

15.5 Post exhibition endorsement: Disability Inclusion Action Plan 2023-2027

- CSP Objective: Outcome 1.1: We want a strong sense of community and belonging, where social and cultural life can flourish; and our families, friends and visitors feel welcome and included.
- CSP Strategy: 1.1.1 Provide spaces, services and initiatives that foster a proud, inclusive, and connected community for all.
- Delivery Program: 1.1.1.4 Improving the liveability of Kiama for those with diverse backgrounds and abilities.

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Summary

Council at its meeting on 17 October 2023 resolved to endorse the draft Disability Inclusion Action Plan 2023-2027 (DIAP) and Implementation Plan for public exhibition; and to receive a report back outlining the outcome of the public exhibition.

The draft DIAP and Implementation Plan was placed on public exhibition from 19 October-10 November 2023 for public comment and input. During this period, Council departments with assigned actions were also consulted to ensure accuracy, feasibility and resource implications.

Council received a total of two public submissions and two Councillor submissions.

The draft DIAP and implementation plan have been amended where required as per community and Council feedback.

This report is presented to Council to endorse the final Disability Inclusion Action Plan for implementation, and to submit the Plan to the NSW Disability Council and Minister for Disability Inclusion, required by 1 December 2023.

Financial implication

The DIAP is a whole of Council plan and require capital works budget for projects and staff resources to provide monitoring and reporting of outcomes. The overall cost of deliverable and their resource implications have been categorised as:

- A. Actions that can be implemented withing existing resources such as staff time for consultation and engagement of people with disability, advocacy and representation and use of communication channels to raise public awareness, information and referral.
- B. Actions that can be programmed and budgeted within maintenance/ capital works program such as accessibility compliance upgrades at facilities, footpaths and open spaces amenities.
- C. Actions that could receive funding support from state government to deliver such as accessibility improvement programs – accessible paths to beaches and waterways, installation of accessibility ramps/lifts at pools.

The majority of commitments under the implementation plan (category A and B) are achievable through existing Council works and staff resources. Council has allocated sufficient staffing funds to the age and disability portfolio. This will allow Council to commence planning and delivery of actions in category A.

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A whole of Council plan, the DIAP targets are intended to be integrated into Council's Delivery Program and Operation Plan (DPOP). The full costing of actions identified under category A and B will be known during Delivery Program and Operational Plan (DPOP) planning, with key internal departments and will be presented at the 2024-2025 budget planning phase for Council's consideration, as well identifying opportunities to seek external funding.

Risk implication

The DIAP is a legislative requirement under the NSW Disability Inclusion Act 2014. The new DIAP is due to the NSW Disability Council by 21 November 2023 and to the office of Minister for Disability Inclusion by 1 December 2023.

Should Council not meet the above deadline, Council could be in breach of complying with the NSW Disability Inclusion Act 2014 for not having a current and endorsed DIAP. Further, Council's reputation as an accessible and inclusive municipality and its ability to manage DIAP would be at risk.

Policy

Disability Inclusion Action Plan 2023-2027.

Consultation (internal)

Council departments were provided with a copy of the draft DIAP and Implementation Plan for review and feedback. The departments with allocated actions in the Implementation Plan were consulted during the public exhibition period. They were invited to review their allocated actions for relevance, feasibility, amendment of current actions or to include additional actions. The feedback has been compiled in a feedback register for internal monitoring of agreed actions.

Communication/Community engagement

Community members, including those who took part in the initial consultation were notified of the draft DIAP going to Council for public exhibition. The public exhibition of DIAP was promoted on Council website and social media channels.

Attachments

- 1 Disability Inclusion Action Plan 2023-2027 [↓](#)
- 2 Disability Inclusion Action Plan 2023-2024 Implementation Plan [↓](#)

Enclosures

Nil

RECOMMENDATION

That Council:

1. Endorse the Disability Inclusion Action Plan 2023-2027 for implementation.
2. Submit a copy of the endorsed plan to the New South Wales Disability Council and Minister for Disability Inclusion by 1 December 2023.

Background

The Disability Inclusion Action Plan (DIAP) is a legislative requirement under the NSW Disability Inclusion Act 2014. Councils play a key role to ensure the rights, needs and aspiration of people with disability are met.

Council’s new DIAP aligns with the Principles of Social Justice, Kiama Community Strategic Plan 2022-2032, and is informed by the principles outlined in the UN Convention on the Rights of Persons with Disabilities (2006) and the NSW Disability Inclusion Plan 2021-2025. It presents Councils’ vision for an inclusive and accessible community, and outlines key actions Council will undertake within the following NSW Disability Inclusion Action Plan focus areas:

1. Developing positive community attitudes and behaviours.
2. Accessible and liveable communities.
3. Meaningful employment and economic participation.
4. Systems and processes.

Council at its meeting on 17 October 2023 received a report on the draft DIAP and Implementation Plan and resolved to place it on public exhibition; and to receive a report back outlining the outcome of the public exhibition.

