



KIAMA MUNICIPAL COUNCIL
your council, your community

Disability Inclusion Action Plan 2017-2021



RESPECT



INNOVATION



INTEGRITY



TEAMWORK



EXCELLENCE

Contents

Introduction-----	3
Background for the Kiama Disability Inclusion Action Plan -----	4
Overview of Council's Functions and Services -----	6
Achievements Previously -----	7
Our Community -----	7
Disability in the Kiama Community -----	8
Consulting the Community -----	9
How will we measure our success? -----	9
Actions -----	11
FOCUS 1: Developing positive community attitudes and behaviours. -----	12
FOCUS 2: Creating liveable communities -----	15
FOCUS 3: Supporting access to meaningful employment -----	21
FOCUS 4: Improving access to services through better systems and processes. --	23

Introduction

The Kiama Council Disability Inclusion Action Plan 2017-2021 reflects Council's vision for an accessible and inclusive community. It defines targets for change to ensure people with a disability, their families, carers and friends are recognised, valued and supported to have an equal role in community life. It aims to strengthen the voice of people with a disability and to recognise the significant role that families, friends and carers play.

The Plan is mainly focused on supporting access to Council services, buildings, facilities, how we communicate and the information we provide. Other priorities will require an advocacy role by Council, which we will undertake to champion the rights of all for equal inclusion and participation.

Specific consultation on access and inclusion has been carried out with residents with a disability, families, service providers, the general community and visitors. This input has been included with advice from the community received over the last five years through consultations on health, ageing and Council services. All these have shaped the targets of the Kiama Disability Inclusion Action Plan.

The predominant themes from the current consultations are consistent with past advice from the community. Key issues raised, in order of frequency of comment, were:

Facilities – Improved accessibility of public toilets to meet current standards, especially for adult care; more seating; better accessibility of beaches and parks for the less mobile.

Transport – more public transport that is affordable and better serves local residential areas; individualised transport to assist participation in community decision making, events, activities and consultations; better placed, more and wider accessible parking places.

Pathways – maintaining footpath surface quality with minimal slope and adequate railings for safe use; extending pathways into residential areas for efficient access to business areas; ensuring safety at road crossings; safe access from parking to path for less mobile car users.

Council Information – providing simpler clearer information, forms, letters in a range of formats that are easily available and not solely dependent on technology; availability of person to assist understanding face to face.

Local businesses – provide ease of wheelchair access; wheelchair space within businesses and medical services; maintain footpath clearways in front of businesses, free of signs and merchandise; encourage disability awareness in staff.

Attitudes – Improved general awareness of the diversity of needs in the community and better training of business staff in dealing with those with different needs.

Background for the Kiama Disability Inclusion Action Plan

This Plan flows from international conventions and national and state legislation. Each of these is focussed on fair and equitable inclusion of all in community.

International

United Nations Convention on the Rights of Persons with Disabilities (2006)

National

Disability Discrimination Act (1992)

National Disability Agreement (2009)

National Disability Strategy 2010-2020

Disability (Access to Premises-Buildings) Standards 2010

State

Disability Inclusion Act 2014

Anti-Discrimination Act 1977

State Disability Strategy Implementation Plan 2012-2014

Local

Local Government Act 1993

Kiama Council Community Strategic Plan 2013-2023

Council's principles and values as established in the Strategic Plan are based on the social justice principles of:

Equity: There should be fairness in decision making, prioritising and allocation of resources, particularly for those in need. Everyone should have a fair opportunity to participate in the future of the community. The planning process should take particular care to involve and protect the interest of people in vulnerable circumstances.

Access: All people should have fair access to services, resources and opportunities to improve their quality of life.

