



Central Coast Council

Ordinary Council Meeting

Attachments

Tuesday, 10 August, 2021

CENTRAL COAST COUNCIL
ATTACHMENTS PROVIDED UNDER SEPARATE COVER TO THE
Ordinary Council Meeting
TO BE HELD ONLINE - REMOTELY
ON TUESDAY, 10 AUGUST 2021 ,
COMMENCING AT 6.30PM

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Central Coast Council
Ordinary Council Meeting
Held Remotely Online

27 July 2021

MINUTES

Present

Rik Hart

In Attendance

David Farmer	Chief Executive Officer
Natalia Cowley	Director Corporate Affairs and Chief Financial Officer
Boris Bolgoff	Director Infrastructure Services
Julie Vaughan	Director Community and Recreation Services
Luke Sulkowski	Acting Director Environment and Planning
Jamie Loader	Director Water and Sewer

Notes

The Administrator, Rik Hart, declared the meeting open at 6.31pm and advised in accordance with the Code of Meeting Practice that the meeting is being recorded.

The Administrator, Rik Hart acknowledged the traditional custodians of the land on which the meeting was being held, and paid respect to Elders past, present and emerging.

The Administrator updated the meeting on recent activities of Council.

The Administrator, Rik Hart advised that no requests to speak at the Open Forum had been received.

1.1 Disclosure of Interest

Time commenced: 6.40pm

Moved: Rik Hart

198/21 Resolved

That Council and staff now disclose any conflicts of interest in matters under consideration by Council at this meeting.

1.2 Confirmation of Minutes of Previous Meeting

Time commenced: 6.40pm

Moved: Rik Hart

199/21 Resolved

That Council confirm the minutes of the Ordinary Meeting of Council held on 29 June 2021.

1.3 Notice of Intention to Deal with Matters in Confidential Session

Time commenced: 6.41pm

Moved: Rik Hart

200/21 Resolved

That Council note that no matters have been tabled to deal with in a closed session.

1.4 Administrator Minute – Conduct of Referendum

Time commenced: 6.41pm

201/21 Resolved

1 *That Council determine that the constitutional referendum of the Council be conducted on a future date to be determined in response to the evolving COVID-19 situation.*

-
- 2 That Council notify the Australian Election Company of this Administrator Minute.**
 - 3 That Council authorise the Chief Executive Officer to deal with all contractual issues arising from the postponement of the constitutional referendum.**
 - 4 That Council request staff to provide a report recommending a future date and conduct of the constitutional referendum.**

2.1 Council's Asset Sales Program (Tranche 3) - Outcome of Community Consultation

Time commenced: 6.42pm

Mr Graham Lane addressed the meeting at 6.43pm

Ms Jennifer Wilder addressed the meeting at 6.46pm

Moved: Rik Hart

202/21 Resolved

- 1 That Council sell the following operational classified properties for not less than the market value as determined by an independent valuer through a competitive sales process;**
 - i. 50 Akora Road, Wyoming (Lot 2 DP 789440)**
 - ii. 14 Elsiemer Street, Long Jetty (Lot 150 DP 519032)**
 - iii. 17 Rankens Court, Wyong (Lot 15 DP 656584)**
 - iv. 4 Tyrrell Place, Killarney Vale (Lot 479 DP 704452)**
 - v. 6 Tyrrell Place, Killarney Vale (Lot 478 DP 704452)**
 - vi. 82 Yarram Road, Bensville (Lot 41 Sec E DP 6113)
84 Yarram Road, Bensville (Lot 42 Sec E DP 6113)**
 - vii. 435 Bushells Ridge Road, Bushells Ridge (Lot 192 DP 1032847)**
- 2 That Council sell the following operational classified properties for not less than the market value as determined by an independent valuer through a competitive sales process;**
 - i. 11 Church Street, Wyong (Lot 1 DP 421613)
11 Church Street, Wyong (Lot 2 DP 421613)**

11 Church Street, Wyong (Lot 3 DP 421613)
11 Church Street, Wyong (Lot 4 DP 421613)
2W Ranken Street, Wyong (Lot 4 DP 659489)

- ii. **That Council close the unformed road located between 11 Church Street and 2W Ranken Street Wyong and sell for not less than market value as determined by an independent valuer;**
- iii. **That Council resolve to include a condition of sale that maintains the number of car parking previously provided on this site.**

3 That Council sell the following operational classified land for not less than market value as determined by an independent valuer as a direct sale to the Mariners FC Developments Pty Ltd, noting the existing E3 zoning will be retained and land will be used as a vegetation buffer:

- i. **11 Wyong Road, Tuggerah (Lot 21 DP 25373)**
13 Wyong Road, Tuggerah (Lot 20 DP 25373)
15 Wyong Road, Tuggerah (Lot 19 DP 25373)
17 Wyong Road, Tuggerah (Lot 18 DP 25373)
19-23 Wyong Rd, Tuggerah (Lot 17 DP 25373)
19-23 Wyong Rd, Tuggerah (Lot 16 DP 25373)
19-23 Wyong Rd, Tuggerah (Lot 15 DP 25373);
- ii. **Subject to an executed contract for sale, Council provide owner's consent to Mariners FC Developments Pty Ltd to lodge a development application over 11-23 Wyong Road, Tuggerah (being Lots 15-21 DP 25373).**

4 That Council sell the following lots for not less than market value as determined by an independent valuer as a direct sale to the Salvation Army:

15-23 Hely St Wyong (Lot 1 Sec1 DP 3136)
15-23 Hely St Wyong (Lot 2 Sec1 DP 3136)
15-23 Hely St Wyong (Lot 3 Sec1 DP 3136)
15-23 Hely St Wyong (Lot 4 Sec1 DP 3136)
15-23 Hely St Wyong (Lot 5 Sec1 DP 3136)

5 That Council sell 3 Albert Street East Gosford (Lot 9 DP 819624) for not less than market value as determined by an independent valuer as a direct sale to the St. Joseph's Catholic College (or their preferred entity) and condition the sale that the number of parking will be maintained.

6 That Council sell the operational land at 8 Bay Village Road, Bateau Bay (Lot 51 DP 1154778) and 10 Bay Village Road, Bateau Bay (Lot 2 DP 1154356) once a new library facility is established, which is of an equal or better standard than the current library facility within the Bateau Bay Square shopping centre, and provided that ongoing tenure has been secured.

- 7 That Council reclassify 10W Woodcutters Road, Woongarra (Lot 32 DP 1044070) from community to operational land and sell for not less than market value as determined by an independent valuer as a direct sale to the adjoining neighbour (7 Chestnut Grove, Woongarra or their preferred entity) and;**
- i. Subject to an executed Deed of Option to Purchase Agreement, Council provide owner's consent to the neighbour (7 Chestnut Grove, Woongarra or their preferred entity) to lodge a planning proposal over 10W Woodcutters Road, Woongarra (Lot 32 DP 1044070) to reclassify the land from community to operational land.**
- 8 That Council reclassify part of 1 Austin Butler Acc, Woy Woy (Part Lot 9 in DP 235385) from community to operational land and sell for not less than the market value as determined by an independent valuer and;**
- i. To condition the sale that there will be no reduction in car park spaces and access through the site to the existing car parks at Austin Butler Oval must be maintained;**
 - ii. Subject to an executed Deed of Option to Purchase Agreement, provide owner's consent for Peninsula Plaza to lodge a planning proposal for an amendment to the Gosford Local Environment Plan 2014 (GLEP) for the Land (Part Lot 9 in DP 235385) to be included in Schedule 1 Additional Permitted Use to facilitate this ancillary use;**
 - iii. Subject to an executed Deed of Option to Purchase Agreement, provide owner's consent for Peninsula Plaza to lodge a development application over part of Lot 9 in DP 235385, 1 Austin Butler Acc, Woy Woy, for the subdivision of the land as well as alterations and additions to the Plaza;**
- 9 That Council reclassify 191 Wallarah Road, Kanwal (Lot 21 DP 813270) from community to operational land and sell for not less than the market value as determined by an independent valuer as a direct sale to the Wyong Rugby League Club Group and;**
- i. Subject to an executed Deed of Option to Purchase Agreement, provide owner's consent to the Wyong Rugby League Club Group to lodge a planning proposal over 191 Wallarah Road, Kanwal (Lot 21 DP 813270) to reclassify the land from community to operational land.**
- 10 That Council reclassify 48W Wallarah Road, Gorokan (Lot 2 DP 733448) from community to operational land and sell for not less than the market value as determined by an independent valuer as a direct sale to the Wyong Rugby League Club Group and;**

-
- i. Subject to an executed Deed of Option to Purchase Agreement, provide owner's consent to the Wyong Rugby League Club Group to lodge a planning proposal over 48W Wallarah Road, Gorokan (Lot 2 DP 733448 to reclassify the land from community to operational land.**
- 11 That Council reclassify part of 2-4 Park Road, The Entrance (Part Lot 1 DP 180642 and Part Lot 1 DP 406038) from community to operational land and sell for not less than market value as determined by an independent valuer as a direct sale to the The Mingara Leisure Group and;**
- i. Subject to an executed Deed of Option to Purchase Agreement, provide owner's consent to the The Mingara Leisure Group to lodge a planning proposal over part of 2-4 Park Road, The Entrance (Part Lot 1 DP 180642 and Part Lot 1 DP 406038 to reclassify the land from community to operational land;**
- ii. Subject to an executed Deed of Option to Purchase Agreement, provide owner's consent for The Mingara Leisure Group to prepare, lodge and manage a development application and all other consents to subdivide the land for sale.**
- 12 That Council lodge a planning proposal to reclassify the following land from community to operational land:**
- i. 9 Yaralla Road, Toukley (Lot 76 DP 20493)
11 Yaralla Road, Toukley (Lot 77 DP 20493)
13 Yaralla Road, Toukley (Lot 78 DP 20493)
15 Yaralla Road, Toukley (Lot 79 DP 20493);**
- ii. Noting that these sites have been identified as affordable housing sites and will be sold directly to a community housing provider for not less than market value as determined by an independent valuer.**
- 13 That Council reclassify 75 Bungary Road, Norah Head (Lot 1 DP 860696) and 75 Bungary Road, Norah Head (Lot 5 Sec 24 DP 758779) from community to operational land and sell for not less than the market value as determined by an independent valuer and sell only once construction has commenced on a new community facility in a new location within Norah Head, including the relocation of the existing playground structure.**
- 14 That Council authorise, subject to resolutions 1,2,3,4,5,6,7,8,9,10,11, 12, 13 the Chief Executive Officer to finalise the terms of sale for these properties.**
- 15 That Council undertake further investigation into the following sites, taking into account the revision of The Entrance Town Centre Masterplan as well as the acquisition clause and Wyong Local Environmental Plan 2013;**

- i. **8 Manning Road, The Entrance (Lot 4 DP 14527)**
10 Manning Road, The Entrance (Lot 5 DP 14527)
14A and 14B Manning Road, The Entrance (Lot 7 DP 14527)
18 Manning Road, The Entrance (Lot 9 DP 14527)
20A Manning Road, The Entrance (Lot 10 DP 14527)
24A Manning Road, The Entrance (Lot 12B DP 408523).

16 That Council will discontinue the consideration for sale of Tranche 3 land as listed below:

- i. **31 Alison Road, Wyong (Lot 3 Sec 10 DP 3136)**
- ii. **116 Evans Road Toukley (Lot 29 DP 21112)**
49 Hammond Road Toukley (Lot 30 DP 21112)
- iii. **10 Lakeside Parade, The Entrance (Lot 61 DP 24151)**
- iv. **3 Bullion Street, Umina Beach (Lot 48 Sec A DP 8872)**
5 Bullion Street, Umina Beach (Lot 49 Sec A DP 8872)
7 Bullion Street Umina Beach (Lot 50 Sec A DP 8872)
9 Bullion Street, Umina Beach (Lot 51 Sec A DP 8872)
11 Bullion Street, Umina Beach (Lot 52 Sec A DP8872)
4A Alfred Street, Umina Beach (Lot 41 Sec A DP 8872)
4B Alfred Street, Umina Beach (Lot 42 Sec A DP 8872)
6 Alfred Street, Umina Beach (Lot 43 Sec A DP 8872)
8 Alfred Street Umina Beach (Lot 44 Sec A DP 8872)
10 Alfred Street, Umina Beach (Lot 45 Sec A DP 8872)
- v. **148 Wyong Road, Killarney Vale (Lot 52 DP 1106508)**
150 Wyong Road, Killarney Vale (Lot 511 DP 845787)
- vi. **305 Bushells Ridge Road, Kiar (Lot 185 & 186 DP 823132)**
- vii. **9 Russell Drysdale Street East Gosford (Lot E DP39240)**
- viii. **219 Albany Street North, Gosford (Lot 201 DP 840680) comprising**
Henry Wheeler Place (formally Lots 7 & 10 DP 238231)
219B Albany Street North, Gosford (Lot 203 DP 840680)
219C Albany Street North, Gosford (Lot 204 DP 840680)
- ix. **Berrys Head Road, Narara (Lot 2 DP 1025043)**
- x. **43A Ulana Avenue, Halekulani (Lot 2 DP 218406)**
- xi. **7 Angler Street, Woy Woy (Lot 89 DP6213)**
9 Angler Street, Woy Woy (Lot 88 DP6213)
- xii. **83-85 Brisbane Avenue, Umina Beach (Lot 195 DP 9894)**
85 Brisbane Avenue, Umina Beach (Lot 196 DP 9894)
- xiii. **1-3 Fassifern Street, Ettalong Beach (Lot 121 DP 1179469)**
- xiv. **40A George Street, East Gosford (Lot 1 DP996535)**
- xv. **6 Ithome Street, Wyong (Lot 4 DP614523)**
- xvi. **336-350 Terrigal Drive, Terrigal (Lot 10 DP 1187594)**
- xvii. **325 Pacific Hwy, Wyong (Lot 103/DP877557)**
- xviii. **77 Howarth Street, Wyong (Lot 2 DP 550364)**
- xix. **23 Memorial Avenue, Blackwall (Lot 197 DP 10172)**
23A Memorial Avenue, Blackwall (Lot 198 DP10172)

2.2 Investment Report for June 2021

Time commenced: 7.39pm

Moved: Rik Hart

203/21 Resolved

That Council receive the Investment Report for June 2021.