Public exhibition – outcome

The draft DIAP and Implementation Plan was placed on public exhibition from 19 October-10 November 2023 for public comment and input. During this period, Council departments with assigned actions were also consulted to ensure accuracy, feasibility and resource implications.

The draft DIAP and Implementation Plan were amended as per community and Council feedback.

Summary of submissions

A total of two submissions were received as part of the exhibition process. A summary of these submissions and staff comments in response is provided in table 1 below:

Item- Support for the Plan
<ul style="list-style-type: none"> • Community members expressed their support for the plan and the actions provided
Staff Comment
Noted.
Item – Disabled carparks at Gerringong Library
<ul style="list-style-type: none"> • The disabled carpark is located at the opposite side of the park and a lengthy distance to the ramp and building. It is challenging for people on wheelchair and mobility issues to walk/ride the full length of carpark to and from the disabled carpark.

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Staff Comment
<p>The disabled parking was initially located at the entrance of car park and close to the ramp.</p> <p>When council applied to obtain the occupation certificate for the building, the carpark gradient was deemed too steep from the disabled parking to the ramp, therefore it had to be relocated to the far end of the carpark.</p>
Item – submission on DIAP and Implementation Plan
<p>Council received a submission on the DIAP and Implementation Plan (8 pages) that can be summarised as following comments and questions:</p> <ul style="list-style-type: none"> • Page 6 of DIAP references support people with a disability and their carers. How does Council intend to engage with carers? • Page 6 of DIAP references “Partner with Community Organisations and other levels of Government on initiatives that benefit the Community”. Was Council’s Role in collaborating with the “Dementia Friendly Program” an example of that? And what prompted Council to withdraw from the association. • Page 10 of DIAP references the aging population changes. What elements of the Implementation Plan will be geared towards those issues? • A total of 9 commentary and recommendations provided on the Implementation Plan. • Under other matters, the submission references two initiatives for Council’s consideration: Pedestrian Access and Mobility Plan and Liberty Swing.
Staff Comment
<p>Staff welcome and thank the submission made by the local residents, and make the following comments:</p> <ul style="list-style-type: none"> • Staff note the support and positive feedback on DIAP and what it aims to achieve in educating the community and improving Council services for people with a disability. • The DIAP is a four-year plan and the Implementation Plan is a one year delivery program which will be reviewed and updated annually. • The feedback provided in the submission will be reviewed at the annual review periods. • Staff will reach out to the person who has made the submission to further discuss their response and will provide a response to the questions. • Staff note recommendations provided on specific actions in the Implementation Plan and will discuss or provide a response directly. • Staff note the accessible initiatives referenced in the submission.

Councillor Submissions

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Two Councillor submissions were received through the exhibition period. These are outlined below.

Councillor Drasima

It is noted that as part of the questions for future meetings Councillor Draisma asked a question on notice about whether additional accessibility of caravan parks could be considered as part of the DIAP.

In answer to this question, staff have noted the desire of Councillors to consider a broader range of options and undertake investigations into specific business areas of Council. Given the time frame for delivery of the DIAP to meet legislative requirements (submission to the State Government by 30 November 2023) the ability to significantly amend or expand the plan at this time has not been able to occur. Consideration of the offering of accessible options and other improvements to holiday parks can be considered in further iterations of the DIAP and as part of any future service review, facilities accessibility audit and capital project planning for the parks.

Councillor Larkins

A submission was received as part of the exhibition process from Councillor Larkins. In summary this submission outlined the following suggestions:

- It would be important that if Council is providing emergency information to residents – such on its' disaster dashboard - that it considers how it presents information in this setting and circumstances. It may be necessary as part of a disaster/emergency context to include resources or information on how to access the material in an audial setting or to access Auslan.
- It would be important for Council staff to be aware of the use of language when engaging and describing people with disability. Certain words can perpetuate harmful stereotypes. A good guide that can be promoted to council staff is the People with Disability Australia (PWDA)'s Language Guide, which is attached to this submission.
- Statement, in either the DIAP or the Implementation Plan, stating *'Library Services to have inclusive book collections, such as large print and audiobooks.'*
- There should be direct mention in either the DIAP or the Implementation Plan about the use of animals for providing assistance to people with disability.
- Under Focus Area 3 - Meaningful Employment and Economic Participation, there should be an additional point 3.3 which is: *Improving disability access to tourist events organised or involves Kiama Council, such as increasing participation in our events, festivals and activities.*
- It is not specifically mentioned in Council's Emissions Reduction Plan (ERP). However, as part of implementing measures through the ERP and other Net Zero measures, it should be considered that there are those with mobility scooters and wheelchairs who may need to access charging points. No suggestion is made, but this could be considered as part of draft implementation plan.