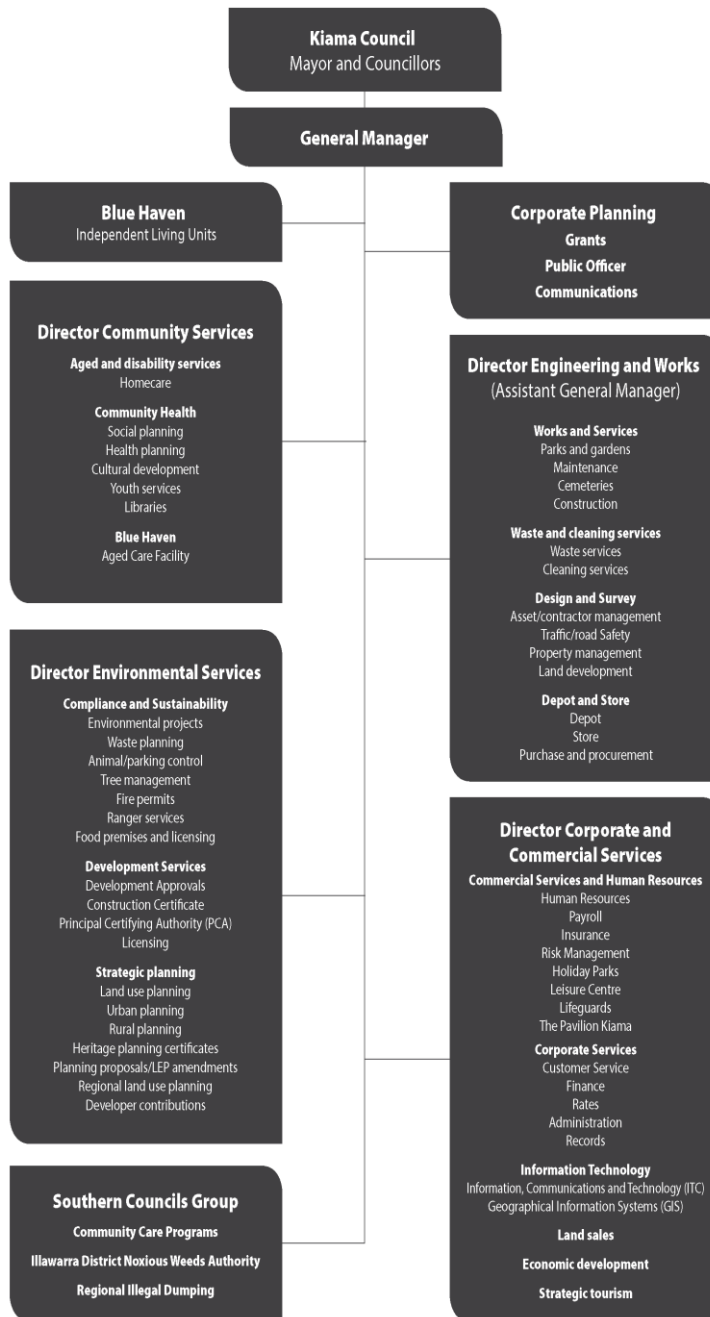
Participation: Everyone should have the maximum opportunity to genuinely participate in decisions which affect their lives.

Rights: Equal rights should be established and promoted, with opportunities provided for people from diverse linguistic, cultural and religious backgrounds to participate in community life.

The Kiama Disability Inclusion Action Plan aligns with Council's Strategic Plan by setting priorities for practical change that enact these principles.

Overview of Council's Functions and Services

Organisational structure



Achievements Previously

Council's achievements in recent years, to improve the accessibility of the community and its services, have included:

- Mobility Access Survey undertaken in 2014 to review wheelchair accessibility of businesses, services and community facilities throughout the local government area,
- Foundation member in 2014 of the Kiama Dementia Friendly Project with Alzheimer's Australia and University of Wollongong,
- Program of upgrading playgrounds to progressively include accessible equipment in major parks,
- Construction of new public toilet facilities to meet current accessibility standards,
- Audit and updating in 2015 of Council's public toilets information on National Public Toilet website
- Accessible equipment included in outdoor exercise trail constructed in 2015 at Werri Beach
- Kiama Age Friendly project in 2014 to raise awareness and implement community change to better prepare for the ageing local population
- Continued delivery of funded disability services

Our Community

Located approximately 130 kilometres south of Sydney, the Kiama Municipality is renowned as one of the most attractive regions on the South Coast of New South Wales. Characterised by a rugged coastline, pristine beaches and lush farmlands, the Kiama Municipality is growing as a bustling tourist destination and a thriving economic centre.