2.3 Adoption of the Greener Places Strategy

Time commenced: 7.44pm

Moved: Rik Hart

204/21 Resolved

1 That Council adopt the draft Central Coast Greener Places Strategy as amended.

2 That Council revoke the WSC013 Green Corridors Policy.

3 That Council monitor the implementation of the actions in the Strategy with annual reporting to Council over the next decade.

4 That Council notify those people who lodged submissions of Council's resolution.

5 That Council implement the framework within the Central Coast Greener Places Strategy within future relevant strategic and operational planning documents.

2.4 Mount Ettalong Masterplan

Time commenced: 7.49pm

Ms Joy Cooper addressed the meeting at 7.52pm

Moved: Rik Hart

205/21 Resolved

That Council adopt the Mount Ettalong Reserve Masterplan and, subject to resourcing, progress with a renewal program of assets identified in the masterplan.

2.5 NSW Department of Primary Industries - Fisheries Shark Mitigation Strategy and Survey

Time commenced: 7.59pm

Moved: Rik Hart

206/21 Resolved

That Council notes the staff submission response to the "Stakeholder Consultation on the Preferred Shark Mitigation Measures in NSW" online survey to DPI Fisheries.

2.6 Meeting Record of the Status of Women Advisory Group held 1 June 2021

Time commenced: 8.00pm

Ms Sharryn Brownlee addressed the meeting at 8.01pm

Ms Sharon Walsh addressed the meeting at 8.04pm

Moved: Rik Hart

207/21 Resolved

1 *That Council note the Meeting Record of the Status of Women Advisory Group meeting held 1 June 2021.*

2 *That Council reject the recommendation to establish a Central Coast Council Gender Equity Strategy for the reasons outlined within this report.*

2.7 Meeting Records of Advisory Group and Committee meetings held in May and June 2021

Time commenced: 8.15pm

Moved: Rik Hart

208/21 Resolved

That Council receive the report on Meeting Records of Advisory Group and Committee meetings held in May and June 2021.

The Meeting closed at 8.17pm.



Central Coast Draft Disability Inclusion Action Plan 2021-2025

An accessible and inclusive place to live, visit, work and play

Acknowledgement of Country

We acknowledge the traditional owners of the land on which we live and pay our respects to Elders past, present and emerging.

We recognise the positive example of inclusion that Aboriginal cultures show us.





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CEO's Message

I am proud to present Central Coast Council's new Disability Inclusion Action Plan.

Like everyone else, people with disability want to live a meaningful life and be able to participate in all parts of community life. This is what inclusion is about.

Most of us in the community will be impacted by disability at some point in our lives, through our own experience or through caring for others.

This Plan was developed with our community to ensure the Central Coast is accessible, inclusive and liveable for all of us.

Through this plan, Council will work to develop positive community attitudes and behaviours towards people with disability, create more liveable communities, support meaningful access to employment, and improve access to services.

This is Council's second Action Plan, building on the achievements of the first Disability Inclusion Action Plan 2017 - 2021.

Thank you to everyone who helped to develop this Plan, especially those people with disability, families and carers who have shared their lived experience.



A special thanks to Council's Access and Inclusion Reference Group (AIRG) members whose knowledge and lived experience of disability has guided the development of the Plan. This group will also guide Council as the actions are carried out.

Council would also like to thank the local disability services sector – the work you do every day to support the inclusion of people with disability and their families in our community is so important.

With all your continued support we can make a positive difference. An inclusive community will benefit everyone.

David Farmer,
CEO
Central Coast Council





1. How to use this Plan (and find the things you are interested in)

To make this plan easy to use for everyone, it has two parts.

Part 1 (this document) has a short introduction and the Action Plan that details all the actions that Council will do to make the Central Coast more accessible and inclusive. The actions are split into four focus areas. There is a short summary of each focus area and what the community told us.

Part 2 includes resources for the community (fact sheets), background information about how the Plan was developed and why, and further detail about what the community said through the consultation.

Part 2 is set up this way so you can use the information that you need for things like grant applications, research projects or business cases. If there are other resources that you need, or to contact Council's Disability Inclusion Officer, please ask Council at ask@centralcoast.nsw.gov.au or call 1300 463 954.

2. Introduction

Everyone has a right to feel included and belong in our community. This includes the right to participate in all parts of community life as a resident or visitor to the Central Coast.

There are, however, many barriers that stop people with disability from joining in. These barriers can be:

- Attitudes that people with disability cannot do or participate in certain activities, do certain jobs or meaningfully contribute; or discrimination that makes someone feel unwelcome
- Places and spaces that are not accessible or easy to navigate, or a workplace that is not welcoming or flexible; or not being able to get around
- Information that is not presented in an easy and accessible format, hindering access to a required service in an accessible format; or not being able to access a service they need.

People are not disabled by their impairment, but are disabled by the social, physical and economic barriers in our society. People with disability may face additional barriers if they also experience racism, homophobia and/or sexism. If we work together to remove these barriers, then people with disability, and the community more broadly, will experience the many social and economic benefits of inclusion.

Central Coast Council is committed to

improving access and inclusion for people with disability. This Plan states what Council will do over the next four years to help make the Central Coast more accessible and inclusive for us all.

How we developed the Plan

We asked the community to help us develop this plan. We invited people with disability, their family members, carers and people working in the disability sector to get involved through surveys, community forums and focus groups. We offered people a range of ways to get involved. We made sure that we involved people from the Aboriginal community and culturally and linguistically diverse (CALD) communities, and people with different types of disability. Survey results can be found in Part 2: Fact Sheet 4.

The community told us what was working well for people with disability and what needed to improve on the Central Coast. Central Coast Council's Access and Inclusion Reference Group, which is made up of people with lived experience of disability with expertise in accessibility, communication, community engagement, legislation, advocacy and planning, then helped Council to develop actions that responded to what the community said.

It is important for all areas of Council to involve and consider people who have lived experience of disability when making decisions, planning and providing programs, services and facilities.

3. Vision

The Central Coast is an accessible and inclusive place to live, visit, work and play.

Accessible: means easy access for everyone; easy to get to or get around, or easy to use and understand.

Inclusive: means everyone can be involved and included.



4. Focus areas

The Central Coast Disability Inclusion Action Plan has been developed around four focus areas. These are based on the NSW Disability Inclusion Plan, but also reflect what is most important to us on the Central Coast. The four focus areas are summarised here and explained further in the following pages.

1: Increasing positive attitudes and behaviours towards people with disability

- We will promote positive attitudes in the community towards people with disability, while attempting to challenge assumptions
- We will educate Council staff and local businesses about people with disability and the importance of access and inclusion
- We will increase community understanding about invisible disabilities and remind people of the importance of leaving accessible toilets and parking for people with disability

2: Making the Central Coast more accessible, inclusive and liveable

- We will apply 'universal design' principles to ensure places and activities are inclusive of and accessible to everyone
- We will make it easier to access the places we love on the Central Coast – the beaches, waterways and bushland
- We will improve our pathways, accessible parking and accessible toilets
- We will make our events, programs and activities more accessible and inclusive

3: Increasing employment of people with disability in meaningful roles at Council and in the community

- We will ensure that Council staff with disability are included, get the adjustments they need and have career development opportunities
- We will improve job opportunities, from entry level to leadership roles
- We will support people with disability to establish new businesses

4: Improving access to mainstream Council services through better systems and processes

- We will make sure that Council makes information available in accessible formats, including Easy English, Auslan interpreted and captioned information, as well as hard copy
- We will provide information about how places and activities are accessible so that people with disability can plan ahead
- We will ensure that people with disability have a genuine say when it comes to Council matters



Attitudes and Behaviours

5. Focus Area 1: Attitudes and Behaviours

Objective: To increase positive attitudes and behaviours towards people with disability

5.1 Introduction

One of the main challenges faced by people with disability are the attitudes and behaviours of other people towards their disability. In our survey of people with disability and their carers on the Central Coast, 41% said they or the person they cared for had recently been discriminated against because of disability. This suggests we have very high rates of disability discrimination here on the Central Coast.

Disability discrimination has a very real impact on the lives of those who experience it. It also damages the strength of our community and results in additional costs for health care and unemployment benefits. There can also be legal costs and damage to reputation if a case is made that an organisation has breached the Disability Discrimination Act.

By educating the community about disability, including invisible disabilities, we can improve understanding and reduce discrimination. Better attitudes will lead to better outcomes in other areas such as employment and access to mainstream services. Positive attitudes and behaviours towards people with disability will lead to a more welcoming and inclusive Central Coast where we all feel like we belong.

5.2 What we heard

- Disability discrimination is an issue in our community. It must be addressed
- People understand physical disability much better now, but we need to respect that accessible parking and toilets are there for people with disability
- There needs to be better understanding in the community about invisible disabilities including autism, mental illness, sensory disabilities and dementia
- Attitudes can improve when people with and without disability spend time together, so we need accessible and inclusive events and activities
- Positive stories and images of people with disability in the media help change attitudes, as do people with disability in leadership positions
- Local business and Council need to have disability confident staff
- Everyone in the community can help to create inclusion



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5.3 What we have achieved so far

Achievements to date include:

- Targeted disability awareness training for Council staff
- Disability awareness training for all new staff at inductions
- Deaf awareness/Auslan workshops
- Celebrating International Day of Person's with a Disability
- Educating the community about disability, through:
 - A photographic exhibition with Central Coast ARAFMI to raise awareness of Mental Health as an invisible disability
 - 'Seen & Heard', an inclusive arts project in partnership with Musicians Making a Difference and Ability Links where young people with disability creatively raised awareness about access and inclusion.
- Educating local businesses on how to be more accessible and expand their customer base through local business forums and a Business Resource Kit.

5.4 What we will do next

The next four years will focus on:

- Deepening the understanding in our community, local businesses and at Council about different types of disabilities, especially invisible disabilities
- Raising community awareness about the importance of access and inclusion and how we can work to achieve it
- Including people with disability in Council's promotions and communications, including celebrating positive stories of people with disability in our community and showcasing local businesses and community groups who are accessible and inclusive
- Providing further Council staff training in disability awareness, inclusive practices and universal design so we have staff who are disability confident
- Providing opportunities for social interaction and connections through the provision of inclusive events, programs and activities

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Action Plan: Attitudes and behaviours

To increase positive attitudes and behaviours towards people with disability.

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
AB-1 Educate the community about disability					
AB1.1 Deliver an annual campaign to educate the community, including children and Council staff, about disability, including: <ul style="list-style-type: none"> the lived experience invisible disabilities respectful behaviours and inclusive practices the importance of accessible parking spaces and toilets for people with disability positive stories respectful use of shared pathways how to get and use an MLAK key 	Community and Culture	Access and Inclusion Reference Group; Community and Culture	Increased understanding in the community and at Council about disability and real inclusion of people with disability Reduced use of accessible parking and toilets by people with no disability Children are educated about disability inclusion People get and use MLAK keys for accessible facilities	Yr 1, Yr 2, Yr 3, Yr 4	Campaigns have been delivered on identified topics Number of fines for parking in accessible parking without a permit
AB1.2 Continue to promote inclusive sporting opportunities, including with local clubs, active recreation providers, associations and local sports peak bodies and at Council facilities, such as 'Come and Try' Days.	Open Space and Recreation; Leisure, Beach Safety and Community Facilities	Community and Culture	People with disability are aware of inclusive sport opportunities and can choose to participate	Yr 1, Yr 2, Yr 3, Yr 4	Increased participation by people with disability in mainstream sport

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
AB-2 Educate businesses to be more inclusive and accessible					
AB2.1 Implement a program to support local businesses to be more accessible and inclusive (such as review of Business Resource Kit, profiling local businesses who are active in disability inclusion, promoting benefits to employers, new category in Local Business Awards, support improved inclusion programs such as 'quiet hour' at Westfield Tuggerah)	Community and Culture	Access and Inclusion Reference Group; Chambers of Commerce	Local businesses have improved capacity to address issues of access and inclusion and become more welcoming, accessible and inclusive for people with disability	Yr 2, Yr 3	Number of businesses implementing actions to improve access and inclusion (e.g. staff training, physical access, information, activities etc)
AB-3 Build capacity of Council staff to be disability confident					
AB3.1 Deliver training to Council staff including: <ul style="list-style-type: none"> Disability confidence training – All customer facing staff Applying Universal Design – Planning and Design staff Induction training – All new staff 	People and Culture	Communications, Marketing and Customer Engagement; Leisure, Beach Safety and Community Facilities; Libraries and Education; Rangers; Community and Culture Communications, Marketing and Customer Engagement; Leisure, Beach Safety and Community Facilities; Libraries and Education; Rangers; Community and Culture	All frontline service staff are disability confident and provide a positive customer experience for people with disability Council staff apply Universal Design principles in their work. Project deliverables are universally designed and accessible to people with disability to greatest extent possible	Yr 1, Yr 2, Yr 3, Yr 4	At least 100 customer facing staff complete disability confidence e-learning or face to face training each year. All relevant staff are familiar with Universal Design Guidelines By end Yr 4, all planning staff have attended Universal Design training All new Council staff receive disability awareness training at induction via online e-learning in first 90 days or combined with other face to face training

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
AB3.2 Roll out disability awareness training to Councillors as part of Induction Program and Senior Leadership Team as part of leadership training	Governance & Risk; People and Culture	Community and Culture	Councillors and Executive Team understand their role in meeting legislative requirements of Disability Inclusion Act.	Yr 2 Yr 4	All Councillors are trained within 6 months of starting their term ELT has been briefed on its obligations under the Disability Inclusion Act
AB-4 Positive representation of people with disability in Council communications					
AB4.1 Use best practice contemporary images of people with disability in Council publications and digital content.	Communications, Marketing and Customer Engagement	Community and Culture; Project partners	Council publications and digital content include positive imagery of people with disability to support positive community attitudes	Yr 1, Yr 2, Yr 3, Yr 4	Council publications and digital content include positive and diverse images of people with disability
AB4.2 Support International Day of People with Disability	Community and Culture		Bring focus to people with disability to educate and challenge assumptions	Yr 1, Yr 2, Yr 3, Yr 4	International Day of PWD is celebrated and promoted by Council each year

Timeframe key: Yr 1 – 21/22, Yr 2 – 22/23, Yr 3 – 23/24, Yr 4 – 24/25

Erin's Story

Erin is a mental health peer worker with Central Coast ARAFMI. She uses her own lived experience of mental illness to help others who have faced similar challenges.

Tell us about your role as a peer worker:

"It is my dream job.

