffs Harbour identify as having a disability – 31% with profound or severe disability and 69% having a medium or-mild disability
- 7,934 people or 9.8% of the population provide care for a person with a disability
- 13% or 586 people with a disability live in Toormina, with significant populations also found in Coffs Harbour Central (11%), Coffs Harbour Central North (11%) and Coffs Harbour West (8%). Only 4% of people with disabilities live in Sawtell or the Rural West
- While 80.6% of people with a disability in the LGA are employed, only 25.5% are employed full time and 53.4% are employed part time
- Underemployment, combined with the percentage of people living on a disability support pension (9.3% of residents aged 16-64 or 4,093 people) is reflected in the high number of people living in low income households.

People with disability often experience greater disadvantage than the general population across a number of socio-economic indicators. Research shows a clear relationship between socio-economic status and disability across income, employment, education, internet connection, housing and transport.

⁵ Census of Population & Housing, 2020

⁶ The Geography of Disability and Economic Disadvantage in Australian Capital Cities, Australian Institute of Health and Welfare, Canberra, 2009.



Why inclusion is important

Inclusion benefits our whole community. It leads to a diverse range of viewpoints and perspectives that enriches our community and reduces disadvantage, isolation and discrimination. Inclusion of all people is the foundation for a connected and cohesive society.

We all like to feel like we belong.

Universal Design principles consider whole of community needs. This includes people with disabilities, young people, people of culturally and linguistically diverse (CALD) communities and people as they age. These principles ensure a range of needs are met and the community benefits from well designed and intuitive spaces and services.

Increasing inclusiveness also makes economic sense. An inclusive community allows people with disabilities to move into productive and fulfilling employment which benefits not only individuals but the broader economy.

People with disabilities are also consumers with a combined disposable annual income of approximately \$54 million in Australia. Thirty-three percent of people with disabilities report that their customer needs are often unmet yet 62% of small business who participated in the research had not done anything in the past 12 months to make it easier for customers with a disability⁷.

An inclusive community is only possible when all people are welcomed and valued.

'I think definitely a basic level of understanding of even common disabilities makes life that much easier, or being open to understanding. Having an open mind, being treated like anyone else but willing to adapt is key to being inclusive.'

DIAP survey response



⁷ Federation-Disability-Access-and-Inclusion-Plan-2022-2026.pdf

Policy and legislative context

International, national and state policies and plans aim to create environments that support people with disabilities and their carers to live their best lives.

The *Commonwealth Disability Discrimination Act (1992)* made discrimination on the basis of disability unlawful. This began a commitment by all levels of government to eliminate barriers for people with disability.

In 2008, the Australian Government committed to implementing the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) including the obligation: “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.”

The National Disability Strategy 2010-2020 (NDS) sets out the plan for Australia’s commitments to the UNCRPD and provides the legislative framework for all levels of government.

Councils must meet the requirements set out in both the Commonwealth Disability Discrimination Act (1992) and the NSW Disability Inclusion Act (2014) to promote access and inclusion of people with a disability in their community.

Related legislation, standards and strategies

International

United Nations Convention on the Rights of Persons with Disabilities 2008

Commonwealth

Commonwealth Disability Discrimination Act 1992

Disability (Access to Premises Standards Buildings) Standards 2010

Disability Standards for Accessible Public Transport 2002

Equal Employment Opportunity (Commonwealth Authorities) Act 1987

National Disability Strategy 2010–2020 (NDS)

National Disability Insurance Scheme (NDIS)

New South Wales

Anti-Discrimination Act 1997

Carers (Recognition) Act 2010

Disability Inclusion Act 2014

Living Well in Focus 2020-2024: A strategic plan for community recovery, wellbeing and mental health in NSW

Mental Health Act 2007

NSW Disability Inclusion Plan NSW 2021-2025

Coffs Harbour City Council

MyCoffs Community Strategic Plan

Delivery Plan – Operational Plan

Disability Inclusion Action Plan 2022-2026

Coffs Coast Tourism Strategic Plan 2020

Economic Development Strategy

Place & Movement Strategy

Active Transport Plan

Workforce Management Strategy

Diversity & Inclusion Plan (to be adopted)

Policy and legislative context

NSW Disability Inclusion Act 2014

The Disability Inclusion Act 2014 objectives are:

- People with disability should have the same human rights as other members of the community and that governments and communities have a responsibility to facilitate the exercise of those rights
- To promote the independence and social and economic inclusion of people with disability within the community
- To provide people with disability safeguards in relation the delivery of their supports and services.⁸

The Disability Inclusion Act 2014 requires that all councils in NSW develop a DIAP. These plans must be reviewed every four years and be developed in consultation with people with disability. This is to ensure services provided by Councils are inclusive and accessible to people with disabilities.

This Act was amended in 2021 to recognise the transfer of responsibility of the NSW Government to deliver specialist individual supports and services to people with disability to the Commonwealth, with full implementation of the National Disability Insurance Scheme (NDIS). The role of the NSW Government and councils remains critical as approximately 88% of people with disability do not receive NDIS funding and rely on their services.⁹

NSW Disability Inclusion Plan 2021-2025

The NSW Disability Inclusion Plan 2021-2025 is the NSW Government framework for working towards achieving an inclusive society. It identifies the key focus areas to remove systemic and attitudinal barriers so that people with disability have a better opportunity to live a meaningful life and enjoy the full benefits of membership in the community.

⁸ National Disability Insurance Agency, What is the NDIS?, NDIS website

⁹ NSW Disability Inclusion Plan 2021-2025

MyCoffs Community Strategic Plan

The Coffs Harbour MyCoffs Community Strategic Plan (CSP) is a whole of community plan that sets out the long term aspirations for the Coffs Harbour LGA community. It establishes the shared vision of a connected, sustainable and thriving. The CSP is currently under review and community consultation and feedback will inform the strategic plan moving forward for the next ten years.