The Municipality has an area of approximately 256 square kilometres with the major townships being Minnamurra, Kiama Downs, Kiama, Gerringong, Gerroa and Jamberoo. Each township is distinct in character and together they buzz with artistic, sporting, business and community energy.

As a rich source of cedar, the Kiama Municipality was settled by Europeans in the early 1800's and by 1826 was providing 90% of the cedar shipped to Sydney. Farming, dairying and grazing followed on the productive basalt soils.

Basalt quarrying began in 1870's and was a major employer. Today, the strongest employment sectors are education, health, community services, construction, retail and tourism.

Since 2007, the Municipality has seen a steady population growth.

Current projections suggest by 2021 the community will have expanded to 22,100 of whom 25.4% are likely to be 65 years of age or older (<http://www.id.com.au>). Recent growth rates have been attributed to the lifestyle opportunities that the Kiama Municipality presents: a seaside location and rural outlook with a strong workforce and industry.

In 2011, 10,349 residents were employed with over 54% commuting, largely to neighbouring area of Wollongong, Shoalhaven and Shellharbour. Only 2% of these commuters used public transport, reflecting the high level of car ownership – 98.83% of all local households (5,648) have at least one car. In Australia generally, this figure is around 85%.

Over 1,000 local businesses serve residents and visitors, contributing substantially to the estimated \$0.66 billion Gross Regional Product for the local government area. The industries of education + training, and health services + social assistance are the major employers with over 25% of workers employed in these areas, either locally or in neighbouring towns and cities. Between 2006 and 2011 there has been no significant change in the proportion of jobs by industry although Health and Social Assistance has experienced the greatest change with over 200 additional residents employed in this sector.

Disability in the Kiama Community

Disability affects us all, in different ways. Most disabilities (nearly 90%) are invisible however all can affect the ability of that person to be independent, to work and be welcomed in their community. The families, carers and friends around a person with a disability can also find that their access to community life and their acceptance in the community can be affected.

In 2012, 18.5% of Australians had a disability and of these, 88% had a specific limitation affecting their independence in daily living tasks, their schooling or employment. A further 21% of Australians reported a long-term health condition that limited daily functioning.

In the Kiama Council area 4.6% of residents self-reported, in the 2011 Census, that they required assistance to complete the core activities of their daily living.

This included almost 10% of those in the working ages of 20-69 years. These age groups also experienced the greatest increase in assistance needs between 2006 and 2011.

Australian Bureau of Statistics (ABS) estimate that (based on 2012 data) 19.8% of Kiama residents living in private dwellings have a disability, equating to 4118 people. ([Kiama visitor statistics 2014](#))

People with a disability are also among the many visitors who come to the Kiama area for day visits or to enjoy a short stay. Destination NSW indicates that the annual average number of visitors staying one or more nights is 271,000. A further 702,000 visited for a day trip. This suggests a potential of 180,000 tourists to the area who have a disability and may benefit from a more accessible and inclusive Kiama.

Consulting the Community

The community of Kiama has provided wide-ranging information about accessibility challenges for people with a disability, their family, friends and carers. This was undertaken with a survey and discussions between May and August 2015. Public media notices in print and online encouraged community contributions along with survey forms that were posted, delivered or made available through local and regional community services, support groups, organisations and public outlets. 84 survey responses were received and 20 people were consulted individually or in discussion groups.

In addition, the results of other Council consultations with the community for the 2014 Age Friendly survey and the 2013 Community Strategic Plan consultations were considered.

All these responses have strongly guided the priorities and proposed targets of this plan.

How will we measure our success?

As this Action Plan is activated, we will monitor and measure these efforts with a focus on identifying change. The Kiama Disability Inclusion Action Plan is integral to Council's Integrated Plans and it will be monitored and reported on as part of the Integrated Planning processes.

This includes:

- A quarterly Operational Plan Review, to focus on the number of Action Plan activities we complete.
- A biannual Delivery Program Review to focus on whether our Action Plan activities have had a positive impact on the municipality.
- An Annual Report to focus on our progress in meeting the objectives of our Action Plan, in the way that was planned.
- A four year End of Term Report on the achievements of the outgoing Council in implementing our Disability Inclusion Action Plan.