Staff welcome the detailed feedback provided by Councillor Larkins and note given the time frame for delivery of the DIAP to meet legislative requirements (submission

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to the State Government by 30 November 2023) the ability to significantly amend or expand the plan at this time has not been able to occur. Additionally, it is noted that some of these suggestions have been addressed in the Implementation Plan to some degree, including:

- Develop a best practice guideline to improve accessibility and inclusiveness at Council events including signage, viewing platforms, Auslan interpretation, low-sensory spaces or session, etc.
- Implement and maintain Web Content Accessibility Guidelines (WCAG) across Council’s digital content platforms.
- To investigate and apply alternative accessible formats for key marketing materials.
- Review the website content to make information more user friendly for people with disability.
- Review Council workplaces to ensure accessibility and inclusive workplace and practices for people with disability.

The suggestions provided will be investigated during the periodic review of the Implementation Plan.

Changes made

As the result of the consultation, minor typing error corrections, style updates including change of ‘per cent’ to ‘%’, population data updates and minor text formatting changes are incorporated in the DIAP.

Additionally, the Implementation Plan has been updated including amendments to the following actions:

Previous action	Revised action
Investigate Image Descriptions and the use of #CamelCase for people who are Blind or have low vision, including updates in the Social Media Policy.	Implement and maintain Web Content Accessibility Guidelines (WCAG) across Council’s digital content platforms.
Investigate and apply alternative formats that cover all disabilities, non-digital, easy read, audio, Braille, Auslan, other languages.	To investigate and apply alternative accessible formats for key marketing materials
Investigate the re-establish of the Access & Inclusion Reference Group (AIRG) or a similar group, ensuring representation of people with a disability.	Deleted - the Sustainable Communities Advisory Committee will act as reference group for all community related matters.

Conclusion

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(cont)

This report is presented to Council to endorse the final Disability Inclusion Action Plan for implementation, and to submit to the NSW Disability Council and Minister for Disability Inclusion, required by 1 December 2023.

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Disability Inclusion Action Plan (DIAP) 2023-2027
2023-2027

A sustainable and inclusive community



Acknowledgement of Country

Kiama Municipal Council acknowledges the Wodi Wodi people on Dharawal country as the traditional custodians of the land on which our Municipality is located. We pay our respects to Elders past, present and future. We are committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to our community.

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Message from the Mayor

I'm proud to introduce our Council's updated Disability Inclusion Action Plan (DIAP). Building on our past achievements like the Dementia Friendly Program and accessible Council initiatives, this plan focuses not only on physical access but also on enhancing communication, transport, and community activities for those with disabilities.

In alignment with the NSW Disability Inclusion Act 2014, this plan, crafted with insights from those with lived experiences of disability, showcases our commitment to make Kiama inclusive and accessible. Our goal is holistic inclusion, embracing universal design principles in all Council domains, from health to infrastructure.

Our vision is a Kiama where everyone, irrespective of age, background, culture or ability, can thrive. By implementing this plan, we're taking strides to ensure universal participation and accessibility in our community.

Neil Reilly
Mayor, Kiama Municipal Council

Definitions

Disability

A person who has 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.

Disability Inclusion Act (NSW) 2014

Inclusion

Inclusion is where everyone is treated equally and has an active role in society. Hence, an inclusive society for people with disabilities is one where they: are respected; have equal access to services and facilities, and; are provided the same opportunities as those without a disability.

Disability.royalcommission.gov.au

Accessibility

Accessibility is when consideration is taken to the development or modification of products, services, sites and facilities, so that they can be approached, used and participate safely by people of all abilities. This can apply to parking, entrance to buildings, floor spaces, language, document visibility, online content etc.

modified from cdc.gov/ncbddd/disabilityandhealth

Liveability

A city, town or region is more likely to be liveable if there are high levels of health and welfare, safety, economic opportunities, access to transport, opportunities for recreation and attractiveness, and low levels of pollution. People are supported to enjoy good physical and mental health, fulfil social relationships, and have a high level of life satisfaction and happiness.

Reports.envcomm.act.gov.au



Background

The Kiama Municipal Council Disability Inclusion Action Plan (DIAP) 2023-2027, reflects Council's vision for an accessible and inclusive community. It builds on achievements from the previous DIAP and defines new and ongoing targets that support people with a disability and their carers to be recognised, heard, valued and supported to live, work and play equitably in our community.

The DIAP was developed in close consultation with residents, visitors and organisations who understand lived experience of temporary or permanent mental and physical disability; and with Council staff and management. It outlines Council's commitment and leadership to strengthen the voices of people with a disability, remove barriers to access and participation and enhance liveability for Kiama's diverse community.

Council's role in access and inclusion include:

- Provide a range of facilities, services and events that make the Municipality a place for people to live, work and play.
- Develop and implement DIAP that meets the changing needs and expectations of the Municipality.
- Build Council and the community's capacity through education, professional development opportunities and policy development for a knowledgeable, resourceful, accessible and inclusive community.
- Regulate and monitor compliance to legislation.
- Partner with community organisations and other levels of government on initiatives that benefit the community.