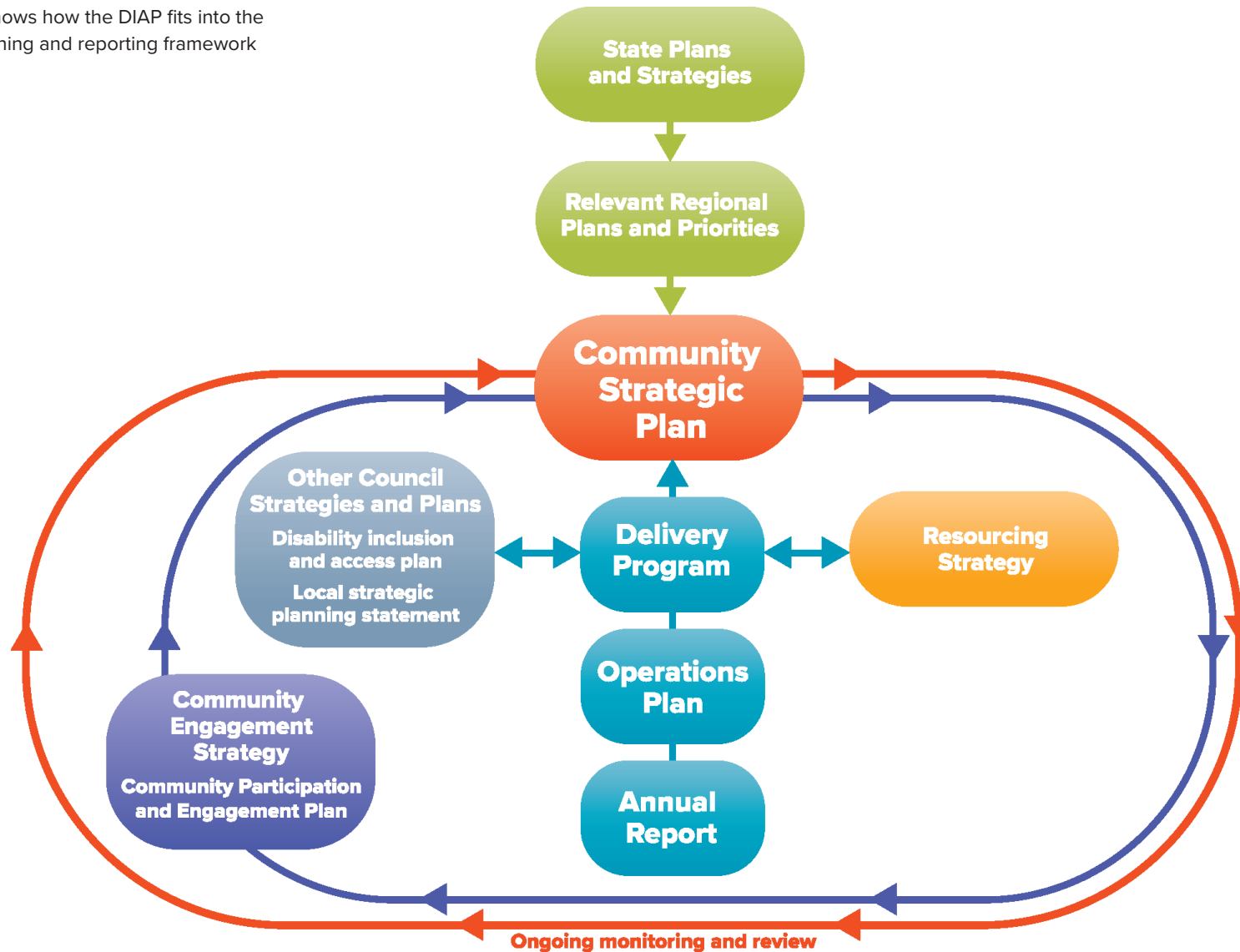
This DIAP has been written to support and address the community objectives and strategies outlined in the CSP.

The CSP also informs Council's 4-year Delivery Program and yearly Operational Plan. The Program and Plan sets out the projects and services Council will deliver to help achieve the objectives and outcomes of the CSP. This includes the actions identified in the DIAP. Council's Annual Report includes a summary on the progress and actions of the DIAP.



Policy and legislative context

This diagram shows how the DIAP fits into the integrated planning and reporting framework of Council.



Role of this Plan

Under the NSW Disability Inclusion Act 2014, councils are required to review their DIAP every four years.

The DIAP sets out Council's strategies and actions to provide equitable access to Council information, services, events and facilities over the next 4 years.

Legislation requires councils to report progress on the DIAP in their Annual Report.

The NSW Disability Inclusion Plan identified 4 priorities. These areas of focus form the foundation for Council's DIAP.

Focus Area One

Developing Positive Attitudes towards Disability

Focus Area Two

Creating Liveable Communities

Focus Area Three

Increasing Access to Meaningful Employment

Focus Area Four

Improving Access to Mainstream Services through Improved Systems and Processes



Developing this plan

Review

Developing this plan began with a progress review on the previous Disability Inclusion Action Plan 2017-2021.

Key achievements over the last 4 years are included in the 4 focus areas.

Council's efforts to understand and meet the needs of people with physical and sensory disabilities, has seen significant improvements in enhancing a liveable community such as:

- Building of 4 Adult Changing Places
- Using universal design principles in major infrastructure projects such as upgrade of the C.ex Coffs International Stadium and the Jetty Foreshores precinct
- Building an accessible playground in West Coffs built with on the 'Everyone Can Play' principles.

Council has also identified opportunities in employment and training and improving our systems and processes.

Engagement approach and limitations

Community participation and engagement enables Council to make decisions that reflect the diversity of opinions and needs within our diverse community. This ensures that those most likely to be affected by Council decisions and investments have an opportunity to shape those decisions.

Council regularly engages with a broad range of stakeholders to seek guidance as to how we can ensure equitable access and inclusion for people with disabilities.

Our initial engagement plan for the review of the DIAP included in person opportunities with people with disabilities, particularly older people, First Nations people and people of culturally and linguistically diverse communities.

Given the pandemic and NSW public health orders, some of the consultation was moved to online to ensure the safety of our community.



Developing this plan

Groups consulted

Between March and December 2021, we asked people with disability for feedback on how we can create a more inclusive community.

Council's Disability Inclusion and Access Advisory Committee provided advice and guidance on the consultation process to ensure that all voices were heard.

The consultation included the following activities:

Presentation to the Coffs Coast coordinated support meeting

An overview of DIAP review process was presented to the Coffs Coast Coordinated Support Meeting in March 2021.

Facilitated workshop on DIAP focus areas

An online facilitated workshop on DIAP focus areas was held with the Disability Inclusion and Access Advisory Committee on 2 July 2021.

Online survey

From 6 September to 30 September 2021, an online survey was open. The survey was promoted to the wider community via a video on social media and local news. This generated over 6,500 views and 30 page visits to CHCC inclusion page.

The Have Your Say page received 55 visitors and 24 survey responses. Of those who responded, 25% were people with a disability, 25% were paid carers and 25% were friends or family of a person with a disability (the remaining 25% did not specify).

Disability networks

Information about the review of the DIAP was shared extensively through Council's networks to local disability service providers and a range of disability groups including groups supporting people with lived experience of disability.

Have Your Say

Throughout the consultation period, Council's Have Your Say included information about the DIAP review process, a link to the community survey and a timeline for the project. Community members were also invited to provide feedback by phone or email to Council directly.

Community workshop

AA community workshop was held in December 2021 with 13 community members and 14 Council staff. Of the 13 community members, 4 had lived experience of disability, 5 were carers of people with profound disabilities and 4 were from disability support organisations. Community members had the opportunity to engage in-depth conversations with staff on relevant / specialised areas.

Following the workshop, participating staff met to reflect and identify actions that had potential to address some of the issues and opportunities expressed by those people with disabilities.

How consultation informed this plan.

The ideas put forward during the consultation were assessed and refined into key actions across the 4 focus areas.

Some ideas proposed by community were outside the direct control or influence of Council.

This DIAP prioritises actions by Council and includes emerging issues identified by community and other levels of government. Some existing actions have been updated and carried forward to be done in the next 4 years.



Focus Area 1: Developing positive community attitudes and behaviours

Objective

Community awareness of the rights and capabilities of people with disabilities reduces barriers to full access and inclusion.

With about 1 in 5 people living with a disability, negative community attitudes and behaviours impact on the whole of community. How a person is influenced by community attitudes can be further influenced by factors such as their physical appearance, gender, age, and ethnicity.

With many people with disabilities reporting discrimination on a daily basis, community attitudes and behaviours are a barrier to people with disabilities gaining equitable access in employment, education, health, access to services and participation in community life.

The actions identified in this focus area aim to increase positive attitudes towards people with disabilities and to support them to fully participate in Council's decision making processes. Through the use of positive images in our reporting and media, Council can increase community awareness of disability and encourage a more inclusive community for everyone.

What you have told us

The majority of people (83%) responding to the community survey felt that the attitudes of the wider community did not support people with a disability.

People attending the community workshops told us that there needs to be more representation in popular media of people with a disability, and that Council should lead by example by including images and stories of people with disabilities in their publications, social media and reporting. They would like to see more avenues for raising social awareness and storytelling about the struggles and achievements of people living with disability, feeling that this would lead to greater levels of acceptance and understanding.

We also heard that decision making processes should be more inclusive. This means gaining a broader perspective by including a wider group of people in planning council services.