These four types of reports will be available to the community:

- as reports to Council meetings
- on Council's website
- As paper copies at Council's Administration Centre, Kiama Library and Joyce Wheatley Community Centre.

The NSW Minister for Disability Services will also receive an annual report on Council's progress.

Actions

The priorities targeted for the Kiama Disability Inclusion Plan are outlined below and mapped against the focus areas of the NSW Implementation Plan for the National Disability Strategy. They are connected to the Council's Community Strategic Plan through its Delivery Plan, which describes how the strategies of Council will be implemented in practice.

The NSW Disability Inclusion Plan focus areas are:

1. Developing positive community attitudes and behaviours
2. Creating liveable communities
3. Supporting access to meaningful employment
4. Improving access to services through better systems and processes

Please note, the below tables contain the actions contained within the Council Integrated Planning & Reporting Framework

FOCUS 1: Developing positive community attitudes and behaviours.

Key Indicator: Percentage of residents with disability who are satisfied with council’s customer service and ability to participate in council’s programs and events. (Data: community survey)

DIAP Outcome Area	CSP Strategy	DP Action	Disability Inclusion Action	
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Participation – genuine participation in events which affect their lives	4.3	4.3.1 Foster positive community relations.	Promote availability of more accessible Council information and events.	
	Timeframe By July 2018.	Resources Council Officer time to develop inventory & budget allocation for addressing any identified gaps.	Performance Measure Inventory of access gaps and budgeted improvement strategies completed.	Responsible: Corporate Planner

Rights- Equal rights should be established and promoted	4.3	4.3.1. Foster positive community relations.	Council’s Community Engagement Strategy is revised to ensure a range of accessible participation options are included.	
	Timeframe	Resources Council Officer time to review the Engagement	Performance Measure	Responsible:

	By July 2018.	Strategy and budget to deliver training.	Training programs for Councillors and staff conducted on accessible Community Engagement Strategy.	Corporate Planner
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Rights- Equal rights should be established and promoted	4.2	4.2.2. Promote and enable a continuous improvement culture.	Coordinate regular disability inclusion awareness training for all Councillors, staff and contractors who interact with the public.	
	Timeframe Monthly for staff inductions. Four yearly for Councillors.	Resources Budget allocation for inclusion & awareness training.	Performance Measure Training delivered as scheduled.	Responsible: Organisational Development Coordinator

Participation – genuine participation in events which affect their lives	4.3	4.3.1 Foster positive community relationships.	Council's events and consultations procedures are revised to ensure that suitable transport, access facilities and services are available when required.	
	Timeframe By July 2018.	Resources Council Officer time to develop the policy & protocol.	Performance Measure An Accessible Consultation and Events policy and protocol developed and implemented.	Responsible: Corporate Planner

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Equity – Planning processes involve and protect the interest of people in vulnerable circumstances	4.3	4.3.1. Foster positive community relations.	Terms of Reference, operations and accessibility of Council’s committees reviewed to ensure residents with support needs are positively assisted to genuinely participate.	
	Timeframe By July 2018.	Resources Council Office time to review & update the Terms of Reference template for all committees.	Performance Measure Revision of Council’s Committee Terms of Reference completed and implemented.	Responsible: Corporate Planner

FOCUS 2: Creating liveable communities.

Key Indicator: Percentage of residents with disability who are satisfied with the accessibility of council owned assets and/or the wider physical environment (Data: community survey)

DIAP Outcome Area	C.S.P. Strategy	Development Plan Action	Disability Inclusion Action	
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Equity- The planning process involves and protects the rights of people in vulnerable circumstances	1.1	1.1.6 Manage footpaths and cycleways.	Consult with people with a range of disability types to establish priorities within Council's pathway management plan.	
	Timeframe Annual.	Resources Council Officer to consult with Access Committee.	Performance Measure Annual review of pathways planning invites input from Council's Access Committee.	Responsible: Director Engineering and Works