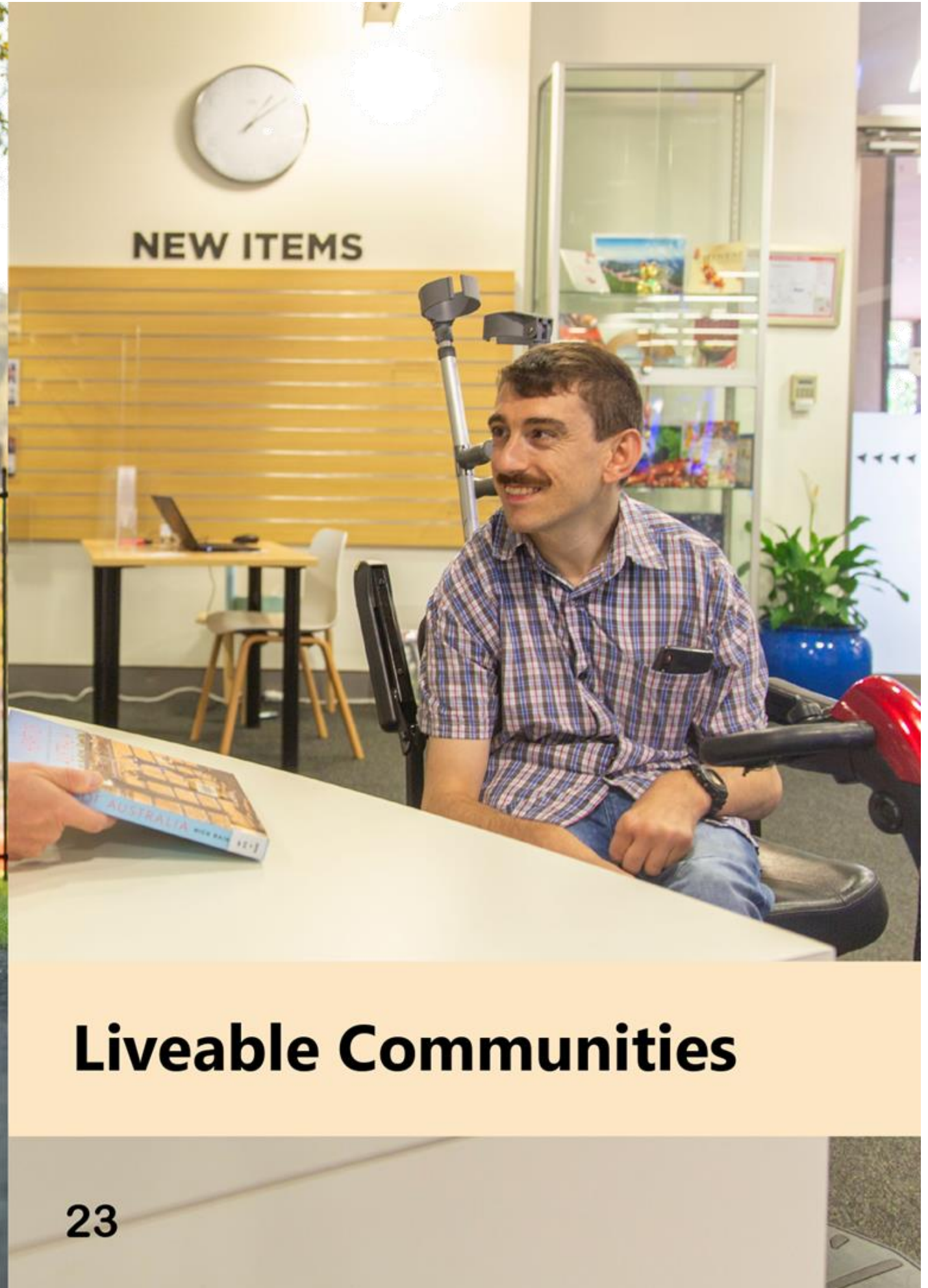
Originally when I was diagnosed, and struggling with the impact of my mental illness, I thought that I had lost the chance of ever having a meaningful life. But living with a disability has taught me so much about myself, and the world. I get to bring that experience to work and use it to support others.

Living with a disability doesn't have to define who you are, or restrict you from leading a meaningful and purposeful life.

When my illness was at its worst, I was mentored and supported by those who had travelled the same road. This is my opportunity to give back and to support the next generation. There is nothing better than supporting another person to realise that they are not alone, that there are others out there just like them.

I love being able to challenge stigma, and to encourage other workers to see the value in lived expertise."





Liveable Communities

6. Focus Area 2: Liveable Communities

Objective: To make the Central Coast more accessible, inclusive and liveable.

6.1 Introduction

'Liveable Communities' is about making sure that people with disability have access to all the important parts of community life. That includes access to buildings, public areas and natural places across the Central Coast. It includes opportunities for social engagement and entertainment through community events and activities. It can also include access to transport and housing.

'Universal design' is about creating buildings, spaces, places or activities that everyone can access. This means from the start, thinking about and addressing the needs of all people who might use a place or space, including people with disability. Making something accessible for all people from the start means there is less need for special assistance or adaptations later. This makes for a more inclusive and liveable community. It also saves money in the longer term.

6.2 What we heard

- On the Central Coast we love our beaches, waterways and bushland. People with disability want better access to these natural places. The beaches that are accessible are highly valued.
- Our community also want safer footpaths in places they need or want to go. Some places have no footpaths. Some are unsafe, or they are not joined up nor have safe kerb ramps. Some of the pathways along waterways on the Coast are excellent!
- Adult change rooms should be available in key locations across the Coast such as Wyong, Gosford and The Entrance
- Accessible toilets need to be available to people with disability and be big enough to fit large wheelchairs and a carer if needed
- Some Council pools are not fully accessible and need a hoist
- Accessible parking spaces are not long enough for minibuses with hoists at the back. While spaces are wide enough, they need to be longer, we need more of them and they should be undercover
- Council events and activities need to be more inclusive of people with disability, including people who are deaf, who have sensory processing difficulties or mobility challenges



6.3 What we have achieved so far

Achievements to date include:

- Universal Design Guidelines: developed to help staff understand how to make things accessible for the broadest range of people, beyond basic compliance
- Publication of a Planning Accessible Events Guide: developed to help staff and the community plan and host accessible events
- Pedestrian and Access Mobility Plan (PAMP): developed to guide footpath improvements
- Started developing access maps for Budgewoi, The Entrance, Wyong and Umina Beach town centres
- Access audits: completed in key locations so access upgrades can be planned
- Beach matting at Umina Beach, Avoca Beach and Toowoong Bay
- Beach wheelchairs for use at 12 of our beaches
- Created more accessible play spaces across the Central Coast, using the 'Everyone Can Play' Guidelines
- Accessible Adult "Changing Place" installed at Gosford Olympic Pool
- Wheelchair accessible picnic tables, shelters, pathways and barbecues installed at Memorial Park, The Entrance
- 86 bus stops installed that meet Disability Standards
- "Including You" sensory tent provided at key community events

6.4 What we will do next

The next four years will focus on:

- Delivering accessible destinations including beaches, bushland reserves and parks through better coordination across Council
- Continuing to improve the region's footpaths, accessible toilets, accessible parking and the accessibility of our town centres
- Continuing to improve the accessibility of our community and recreation facilities
- Delivering community events and activities that are more accessible and inclusive
- Embedding universal design in Council's policies and planning processes

Action Plan: Liveable Communities

To make the Central Coast more accessible, inclusive and liveable

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
LC-1 Continue to make our natural places and spaces more accessible and inclusive					
LC1.1 Continue to make beaches more accessible with installation of beach matting and other accessible features	Environmental Management	Leisure, Beach Safety and Community Facilities	People can more easily access our beaches and participate in beach activities	Yr 1, Yr 2, Yr 3, Yr 4	Beach mats installed at all beaches where they are feasible
LC1.2 Continue to make Council bushland destinations more accessible with features like: <ul style="list-style-type: none"> • Clear, wide compressed pathways • Accessible signage • Accessible toilets • Accessible parking • Views unobstructed by railings etc. • Shaded seating 	Environmental Management		People with disability can more easily access bushland destinations	Yr 1, Yr 2, Yr 3, Yr 4	Number of new or upgraded accessways to high profile bushland destinations, such as lookouts, that have addressed disability access and inclusion
LC1.3 Continue to improve accessibility of places and spaces in Budgewoi, Umina Beach, Wyong, Gosford and The Entrance	Community and Culture		Budgewoi, Umina Beach, Wyong and The Entrance have improved accessibility.	Yr 1, Yr 2, Yr 3, Yr 4	Access improvements made in Budgewoi, Umina Beach, Wyong, Gosford and The Entrance
LC1.4 Continue to make parks and play spaces more accessible and inclusive, with design informed by the 'Everyone Can Play Guidelines'	Open Space and Recreation		Over time all parks and playgrounds are made more accessible and inclusive	Yr 1, Yr 2, Yr 3, Yr 4	All new and upgraded play spaces have continuous paths of travel and inclusive play elements

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Timeframe key: Yr 1 – 21/22, Yr 2 – 22/23, Yr 3 – 23/24, Yr 4 – 24/25

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Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
LC-2 Make it easier to get around					
LC2.1 Implement actions from the Pedestrian Access and Mobility Plan (PAMP), seeking external funding as required	Roads and Drainage Infrastructure – Asset Management Roads and Drainage		Pathways are improved so people can get where they need to go, safely.	Yr 1, Yr 2, Yr 3, Yr 4	Kms of pathway built or improved
LC2.2 Work with state government on Gosford City planning to ensure that there are accessible linkages across Gosford, including links to key hubs and facilities, for example Gosford Train Station and Gosford Hospital	Strategic Planning	Engineering Services Unit; Open Space and Recreation, Transport for NSW, NSW Health	Gosford CBD becomes more accessible and easier for people with disability to get around	Yr 1, Yr 2, Yr 3, Yr 4	Advocate to NSW Government to ensure priority accessible linkages to key hubs and facilities within Gosford
LC2.3 Continue to implement program to make bus shelters accessible, including supporting infrastructure like pathways and kerb ramps	Roads and Drainage Infrastructure – Asset Management Roads and Drainage AND Engineering Services		Accessible bus shelters will make it easier for people to use public buses	Yr 1, Yr 2, Yr 3, Yr 4	Number of bus shelters made more accessible
LC2.4 Publish and promote Accessibility Maps	Community and Culture		Information about accessibility of key town centres is available and informative	Yr 1, Yr 2, Yr 3, Yr 4	Number of maps published showing access in town centres

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
LC-3 Improve access to public toilets and adult changing places					
LC3.1 Investigate options to deliver new Accessible Adult Changing Facilities in a key location	Community and Culture		Adults with high support needs have access to a purpose-built changing facility to change safely and comfortably	Yr 1, Yr 2, Yr 3, Yr 4	An Accessible Adult Changing Facility or certified "Changing Place" is installed in at least one town centre
LC-4 Improve access to Council facilities					
LC4.1 Implement access upgrades at pools and leisure centres (e.g. hoists, accessible adult changing facility), seeking external funding if needed	Leisure, Beach Safety and Community Facilities		All Council pools are accessible to people with disability	Yr 3, Yr 4	Number of actions taken to improve access to pools and leisure centres
LC4.2 Continue to upgrade Council owned community facilities informed by access audits as part of 10-year program	Facilities and Asset Management	Leisure, Beach Safety and Community Facilities; Asset owner	Community facilities are accessible to everyone	Yr 1, Yr 2, Yr 3, Yr 4	Number of facilities upgraded for better accessibility
LC-5 Improve accessible parking					
LC5.1 Research and investigate accessible parking sites to fit minibuses/ minivans with rear hoists (e.g. The Entrance)	Infrastructure – Roads, Engineering Services		Access to town centres, shops and tourist places will be improved for people using vans with hoists, and safety will improve in carparks	Yr 1, Yr 2	Recommendations made on opportunities to provide suitable parking for minibuses/ vans with rear hoist
LC5.2 Research opportunity to increase accessible parking spots at beaches, shops and schools close to entrances and facilities (with compliant widths and clearance zones)	Infrastructure – Roads Engineering Services		People with access parking permits will have better access to beaches, shops and schools, allowing them to participate.	Yr 1, Yr 2, Yr 3, Yr 4	Recommendations made on opportunities to increase accessible parking

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
LC5.3 Explore improvements to technology to check availability of accessible parking	Infrastructure – Roads, Engineering Services		Finding an accessible parking spot is made easier	Yr 3	Recommendations made on technology to check on availability of accessible parking
LC-6 Make community events, programs and activities more inclusive of people with disability					
LC6.1 Build capacity of Council event staff to deliver accessible and inclusive events, activities and programs	Community and Culture		Knowledge, skills and capacity of events staff is further developed to plan and deliver accessible events	Yr 1, Yr 2, Yr 3, Yr 4	Number of Council events staff who receive training/upskilling on delivery of accessible events
LC6.2 Plan and deliver community, cultural, sporting, recreation, leisure and learning events, activities and programs that are welcoming and accessible for people with a disability	Community and Culture; Leisure, Beach Safety and Community Facilities; Libraries and Education; Open Space and Recreation		People with disability can participate fully in Council events that interest them	Yr 1, Yr 2, Yr 3, Yr 4	Number of accessible events and activities delivered annually
LC6.3 Ensure that Council theatre and performance art spaces are welcoming and inclusive, such as providing Auslan interpretation, audio description and reserve accessible seating only available to people with disability	Community and Culture		Theatre productions are more accessible to people with disability	Yr 1, Yr 2, Yr 3, Yr 4	Teams deliver at least 2 accessible activities per year

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Timeframe key: Yr 1 – 21/22, Yr 2 – 22/23, Yr 3 – 23/24, Yr 4 – 24/25

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
LC6.4 Revise Council's event permit and grant funding application forms to include questions on accessibility and inclusion	Community and Culture; Leisure Beach Safety and Community Facilities		Community run events are more inclusive of and accessible to people with disability	Yr 2	Forms have been revised to reflect access and inclusion questions
LC-7 'Universal Design' principles are embedded in Council policies, planning and infrastructure projects					
LC7.1 Ensure Council's Comprehensive Development Control Plan (DCP) incorporates inclusion of universal design principles	Strategic Planning	Leisure Beach Safety and Community Facilities	Developments are universally designed to the greatest extent possible to be accessible for everyone	Yr 1, Yr 2, Yr 3, Yr 4	The Development Control Plan talks about the importance of designing for universal access
LC7.2 Promote Universal design through Council's Housing Strategy	Strategic Planning	Community and Culture	Housing developments incorporate universal design making housing accessible for everyone	Yr 1, Yr 2	Council's Housing Strategy includes universal design principles
LC7.3 Finalise Central Coast Public Domain Guidelines to reference AS 1428.1 Design for access and mobility, Part 1: General requirements for access - New building work	Strategic Planning		All new public areas are accessible to everyone	Yr 1	Public Domain Guidelines finalised and highlighting importance of access and mobility
LC7.4 Ensure universal design and accessibility requirements are considered for all renewal and upgrade programs, new capital works, infrastructure and place planning where practicable	Open Space and Recreation; Leisure, Beach Safety and Community Facilities; Community and Culture; Infrastructure Roads; Facilities and Asset Management; Procurement and Projects		Places and spaces become more accessible to people with disability	Yr 1, Yr 2, Yr 3, Yr 4	Demonstrated application of universal design principles

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Timeframe key: Yr 1 – 21/22, Yr 2 – 22/23, Yr 3 – 23/24, Yr 4 – 24/25

Kathy's story

Kathy is a member of Council's Access and Inclusion Reference Group. She has over 18 years of experience in the disability sector. Kathy is now an Access Technology Trainer with Vision Australia. Kathy also has lived experience of blindness.