Regular and systematic review of DIAP will take place, informed by the relevant Commonwealth and State government legislation and by Council policy and reporting requirements.

Strategic Framework

Council's new DIAP aligns with the Principles of Social Justice, Kiama Community Strategic Plan 2022-2032, and is informed by the principles outlined in the UN Convention on the Rights of Persons with Disabilities (2006) and the NSW Disability Inclusion Plan 2021-2025.

Principles of Social Justice

- **Equity:** Everyone should have a fair opportunity to participate in the future of the community, particularly for those in vulnerable circumstances.
- **Access:** All people should have fair access to services, resources and opportunities to improve their quality of life.
- **Participation:** Everyone should have the maximum opportunity to genuinely participate in decisions which affect their lives.
- **Rights:** Equal rights should be established and promoted, with opportunities provided for people.

The Kiama Community Strategic Plan's (CSP)

The CSP provides an overarching framework for Council to 'embracing diversity of thought, experience and ideas', acknowledging 'our differences add vibrancy and character' to our Municipality. The DIAP is directly aligns with the following CSP aims and strategy:

Aims

- A strong sense of community and belonging, where social and cultural life flourishes.
- Our families, friends and visitors feel welcome and included.

Strategy

- Providing spaces, services and initiatives that foster a proud, inclusive and connected community for all.

The UN Convention on the Rights of Persons with Disabilities Principles

- Focusing on abilities and not disabilities
- Fundamental rights for all people
- Genuine dialogue and participation
- Improving access and participation
- Prudent use of resources
- Recognising the benefits of collaboration
- Principles of Universal Design
- Access is everyone's business

The NSW Disability Inclusion Plan 2021-2025

The Plan identifies priority actions that guide the improvement of the accessibility and inclusivity of organisations, programs, services and facilities. It follows the NSW Government's four recommended focus areas, including:

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

Keeping in mind these important principles and focus areas, Council has completed the disability inclusion action planning process as required by the Disability Inclusion Act 2014 (NSW).

Legislative Requirements

People living with a disability, their families, carers, and those who support them have a legal right to access service, and facilities. These rights are part of State and Commonwealth policy and legislations which makes it illegal to discriminate against a person with a disability. They include:

- United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPWD)
- Australian Disability Strategy (ADS)
- NSW Disability Inclusion Act 2014 (DIA)
- Commonwealth Disability Discrimination Act 1992 and related Disability Standards for Access to Premises – Buildings (2010)
- National Disability Insurance Scheme Act 2013 (NDIS)
- NSW Anti-Discrimination Act 1977
- NSW Government Sector Employment Act 2013
- Disability Discrimination Act 1992 (Disability (Access to Premises – Building) Standards 2010)

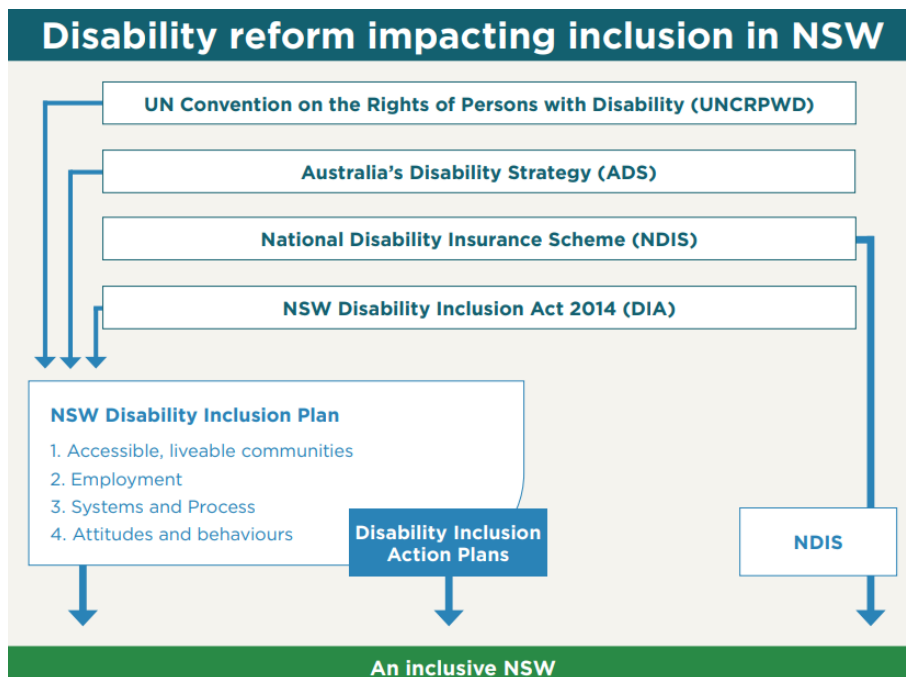


Figure 1. Legislations and Policies that inform the development of DIAP in NSW.