Equity- Fairness in prioritising and allocation of resources	2.5	2.5.3 Manage community buildings.	Complete audit of all signs at bus stops to assess accessibility for people with a disability.	
	Timeframe	Resources	Performance Measure	Responsible:

	By July 2018.	Council Officer time to conduct the audit.	Audit completed with any identified improvements included in 4-year work program.	Director Engineering and Works
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Access- Fair access to services, resources and opportunities to improve quality of live for all	2.5	2.5.3 Manage community buildings.	Provide public adult change facilities and ambulant assisted cubicles in each main town, which are easily accessible, well signposted and promoted in Council's media.	
	Timeframe As funds are secured.	Resources Funding for establishment of facilities & appropriate signage.	Performance Measure Public adult change facilities and ambulant assisted cubicle installed at: Kevin Walsh Oval Jamberoo 2017/18 Gerringong Library 2018/19 Kiama Harbour 2017/18	Responsible: Director Engineering and Works

Access- Fair access to services, resources and opportunities to improve quality of live for all			Maintain currency of information about the accessibility of Council's public toilets, on the National Public Toilets Register.	
	Timeframe Ongoing.	Resources	Performance Measure National Public Toilet Register is kept up to date.	Responsible: Manager Community &

		Council Officer time to review and update register as required.		Cultural Development
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Rights- Equal rights for those from diverse backgrounds to participate in community life	2.5	2.5.1 Manage road infrastructure	Complete audit of all accessible parking places and identify improvements	
	Timeframe By July 2018.	Resources Council Officer to conduct the audit & attend an Access Committee meeting to consult around improvements.	Performance Measure 100% completion of audit. Audit tabled at an Access Committee for comment with the feedback incorporated into the 4-year program Inclusion of any identified upgrades required, included in 4-year program.	Responsible: Director Engineering and Works

Equity- The planning process involves and protects the rights of	4.3	4.3.	Advocate for the provision of improved and accessible public transport within and between towns.	
	Timeframe	Resources	Performance Measure	Responsible:

people in vulnerable circumstances	Ongoing	No additional resources required.	Advocacy undertaken with key stakeholders.	General Manager and Management Executive
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Rights- Equal rights for those from diverse backgrounds to participate in community life	2.5 Effectively manage assets	2.5.1 Manage road infrastructure.	Develop a 4-year work program that identifies and measures the number of public toilets and signage on other public buildings to be replaced to improve accessibility.	
	Timeframe 2017-2020	Resources Responsible Council Officer to attend and Access Committee meeting to consult with its members.	Performance Measure Where facilities are to be upgraded or new facilities provided, the plan for these facilities is tabled at Access Committee for comment and feedback incorporated into a 4-year work plan.	Responsible: Director Engineering and Works

Access- Fair access to services, resources and opportunities to improve	1.1	1.1.7 Manage recreation and open space.	Improve accessibility of recreational facilities including wheelchair access to seating, shaded areas, outdoor exercise and play equipment.	
	Timeframe Annual	Resources Responsible Council Officer to attend and Access	Performance Measure Where facilities are to be upgraded or new facilities provided, the plans for these facilities are tabled at an Access Committee for comment with	Responsible:

quality of live for all		Committee meeting to consult with its members.	the feedback incorporated into the 4-year work program.	Director Engineering and Works
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Access- Fair access to services, resources and opportunities to improve quality of live for all	2.4 Effectively manage waste and resources	2.4.2 Undertake waste management programs.	Multi-format, accessible online waste and recycling information video available on Council's website main page. Format options including Easy English captions, Auslan, audio and other languages, with readability options such as colour choice and text size.	
	Timeframe By July 2018.	Resources Professional video production services.	Performance Measure Accessible online waste and recycling information video provided to Communications Unit for inclusion on Council website.	Responsible: Director Environment Services