Tell us what you like to do and where you like to go on the Coast? Where would you like to go that you can't currently?

"I enjoy participating in any running/walking events like my local Woy Woy Park Run, Blackmores Running Festival, City-2-Surf, Bay-2-Bay along with Fun Runs interstate. I also love Dragon Boat Paddling and eventing at regattas both on the Coast, in Sydney and overseas when the opportunity arises.

I love to go and see live bands, go bushwalking and shopping but often find it difficult getting to the venues or starting points as public transport is infrequent or doesn't exist and you need a car."

What is something you like to do that is accessible?

"My local Woy Woy Park Run as I can get to the start independently, along the shared path and participate with support from the running guides from Achilles."



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Craig's Story

Craig lives in Long Jetty. He loves the ocean and used to make surfboards for a living. He has recently discovered the beach matting at Toowoon Bay.

Tell us what do you like to do and where you like to go on the Coast? Where would you like to go that you can't currently?

"I would like to get back to surfing. Surfing has been my life for a long time before my accident. It would mean a lot to be able to get back into the ocean which has always given me a sense of freedom.

I would like to go to Toowoon bay as it's more accessible for people with disability, it has the beach mat.

I would like to see more accessible beaches with longer and wider beach mats. Also accessible change rooms for people with disability."



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Linda's Story

Linda lives in Long Jetty. She loves shopping.

Tell us what you like to do and where you like to go on the Coast? Where would you like to go that you can't currently?

"I like to visit the shops at The Entrance, Bateau Bay and Tuggerah. I would like to go to the shops at Toowoona Bay but I can't because most of them have steps.

I would like to see more wheelchair accessibility in the shopping centres and wider pathways for big wheelchairs like mine. Also accessibility to all beaches and parks."

Can you give an example of something that is accessible to you?

"The clubs and shops because they are more wheelchair friendly."



Employment

7. Focus Area 3: Employment

Objective: To increase employment of people with disability in meaningful roles in the community and at Council

7.1 Introduction

People with disability experience many barriers in finding and keeping a job. Our survey found the greatest barriers on the Central Coast were related to discrimination and assumptions about ability, physical access in the workplace and lack of flexibility by employers. 71% of disability sector workers said 'getting a good job' was the top challenge impacting on people with disability on the Central Coast.

Despite the many benefits of employing people with disability¹, rates of employment for people with severe or profound disability have declined, full-time work for people with disability has declined and part-time work has increased steadily since 2003. The trends are going the wrong way and people with disability are increasingly underrepresented in the workforce.

Inclusive employment means increased income, reduced social isolation and independence for people with disability. For businesses, benefits include access to a broader range of skills and dedicated and hard-working staff. If we don't employ people with disability, there are higher costs to the community through income support and increased health costs.

7.2 What we heard

We asked people with disability and carers what employers can do to help people with disability find meaningful employment. The top answers are:

1. Employers should get educated and understand disability
2. Be flexible – offer part-time, flexible hours, work from home, adjust aspects of the job
3. Employ us! Give us an opportunity!
4. Focus on ability – skills, resilience
5. Provide workplace adjustments and supports

1. Deloitte Access Economics (2011) 'The Economic benefits of increasing employment for people with disability', commissioned by the Australian Network on Disability, Aug 2011, (pg ii) <https://www2.deloitte.com/au/en/pages/economics/articles/economic-benefits-increasing-employment-for-people-with-disability.html> (accessed 22 Dec 2020)



- Council could support people with disability to start their own businesses through the Launchpad program
- Internships, apprenticeships and work experience placements are important entry-level opportunities. But there also needs to be career development opportunities so there are people with disability in leadership positions
- Educating the community about disability and sharing positive stories will improve employment opportunities

7.3 What we have achieved so far

Achievements to date include:

- New work experience program that includes people with disability
- Recruitment process updated to include a diversity and inclusion statement in job advertisements
- Making reasonable adjustments in the application process and in the workplace
- Workforce diversity data is collected
- Kincumber Library featured as one of the accessible workplaces in the factual ABC TV series 'Employable Me'

7.4 What we will do next

The next four years will focus on:

- Creating more work, training and volunteer opportunities for people with disability, including people with intellectual disabilities
- Valuing and supporting Council staff with disability and working towards being an employer of choice for people with disability
- Supporting people with disability to start up their own businesses

Action Plan: Employment

To increase employment of people with disability in meaningful roles within Council and the community

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
E-1 Measure employment of people with disability					
E1.1 Ensure ongoing collection of data on staff disability status (non-mandatory) through anonymous options	People and Culture		Council can measure any increase or decrease of employment of people with disability and make changes to improve it	Yr 1	Data collected on annual basis
E-2 Support people with disability in the workplace and ensure they are heard					
E2.1 Consult with staff with lived experience of disability to set up a Council Disability Employee Network (DEN) as an internal peer support network	People and Culture	Community and Culture	Staff with disability feel supported and have a say in making Council a more inclusive workplace	Yr 2	Staff consulted and appropriate network established
E2.2 Assist Managers and Supervisors to support staff with disability, including mental health, by providing reasonable adjustments	People and Culture	Community and Culture	Staff with disability get the reasonable adjustments they need and are supported by their Managers	Yr 1, Yr 2, Yr 3, Yr 4	Assistance provided as required
E-3 Recruitment					
E3.1 Ensure that job advertisements are provided in formats that are compatible with assistive technology, and applications are accepted in alternative formats where feasible	People and Culture	Community and Culture	Council provides an inclusive recruitment process and actively attracts people with disability to consider a career at Council	Yr 1, Yr 2, Yr 3, Yr 4	Number of people identifying as having a disability who have applied for a role with Council.

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
E3.2 Review, amend and demonstrate how recruitment policies and procedures ensure flexibility in the application, interview and on boarding process for people with a disability, including reasonable adjustments.	People and Culture	Community and Culture	Inclusive recruitment processes result in Council having more people with disability on staff	Yr 2	Review has been conducted with input from Access and Inclusion Reference Group
E3.3 Review job descriptions to remove non-essential criteria that impacts people with disability, e.g. requirement for driver's licence if not essential for the role	People and Culture	Community and Culture	Council gets the best staff based on the essential criteria	Yr 1, Yr 2, Yr 3, Yr 4	Number of job descriptions where amendments made for new hires
E-4 Inclusive entry level opportunities					
E4.1 People and Culture host an industry day for people with disabilities to see and experience what it is like to work at Council, including practicing interview skills	People and Culture		People with disability, including young people, can gain work experience on the Central Coast	Yr 3, Yr 4	Number of people with disability who have participated in a work experience or industry day.
E4.2 Ensure that undergraduate positions, traineeships and Apprenticeships with Council are accessible to and promoted to people with disability – with a commitment to providing reasonable adjustments and flexibility as required	People and Culture		Making Council undergraduate positions/ apprenticeships more accessible will result in more people with disability getting the opportunity to enter the workforce	Yr 3, Yr 4	Number of people with disability who have participated in undergraduate positions, traineeships and apprenticeships

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
E-5 Career development and leadership					
E5.1 Ensure that all professional development opportunities within Council, including leadership programs, are explicitly accessible and inclusive of people with disability, with reasonable adjustments made to facilitate access and delivery	People and Culture	Managers/ Executive	People with disability will be supported to develop their career and move into leadership positions, being a role model for others.	Yr 1, Yr 2, Yr 3, Yr 4	Training information, delivery and premises are accessible and adjustments have been made to enable full participation
E5.2 Upgrade staff training facilities in Council administration buildings and depots to improve accessibility	Facilities and Asset Management		Employees with disability can participate in training like everyone else	Yr 2, Yr 3, Yr 4	Number of access barriers addressed for training facilities
E-6 Support people with disability to establish new businesses					
E6.1 Actively attract people with disabilities who have a start-up business ideas to participate in Council's LaunchPad program	Community and Culture		People with disability are supported with skill development and networking to start their own business.	Yr 1, Yr 2, Yr 3, Yr 4	Number of people with disability involved in skills development and networking activities
E-7 Recognition of Carers					
E7.1 Review workplace leave and flexibility policy and associated FAQs so Managers know how to support staff who are carers for people with a disability	People and Culture	Carers NSW	Staff who are carers are well supported by Council, making our community more inclusive and supportive.	Yr 1	The revised policy recognises the role of carers and outlines how they can be supported



Systems and Processes

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8. Focus Area 4: Systems and Processes

Objective: To improve access to mainstream Council services for people with disability through better systems and processes

8.1 Introduction

This section is about looking at systems and processes to see if there are any barriers that stop people from being able to get the support and services that they need. People with disability should be able to access all the services that are available to the rest of the community and have a say about issues that affect them. Systems and processes can include how you get information, how you can make an enquiry or payment, or how you can give feedback or have a say.

Through the consultation, people told us that they need more information and it needs to be in accessible formats. People want to know what's on in their community, what's accessible and how to get support. Websites need to be accessible and easy to use. We also need to make information available in hard copy for people without access to the internet.

People who attended Council programs said they enjoy being included and the sense of community, but our staff could be more disability confident.

About 55% of people with disability and carers said they had no difficulties doing general business with Council, but about 12% said they had difficulty filling in a form, making an application or making a complaint.

8.2 What we heard

- Council and local businesses should have disability confident staff. We need well trained and understanding frontline staff who can assist when needed
- We need to provide information about how places, activities and services are accessible so people with disability and carers can plan ahead. For example, it is not easy to find information on Council's website about the accessibility features of Council's pools and recreation centres or community events
- We also need to provide more information about what's on and how to get support on the Central Coast

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- We need to make information available in Auslan for people who are deaf and in Easy English for people with intellectual disability
- We need to make sure that people with disability are considered in our Emergency Management plans, actions and communications. This includes making sure that local emergency information is available in accessible formats and reaches people with disability, e.g. the deaf community
- We also need to maintain our Access and Inclusion Reference Group and other options that allow people to have a say

8.3 What we have achieved so far

Achievements to date include:

- Website accessibility improved (WCAG2.0) and providing information about accessible features of play spaces
- Accessible documents guide: to help staff develop accessible documents
- Access and Inclusion Reference Group established, made up of people with lived experience of disability to oversee the Disability Inclusion Action Plan
- Auslan interpreters provided at more Council events
- Appointment of a permanent Disability Inclusion Officer

8.4 What we will do next

The next four years will focus on:

- Making more of Council's information accessible in a range of formats and making it easier to find.
- Providing more information about how places and activities are accessible for people with disability.
- Improving engagement and consultation with people with disability.
- Making it easier to interact with Council
- Making sure that emergency management is inclusive of people with disability.

Action Plan: Systems and Processes

To improve access to mainstream services for people with disability through better systems and processes

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
SP-1 Council information is available and accessible to people with disability					
SP1.1 Ensure that accessible documentation training has been completed by all Communication, Graphic Design and Digital staff	Communications, Marketing and Customer Engagement		Staff know how to make documents accessible and they do this as part of their core work	Yr 1, Yr 3	All Comms, Graphic Design and Digital staff have been trained
SP1.2 Ensure that at least one representative from each unit across Council completes online accessible document training	People and Culture		Staff know how to make documents accessible and they do this as part of their core work	Yr 1, Yr 3,	Number of people who have completed accessible document training
SP1.3 Identify and provide key Integrated Planning and Reporting documents (or summaries of these) in accessible formats, such as Community Strategic Plan, Annual Reports and Operational Plans	Strategic Planning		All people can access key Council information, including people who are deaf, people who are blind and people with an intellectual disability	Yr 2, Yr 3, Yr 4	Minimum of 5 key Integrated Planning and Reporting documents are available in accessible formats including Auslan and Easy English
SP1.4 Update knowledge base for customer service staff to include advice on how to respond to requests for information that is more accessible	Communications, Marketing and Customer Engagement	Community and Culture	People with disability will be assisted to access the information they need	Yr 2, Yr 3, Yr 4	Customer Service knowledge base has been updated
SP1.5 Update existing guidelines (e.g. Writing Style Guide and Brand Style Guide) with accessibility requirements to assist Council staff to develop information that is accessible	Communications, Marketing and Customer Engagement	Community and Culture	Staff will understand access requirements and create documents that are accessible	Yr 2	Guidelines have been updated to include accessibility requirements

Timeframe key: Yr 1 – 21/22, Yr 2 – 22/23, Yr 3 – 23/24, Yr 4 – 24/25

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
SP1.6 Create and promote a Council guide for creating accessible videos; and update procurement terms of engagement (purchase order) to ensure contractors follow the guide	Communications, Marketing and Customer Engagement; Procurement and Projects		Council videos will be accessible	Yr 2	Accessible video guide is developed. Purchase order standard terms and conditions amended to reflect requirement for accessibility when developing video content on behalf of Council Communicate requirement to Council's preferred marketing and communication practitioners on vendorpanel
SP1.7 Make information available on accessible events, activities, services, support and places, including links to accessibility apps, info on where to get help, inclusive community and council activities	Community and Culture	Communications, Marketing and Customer Engagement	People with disability can participate fully because they have the information they need to plan ahead.	Yr 1, Yr 2 Yr 3, Yr 4	Number of events, activities and services for which access information is available Number of places for which access information is available on the website