Context

1 in 5 Australians have disability – a very large proportion of our society. Most people will experience some type of disability in their lifetime and many of us are also carers and support people, friends or family members with disability. As a society, there is a need to ensure that community attitudes are inclusive, environments are accessible, the workforce is diverse and organisational processes are user friendly.

About 23,000 people live in the Kiama LGA (ABS Census Data/REMPAN), with the median age of residents being 48 years. This is higher than the average compared to the NSW average age of 38 per cent. Over its 258 square km area, there are nearly 2,000 businesses, many of whom would have customers and other stakeholders with disability. Of the total population in Kiama in 2021, 5.2% had a need for assistance with core activities due to a profound or severe disability. This means people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication due to a disability, long term health condition (six months or more) or older age. This result shows an increase of 23 % since this data was previously captured in 2016, demonstrating that people needing assistance in the local area is on the rise.

The prevalence of disability also increases as we age. In 2021, the average age of people living in Kiama was 48 years.

Of the 23,074 residents in Kiama in 2021:

- 16.5 % were aged 60-69 years (most common)
- 12.8 % were aged 50-59 years
- 12.6 % were aged 70-79 years

The 70-79 age bracket is the range that has grown the most since the data was previously captured in 2016, showing a 34 % increase.

What Are We Already Doing

Council has been progressively working to enhance access and inclusion for people with disability through programs and services and provision of accessible facilities. The following are highlights of recent achievements and outcomes:

Attitudes and behaviours

- Delivery of Dementia Friendly program.
- Promotion of accessible features of Kiama area.
- Disability awareness training for staff.

Liveable communities

- Installation of additional accessible toilet and change facilities.
- Promotion of accessible tourism and accessible cabins at holiday parks.
- Upgrade Council website and improvements to information provision in accessible formats on Council's communication platforms, including user testing.

Employment

- Offer student placement for people with disability.
- Scoping of recruitment protocols around access and equity principles.

Systems and process

- Allocation of budget to address accessibility barriers and facilitate positive experiences for residents with mobility issues while attending Council community events.
- Provide more information in Easy Read.
- Updating of Council forms and correspondence to increase accessibility.



Community Consultation – What We Heard

Methods of Engagement

During the development of the Plan, Council conducted consultations with people with disability, carers, disability support services, visitors, Council staff and the wider community. In addition to the consultation, Council also researched the community profile specific to people with disability and their carers, a review of key policies and strategies, review of best practice and benchmark against other councils in NSW.

Council implemented accessible engagement methods to enable people with communication barriers to participate and have a say. They included:

- 'Have Your Say' webpage.
- Council's social media platforms.
- Public community survey 2022 – 30 community respondents received, with overwhelming majority being people with disability, working in disability sector or being a carer/ family member of person with disability.
- Internal survey targeted at Council staff - 26 staff from all areas of Council completed a DIAP survey (8% with disability, 46 % carer or family member with disability).
- Held focus groups with community members and organisations.
- Feedback sessions with Connected and Liveable Community Advisory Committee.
- Meetings and information sessions with staff regarding the new implementation plan.

What the community told us

Of the total respondents, 19 % of respondents felt that people with disability are welcomed and included in the Kiama community, whereas 14 % disagreed with this statement. Further, 19 % of survey respondents were aware of accessibility barriers with Council's information content, and 43 % were 'unsure.'

The survey also captured statements and commentary from respondents on what accessibility means to them and suggestions for improvement. Below are highlights of the feedback:

- "Accessible means that something is easy to access for a person with a disability as it is for the general population. Inclusive means people with a disability are represented and accepted within the community".
- "Physically, culturally, psychologically safe and available to all".
- "A place where everyone belongs, is welcome and feels comfortable, without any barriers (physical or social) preventing meaningful participation".
- "I'd like to think in terms of whatever access different people need, rather than disability. Everyone needs something different, and we need to take very broad considerations into our planning so that everyone has access and feels genuinely welcome and equal".

- “More disability specific musical events or a disability friendly session of an event could give more people with a range of disabilities the confidence to get involved and meet others, build connections and feel valued as community members”.
- “Please make sure it’s accessible to everyone on the same level and no one should never ever feel left out”.

Most pressing issues in Kiama were identified as:

- Accessible information digitally.
- Staff skill development - providing tools and disability awareness to feel confident when working with people with disability.
- Transport and Parking accessibility issues.
- Physical access (public spaces including footpaths, parks, buildings).
- Lack of jobs available to people with disability.
- Negative attitudes and perceptions.
- Limited training opportunities for people with disability to gain skills.

Key area for action suggested were:

- Participation of people with lived experience and/or experience in disability in decision making.
- Increased community awareness and education.
- Better accessible employment and career pathways for people with disability, including internship options.
- More opportunities for social interaction through organised programs and events.
- Better physical accessibility of community venues – leisure centres, parks and events.
- Supporting local businesses to be more inclusive.