83 % of people said that the attitude of the wider community did not support people with a disability

[DIAP survey response](#)

Some of their ideas were:

- Stories about real people in our community living with disabilities
- More photos on the Coffs Coast website of people with disabilities at different locations with stories and blogs about their experiences visiting our area's attractions
- Improving communication to inform people what is available and how they can be accessed, such as services and events
- Council to express a positive attitude of people with disabilities through inclusive language and images in external communications.

Focus Area 1: Developing positive community attitudes and behaviours

What we have done so far

Council continues to be committed to consulting with people with disabilities. This includes:

- Regular meetings of Council's Disability Inclusion and Access Advisory Committee and engagement with Council staff
- The Disability Inclusion and Access Advisory Committee has provided extensive input into the design of major developments, including the Cultural and Civic Space Project (Yarrila Place), the West Woolgoolga Sports Complex (Wiigulga Sports Complex) and expansion of the C.ex Coffs International Stadium.

Council has worked to promote positive community attitudes and behaviours towards people with disabilities through:

- Celebrating International Day of People with Disability on 3 December, with a free screening of Peanut Butter Falcon at the Jetty Memorial Theatre in 2020 and release of a community-led video on social media in 2021
- Promoting library services and events to people with a disability as a key audience
- Including community members with disabilities and sharing information about disability services on the MyCoffs Connect Facebook page.

David's Story

David Anderson has cerebral palsy. He has used his lived experience with disability to advocate for people with disabilities and is a member of Council's Disability Inclusion and Access Advisory Committee.



How long have you lived on the Coffs Coast?

I have lived in Coffs Harbour since 1994 living in my own home with drop in support. I have worked in a number of voluntary roles including a church food store and op shop, as well as a local radio station.

What do think are the greatest barriers for people and how can we create a more liveable community for everyone?

I have a passion for people with a disability and using my voice to speak up for people who can't speak for themselves. I currently access the gym and the local pool with support staff and I also enjoy nights out going to events which are accessible.

I am unable to access Mutton Bird Island due to their being limited access with steps rather than a ramp. This is something that I have always wanted to do.

Focus Area 1: Developing positive community attitudes and behaviours

What we will do next (targets)

In the next 4 years, Council will focus on:

- Ensuring Council's Disability Inclusion and Access Advisory Committee (DIAAC) is an effective advisory body on access and inclusion issues for Council
- Raising community awareness and understanding about the importance of access and inclusion, and ways in which Council and the community can work to achieve this
- Representing people with disabilities in Council's communications, including celebrating stories and achievements of people with a disability in our community
- Providing opportunities for social interaction and connection through Council services and events such as International Day of People with Disability.



Strategy Code	Strategy	Action Code	Action	KPIs / metric	Link to Policy/Strategy	Timeframe
1.1	Support and encourage people with a disability to participate in Council's decision making processes.	1.1.1	Council's Disability Inclusion and Access Advisory Committee (DIAAC) is an effective advisory body on access and inclusion issues for Council.	The DIAAC has representative membership, meetings are well attended and the Committee is consulted by Council staff.	Community Strategic Plan D2. We have effective use of public resources	Ongoing
		1.1.2	Support people with a disability to participate in Council meetings.	Promotion of accessibility support and number of people supported each year.	Community Strategic Plan D2. We have effective use of public resources	Ongoing
1.2	Promote positive attitudes toward people with a disability.	1.2.1	Support the coordination and implementation of celebration for the International Day of People with a Disability (to promote inclusion across the broader community).	* International Day of People with a Disability celebration is well attended by a cross section of the community. * Number of people attending Level of engagement and community reach of the event.	Community Strategic Plan Cultural Plan A1. A vibrant inclusive place	Ongoing
		1.2.2	Promote the achievements of people with a disability through Council's publications, social media and marketing materials.	Number of inclusive social media posts and images (MyCoffs).	Community Strategic Plan A1. A vibrant inclusive place	Ongoing
		1.2.3	Develop a library of appropriate, positive and contemporary images that depict a broad representation of people with a disability to be used within Council publications and communications and portray the experiences of local people living with a disability.	Photography / video library.	Community Strategic Plan A1. A vibrant inclusive place Coffs Harbour Economic Development Strategy Coffs Coast Strategic Tourism Plan 2020	Ongoing

Focus Area 2: Creating liveable communities

Objective

A liveable community is one which allows everyone to participate.

A liveable community is one that is safe and secure and offers supportive community features and services.¹⁰

In a liveable community, all people feel engaged when they can participate in local activities and do not face barriers to carrying out their regular daily lives. Some features of a liveable community are:

- Walkable pathways, road crossings and ramps
- Accessible seating in public places.
- Accessible and well located public toilets.
- Accessible playgrounds
- Public spaces are well lit and have weather protection and where possible hand rails
- Accessible parking is located near essential services
- Signage is clear, and where possible includes Braille
- Inclusive events and cultural programs.

Council plays an important role in ensuring that the built environment including buildings and public spaces that support people with disabilities and encourages social engagement and connection.

¹⁰ AARP Liveable Communities;
<https://www.aarp.org/livable-communities/about/info-2014/what-is-a-liveable-community.html>

What you have told us

In the 2020 Customer Satisfaction Report, people told us that they place significantly high importance on community facilities, parks, reserves and playgrounds, sporting facilities and the creation or attraction of cultural and sporting events.

While most people completing the Disability Survey felt that our community was accessible (including buildings and parks) – 75% said that footpaths and cycle ways did not meet their needs.

People attending the community workshop told us there was a need for better footpath connections with accessible crossings and shade over ramps. They also identified the importance of universal design principles including:

- more accessible public spaces with inclusive playground equipment
- accessible amenities
- picnic tables that allowed for wheelchairs.

Some of their ideas included:

- Ongoing maintenance to ensure paths were not slippery, tactile markers are replaced, and loose gravel and leaf litter are regularly removed
- Educating businesses on how making small changes can significantly improve experiences for people with disabilities.
- The need for inclusive accommodation options and tourist facilities
- Ability to provide feedback about community open spaces
- Greater consultation with people with disabilities in the design of Council-owned facilities
- Ensuring Council events are held at accessible venues and providing captioning or Auslan at community events.

Focus Area 2: Creating liveable communities

What we have done so far

Council has delivered the following projects to increase access to the built environment and to improve the liveability of our community for people with a disability:

- Adult Change Places built at Woolgoolga Beach Reserve, Castle Street Coffs Harbour, Coffs Harbour Jetty Foreshores and the War Memorial Pool. Two more are planned for the Sawtell and Woolgoolga Pools upgrades
- New all abilities playgrounds at Pearce Drive and the West Coffs Regional Playground, designed on the NSW Government Everyone Can Play Guidelines.¹¹
- Upgrading public toilets throughout the Coffs Harbour local government area to ensure accessibility
- Significant upgrades to the footpath network and accessibility upgrades to bus stops
- Installing a mobi-mat at Coffs Harbour Jetty Beach with a lifeguard service during peak holiday periods
- Upgrading the C.ex Coffs International Stadium including state-of-the-art technology and design to ensure inclusive access for sportspeople, support staff, media and community members.

What we will do next (targets)

The next four years will focus on:

- Planning events, festivals and activities that allow everyone to participate. This means venues are accessible and we provide information about what is available for community members who require additional support
- Prioritising the movement of 'people not cars' with further upgrades to pathways and missing links for people to travel easily within key public areas
- Continuing to upgrade public toilets, including the building of Adult Change Places at the Woolgoolga and Sawtell Pools and Wiigulga Sports Complex
- Improving transport options by reviewing current accessible parking spaces availability within the Coffs Harbour local government area and developing guidelines for accessible parking spaces
- Continuing to improve Council owned public spaces and streetscapes. This includes upgrading key playgrounds to meet the 'Everyone Can Play' Guidelines maintaining public areas and improving existing facilities to meet current disability standards
- Ensuring Council incorporates the principles of universal design in planning processes to strengthen access and inclusion outcomes for the community. This includes additional training for staff.