Timeframe key: Yr 1 – 21/22, Yr 2 – 22/23, Yr 3 – 23/24, Yr 4 – 24/25

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
SP-2 Customer Service is more accessible					
SP2.1 Implement use of 'speech to text' technology for frontline staff to communicate with people who are deaf and promote that it's available	Communications, Marketing and Customer Engagement; Libraries and Education	Information and Technology	People who are deaf can confidently communicate with front desk staff and receive the information they want	Yr 1, Yr 2, Yr 3, Yr 4	Front desk staff know how to use 'speech to text' technology to support people who are deaf
SP-3 Participation in community engagement is inclusive					
SP3.1 Ensure communication for public consultation is accessible, uses community networks to reach a broad range of community members and includes information on how consultation will be accessible.	Communications, Marketing and Customer Engagement with relevant Project owners		People with disability can access and participate in all Council engagement activities.	Yr 2, Yr 3, Yr 4	Engagement sessions are planned using Accessible Event Guidelines and Accessibility features of the event are actively promoted
SP3.2 Convert Council's Your Voice Our Coast website to meet Web Content Accessibility Guidelines	Communications, Marketing and Customer Engagement	Project owners	Community engagement is inclusive of people with disability	Yr 3, Yr 4	Your Voice Our Coast provides information in a range of accessible formats
SP-4 Improve accessibility of the website					
SP4.1 All Council websites comply with the most current web content accessibility guideline (WCAG) version.	Communications, Marketing and Customer Engagement		Council's websites provide web content accessibility that meets the needs of the community and Council	Yr 1, Yr 2, Yr 3, Yr 4	Web compliance audited biennially and compliance actions addressed

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Timeframe key: Yr 1 – 21/22, Yr 2 – 22/23, Yr 3 – 23/24, Yr 4 – 24/25

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
SP4.2 Review accessibility and inclusiveness of Council Meetings, including investigation of closed caption webcasts	Governance and Risk	Information and Technology	Council meetings are accessible and inclusive	Yr 2, Yr 3, Yr 4	Number of access improvements made to Council meetings
SP-5 Targeted communication to groups Council may not reach					
SP5.1 Implement targeted communication to disability network and contacts to share information about access and inclusion developments/ opportunities at Council and across the Central Coast community, including reach to Aboriginal, Deaf and CALD communities	Community and Culture		People with disability, advocates, carers and service providers are informed about access and inclusion news and opportunities and can share this information to their networks, leading to more active participation	Yr 1, Yr 2, Yr 3, Yr 4	Biannual communication to key groups
SP-6 Emergency Management is inclusive of people with disability					
SP6.1 Consult with Council's Access and Inclusion Reference Group to improve awareness amongst people with disability about local emergency information resources, such as the Central Coast Disaster Dashboard, and advocate to primary agencies about any issues raised about access to emergency information	Environmental Compliance and Systems;	Access and Inclusion Reference Group	People with disability know where to access information about local emergencies	Yr 1, Yr 2, Yr 3, Yr 4	Access and Inclusion Reference Group have been consulted and feel informed
SP6.2 Provide 'Get Ready Central Coast' information in accessible formats, including Auslan interpreted, Easy English etc	Environmental Management	Resilience NSW	People with disability have information that helps them be prepared for emergencies	Yr 2, Yr 4	Get Ready information is available in accessible formats

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Timeframe key: Yr 1 – 21/22, Yr 2 – 22/23, Yr 3 – 23/24, Yr 4 – 24/25

Action Description	Responsible Unit/Team	Key Partners	Aim/Expected outcome	Timeframe	Indicators
SP6.3 Review and implement emergency evacuation procedures for all Council administration buildings and depots that address the needs of people with disability, considering aspects such as flashing emergency lights for people who are deaf and easy egress from buildings	Facilities and Asset Management		All people can evacuate safely and with dignity	Yr 2	No of buildings for which evacuation procedures have been reviewed considering accessible evacuation requirements under the Disability Access to Premises standards

Bobby's Story

Bobby is an educator and advocate for people living with dementia. She represents people with dementia on local, nation and international advisory groups. Bobby is a member of Council's Access and Inclusion Reference Group.

What would make it easier for a person with Dementia to interact with Council?

"Communication (both speaking and understanding) can be difficult for many people living with dementia or other forms of cognitive impairment. The message needs to be clear and concise. Short, to the point and in plain English.

Please speak slowly, clearly and in short sentences. Allow us time to take in the information and respond. We need people to be patient with us and respectful of the additional processing time that we may need.

The website needs to be simplified. Clear headings with a suitable drop-down menu, would make accessing information much easier. This response would apply for everyone, but especially so for those of us with dementia or other cognitive impairment."



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9. Monitoring, reviewing and reporting

The Disability Inclusion Action Plan is aligned with Council's Integrated Planning and Reporting framework including the Community Strategic Plan, the Delivery Program and annual Operational Plans. The progress of the Plan will be regularly monitored and reported.

Council will continue to work with the Access and Inclusion Reference Group to practically look at how it can best implement the Plan, to check-in on progress and modify if required to meet changing community priorities.

The Internal DIAP Reference Group, made up of representatives from across Council business units and lead by our Executive Sponsor, Director Community and Recreation Services, will monitor progress of the Plan over the four years.

Each year progress against the actions in the Plan (for that year and all ongoing actions) will be reported quarterly to the community as well form part of Council's Annual Report. A copy will be provided to the Minister for Families, Communities and Disability Services.

Implementation will be evaluated towards the completion of the Plan to inform the next plan. The Disability Inclusion Action Plan will be reviewed and updated every four years in consultation and collaboration with the community.

We welcome any feedback on this plan or suggestions related to access and inclusion. Please direct any enquiries to Council's Disability Inclusion Officer.

See Part 2 for more detailed information.





DRAFT Disability Inclusion Action Plan 2021-2025

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August 2021



**Central Coast
Draft Disability Inclusion Action Plan
2021-2025
Part 2:
Resources for Community**



An accessible and inclusive place to live, visit, work and play



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Fact Sheet 1

Disability and the case for inclusion



What is Disability?

The United Nations states: "Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others."

This is the social model of disability which recognises that people are disabled by barriers in our society, rather than by their impairment itself. If these social, physical and economic barriers are removed, then people with disability can be independent, equal in society and their authentic selves.

- There are different types of disability and a person may be affected by more than one form of disability during their lifetime. The main categories are:
- Sensory: affecting vision or hearing
- Physical: affecting mobility and/or a person's ability to use their upper and/or lower body
- Neurological: affecting a person's ability to control their movements
- Intellectual: affecting a person's judgement, ability to learn and communicate
- Cognitive: affecting a person's thought processes, personality and memory e.g. acquired brain injury or dementia
- Psychiatric: affecting a person's emotions, thought processes and behaviour e.g. clinically diagnosed depression or schizophrenia

We need a Disability Inclusion Action Plan because:



Disability is part of our lives: One in five of us have a disability



There are social and economic benefits to disability inclusion



We can meet our legal obligations



'Belonging' is at the heart of Council's Community Strategic Plan

1. Disability is part of our lives



In Australia **one in five** people has a disability.

That is about 4.4 million people in Australia. About 61,000 people living on the Central Coast have some form of disability.



There are around **22,000 people** on the Central Coast (about 6.4% of us) who need help in their day to day lives due to disability

33,606 people on the Central Coast are providing unpaid care to a person due to disability, long term illness or old age. Many people in caring roles do not identify as carers and are not linked to services and supports that can assist them.

Most of us have at least one family member or friend with a disability. When we consider that making places accessible for people with a disability also makes them accessible for older people, people with prams and people with a temporary injury, it is clear that most of our community will benefit from a more accessible community.

Did you know that a person born in 2018 can expect to live about 21% of their lives with some level of disability?

2. There are social and economic benefits of disability inclusion

Socially, we all benefit from communities that are rich with diversity, that are welcoming and accessible, and that make us feel like we all belong. As a community, we are stronger when the human rights of all peoples are respected. This type of community is more innovative and resilient.

Our survey found that during the coronavirus pandemic, feelings of loneliness and isolation were very high for people with disability and their carers on the Central Coast. Experiencing disability discrimination can also increase the risk of social isolation. By creating a community that is more inclusive, social isolation and its negative impacts will be reduced for people with disability.

There are also economic benefits when a community is accessible and inclusive of people with disability. Business that are more accessible and inclusive benefit by attracting more customers who can access their products, services, information and business premises.

Data is taken from ABS Census 2016 unless stated otherwise.

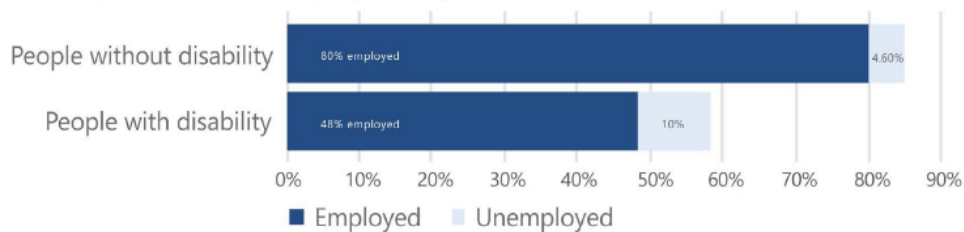
As a group, Australians living with a disability are worth around \$100 billion to the economy annually.



Both the community and individuals achieve financial benefits when people with disability can access meaningful jobs and earn an income. Personal incomes increase choice, control and independence. There are also lower costs to the state for income support, health care and disability specific services.

Working age people

Employment of working age people



Universal design, which means designing places and services so that everyone can access them, also brings financial benefits to the community. It avoids the need for special assistance and access modifications in the future.

3. We can meet our legal obligations

There are international, national and state policies and laws that aim to create environments that support people with disability and their carers to live their best lives. Under these policies and laws local government has obligations that it must meet. This Disability Inclusion Action Plan helps Council to meet its obligations through setting out how Council will work to facilitate full participation, access and inclusion for people with disability.

Information about the international, national and state policies and legislation is in Fact Sheet 8.

4. Belonging is at the heart of Council’s Community Strategic Plan

Central Coast Council developed its Community Strategic Plan, One Central Coast 2018 - 2028, based on extensive community input.

The community said that ‘Belonging’ was important to them and Council has committed to it as one of the five pillars of the plan. Belonging is about our sense of community and including everyone in our community life. Council has committed to “create opportunities for inclusion where all people feel welcome and participate in community life”.

We have created the Disability Inclusion Action Plan to show community leadership and our ongoing commitment to improving access and inclusion for people with disability.

Fact Sheet 2

People with disability on the Central Coast



In Australia **one in five** people has a disability. That is about 4.4 million people in Australia. About 61,000 people living on the Central Coast have some form of disability.



There are around **22,000 people** on the Central Coast (about 6.4% of us) who need help in their day to day lives due to disability

This rate is higher than for Greater Sydney (4.9%) or NSW (5.4%), possibly due to our older population. The proportion of our population needing assistance increased from 5.7% to 6.4% on the Central Coast between 2011 and 2016, while nationally the prevalence of disability has dropped slightly.

Did you know?



1,060 people who need assistance due to disability and who live on the Central Coast have a Bachelor or higher degree?



9.7% of people needing assistance due to disability were in a household who earned a high income (\$2,500 per week or more)



23% were in a low-income household earning less than \$650 per week



27% of people needing assistance due to disability lived in households of couples with children and 27.9% lived as couples without children. 20.3% live in one parent families. 18.8% live in lone person households



41.6% of people needing assistance due to disability lived in a household that fully owned their home or was paying off a mortgage. 29.9% were renting

Data is taken from ABS Census 2016 unless stated otherwise.

The experience of disability is different for everyone. Some people have disabilities that cannot be seen by others, some people require support and assistance and some live independently.

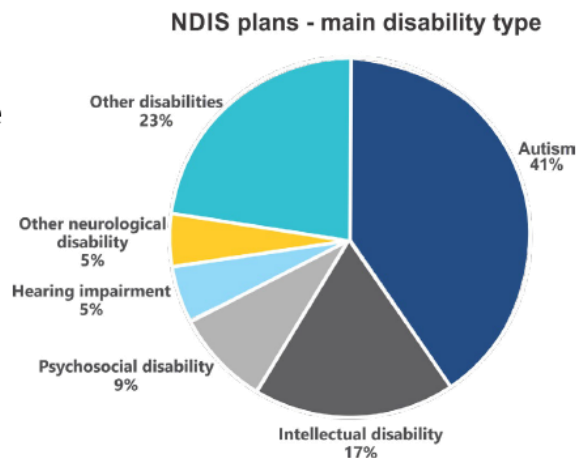
The Census also showed that 33,606 people on the Central Coast are providing unpaid care to a person due to disability, long term illness or old age. Many people in caring roles do not identify as carers and are not linked to services and supports that can assist them.

As you get older, you are more likely to have a disability. For example, only one in eight people under the age of 65 have some level of disability. But one in two people aged 65 or more have a disability.

There are about 8,096 people with active NDIS plans on the Central Coast (as at March 2021).

NDIS plans - main disability type

There are many people with disability on the Central Coast who cannot access NDIS or who do not need it. The highest number of people on NDIS plans are aged between 7 and 14 years, largely due to the high numbers in this age group with autism.



Did you know:



4.4% of people with disability use a wheelchair



1 in 6 Australians are affected by hearing loss and about 30,000 are Deaf Auslan users with total hearing loss



120,000 people in NSW are blind or have low vision (Vision Australia 2020)



45% of Australians aged 16–85 years, experience a mental health condition during their lifetime. 3 million Australians live with anxiety and depression.