What We Will Do – Action Plan

Councils play a key role in ensuring the rights, needs and aspiration of people with disability are met. The role of local government can be summarised in the following key functions:

- Oversee **compliance to legislation** regarding access and inclusion within local government authority.
- The **strategic planning** policy and procedures ensures the needs and expectations of the community are met.
- Provision of **facilities, services and events** creates a place for everyone to live, work and play.
- Facilitating **community capacity building** through training, skills development, community development and social policy response.
- Lead **collaboration and partnership** among community and other stakeholders.

The DIAP guides Council in its work with, by and for people with disability, the wider community, service providers and other stakeholders to meet the needs of local people with disability.

The DIAP follows the NSW Government's recommended focus areas to address significant barrier to access and inclusion.

Focus Area 1 - Developing positive community attitudes and behaviours.

A community with positive attitudes, behaviour and awareness of the rights, abilities and inclusion of people with a disability.

Rationale

The attitudes and behaviours of the general community towards people with disability have been described as the single greatest barrier to full access and inclusion. Attitudes and behaviour permeate all aspects of life. Attitudes towards people with disability are often determined by ignorance, fear or lack of opportunity to interact. Developing positive attitudes involves increasing awareness and changing negative perceptions over time.

- 1.1 Engage with people with lived experience of disability in local community to inform Council policies, strategies and processes.
- 1.2 Build disability awareness and confidence among local businesses to support employment participation of people with disability.
- 1.3 Inform and empower Council staff to better understand disability and create positive engagement and experiences with people with disability when connecting with Council.
- 1.4 Explore opportunities to represent people with disability in Council imagery, marketing and communication materials.

- 1.5 Deliver programs that promote and enhance access and inclusion in community.

Focus Area 2 - Accessible and liveable communities.

People with disability find it easier to access community buildings, places and activities in the Kiama Local Government Area.

Rationale

Creating liveable communities focuses attention and resources on the elements of community life that most people want to engage and participate in. Creating liveable communities for people with disability is more than modifying the physical environment. It also covers areas such as accessible housing, access to transport, community recreation, social engagement and universal design.

- 2.1 Improve access and inclusiveness of Council buildings and facilities.
- 2.2 Improve accessibility in the community, including public toilets, seating and footpaths.
- 2.3 Improve accessibility in natural environment of the Kiama LGA.
- 2.4 Improve accessibility of public transport and parking.
- 2.5 Deliver accessible and inclusive community events and functions.
- 2.6 Improve accessibility for children and young people with disability, including for infrastructure such as playgrounds.

Focus Area 3 - Meaningful Employment and Economic Participation

People with disability have greater access to employment opportunities within Council and in the local area more broadly.

Rationale

People with disability can experience multiple barriers at all stages of the employment process, ranging from inaccessible interview venues and processes, lack of reasonable adjustments to the work environment, poor career planning opportunities, rigid role descriptions and online testing that may place applicants at a disadvantage. These factors can reduce individual opportunities to gain and retain employment, and in turn mean organisations miss out on working with potential excellent staff and team members.

- 3.1 Build disability awareness and confidence with Council to support employment participation of people with disability in Council jobs.
- 3.2 Encourage local business to increase employment opportunities for people with disability.

Focus Area 4 - Systems and processes

People with disability find it easier to independently access the services and processes of Council.

Rationale

A common issue for people with disability is the difficulty in navigating systems and processes to access the services and supports they need in the community. Some of these difficulties stem from the quality of service and training of front-line personnel, the systems and processes required to access services, and the lack of accessible options for communicating, accessing information or providing input or feedback.

4.1 Provide Council information in accessible formats.

4.2 Continue to enhance the accessibility of Council's website and social media platforms.

4.3 Conduct targeted and accessible consultation and engagement activities with people with disability and support services on key policies and strategies.



Implementation, Monitoring And Reporting

The actions within the new DIAP will be incorporated into Council's operational planning and reporting processes, to ensure they are embedded and wholistically delivered. An internal Implementation Plan has been developed that include priority actions for Council over the next four years, ensuring accountability measures across all Council departments.

A copy of the Plan will be registered with Disability Council NSW and the Human Rights and Equal Opportunity Commission.

The Plan and its priority actions will be reviewed internally with the support of Council's new Sustainable Communities Committee and will be reported through the six monthly and annual reporting timeframes. The outcomes will be included in Council's Annual Report and information will be made available to key advisory groups, supporting agencies and the public.

The DIAP will be implemented as a live plan to ensure priority actions are responsive to the changing and emerging community needs and priorities. Council values community feedback on our progress in meeting the goals and actions outlined in our DIAP. Individuals and organisations are encouraged to share their thoughts and experiences with Council to ensure our continued improvement.

Thank You

We would like to thank those people who contributed their time and expertise to participate in the development of this plan, including:

- Our survey respondents
- Our community consultation participants
- Kiama Municipal Council staff
- People with disability who are residents/workers and visitors to the Kiama Municipality.