Rights- Equal rights for those from diverse backgrounds to participate	3.1 Promote and encourage business development	3.1.3 Encourage business quality and market diversification.	Encourage local businesses to enter Tourism Awards recognising disability inclusion and promote accordingly.	
	Timeframe	Resources	Performance Measure	Responsible:

in community life	By July 2018.	Council newsletters to businesses. Kiama and District Business Chamber.	Relevant articles in newsletters.	Manager Economic Development
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Rights- Equal rights for those from diverse backgrounds to participate in community life	3.1 Promote and encourage business development.	3.1.3 Encourage business quality and market diversification.	Work with local business networks to provide training and resource support to develop and promote Kiama as an outstanding accessible community and holiday venue for people with a disability.	
	Timeframe Annually.	Resources Accessibility presentations to Tourism after hours, Kiama Small Business Forum and Kiama and District Business Chamber.	Performance Measure 3 speaker presentations undertaken.	Responsible: Managers: Economic Development, Strategic Tourism, Cultural & Community Development

FOCUS 3: Supporting access to meaningful employment.

Key Indicator: Employment rates of people with a disability in the council area (Data: demographic data)			
DIAP Outcome Area	C.S.P. Strategy	Development Plan Action	Disability Inclusion Action

Rights- Equal rights for those from diverse backgrounds to participate in community life	4.2	4.2.2 Promote and enable a continuous improvement culture.	Revise Council’s recruitment practices to ensure that access and equity principles are actively and consistently implemented.	
	Timeframe By July 2018.	Resources Council Officer time to conduct the review.	Performance Measure Revised recruitment protocol submitted for endorsement by Management Executive.	Responsible: Senior HR Officer

Rights- Equal rights for those from diverse backgrounds to participate in community life	3.2 Council's role as a significant employer and purchaser	4.2.3 Promote and enable a continuous improvement culture	Develop and promote supported employment placements for people with a disability to develop work skills in Council operations and services.	
	Timeframe By July 2018.	Resources Incorporation in Council Officer Work Plan.	Performance Measure Supported employment placement protocol for people with a disability is endorsed by Management Executive.	Responsible: HR Coordinator

FOCUS 4: Improving access to services through better systems and processes.

Key Indicator: Percentage of people with disability who are satisfied with the level of access to council services and information
(Data: community survey)

DIAP Outcome Area	C.S.P. Strategy	Development Plan Action	Disability Inclusion Action
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Access- Fair access to services, resources and opportunities to improve quality of live for all	4.3	4.3.1. Foster positive community relations through open communication, opportunities for participation and sharing of information.	Revise Council's website to WCAG 2.0.	
	Timeframe By July 2018.	Resources Council Officer time to revise the website and make improvements.	Performance Measure Council's website is assessed against WCAG 2.0 standard with identified improvements incorporated into an improvement plan.	Responsible: Corporate Planner

<p>Access- Fair access to services, resources and opportunities to improve quality of live for all</p>	4.3	4.3.1. Foster positive community relations through open communication, opportunities for participation and sharing of information.	Provide easy read versions of Council forms and information documents to effectively respond to information requests.
	<p>Timeframe By July 2018, then ongoing.</p>	<p>Resources Council Officer time and budget allocation to procure expertise.</p>	<p>Performance Measure Priority forms and documents are identified in consultation with Customer Services and source departments, for adaption to Plain English, easy read and low vision readability formats. That a program of format adaptations be implemented. That Council staff developing forms and public documents be required to provide an easy read version.</p>

Equity- Fair opportunity to participate in the future of the community	1.1	1.1.1. Improving the liveability of Kiama for those with diverse backgrounds and abilities.	Allocation of an accessibility budget to support access resources and assistance to ensure maximum opportunity for all residents to genuinely participate in Council functions, consultations, events and activities.	
	Timeframe July 2017, then annually.	Resources \$ 20,000.	Performance Measure Annual budget fully expended to assist accessibility of Council's community events and communication.	Responsible: Manager Community and Cultural Development

Equity- Fair opportunity to participate in the future of the community	1.1	1.1.1 Improve the liveability of Kiama for those with diverse backgrounds and abilities.	Identify opportunities and implement changes to improve disability access and inclusion in all Council facilities and services.	
	Timeframe Annual.	Resources Within existing budget allocations for capital works & maintenance schedules.	Performance Measure 2 + changes completed annually.	Responsible: Manager Holiday Parks Manager Leisure Centre Manager Library

				Manager Community and Cultural Development
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How to contact Council

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