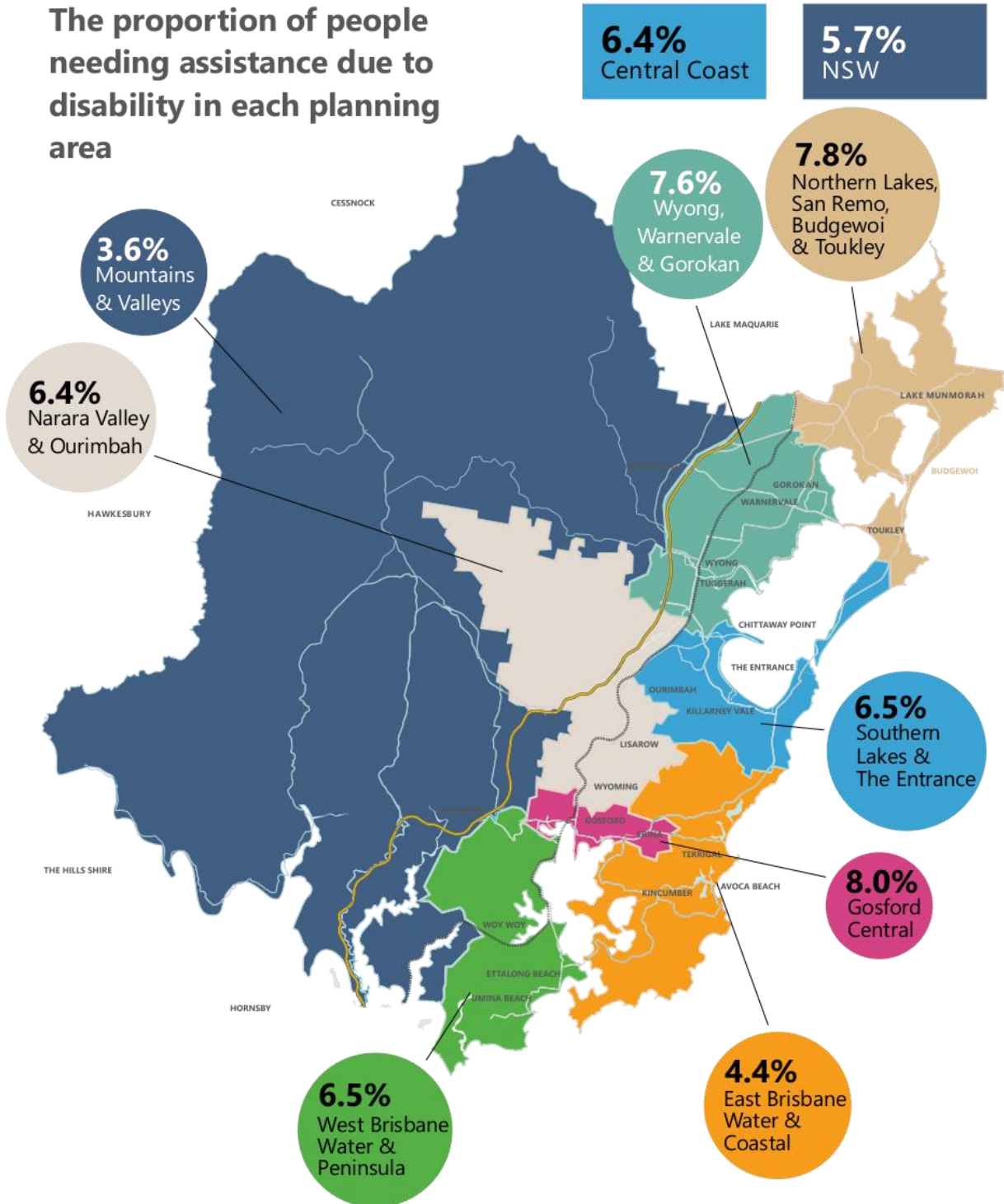


472,000 Australians are estimated to have dementia (2021). About 250 more people join this group everyday (Dementia Australia)

Data is taken from Australian Network on Disability unless stated otherwise.

(ABS Census 2016)

The proportion of people needing assistance due to disability in each planning area



Fact Sheet 3

How we involved our Community in creating Council's Disability Inclusion Action Plan 2021 - 2025



Due to the coronavirus and public health orders, we could not consult with the community in our usual way. We had to use online methods, such as online surveys and online forums. While this worked well for some people, it was not accessible for others. Auslan interpreters and captioning made the forums accessible for some, however, others struggled with the technology or did not have access to the internet or devices. Many people are just more comfortable to talk face to face.

When restrictions eased, we held extra face to face meetings to make sure we heard from people who did not join the online options, including the Aboriginal and Deaf communities.

Throughout the community engagement phase and development of the Action Plan, we met with and took advice from Council's Access and Inclusion Reference Group. For example, this included reviewing the survey questions through to defining actions.



Call to Action

A page was created on Council's Your Voice Our Coast website to invite people to have a say about the new Disability Inclusion Action Plan. This page included:

- a link to the online survey for people with disability, families and carers
- a link to the Easy English survey (image based with simple language)
- information on where to get a hard copy survey
- a link to the online survey for people working in the disability sector
- information about the online forums and how to register, including information in Easy English
- different options for having a say (e.g. such as video)
- contact details for staff who could assist

The opportunity to have a say was advertised widely and promoted through both Council and community networks, newspapers and social media.

Surveys (online, hardcopy and Easy English)

The survey for people with disability, families and carers was completed by 83 people, with over half being people with disability themselves. They ranged in age from under 18 to 85 plus and live across all parts of the Central Coast.

The survey for sector workers was completed by 62 people.

Online forums

Three online community forums were held using Zoom and Teams. Auslan interpreters attended each forum. 11 community members attended these forums.

Discussions were also held at three interagency meetings for Central Coast service providers, reaching 39 people.

Interviews (phone, online and face to face)

Interviews or focus groups were held with an additional 33 people to reach those groups who did not join the online options. This included people from the Aboriginal and Deaf communities and people with lived experience of dementia, mental health conditions and cerebral palsy.

Those people who participated provided very high quality, detailed and practical input that was used to develop the action plan.

Priority groups

The Disability Inclusion Act and the new Disability Inclusion Action Plan Guidelines 2021 acknowledge the specific needs of women, children and young people, Aboriginal people and culturally and linguistically diverse people. The new guidelines also include the LGBTQIA community. Throughout the community engagement we made sure that we listened to the needs of these groups. We recognise that some people face 'intersectional inequality' which means that they may face disadvantage due to other aspects, as well as disability.

- Women

79% of community members who completed surveys were women. While many of them were carers, 30 were women with a disability themselves. Consultation included Aboriginal women and women from culturally and linguistically diverse backgrounds. Women are also strongly represented on the Access and Inclusion Reference Group.

- Children and young people

Due to public health orders, the inability to visit schools and the use of online methods, direct engagement with children was limited. However, we did consult with carers of children with disability, the Department of Education, the school leavers interagency and service providers supporting young people with disability.

- Aboriginal community

Sit downs were arranged with Aboriginal representatives, including both people with disability and sector workers. As a result, 16 Aboriginal people shared their views with us through interviews and focus groups.

- Linguistically and Culturally Diverse community

Of the people who completed the survey, 11% spoke a language other than English at home. This is twice the rate of our general community as only 5.8% of our total community speak a language other than English at home. We also have culturally and linguistically diverse representatives on Council's Access and Inclusion Reference Group. People from the CALD community also participated in the community forums and phone interviews.

- LGBTQIA+

7% of people who completed our survey identified as LGBTQIA+. We consulted with Central Coast Pride in the development of the survey.

- Carers

Under the NSW *Carers (Recognition) Act 2010* public sector agencies, including local councils, are required to understand and acknowledge the important role of carers in our community. We are also required to consult with carers, which we have done through the survey, forums and through discussions with Carers NSW.

Of people who completed the survey, 44% were carers and another 10% were carers who also have a disability themselves. Carers are represented on the Access and Inclusion Reference Group. The particular needs of carers of people with mental illness and older carers were raised during the consultation.

Working with the Access and Inclusion Reference Group

All the comments from the community were brought together under the four focus areas which are 'Attitudes and Behaviours', 'Liveable Communities', 'Employment' and 'Systems and Processes'. These were shared with Council's Access and Inclusion Reference Group. This group is made up of people with lived experience of disability from the Central Coast community. This group includes people with a range of disabilities, carers and service providers. Together we developed recommended actions to respond to what the community asked for.

We also worked with an Internal Reference Group of Unit and Section Managers from across Council to build understanding and make sure the actions proposed could be delivered.

Fact Sheet 4

This survey was done to inform Council's Disability Inclusion Action Plan 2021 - 2025



What is working well for people with a disability living on the Central Coast?

- 56% People are generally accepting of people with a disability
- 51% Public places are generally accessible
- 46% I can get out in the natural environment)
- 45% There are good service providers on the Central Coast
- 36% Business are generally accessible

What challenges or barriers do you experience on the Central Coast?

- 57% Getting around/public transport
- 43% I can't get information about accessible aspects of public places allowing me to plan ahead
- 37% Getting the support I need
- 37% Public areas are not accessible
- 32% Suitable/affordable housing



Top 10: changes people with disability would make on the Central Coast

1. Footpaths that are safer, flatter and connected
2. Accessible public places with seats, shade and accessible toilets
3. Accessible natural areas, like the beach and bush
4. More activities that people with disability can join in
5. Make local businesses more accessible
6. Increase services for people with disability
7. Improve public transport for people with disability
8. Increase and control accessible parking (stop misuse)
9. Educate the community about disability
10. More job opportunities and training for people with a disability

Do you experience any challenges or barriers when getting around?

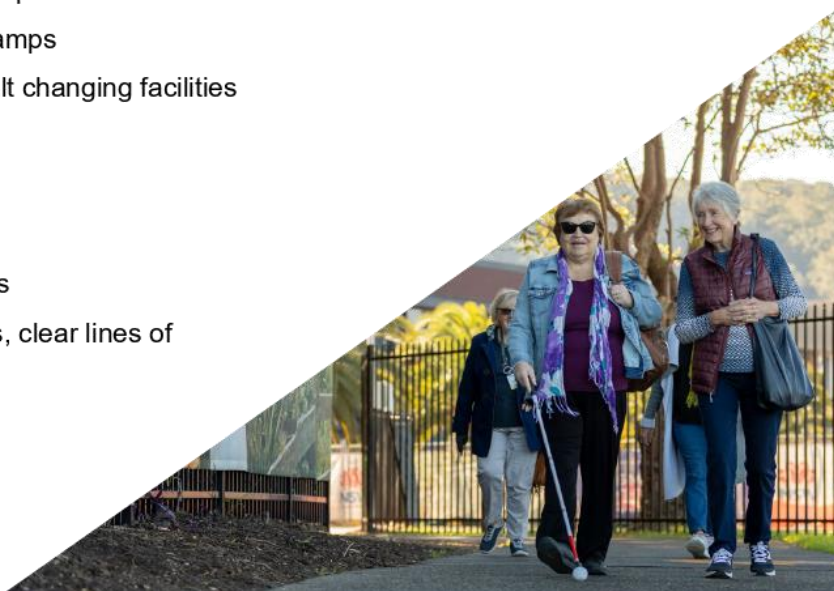
- 68% Unsafe pathways
- 64% Lack of pathways
- 33% Inaccessible transport (such as no lift at train station)
- 27% Not frequent enough public transport

What are the top places and spaces you would like to go that are not accessible?

- 57% Bushlands and natural areas
- 56% Beaches
- 22% Pools and leisure centres
- 21% Train stations
- 20% Playgrounds (20%)

Top 10 things that make places and spaces more accessible

1. Accessible pathways and kerb ramps
2. Accessible public toilets and adult changing facilities
3. Accessible parking
4. Seating in public places
5. Disability confident staff
6. Accessible entrances to buildings
7. Inclusive design (counter heights, clear lines of sight, wide doorways)
8. Shade and shelter



- 9. Pick up and drop off zones
- 10. Beach matting and beach wheelchairs

What changes would you like local businesses to make so that they are more inclusive and accessible?

- 86% Installing ramps and the entrance and fitting handrails
- 83% Staff trained in disability awareness and inclusive practices
- 83% Providing accessible toilet facilities
- 79% Having a suitable counter height for people who use a wheelchair
- 74% More accessible parking spaces

How can information be made more accessible and inclusive?

- 47% Accessible layouts
- 39% Easy English version
- 35% Actively getting information to isolated groups
- 30% Hard copy information
- 27% Image descriptions
- 24% Video with captioning

What information do you want?

- 85% Information about what is accessible (events, activities, programs, community facilities, outdoor spaces)
- 77% What's happening in my community that I can participate in
- 55% How to get help when I need it (such as NDIS, support services)
- 49% Information about Council services
- 37% Emergency information in an accessible format

What Council programs do you participate in now?

- 51% Community events and activities
- 34% Library services
- 24% Arts and culture programs
- 23% Major events
- 19% Sports and recreation programs



How could we improve Council programs to be more inclusive and accessible?

- 80% Have staff that are disability confident
- 71% Disability friendly venue set up
- 70% Promoting how they are accessible
- 67% Wheelchair accessible
- 39% Promote them in an accessible way (such as plain English, accessible format, hard copy, audio)

Top 8 things that people with disability say would make it easier to interact with Council

1. Train staff to be disability confident
2. A clear, up to date website, with information on what is on and what is accessible
3. Regular engagement with people with disability, such as through the Access and Inclusion Reference Group
4. More online communication and options, like social media, skype calls and online forums
5. Better physical access - seating, parking, counter heights, ramps etc
6. Better customer service - make sure you respond, a quicker response
7. Have a dedicated person to assist/advocate for people with disability, like Council's Disability Inclusion Officer
8. Have a variety of options and formats like hard copy, Easy English, phone, video, audio, Auslan interpretation

What would help stop discrimination and build positive attitudes towards people with disability?

1. Educate the community about disability
2. Improve the built environment
3. Provide opportunities for people with and without disability to interact e.g. inclusive sport and community activities
4. Educate people about invisible disabilities
5. Educate school kids about disability
6. Provide jobs for people with disability that are public facing and leadership roles
7. Represent people with disability in the media – positive stories and advertising.

Survey results from people who work in the disability sector

What challenges or barriers do you think have the most impact on people living with a disability on the Central Coast?

- 71% Getting a good job
- 60% Getting arounds/public transport
- 58% Suitable/affordable housing
- 48% Choice and control in their own lives
- 46% Having a say in their community
- 44% Discrimination
- 44% Getting the support that is needed
- 42% Public areas are not accessible
- 40% Information about how accessible public places are to plan in advance
- 37% Access to training/education

How are people with disability discriminated against?