More Information

www.kiama.nsw.gov.au

02 4232 0444

council@kiama.nsw.gov.au

For a free interpreter call us via the Translating and Interpreting Service (TIS) on 131 450.

If you are d/Deaf, hard of hearing or have or speech impairment, please contact us via our National Relay Service number: 02 9707 9000.

Disability Inclusion Action Plan 2023-2027 – Implementation Plan

Priorities	Actions	Departments	Measure	Resources	Timeframe
Focus Area 1 - Promoting Positive Attitudes and behaviours - People of all ages with disability experience positive attitudes and behaviours from our staff, and feel confident that their Council promotes and encourages these in the broader community					
1.1.1.3 Inform and empower Council staff to better understand disability and create positive engagement and experiences with people with disability when connecting with Council	1.1.1 Inform staff of Council's disability and inclusion commitments and plan for all new staff as part of induction/onboarding.	Human Resource	DIAP is a standard item on induction agenda	Staff time	Ongoing
	1.1.2 Provide training and skill development resources to staff and Councillors through E-learning.	Human Resource	At least one E-learning training is delivered. Number of staff participating	Promotion, technical equipment	Annually
	1.2.3 Deliver an annual staff engagement activity during the Internal Day of People with Disability Day.	Community Hubs Human Resource	An event is planned, promoted and staff participate	Staff time/ catering cost. Venue and Promotion-In Kind	Annually

		All Departments	Number of presentations and consultations	Staff time	Annually
1.2 Engage with people with lived experience of disability in local community to inform Council policies, strategies and processes.	1.2.2. To utilise local interest groups and disability services to inform and consult on planning and decision making to ensure access and inclusion outcomes.				
1.3 1.2 Build disability awareness and confidence among local businesses to support employment participation of people with disability.	1.3.1. Explore options to establish a relationship with 'Zero Barriers' to raise awareness and encourages local businesses to provide work experience and employment for people with disability.	Community Hubs Economic Development	Number of participating businesses	Staff time	Ongoing
	1.3.2. Promote the introduction of step and clutter-free access to local businesses.	Community Hubs, Economic Development	Number of participating businesses	Staff time	Ongoing
	1.3.3 Scope the potential of offering an accessibility award/recognition scheme to recognise the achievements of local businesses.	Economic Development Community Hubs	Annual recognition/award is in place and implemented	Staff time Printing cost	Annually

<p>1.4.1. Increase the visibility and representation of people with disability in Council publication, communication and marketing materials.</p>	<p>Communications</p>	<p>Council publications and communications feature people with disability</p>	<p>Staff time Design and printing materials</p>	<p>Ongoing</p>
<p>1.4.1.4 Explore opportunities to represent people with disability in Council imagery, marketing and communication materials.</p>	<p>Community Hubs Human Resources</p>	<p>Number of recruitments</p>	<p>Staff time</p>	<p>Ongoing</p>
<p>Focus Area 2 - Accessible and liveable communities - People with disability find it easier to access community buildings, places and activities in the Kiama Local Government Area.</p>				
<p>2.1 Improve access and inclusiveness of Council buildings and facilities.</p>	<p>2.1.2 Undertake Accessibility Audit through industry experts to ensure Council owned buildings, facilities, halls, leisure centre, holiday parks and amenities are accessible compliant and develop a maintenance/ upgrade program for Council's consideration under capital and maintenance works.</p>	<p>Community Hubs</p>	<p>Procurement of industry experts Audit undertaken and report produced.</p>	<p>\$20K - \$25K Annually/Bi-annually</p>
	<p>2.1.2 Continue to improve access to recreation and aquatic facilities through the provision of ramps, lifts and promotions of features.</p>	<p>Liveability and Infrastructure Community Hubs</p>	<p>Number of upgrades</p>	<p>Staff time Facilities Enhancement Capital Budget</p>

	Property Maintenance	Number of signs replaced/ updated	Staff time	Annually
2.1.3 Review and update public signage at buildings and facilities to inform of access features.	Library Services	Review completed and findings implemented	Staff time Shelving adjustment cost	Annually
2.1.4 Review accessibility of library shelving and access to digital and non-digital resources for people with a disability.				
2.2.1 Improve and ensure maintenance of accessible public toilet facilities across the local government area, including raising awareness of the use of MLAK keys.	Community Hubs Communications Customer Service	All public toilets are accessible PWD aware and have access to MLAK keys through customer service	Staff time MLAK key cutting	Ongoing
2.2.2 Review the public seating to improve or increase suitable seating, disability access and safety.	Community Hubs, Planning	Evidence of occurrence	Relevant Staff, Finances	Ongoing
2.2.3 Audit and review the quality of public footpaths and parking to ensure accessibility by people with mobility issues.	Operations and Maintenance	Evidence of occurrence	Relevant Staff, Finances	Annually
2.2 Improve accessibility in the community, including public toilets, seating and footpaths.				