¹¹ <https://www.everyonecanplay.nsw.gov.au/>

Focus Area 2: Creating liveable communities

Nathan (& Michelle's) Story

Nathan was diagnosed with autism and an intellectual disability at age 3. He attended a local daycare/preschool and Early Intervention services 2 days per week before completing school through Special Education Classes (SEC) at William Bayldon Public School and Toormina High School. Now aged 21 he spends 2 days each week with a fantastic support worker who is helping Nathan access the community in a variety of settings and experiences. The other 3 days he spends with his dad, then weekends are spent with his family.

Nathan, tell us what you like to do and where you like to go on the Coffs Coast?

I enjoy going to Bunnings to work (Nathan will soon be starting some unpaid work experience with his support worker), shopping, visiting the library to read and borrow books, playing putt putt golf and going out for dinner or lunch.

I particularly like Op shopping looking for videos and DVDs.

Disabled Surfing at Jetty and Woolgoolga beaches is very fun and I also enjoy walks on the beach or along the Coffs Jetty and other pathways.

Michelle, how can we as community members remove discrimination, include people with a disability and build a community that supports difference?

One of the biggest things is education and knowledge - the more informed community members are the less 'uncomfortable' or 'anxious' they will be when interacting with people who have differences. I found when Nathan was younger and was having a hard time dealing with the sensory overload at the shops, people would look and assume he was just a naughty boy,



and now that he's an adult and experiencing overload people think he is being difficult or aggressive (I might add he doesn't have an aggressive bone or thought in his body, he's a gentle giant). I wish the community could understand when people with differences are overloaded and having a meltdown it is painful and not something they're choosing to do. Instead of looking/staring and judging, give the person and their carer a smile and ask if you can do anything to help.

Another huge consideration is asking people with disabilities what they want/ need instead of assuming we know what's best.

Making interactions genuine rather than 'tokenistic' - speak like you would to any other person. You may need to adjust the content of your interactions (what you're talking about) but don't 'dumb stuff down' or talk to them as if they're a baby. (for example, Nathan is 21 and still loves The Wiggles which we're happy to talk about with him but we talk to him like a 21 year old not a 2-3 year old).

Strategy Code	Strategy	Action Code	Action	KPIs / metric	Link to Policy/Strategy	Timeframe
2.1	Increase participation of people with disability in Council run events, festivals and activities.	2.1.1	Develop an accessible events checklist for Council staff involved in the planning and delivery of events.	Increased participation of people with disability in Council run events, festivals and activities.	Community Strategic Plan A1. A vibrant inclusive place Coffs Harbour Events Strategy 2020	Short term (1 – 2 years)
		2.1.2	Include information about access provisions including parking, toilets, hearing augmentation and the companion card etc. in marketing and promotional material and event signage.	Access provisions are included in all marketing and promotional materials.	Community Strategic Plan A1. A vibrant inclusive place Cultural Plan Coffs Coast Tourism Strategic Plan 2020 Coffs Harbour Events Strategy 2020	Ongoing
		2.1.3	Inclusion of Auslan translators for significant civic events such as Australia Day and Citizenship Ceremonies (as required).	An Auslan translator is engaged for Australia Day and where required at Citizenship Ceremonies (where rsvp information indicates that an Auslan translator is required).	Community Strategic Plan A1. A vibrant inclusive place	Ongoing
2.2	Prioritise the movement of people not cars by increasing the number of accessible paths of travel in key locations.	2.2.1	Prioritisation of ‘missing links’ and accessible pathways in planning Council footpaths.	Implement active transport priorities identified in the Place & Movement Strategy and Active Transport Plan.	Community Strategic Plan C1. Liveable neighbourhoods with a defined identity Place & Movement Strategy Active Transport Plan	Short term (1 – 2 years)
		2.2.2	Include in the Place & Movement Strategy consideration of passing areas and provision of public seats.	Implementing public seating.	Community Strategic Plan C1. Liveable neighbourhoods with a defined identity Place & Movement Strategy Active Transport Plan	Short term (1 – 2 years)

Strategy Code	Strategy	Action Code	Action	KPIs / metric	Link to Policy/Strategy	Timeframe
2.3	Increase access to public toilets across LGA.	2.3.1	Increase the awareness of accessible change places in the LGA.	Registration of Changing Places in the LGA and information provided on Council's website.	Community Strategic Plan <i>C1. Liveable neighbourhoods with a defined identity</i>	Short term (1 – 2 years)
2.4	Provide accessible transport infrastructure.	2.4.1	Develop guidelines for the provision of accessible parking spaces.	Guidelines are available to direct all decision making with regard to the number and location of accessible parking spaces.	Community Strategic Plan <i>C1. Liveable neighbourhoods with a defined identity</i> Place & Movement Strategy Active Transport Plan	Medium term (2-4 years)
		2.4.2	Four year review of supply of accessible parking in the LGA.	Parking survey of supply and demand of accessible parking on a four-year basis in combination with general parking surveys for key localities.	Community Strategic Plan <i>C1. Liveable neighbourhoods with a defined identity</i> Place & Movement Strategy Active Transport Plan	Short term (1 – 2 years)
				Review and update where necessary parking management strategies for each locality in combination with Place and Movement Plans for each key locality.	Community Strategic Plan <i>C1. Liveable neighbourhoods with a defined identity</i> Place & Movement Strategy Active Transport Plan	Ongoing
		2.4.3	Review of bus stops in accordance with the Human Rights Commission (DDA compliance) as well as Transport NSW Disability Action Plan.	Number of bus stops and shelters that comply with disability standards for public transport.	Community Strategic Plan <i>D2. We have effective use of public resources</i> Transport NSW Disability Action Plan	Ongoing

Strategy Code	Strategy	Action Code	Action	KPIs / metric	Link to Policy/Strategy	Timeframe
2.5	Improve access to Council owned public spaces and streetscapes.	2.5.1	Continuation of program to improve playground accessibility based on the 'Everyone Can Play' Guidelines for all upgrades and new developments.	Number of playgrounds with accessible equipment and infrastructure.	Community Strategic Plan A2. <i>An active safe and healthy community</i> NSW Government Everyone Can Play: A guideline to create inclusive play spaces	Ongoing
		2.5.2	Prioritisation of maintenance issues identified reported by community feedback as impacting of community access.	Maintenance issues are prioritised to ensure rectification of issues such as slippery ramps, loss of tactiles or excess gravel; are addressed so as to maintain access in the public realm.	Community Strategic Plan D2. <i>We have effective use of public resources</i>	Ongoing
		2.5.3	Investigate the provision of a beach mat at Woolgoolga Beach Reserve and provide recommendations for improved beach access as identified in the plans for upgrade of the Woolgoolga Beach Reserve.	* Recommendations available for consideration and action. * Access improvements implemented.	Community Strategic Plan A2. <i>An active safe and healthy community</i>	Short term (1 – 2 years)
2.6	Improve Council's planning processes to strengthen access and inclusion outcomes.	2.6.1	Incorporate the delivery of disability access outcomes as criteria when developing project briefs and staging the delivery of Council infrastructure projects.	Disability access outcomes are included in all project briefs.	Community Strategic Plan D2. <i>We have effective use of public resources</i>	Ongoing

Strategy Code	Strategy	Action Code	Action	KPIs / metric	Link to Policy/Strategy	Timeframe
		2.6.2	project mapping/ checklist prior to delivery to identify projects that may influence people with a disability.	SAM Group identify projects for delivery that may impact on people with a disability and Council provides specific communication through stakeholder networks at commencement and completion of the project.	Community Strategic Plan A2. <i>An active safe and healthy community</i>	Ongoing
				Assistance with information distribution on projects identified in project mapping as being influenced by people with a disability.	Community Strategic Plan D2. <i>We have effective use of public resources</i>	Ongoing
2.7	Upgrade Council's owned and managed community facilities to meet DDA and BCA legislative requirements.	2.7.1	Inspect community facilities to audit access requirements and establish a priority list to guide expenditure when additional funding becomes available for improvement works.	A facilities access works priority list is developed which guides the allocation of funds.	Community Strategic Plan D2. <i>We have effective use of public resources</i>	Ongoing



Maddy

Fortuna

Focus Area 3: Increasing access to meaningful employment

Objective

Many barriers can impact on the ability of people with disabilities to gain employment.