- 71% Needs of people with disability not considered
- 63% They were ignored
- 49% Buildings not accessible (entrance, counter height, stairs only)
- 46% Public space or facilities not accessible or inclusive
- 37% Verbal insult
- 31% Refusal of reasonable adjustment

Fact Sheet 5

Central Coast Council's access and inclusion achievements so far



Attitudes and Behaviours

Achievements so far include:

- Targeted disability awareness training provided to Council staff
- Disability awareness training provided to all new staff at inductions
- Deaf Awareness/Auslan workshops provided to staff
- International Day of People with Disability celebrated each year. This year we promoted inclusion in local sport and active recreation
- Disability awareness campaigns run to educate the community about disability inclusion, such as:
 - A photographic exhibition with Central Coast ARAFMI to raise awareness of Mental Health as an invisible disability
 - 'Seen & Heard' inclusive arts project delivered in partnership with Musicians Making a Difference and Ability Links where young people living with a disability could creatively raise awareness about access and inclusion.
- Education for local businesses on how to be more accessible and expand their customer base through a series of local business forums and the distribution of a Business Resource Kit.





Liveable Communities

Achievements so far include:

- Universal Design Guidelines and Planning Accessible Events Guide developed to help staff create more accessible places and events

- Pedestrian and Access Mobility Plan (PAMP) developed to guide footpath improvements



- Access maps created for Budgewoi, The Entrance, Wyong and Umina Beach town centres



- Access audits completed in key locations so access upgrades can be planned

- Beach matting installed at Umina Beach, Ocean Beach and Toowoong Bay



- Beach wheelchairs provided for use at 12 of our beaches

- Accessible play spaces provided, using the 'Everyone Can Play Guidelines'. Examples are Saltwater Creek and Canton Beach.



- A adjustable dual height service counter installed at Erina Library



- New hearing loops installed at Gosford and Wyong Council Chambers and The Erina Centre



- Customer service areas at Wyong Administration Building upgraded to improve accessibility

- Capital works projects have been completed to enhance accessibility in areas regularly visited by tourists and residents including:

- The Terrigal Boardwalk provides a continuous path of travel including at entry and exit points
- An accessible adult change facility has been installed at Gosford Olympic Pool, an adult change room at Peninsula Leisure Centre and other accessibility upgrades to Wyong Pool and Lake Haven Leisure Centre
- Wheelchair accessible picnic tables, shelters, pathways and barbecues have been installed at Memorial Park, The Entrance
- The walkway between the Surf Club and the eastern rock shelf at Avoca Beach has been renewed
- An accessible viewing platform has been installed overlooking Umina Beach
- The Koolewong boat ramp, jetty and foreshore have been upgraded to increase accessibility including ramped access to the jetty
- Pathways to fishing platforms have been installed at Gwandalan and Terilbah Reserve, The Entrance
- Access improvements made to Chittaway Lions Park play space, creating an inclusive play space for the whole community
- An access audit to guide improvements at Kincumber Mountain
- Access improvements made to 86 bus stops
- Providing the 'Including You' sensory tent at a range of key community events including The Lakes Festival, Harmony Day, Christmas at The Entrance, Australia Day at Woy Woy, Budgewoi Festival, Coastal Twist and International Day of People with a Disability. The tent provides information, equipment (such as noise cancelling headphones) and a calm place for time out
- Incorporating accessible text and formats into directional signs



Employment

Achievements to date include:

- Launching a new work experience program that specifically includes people with disability
- Updating our recruitment process to include a diversity and inclusion statement in job advertisements
- Allowing for reasonable adjustments in the application process and in the workplace
- Starting to collect workforce diversity data
- Featuring Kincumber Library as one of the accessible workplaces in the factual ABC TV series 'Employable Me'



Council apprentice awarded the 2018 NSW Regional Training Services Award in the category of Student with a Disability!

Metal Fabrication Apprentice, Mitchell Vangelatos, attributes his successes in the program to his work team at Central Coast Council. Mitchell said "I have learnt a lot in such a short time and I'm really enjoying it but I couldn't have done it without the support of my Plant and Fleet team".

Mitchell's Team Leader had nothing but positive feedback on his new apprentice. Council's Team leader Mobile Plant Workshop, Len Persson said "Mitchell is passionate about learning his trade (metal fabrication) and working with his team. Having Mitch as part of our team is also a great example of how Council's values have allowed him to manage his disability while providing the necessary environment for him to succeed".

Systems and Processes

- Improving the accessibility of our website, compatible with Web Content Accessibility Guidelines (WCAG2.0)
- Information on the accessible features of local play spaces and beaches is included on the website
- Information on improved beach access and how to access a beach wheelchair is included on the website
- Access and Inclusion Reference Group was established, made up of people with lived experience of disability. They have been assisting Council to oversee the implementation of the 2017-2021 plan and have participated in the development of this plan
- Companion card is now accepted at all Council venues that charge an entrance fee
- Auslan interpreters have been provided at Council events including the inaugural Innovation Series, Australia Day presentations at Woy Woy, Sydney Comedy Festival, The Sapphires and Possum Magic
- Library collections include Large Print, audio books, e-books and a home delivery service
- Providing waste bin collection service for eligible people
- Providing programs and services that support access and inclusion such as:
 - Ultimate Gamer – gaming competition for young people open to all levels of ability and gaming experience and particularly appealing to those on the autism spectrum
 - Grants workshop tailored for the Disability sector
 - Education for sports and active recreation providers to increase participation of people with disabilities in mainstream sport



Fact Sheet 6

Central Coast Council Statement of Commitment and Guiding Principles for Disability Inclusion



Statement of Commitment

Central Coast Council is committed to improving access and inclusion for people with disability.

It seeks to do this by:

- Continuing to raise awareness of the needs and rights of people with disability and why inclusion is important
- Promoting positive stories and representation of people with disability
- Continuing to embed the principles and practices of access, inclusion and universal design across all areas of Council's programs, services, facilities and information
- Implementing the DIAP to achieve real and practical outcomes for people with disability in the community
- Working with the Access and Inclusion Reference Group (made up of people with lived experience of disability and sector workers) to ensure that this Plan is delivered as intended and meets the requirements of people with disability in our community
- Ongoing and meaningful dialogue with people with disability, their families and carers
- Collaborating and partnering with community, business, service providers and government agencies to bring to life real solutions for improved inclusion

Guiding Principles

Central Coast Council is also developing a Social Inclusion Charter that will embed the principles of social justice and human rights into Council's decision making. The principles of the Social Inclusion Charter also help to inform Council's Disability Inclusion Action Plan.

1. **First Peoples** - Central Coast Council acknowledges and pays respect to the traditional owners and custodians of the Central Coast lands and waters. We acknowledge the specific needs of Aboriginal people with disability and the positive example of inclusion that Aboriginal cultures show us.
2. **Rights** - Human rights are universal and apply to people with disability equally. People with disability have the right to be treated with respect, equality and dignity. People with disability have the right to participate in decisions that directly affect their lives.
3. **Inclusion** - Inclusion is about proactively seeking the participation and views of diverse communities, including people with disability. This will help to ensure that services, programs and policies reflect the needs and aspirations of everyone and are accessible.

4. **Access through universal design**– there should be equality of access to services, programs and resources, recognising that some people may need additional support to gain access. This includes access by people with disability to Council's services, programs and resources.
5. **Equity** - means that resources are allocated according to need with the aim of achieving more equal outcomes, that is, more resources for those with greater needs or barriers to access. People with disability face additional barriers so may require additional support to achieve equal access.
6. **Participation** – people can participate in planning and decision- making processes that affect their lives. This is very relevant to people with disability in our community.

We recognise the equal human rights of people with disability and value the contributions that people with disability make to our community.



Fact Sheet 7

Culture Is Inclusion



The First Peoples Disability Network (FPDN) has released a report on the experiences of Aboriginal and Torres Strait Islander people with disability, Culture Is Inclusion. The key finding is that connection to, and participation in cultural and community events is powerful in overcoming the negative effects of discrimination and exclusion for first peoples with disability.

Disability in Aboriginal and Torres Strait Islander communities is twice as prevalent and more complex, being likely to involve more than one disability, compared to other Australians. They also experience 'intersectional discrimination' and inequality that impacts on access to disability services, health, education, employment, housing and transport.

But Aboriginal and Torres Strait Islander people with disability participate in cultural and community activities on par with other Aboriginal and Torres Strait Islander people. That culture of inclusion helps to mitigate the effects of intersectional inequality and supports the social health and wellbeing of Aboriginal and Torres Strait Islander people with disability.





Fact Sheet 8

Disability Policy and Legislation



The following international, national and state policies and plans aim to create environments that support people with disabilities and their carers to live their best lives and provide an important context for this Plan.

International



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

The Convention aims to promote and protect full human rights and freedoms for all people with disability. Australia signed up to the Convention in 2008.

This means Australia must follow these 8 principles set out in the Convention to improve disability inclusion:

- “respect for inherent dignity, individual autonomy including the freedom to make one’s own choices, and independence of persons
- non-discrimination
- full and effective participation and inclusion in society
- respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- equality of opportunity
- accessibility
- equality between men and women
- respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.”



National

National Disability Strategy 2010-2020 (under review)



This national strategy sets out how Australia will meet its obligations under the UN Convention on the Rights of Persons with Disabilities (2006). A new National Disability Strategy is being developed.

Disability Discrimination Act 1992

The *Disability Discrimination Act 1992 (DDA)* makes disability discrimination against the law. It aims to:

- stop discrimination against people with disability
- ensure people with disability are equal under the law
- educate the community that people with disability have the same rights as the rest of the community.

The DDA makes it unlawful for any person or organisation, including Council and its staff, to directly or indirectly discriminate against a person with disability. Complaints of discrimination under this law can be lodged with the Australian Human Rights Commission.

There is a series of Disability Standards and Guidelines which provide more detail on what the Act means for access to buildings, education, public transport, web access and insurance. These can be access via:

<https://humanrights.gov.au/our-work/disability-rights/disability-standards>

State



NSW Disability Inclusion Act 2014 (Under review)

The Disability Inclusion Act 2014 says Council must:

- Have a Disability Inclusion Action Plan in place that sets out the actions Council will take so that people with a disability can access the general supports and services available in the community and can participate fully in the community.
- Consult with people with a disability to prepare the Action Plan
- State how Council will have regard to the Disability Principles in its dealings with matters related to people with disability.

The Act recognises the needs of particular groups of people with disability, being Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, women and children.

The Act has been reviewed and changes have been recommended. However, the requirements of the new Act will not be known until they have been passed by both houses of Parliament.

NSW Disability Inclusion Plan

This plan is also under review. It is expected that the new plan will have the same four focus areas, which are:

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

Other relevant laws:

- NSW Anti-Discrimination Act 1977
- NSW Local Government Act 1993
- NSW Carers (Recognition) Act 2010

Links to other Council Plans and Strategies

This Plan is part of Council's broader planning framework called *One Central Coast* (Community Strategic Plan 2018-2028) which sets the direction for our community over the next 10 years. The DIAP aligns with the broad themes of *One Central Coast*: Belonging, Smart, Green, Responsible and Liveable. It will inform the actions of Council's Delivery Program and Operational Plan.

The DIAP is also linked to the following Council Plans:

- Central Coast Cultural Plan 2020-2025
- Central Coast Affordable and Alternative Housing Strategy
- Central Coast Youth Strategy 2019-2024
- Central Coast Pedestrian and Mobility Plan 2019-2020
- Central Coast Positive Ageing Strategy 2021-2026
- Equity, Diversity and Respect Policy, August 2017
- Workforce Management Strategy 2018-2022
- Engagement Framework 2017

Fact Sheet 9

Principles of Universal Design



Universal design is about designing things to be as accessible as possible to the broadest range of people. This means that as many people as possible can use a place, product or service, including people of all abilities, ages and cultural backgrounds. For example, if a building is universally designed then people with disability will be able to access it in the same way as everyone else. If communication is universally designed then the broadest range of people will be able to get that information and understand it.

These are the 7 Principles of Universal Design:

- Equitable Use – everyone can use it
- Flexibility in Use – adaptable to everyone's needs
- Simple and Intuitive Use – easy for everyone to work it out
- Perceptible Information – everyone can access and understand it
- Tolerance for Error – easy for everyone to use
- Low Physical Effort – easy for everyone to use
- Size and Space for Approach and Use – useable by people of all shapes and sizes

The Goals of Universal Design are:

- Body fit
- Comfort
- Awareness
- Understanding
- Wellness
- Social integration
- Personalisation
- Cultural appropriateness

The principles guide a wide range of design disciplines including:

- Environments
- Products
- Communications
- Services



Fact Sheet 10

The Disability Principles of the Disability Inclusion Act 2014



The Disability Principles stated in the Act are:

- a. People with disability have an inherent right to respect for their worth and dignity as individuals.
- b. People with disability have the right to participate in and contribute to social and economic life and should be supported to develop and enhance their skills and experience.
- c. People with disability have the right to realise their physical, social, sexual, reproductive, emotional and intellectual capacities.
- d. People with disability have the same rights as other members of the community to make decisions that affect their lives (including decisions involving risk) to the full extent of their capacity to do so and to be supported in making those decisions if they want or require support.
- e. People with disability have the right to respect for their cultural or linguistic diversity, age, gender, sexual orientation and religious beliefs.
- f. The right to privacy and confidentiality for people with disability is to be respected.
- g. People with disability have the right to live free from neglect, abuse and exploitation.



- h. People with disability have the right to access information in a way that is appropriate for their disability and cultural background, and enables them to make informed choices.
- i. People with disability have the same right as other members of the community to pursue complaints.
- j. The crucial role of families, carers and other significant persons in the lives of people with disability, and the importance of preserving relationships with families, carers and other significant persons, is to be acknowledged and respected. The NSW Carers Charter under the Carers (Recognition) Act 2010 recognises the role and contribution of carers to our community and to the people they care for.
- k. The needs of children with disability as they mature, and their rights as equal members of the community, are to be respected.
- l. The changing abilities, strengths, goals and needs of people with disability as they age are to be respected.

In addition, the Disability Principles include principles that recognise the needs of particular groups:

- Supports and services provided to Aboriginal and Torres Strait Islander people with disability are to be provided in a way that:
 - Recognises that Aboriginal and Torres Strait Islander people have a right to respect and acknowledgment as the first peoples of Australia and for their unique history, culture and kinship relationships and connection to their traditional land and waters, and
 - Recognises that many Aboriginal and Torres Strait Islander people with disability may face multiple disadvantage, and
 - addresses that disadvantage and the needs of Aboriginal and Torres Strait Islander people with disability, and
 - Is informed by working in partnership with Aboriginal and Torres Strait Islander people with disability to enhance their lives.
- Supports and services provided to people with disability from culturally and linguistically diverse backgrounds are to be provided in a way that:
 - Recognises that cultural, language and other differences may create barriers to providing the supports and services, and
 - Addresses those barriers and the needs of those people with disability, and
 - Is informed by consultation with their communities.