<p>2.3 Improve accessibility in natural environment of the Kiama LGA</p>	<p>2.3.1 Improve disability access and signage to beaches and waterway including the inclusion of modifications, steps, ladders, beach wheelchairs and mats.</p>	<p>Community Hubs, Lifeguards, Planning</p>	<p>Evidence of occurrence</p>	<p>Relevant Staff, Finances</p>	<p>Ongoing</p>
	<p>2.3.2 Review disability access and signage at nature or rainforest walks for accessibility and promote accordingly.</p>	<p>Liveability and Infrastructure</p>	<p>Evidence of occurrence</p>	<p>Relevant Staff, Finances</p>	<p>Annually</p>
<p>2.5 Deliver accessible and inclusive community and functions.</p>	<p>2.5.1 Develop a best practice guideline to improve accessibility and inclusiveness at Council events including signage, viewing platforms, Auslan interpretation, low-sensory spaces or session, etc.</p>	<p>Events and Tourism</p>	<p>Guidelines developed</p>	<p>Hiring/ purchasing cost</p>	<p>2023/4</p>
<p>2.6 Improve accessibility for children and young people with disability, including for infrastructure such as playgrounds.</p>	<p>2.6.1 Consult children and young people during infrastructure planning and development 2.6.2. Undertake accessibility audit of parks, open space and sporting facilities.</p>	<p>Infrastructure and Liveability</p>	<p>Consultation events and audits undertaken</p>	<p>Staff time, upgrading budget</p>	<p>Annually</p>
<p>Focus Area 3 - Meaningful Employment and Economic Participation - People with disability have greater access to employment opportunities within Council and in the local area more broadly</p>					

<p>3.1.1 Review current practices relating to recruitment and retention (including work experience and volunteering), to ensure they are inclusive of people with a disability, include reference to Access and Inclusion Index audit.</p>	<p>Human Resources</p>	<p>Process/policy change Increased number of PWD applying for Council jobs</p>	<p>Staff time</p>	<p>Annually</p>
<p>3.1.2 Review Council workplaces to ensure accessibility and inclusive workplace and practices for people with disability.</p>	<p>Human Resources Operations and Maintenance</p>	<p>Workplace modification for people with disability</p>	<p>Staff time Budget for accessible work stations and amenities</p>	<p>Annually</p>
<p>3.2.1 Offer information and support to local businesses to increase employment of people with disability.</p>	<p>Economic Development</p>	<p>Local businesses are engaged and taking part</p>	<p>Staff time</p>	<p>Ongoing</p>
<p>3.2.3 Support businesses with information, resources and connections to become accessible and inclusive workplaces.</p>	<p>Economic Development</p>	<p>Evidence of process/policy change</p>	<p>Staff time</p>	<p>Ongoing</p>

3.2 Build disability awareness and confidence within Council to support employment participation of people with disability in Council jobs.

3.2 Encourage local businesses to increase employment opportunities for people with disability.

Focus Area 4 - Systems and processes - People with disability find it easier to independently access the services and processes of Council					
4.2 Provide Council information in accessible formats.	4.2.1 Review the website content to make information more user friendly for people with disability.	Communications	Easy Read contents available on the website	Staff time	Ongoing
	4.1.2 Investigate and identify key Council documents to be developed in easy read versions.	Community Hubs Communications	Key documents are available in easy read versions	Staff time Design and print cost	Ongoing
	4.2.3 Investigate developing Web Content Accessibility Guidelines for website content updates.	Communications	Guidelines are developed	Relevant Staff	2024
	4.2.4 To investigate and apply alternative accessible formats for key marketing materials.	Communications	Evidence of process/policy change	Staff time Design and print cost	Ongoing

<p>4.3 Continue to enhance the accessibility of Council's website and social medial platforms.</p>	<p>4.3.1 Implement and maintain Web Content Accessibility Guidelines (WCAG) across Council's digital content platforms.</p>	<p>Communications Information Technology</p>	<p>Evidence of process/policy change</p>	<p>Staff time</p>	<p>2024</p>
	<p>4.3.2 Develop and implement training for positions that require accessibility awareness and have frequent engagement with people with disability.</p>	<p>Community Hubs Human Resources</p>	<p>Staff are trained in accessibility and inclusion</p>	<p>Training cost</p>	<p>Ongoing</p>
<p>4.4 Conduct targeted and accessible consultation and engagement activities with people with disability and support services on key policies and strategies.</p>	<p>4.4.1 Ensure feedback, surveys and complaints processes are accessible and provided and accepted in a range of formats.</p>	<p>Community Hubs Communications</p>	<p>Accessible format of documents are available to public</p>	<p>Staff time Design and Print</p>	<p>ongoing</p>
	<p>4.4.2 Incorporate accessible practices and procedures in the community engagement plan and develop and deliver targeted engagement activities to ensure people with disability can have a say.</p>	<p>All departments</p>	<p>People with disability participate in consultations</p>	<p>Staff time</p>	<p>Ongoing</p>