Some disabilities are not visible, for example mental illness, diabetes or dyslexia, and some may only affect the person sometimes; but may present barriers for people gaining employment.

Barriers often include:

- Misinformed attitudes towards disability (i.e. people with disability are costly to employ and are less productive than people without disability)
- Employers' lack of understanding and confidence to talk about disability and its impact on those who currently work, and who might work, in their organisations
- Employers' concern about potential risks, including superannuation implications and WorkCover costs and exclusions
- Inaccessible workplaces
- An increased focus on low-skilled, short-term jobs and programs (driven by government compliance requirements) in favour of building viable careers
- Lack of visibility, with people with disability not well-represented in public roles, making it difficult to recognise their potential
- Lack of career development opportunities, including limited professional development and skills training, being passed over for promotion and higher duties, lack of job rotation, etc.¹²

¹² Australian Federation of Disability Organisations
www.afdo.org.au/what-are-the-barriers-to-employment-for-people-with-disability/

¹³ Australian Institute of Health and Wellbeing
www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/employment/unemployment

Working-age people with disability are more likely to be unemployed than those without disability. The unemployment rate is about twice that of people without a disability.¹³

Council is committed to a workforce that reflects our community and provides fair and equitable access to employment opportunities including people with disabilities.

Council has an endorsed an Equal Employment Opportunity (EEO) Management Plan. Work is currently underway to develop a broader Workforce Diversity and Inclusion Plan. This will supersede the EEO Management Plan.

What you have told us

We asked our community and staff participants what Council could do to improve access to meaningful employment for people with disabilities and for carers.

From the survey, 88% of people felt there were poor to very poor employment opportunities for people with disabilities in our community.

About 58% of people said while working can be difficult, challenges could be improved through flexible workplaces, incentives, training, education and access.

People in the community workshop told us that employers were often unaware that they can access free services such as Auslan translators or other supports and adjustments to assist people with a disability. They said that there needs to be a focus on abilities and potential rather than a person's disability – people want to be valued and to actively participate in their communities.

Focus Area 3: Increasing access to meaningful employment

Some of their ideas were:

Recruitment

- Improving application processes to remove any real or perceived discrimination such as the need for phone calls for people who have a hearing impairment
- Developing meaningful internships or apprenticeships that offer pathways to permanent employment and training
- Volunteer pathways that allow people to develop skills and work experience.
- Training of managers on inclusive recruitment practices.

Retention

- Continued disability inclusion training for staff to ensure an inclusive workplace culture
- Support for people with disabilities in the workplace to ensure reasonable adjustments are provided
- Flexibility in workplace practices to support all staff including people who have a disability or who are a carer.

‘Actively promote the skills people have regardless of their disability and where feasible create opportunities for inclusion’

DIAP survey response



Focus Area 3: Increasing access to meaningful employment

What we have done so far

Council has worked to increase employment opportunities for staff with a disability including:

- Implementing flexible work arrangements that support employment of people with a disability and carers of people with a disability
- Altering kitchen and bathroom areas of the Council Administration Building to improve access for employees with a disability
- Disability Awareness training for leaders and staff through Council's online learning management system including Disability Discrimination Act requirements, social models, reasonable adjustment and guides for communication
- Supporting leaders in working effectively with employees with a disability through capability development, as well as one on one support with specific issues. This has included advice on workplace modifications, and considerations around tasks and individual capacity.

'Embrace people with disabilities and offer them the same opportunities as others receive, based on their individual skills and capabilities'

DIAP survey response

What we will do next (targets)

The next four years will focus on:

- Increasing workforce participation of people with disabilities by reviewing recruitment procedures, to identify barriers for people to employment
- Increasing employment and development opportunities for people with disability
- Building leaders and employees capacity to foster an inclusive workplace through training and induction programs
- Incorporating workforce diversity as part of everyday Council business.

'Acceptance of all abilities, we all want to live a full and inclusive life and having a job is a social norm for us all'.

DIAP survey response

Focus Area 3: Increasing access to meaningful employment

Hannah's Story

Hannah Legge is 22 years old and an active member of the Coffs Harbour community. Hannah and her sister Tiana both have Down Syndrome.

Hannah, you received the Coffs Harbour Sports and Recreation Award in 2022, for your participation in the Special Olympics gymnastics and swimming? What other interest and pursuits do you enjoy?



I went to school at St John Paul College and after school I studied at TAFE completing a Certificate in Hospitality. I now work at Northside Health Medical Centre as an administrative assistant. I live in my own flat.

Friday night is opening night for the play 'Bad Auditions by Bad Actors' in which I am performing

with the Coffs Harbour Amateur Theatre Society. I enjoy volunteering as an usher for other productions. I also perform with the 'MixTub Drama Group' and am the activities officer, serving on their committee.

I received an Australia Day Award for Coffs Harbour Sports Citizen of the year. I was so honoured to receive the award, making my family very proud and I hope showed everyone that people with disabilities can achieve in their chosen sports.

I am travelling to Sydney to give a speech to The Hon. Natasha McLaren Jones, NSW Minister for Disabilities. I will be representing Down Syndrome NSW, as a regional person with Down Syndrome.

I am assistant Treasurer for North Coast Disabled Surfing, as I am a keen surfer and my whole family loves going to their surfing days.

My sister and I are both members of the Special Olympics, participating in gymnastics and swimming. We look forward to competing in more competitions this year.

Every year I do the Coffs Harbour Ocean Swim and am a member of the Triathlon Club. I get in training by swimming with my coach and attending the gym four times a week. In Winter, I like to do cross country.

Like most young people I also like to hang out with my friends, enjoying a nice meal over a glass of wine.

I am grateful to have grown up in a community that embraces me.

I want people with disabilities to have access to good schools, TAFE, universities, paid jobs, affordable housing and the best medical care, so that they too, can enjoy a good life like me.

What do you think are the greatest barriers for people and how can we create a more liveable community for everyone?

I think Coffs Harbour is a fairly accepting and inclusive place, I just think that we need to think a bit harder about how our sporting clubs can include more people with disabilities. Team sports for people with disabilities are hard to find. With just a few modifications and flexibility in the rules, we could be included. To enable me to participate in Triathlons I have a modified bike and the local club has been very accommodating of this.

I would love to see more of my friends with a disability in paid employment. I think Council could set a good example here.

The greatest barriers to inclusion are people's mindset. People with disabilities need to be seen in valued roles for there to be a change.

Strategy Code	Strategy	Action Code	Action	KPIs / metric	Link to Policy/Strategy	Timeframe
3.1	Increase the workforce participation of people with disability.	3.1.1	Review Council's recruitment webpages to ensure they meet the Website Content Accessibility Guidelines (WCAG).	WCAG Compliance rating	Community Strategic Plan B2. A community achieving its potential Workforce Management Strategy Diversity & Inclusion Plan	Short Term
		3.1.2	Review Council's recruitment procedures/systems to identify barriers to employment for people with a disability	<ul style="list-style-type: none"> * Completed internal review of recruitment procedures * Include information about accessibility in job advertisements * Ensure online recruitment processes use Easy English * Consider options for a recruitment process that does not require online applications submission. 	Community Strategic Plan B2. A community achieving its potential Workforce Management Strategy Diversity & Inclusion Plan	Medium Term
		3.1.3	Ensure effective workforce planning provides meaningful professional employment or volunteer opportunities for people with a disability	Workforce planning by leaders to identify positions that favour of building viable careers for people with a disability	Community Strategic Plan B2. A community achieving its potential Workforce Management Strategy Diversity & Inclusion Plan	Medium Term
		3.1.4	Review Volunteer Policy to help support disability in the Workplace	Review and adopt recommendations.	Community Strategic Plan B2. A community achieving its potential Workforce Management Strategy Diversity & Inclusion Plan	Short Term

Strategy Code	Strategy	Action Code	Action	KPIs / metric	Link to Policy/Strategy	Timeframe
3.2	Incorporate workforce diversity as part of everyday Council business.	3.2.1	Facilitate training for identified staff and volunteers in disability awareness & inclusiveness	Leaders demonstrate increased competence in leading people with a disability.	Community Strategic Plan <i>B2. A community achieving its potential</i> Workforce Management Strategy Diversity & Inclusion Plan	Medium Term
3.3	Improve organisational capacity to support a diverse workforce.	3.3.1	Review of Flexible work practices / workplace equipment at Council	Review and adopt recommendations.	Community Strategic Plan <i>B2. A community achieving its potential</i> Workforce Management Strategy Diversity & Inclusion Plan	Ongoing
		3.3.2	Create professional relationships with Agencies to support disability in the Workplace	Council has collaborative working relationships with key organisations to support people with disabilities in the workplace.	Community Strategic Plan <i>B2. A community achieving its potential</i> Workforce Management Strategy Diversity & Inclusion Plan	Ongoing

Focus Area 4: Improving access to mainstream services through improved systems and processes

Objective

Access to information is important to ensure that everyone is able to participate and engage in our community. Community members need to be able to make informed choices about available services and to understand decision making processes that impact on their lives.

A common issue for people with disability is the difficulty in navigating the systems and processes required to access the services and supports they need in the community. These difficulties result from a range of barriers including a lack of accessible information, inflexible processes, and limited opportunities for feedback and input¹⁴

This Plan recognises Council is responsible to ensure **all** community members can engage with us and can access information in a format that is accessible and inclusive. This will result in more inclusive and representative feedback to Council.

‘Especially for those like myself with a Vision Impairment large print, audio description and Braille materials are very useful. But also understanding and training of disabilities (even ‘invisible’ disabilities) given to professionals is very important’.

DIAP survey response

¹⁴ NSW Disability Inclusion Plan 2021-2025 page 21.

What you have told us

We asked our workshop participants what Council could do to improve access to services and to enhance systems and processes.

They told us that many people with disabilities rely on timely and accurate information to know what services and facilities are available at a location and whether they are able to participate and be included in an event. For instance, does the Jetty Theatre have wheelchair access, inclusive seating options, accessible bathroom facilities and captioning available?

People with disabilities are often quite good at using technology on a daily basis to support their access. It was acknowledged this may not be true for all community members; and that some people who experience disability due to age may need to be supported by other options such as information being available in print or in an audio format.

People also spoke about Council doing more to promote the accessibility features on Council’s website and how they can provide feedback through the ‘Have Your Say’ engagement portal.





Focus Area 4: Improving access to mainstream services through improved systems and processes

Some of their ideas were:

User Experience

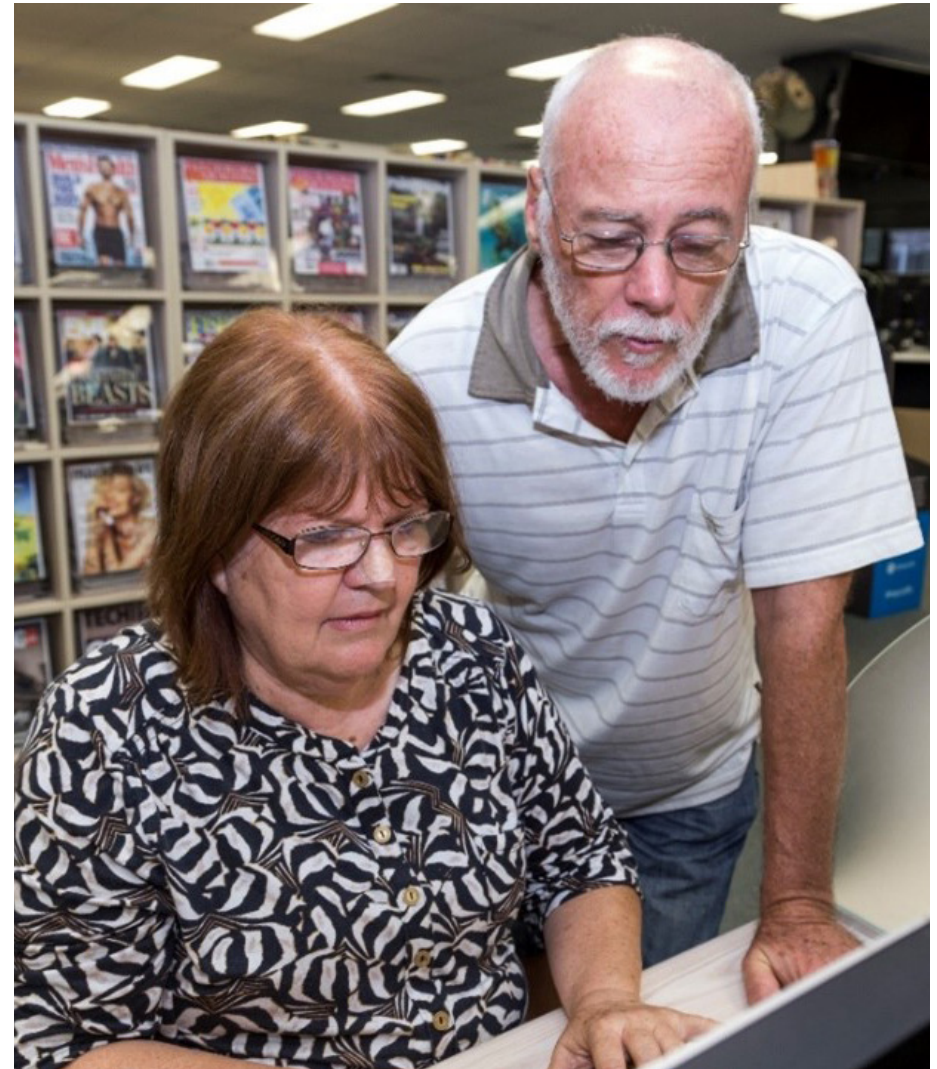
- Ensure people with disabilities are included in user testing of websites.

Feedback

- Including QR codes on signs to learn more information or provide feedback in public spaces
- Encouraging people to provide regular feedback on issues relating to accessibility.

Information

- Further information on venue facilities and accessibility on Council's website
- Online mapping with updated information about planned routes and locations between public spaces including sites suitable for people with higher support needs
- Signs in braille at key locations in parks and in business districts
- Links to blogs by facility users about access at Council sites.



Focus Area 4: Improving access to mainstream services through improved systems and processes

What we have done so far

Council has worked to increase access to information including:

- Social media videos featuring people with disabilities to help promote community participation in the review of the Disability and Inclusion Action Plan
- Social media and web pages promoting information relevant to people with disabilities such as access to beach wheelchairs and installation of the mobi-mat at Jetty Beach
- Junior fiction titles available in a print format for young people with dyslexia.
- 2,000 accessible items were added to the Library's collections during 2020/2021: 592 talking books (books on CD):
526 eAudiobooks (for download)
257 e-books
635 new large print books.
- Assistive software for people with a disability installed for the library computers and purchase of adaptive technology:
PEARL text to speech camera with OpenBook software package
Zoomtext keyboard, and ZoomText Fusion Professional software - designed for users with advanced or progressive vision loss, ZoomText Fusion provides the features and benefits of ZoomText
Magnifier/Reader, plus a complete screen reader.
- Improving Council's website accessibility to meet Web Content Accessibility Guidelines (WCAG) 2.1 standards
- Road and Community Safety activations and information about the use of bikes, wheelchairs and mobility scooters
- Online delivery of programs including Coffs by Nature Tours, Living Lightly workshops to increase access by community members who may previously have been unable to attend. Captioning was included on Facebook film content for these programs.

What we will do next (targets)

The next four years will focus on:

- Increasing staff and volunteers' knowledge, skills and confidence through training, to provide a responsive service to people with a disability
- Reviewing and updating Council's Communication Strategy and incorporating requirements for accessible publications, communications, forms and templates including the use of plain English
- Providing up to date information for visitors and residents on Council facilities and services that support access including mobility maps, accommodation guides and accessible business guides
- Exploring ongoing engagement opportunities to assist Council in implementing the Disability Inclusion Action Plan
- Developing and implementing guidelines in partnership with local emergency agencies to ensure the needs of people with a disability are prioritised during times of an emergency.



Focus Area 4: Improving access to mainstream services through improved systems and processes

Khishkok's Story

Khishkok Abdo is a member of Council's Disability Inclusion and Access Advisory Committee providing representation for people with a significant hearing loss. Khishkok has completed a Bachelor of Community Welfare at Southern Cross University and is now working in the disability sector. Khishkok uses an Auslan translator to communicate.



Tell us what you like to do and where you like to go on the Coffs Coast?

I like to go to Harmony Day and Freedom Feast in Coffs Harbour. I also love going to the Jetty market with my family on Sunday. I enjoy painting with Paint Your Town in Coffs. I like bushwalking and love to see more walking tracks and national parks around Coffs Harbour.

I would love to go to the Deaf Festival and Australian Deaf Games. I want to make and meet more deaf friends. I love to see more Auslan interpreted events in Coffs Harbour and opportunities for deaf people to get involved in.

How can organisations such as Council better support people with a disability to access available services and other opportunities in the community?

Organisation and councils can provide access by providing more videos with captions, information in basic English, visual information and Auslan interpreter for deaf people to access service and create more opportunities for them in the community.



Strategy Code	Strategy	Action Code	Action	KPIs / metric	Link to Policy/Strategy	Timeframe
4.1	Increase tourism and economic development opportunities	4.1.1	Provide up to date information for visitors and residents on facilities and services that support access including mobility maps, accommodation guides and accessible business guides.	<ul style="list-style-type: none"> * Review of accommodation audit to ensure that the information provided is current and relevant * Refresh of accommodation options to include new providers including high-end accommodation to determine accessibility. 	Community Strategic Plan <i>B1. A thriving and sustainable local economy</i> Coffs Coast Tourism Strategic Plan 2020	Short term (1 – 2 years)
		4.1.2	Identify partnership opportunities to develop accessible tourism options tailored to people with a disability.	Marketing of accessible tourism packages in areas such as Woolgoolga or the Coffs Harbour Jetty which are supported by improvements to the infrastructure base and are attractive tourism destinations for people with a disability.	Community Strategic Plan <i>B1. A thriving and sustainable local economy</i> Coffs Coast Tourism Strategic Plan 2020	Ongoing
		4.1.3	Identify opportunities to assist businesses to be more inclusive and provide information to local business and retail property owners.	Development of a short business guide for trading activation Information about the economic benefits of inclusion for people with a disability.	Community Strategic Plan <i>B1. A thriving and sustainable local economy</i> Coffs Coast Tourism Strategic Plan 2020 Economic Development Strategy	Ongoing

Strategy Code	Strategy	Action Code	Action	KPIs / metric	Link to Policy/Strategy	Timeframe
4.2	Improve access and inclusion to Council's community and cultural services, activities and facilities.	4.2.1	Investigate and implement assistive technology and ensure that staff are able to use this technology for the benefit of people with disabilities.	Endorsed assistive technology is installed across the council's facilities and services and staff are confident with using technology effectively to increase access and inclusion.	Community Strategic Plan B2. <i>A community achieving its potential</i> Cultural Plan	Ongoing
		4.2.2	Assess and adapt collection development to ensure Library stock provides for people with disabilities.	Number of eBooks, Junior talking books, NF talking books.	Community Strategic Plan A1. <i>A vibrant inclusive place</i> Cultural Plan	Short term (1 – 2 years) Ongoing
		4.2.3	Review and update of the Cultural Plan to include consideration for people with disabilities to participate in Council's cultural program.	* Artists who identified with a disability to participate in cultural programs such as an exhibition or invited to participate in exhibition & programs * Consider activities that target audiences with a disability for example a low sensory day for neurotypical audiences or an Auslan permanent exhibition tour.	Community Strategic Plan A1. <i>A vibrant inclusive place</i> Cultural Plan	Medium term (2 – 4 years)
		4.2.4	Investigate partnering with groups which support people with disabilities and the aged to develop and deliver targeted programs.	Increased number of people with disabilities attending the Theatre and engaging in performance activities.	Community Strategic Plan A1. <i>A vibrant inclusive place</i> Cultural Plan	Short term (1 – 2 years) Ongoing

Strategy Code	Strategy	Action Code	Action	KPIs / metric	Link to Policy/Strategy	Timeframe
4.3	Increase staff and volunteers' knowledge, skills and confidence to provide a responsive service to people with a disability.	4.3.1	Provide training for staff and volunteers in disability awareness that may cover such topics as impacts of all disabilities, legislation, reasonable adjustment, communication, trauma informed care and mental health first aid.	Number of staff that have completed training. Feedback from community.	Community Strategic Plan <i>B2. A community achieving its potential</i> Workforce Management Strategy Diversity & Inclusion Plan	Short term (1 – 2 years)
4.4	Increase access to Council information.	4.4.1	Review and update Council's Communication Strategy and incorporate the requirements for developing accessible publications, communications, forms and templates including the use of plain English.	Access provisions are incorporated in Council's Communication Strategy and there is evidence of their application in Council documents.	Community Strategic Plan <i>A1. A vibrant inclusive place</i>	Short term (1 – 2 years)
		4.4.2	Develop and implement guidelines to ensure graphic design publications are accessible for people with disability.	Guidelines developed and evidence in documents developed.	Community Strategic Plan <i>A1. A vibrant inclusive place</i>	Short term (1 – 2 years)
4.5	Ensure community engagement practices are inclusive of people with disabilities	4.5.1	Incorporate strategies and measures into the Community Engagement Framework to increase opportunities for people with a disability to engage with Council.	* Establish process and protocols for accessibility and inclusion (including staff checklist, edit checklist etc) * Community of Practice (COP) exercise on an annual basis around accessibility and inclusion.	Community Strategic Plan <i>A1. A vibrant inclusive place</i>	Ongoing

Strategy Code	Strategy	Action Code	Action	KPIs / metric	Link to Policy/Strategy	Timeframe
		4.5.2	Explore ongoing engagement opportunities to assist Council in implementing the Disability Inclusion Action Plan.	<ul style="list-style-type: none"> * Reporting of DIAP actions on a six monthly basis to the Disability Access & Inclusion Advisory Committee * Six monthly meeting of key internal stakeholders on progress of the DIAP, with a resultant news sheet to Council Staff. 	Community Strategic Plan <i>A1. A vibrant inclusive place</i>	Ongoing
4.6	Targeted response to Emergency Management for People with a Disability	4.6.1	Development and implement guidelines to ensure that the needs of people with a disability are prioritised during times of an emergency.	<ul style="list-style-type: none"> * Identification of key localities for people with a disability * Guidelines and a checklist developed to ensure that people with a disability receive priority care. 	Community Strategic Plan <i>A1. A vibrant inclusive place</i>	Ongoing
				Engage with local emergency agencies on the Local Emergency Management Committee to identify their emergency planning and preparedness to support people with disabilities and identify gaps.	Community Strategic Plan <i>D1. Our leaders give us confidence in the future</i>	Ongoing

Implementation

– delivering our plan

The actions identified in this plan have been developed and prioritised according to the feedback from our consultations with people with disability, Council's Disability Inclusion and Access Advisory Committee and the alignment with Council's strategic plans and the services we deliver.

The timeframe for starting these actions has been identified as part of our planning. Resources, responsibility and budgets to deliver these actions are reviewed annually. Many of the identified actions will not require additional funds. Where further funding is necessary for projects such as a facility upgrade, Council will seek where possible to allocate these funds in the annual budget process or through external grants.

Measuring success

– monitoring, review and reporting

All program areas of Council have responsibility for improving access and inclusion in delivering services and programs. Council's Senior Leadership Team will manage and monitor the implementing the DIAP across Council.

Relevant sections are required to report on progress as part of their regular business reporting. The actions in this DIAP will be integrated into Council's 4 year Delivery Program and yearly Operation Plan and will be aligned with the Community Strategic Plan.

Council also understands the importance of measuring the impact of our actions and reporting on this progress to our community.

Council is required under the NSW Disability Inclusion Act 2014 to report annually on the DIAP's progress. An annual report is prepared for the Minister for Families, Communities and Disability Services and the NSW Disability Council.

The report on our DIAP is published annually as part of Council's Annual Report. This report is also published on our website and progress is reported bi-annually to Council's Disability Inclusion and Access Advisory Committee.

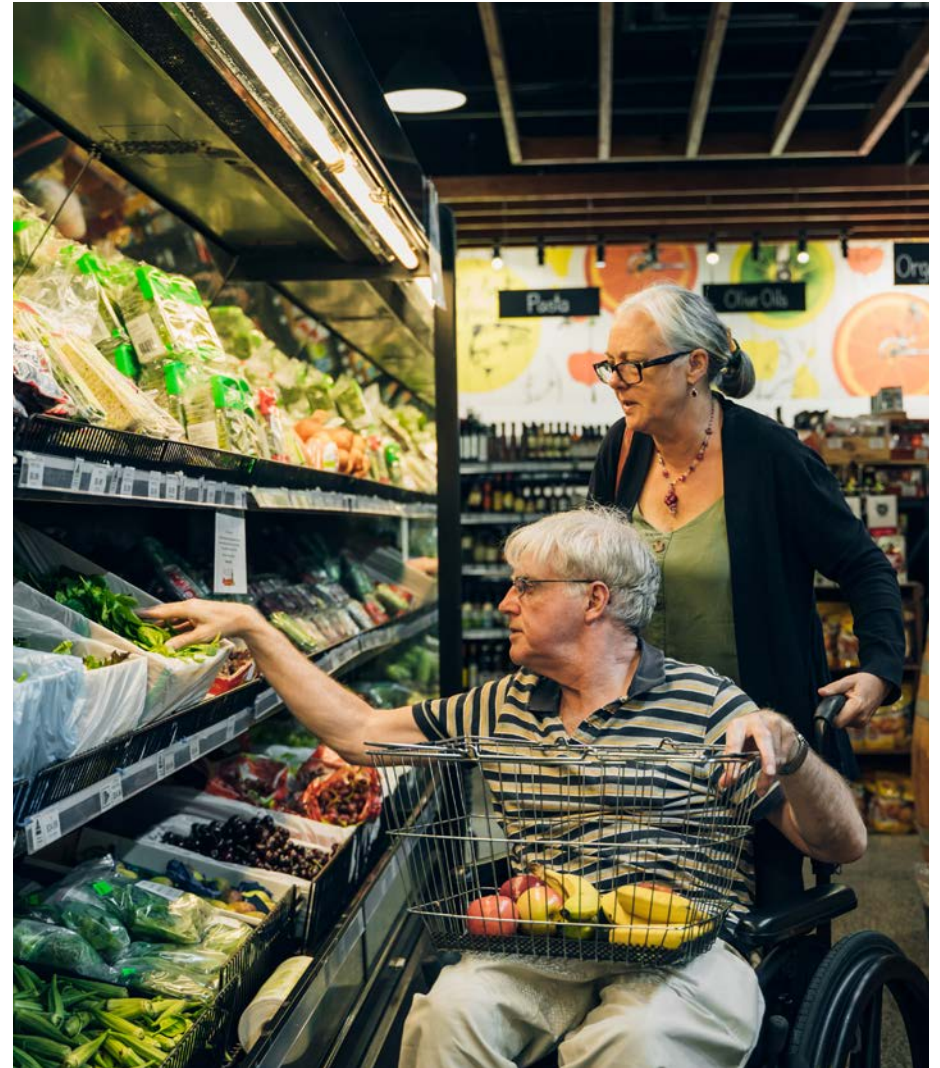
Ongoing consultation

Continued consultation with community, particularly people with disabilities is essential to ensuring the success of this plan. Council's Disability Inclusion and Access Advisory Committee will be consulted on the implementation, progress and evaluation of the plan. The Committee will provide guidance as to how Council can improve delivery of the plan and identify any changing community priorities.

Where appropriate and feasible, Council will also consult with other groups representing people with disability.

The DIAP will be reviewed and updated every 4 years in consultation and collaboration with the community.

Council welcomes any feedback on this plan or suggestions related to access and inclusion. Please direct any enquiries to Council's Community Planner.



Disability Access and Inclusion Advisory Committee

The Disability Inclusion and Access Advisory Committee's provides advice to Council to ensure that Coffs Harbour is an inclusive and accessible city for people with a disability now and into the future.

The Committee is made up of 13 members with broad and diverse range of expertise. It includes 4 representatives from community or government organisations, 8 community members and one Councillor. The Committee play an important role in identifying community needs in relation to inclusion and access and provides feedback on these needs as they relate to Council's work.

The Committee also assists Council to improve public knowledge and awareness of issues relating to access and inclusion. The Committee works with Council to promote celebrations such as International Day of People with Disability.



Steven Paul

Committee Chair
CEO, Coffs Harbour
Support Services Inc.



Brigit Mackenzie

Deputy Committee Chair
Community
Representative



Jane Rowland

Buena Vida Support
Services



Matt Crawley

Blue Sky Community
Services Inc.



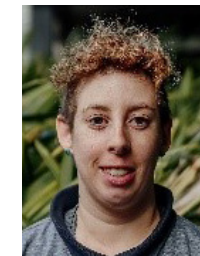
Sophie Bek

Mid North Coast Local
Health District



Tanya Watts

Community
Representative



Madalyn Hails

Community
Representative



Khishkok Abdo

Community
Representative



Heather Coutts

Community
Representative



Shalla Thomas

Community
Representative



David Anderson

Community
Representative



Cr Tony Judge

Councillor
Representative





Coffs Harbour City Council
Locked Bag 155 Coffs Harbour NSW 2450
www.coffsharbour.nsw.gov.au