- Supports and services provided to women with disability are to be provided in a way that:
 - Recognises that women with disability may face multiple disadvantage and are potentially more vulnerable to risk of abuse or exploitation, and
 - Addresses that disadvantage and risk, and the needs of women with disability, and
 - Is informed by consultation with women with disability.
- Supports and services provided to children with disability are to be provided in a way that:
 - Recognises that a child with disability has the right to a full life in conditions that ensure the child's dignity, promote self-reliance and facilitate the child's active and full participation in family, cultural and social life, and
 - Recognises that children are more vulnerable to risk of abuse or exploitation, and
 - Addresses that right and risk, and ensures the best interests of the child is the primary concern in making decisions affecting the child while also respecting the responsibilities, rights and duties of a parent or other person legally responsible for the child in relation to giving appropriate direction and guidance for the child's welfare, and
 - Respects the views of the child with disability (having regard to the child's age and maturity)



DIAP – References

- ABS, Census of Population and Housing 2016. Compiled and presented by .id, the population experts.
<https://profile.id.com.au/central-coast-nsw/assistance-communities-interest>
- AIHW (October 2020) People with Disability in Australia
<https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/summary>
- Carers NSW <https://www.carersnsw.org.au/>
- Central Coast Council Disability Inclusion Action Plan 2017 – 2021
<https://cdn.centralcoast.nsw.gov.au/sites/default/files/documents/policies-register/affordable-housing/disability-inclusion-action-plan/disabilityinclusionactionplan2017-residents.pdf>
- Disability Discrimination Act 1992 <https://www.legislation.gov.au/Details/C2018C00125>
- For Disability Standards and Guidelines, go to:
<https://humanrights.gov.au/our-work/disability-rights/disability-standards>
- Disability Inclusion Act 2014 (under review)
<https://www.legislation.nsw.gov.au/view/whole/html/inforce/current/act-2014-041>
- First Peoples Disability Network Australia <https://fpdn.org.au/>
- National Disability Strategy 2010 – 2020 (under review)
<https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-disability-strategy-2010-2020>
- NDIS (2020) <https://data.ndis.gov.au/data-downloads> (accessed 23 Dec 2020)
- NSW Anti-Discrimination Act 1977
<https://www.legislation.nsw.gov.au/view/html/inforce/current/act-1977-048>
- NSW Disability Inclusion Plan (under review)
<https://www.facs.nsw.gov.au/inclusion/disability/overview>
- NSW Carers (Recognition) Act 2010
<https://www.legislation.nsw.gov.au/view/whole/html/inforce/current/act-2010-020>
- NSW Local Government Act 1993
<https://www.legislation.nsw.gov.au/view/html/inforce/current/act-1993-030>
- United Nations (2006) The Convention on the Rights of Persons with Disabilities.
<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>



Draft Disability Inclusion Action Plan Part 2 Fact Sheets

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DRAFT Responsible Dog Ownership Policy

July 2021

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Policy owner:	Environmental Compliance & Systems Unit
Approved by:	
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1. POLICY SUMMARY

- 1.1. This Policy has been developed in recognition of the high rates of dog ownership within the Central Coast local government area (LGA) and will be used to raise awareness of community expectations & requirements of owning a dog.
- 1.2. It aims to promote responsible dog ownership through education & compliance and mutual understanding of the roles and responsibilities of all members of the community in relation to dogs.

2. PURPOSE OF THE POLICY

- 2.1. The purpose of this Policy is to outline expectations in relation to responsible dog ownership on the Central Coast as well as guide, promote and manage responsible pet ownership in line with the *Companion Animals Act 1998* (NSW) and *Companion Animals Regulation 2018*.
- 2.2. The Central Coast LGA has the highest population of dogs in NSW, and with that, a number of issues relating to animal management, community safety & animal welfare. This Policy aims to define the expectations, requirements and responsibilities of dog owners to their dogs and the broader Central Coast community.

3. SCOPE AND POLICY DEFINITION

- 3.1. This Policy applies to the Central Coast LGA, including public parks and open spaces. It applies to all residents who own a dog or are considering becoming a dog owner.

4. GENERAL

Central Coast Council recognises the significant social and health benefits of dog ownership. These benefits, however, need to be balanced with compliance and animal management in accordance with the *Companion Animal Act 1998*.

Responsible dog ownership for the purposes of this Policy is defined as meeting the health and wellbeing needs of your dog and ensuring that your dog does not impact the safety and wellbeing of the broader community or other animals.

5. CARE AND WELFARE

- 5.1. Vaccinations are an important part of caring for dogs as they prevent or reduce the severity of infectious diseases such as canine distemper virus, canine adenovirus, and canine parvovirus, which can cause serious health consequences and even death. Dog owners must ensure their dog is vaccinated before entering a dog park or off-leash area on the Central Coast.
- 5.2. Desexing is a critical part of responsible dog ownership and has a variety of benefits, including;
- Prevention of unplanned and unwanted pregnancies and litters;
 - Reduced risk of certain types of cancers;
 - Reduced tendencies to roam;
 - Reduced aggression; and
 - Cheaper registration fees when desexed and registered within applicable timeframes.

Desexing a dog can reduce the likelihood of a dog being the aggressor in a dog attack.

- 5.3. All dogs should have the opportunity for regular and appropriate exercise and enrichment to promote good physical and psychological health. It is the responsibility of the dog owner to ensure their dog has regular exercise and enrichment, which prevents boredom and other behavioural issues which can reduce the likelihood of the dog being involved in a dog attack.
- 5.4. Early and ongoing training and socialisation are the responsibility of dog owners to ensure their dog behaves appropriately both at home and in the community.
- 5.5. Before purchasing a dog, potential dog owners should consider the training and socialisation needs of the dog, specific to the breed. It is the responsibility of the dog owner to continue training and socialisation throughout the dog's life to ensure the dog is well-mannered and is responsive to commands which enables the owner or handler to have effective control.
- 5.6. It is the responsibility of the dog owner to make certain that their dog does not impact the safety and wellbeing of other people or animals within the community. Remember that your dog is your responsibility, and the consequences of a dog attack can be significant.
- 5.7. Dog owners are legally required to ensure their dogs are kept secured within a yard. Roaming dogs can endanger themselves and others by causing accidents, becoming involved in a dog attack or becoming lost or injured. Roaming can also result in nuisance and territorial behaviour, which may result in territorial aggression.

Dogs found to be roaming will be seized by Authorised Council Officers and impounded under the *Companion Animal Act 1998*, which incurs a fee to the owner.

- 5.8. Dog owners must provide a clean, comfortable and safe environment for their dog that meets their behavioural and physiological needs. Outdoor dogs should be provided with a sheltered area to protect against the weather. Indoor dogs should be provided with a designated safe sleeping space. Children should not be left unsupervised with dogs.
- 5.9. Any concerns regarding the welfare or neglect of a dog should be reported immediately to the RSPCA or the Animal Welfare League NSW.
- 5.10. When a dog dies, dog owners must notify Central Coast Council within 28 days (or 24 hours in the case of a restricted dog, dangerous or menacing dog) of its death. Notification may be by telephone or in writing by email or letter. In the case of a restricted or declared dangerous dog, Central Coast Council requires you to provide documentary evidence from a veterinary practitioner that your dog has died in accordance with section 51 of the *Companion Animal Act 1998*.
- 5.11. Deceased pets and animals should not be placed in domestic bins. Dog owners can choose to bury their dog at home, contact a pet cremation service or take their dog to a Council Waste Management Facility.

6. MICROCHIPPING AND REGISTRATION

- 6.1. Microchipping and registration are a legal requirement of dog owners, which supports Council staff reunite lost and roaming dogs with their owners. Central Coast Council undertakes an annual audit of the Companion Animals Register to identify animals that are not registered and will take action to ensure those animals are registered in accordance with the *Companion Animals Act 1998*.
- 6.2. Dogs must be microchipped by twelve (12) weeks of age or before being sold or given away.
- 6.3. Dogs must be registered by six (6) months of age. The registration fee is a once-only payment that covers the animal for life. Reduced registration fees are available where your dog is desexed and registered within the required time.

7. OUT AND ABOUT

- 7.1. Dog owners must ensure they are aware of their responsibilities when out in the community with their dog, so that everyone can safely enjoy public parks and shared open space areas.

- 7.2. Dogs must be on a lead in a public place at all times unless they are in a designated off-leash area.
- 7.3. When in a public place, dog owners must be mindful that not all people wish to be greeted by their dog; some members of the community are fearful or allergic and may not welcome an interaction.
- 7.4. When walking on a lead, it is the responsibility of dog owners to ensure their dog does not approach another person, particularly children or another dog, without the permission of the other person or dog owner.
- 7.5. Dogs are prohibited in the following public places in accordance with *the Companion Animals Act 1998*;
- a. Children's play areas (including within 10 metres of a children's play area);
 - b. Schools;
 - c. Childcare centres;
 - d. Food preparation areas;
 - e. Signposted recreation areas such as sporting fields;
 - f. Wildlife protection areas;
 - g. Beaches (unless designated by Central Coast Council);
 - h. Sport and recreation areas, such as sports fields, oval, pitches and courts (subject to Central Coast Council determination and signage); and
 - i. Shopping areas (subject to Central Coast Council determination and signage).
- 7.6. A person with a disability with evidence is entitled to be accompanied by an assistance animal into or onto any building or place open to the public, including public transport.
- 7.7. Central Coast Council provides a number of designated off-lead areas for dogs to exercise freely. Dog owners who use these areas are responsible for their dog and must ensure it does not impact the safety and wellbeing of any person or animal.
- 7.8. It is the responsibility of dog owners to ensure that their dog is well trained and socialised and can safely interact with other dogs without becoming fearful or aggressive. Dog owners must ensure their dog has good recall and is responsive to basic commands which support safe play and interaction with other dogs and people.
- 7.9. Dog owners who do not have effective control of their dog must not use shared designated off-leash areas, even if they are fenced. A dog is not considered to be under the effective control of a person if that person has more than four (4) dogs under his or her control.

- 7.10. Dog owners must ensure their dog is vaccinated before entering a dog park or off-leash area on the Central Coast.
- 7.11. When in a public place, dog owners are legally responsible for picking up their dog's faeces and disposing appropriately. A fine can be issued to a dog owner for failure to clean up after their dog.

8. DOG MANAGEMENT & CONTROL

- 8.1. It is the responsibility of the dog owner to make certain that their dog does not impact the safety and wellbeing of other people or animals within the community. Remember that your dog is your responsibility, and the consequences of a dog attack can be significant.
- 8.2. Nuisance dog behaviour can include; making persistent noise/barking, continual roaming, repeatedly defecating on private property, repeatedly running at or chasing persons/animals/vehicles or endangering the health of any person or animal, repeatedly causing substantial damage to anything outside of the property on which it is kept.

Reports of dog behaviour that may be considered a nuisance in accordance with section 32A of the *Companion Animals Act 1998* will be investigated by an Authorised Council Officer, and appropriate action will be taken where evidence of the nuisance behaviour exists.

- 8.3. Dog owners must ensure that their dog does not persistently bark which can be a nuisance for neighbours and the broader community.
- 8.4. Dog barking complaints from the community will only be considered if they are accompanied by a dog barking diary.
- 8.5. Where a barking complaint is substantiated through investigation, Central Coast Council may issue a nuisance dog order and a fine.
- 8.6. To address nuisance barking Central Coast Council will pursue positive and proactive approaches such as:
- Providing off-leash areas for dogs to exercise; and
 - Providing community education and targeted information to dog owners on the causes of nuisance barking.
- 8.7. A dog attack is defined under the *Companion Animals Act 1998* as an incident where a dog rushes at, attacks, bites, harasses or chases any person or animal (other than vermin) whether or not an injury is caused to the person or animal.

- 8.8. In accordance with the *Companion Animals Act 1998*, the owner of the attacking dog is liable for the offence unless the dog is under the control of another person; in that case, the person in charge of the dog at the time of the attack is liable for the offence.
- 8.9. Central Coast Council adopts a zero-tolerance approach for dog attacks with mandatory penalties where an attack has led to the fatality of another dog unless there are extenuating circumstances and they are reviewed by an Enforcement Review Panel led by a Council Executive.
- 8.10. Dog attacks should be reported to Central Coast Council as soon as practicable so that they may be investigated. Evidence of the dog attack, which may include a statement, is required in order for appropriate enforcement action to be undertaken.
- 8.11. Central Coast Council is authorised to seize a dog in accordance with the *Companion Animals Act 1998* for the following reason;
- a. A dog roaming in a public space;
 - b. Within 72 hours of a dog attack, if the dog cannot be adequately contained on its property; and
 - c. Where a dog owner is not complying with the requirements of an Order.
- 8.12. The *Companion Animals Act 1998* details the requirements and actions which must be taken if the behaviour of a dog is considered to be menacing or dangerous. Owners of dogs that are declared dangerous or menacing must comply with the control requirements and housing for the dog. Failure to do so will result in the issuance of a fine, and repeated failure to comply may result in the seizure of the declared dog.
- 8.13. Annual permits are required for dog owners of restricted dog breeds and dogs declared dangerous. Dog owners must pay the annual permit fee to Central Coast Council. This fee supports Central Coast Council staff to carry out annual property inspections to ensure declared dogs are kept in accordance with the control requirements.
- 8.14. Dog owners of a declared menacing or dangerous dog may apply after twelve (12) months to Central Coast Council to revoke the declaration. Applications will be reviewed on a case by case basis, and any revocation is at the full discretion of Central Coast Council's Enforcement Review Panel led by a Council Executive.
- 8.15. There are a number of breeds that are deemed restricted dogs for the purposes of the *Companion Animals Act 1998*; these are listed within section 55 of the Act.

- 8.16. Where an Authorised Council Officer suspects a dog of being a restricted breed, a Notice of Intention to Declare (NOI) the dog restricted will be issued to the dog owner. On receipt of the notice, the owner must undertake a breed assessment using an approved Government Breed Assessor. If the breed assessment is not undertaken or the dog fails, the dog will be declared a restricted breed, and the owner must comply with the control requirements as per the legislation. Failure to comply with the requirements will result in a penalty infringement notice being issued. Repeated failure to comply may result in the seizure of the dog.
- 8.17. If a dog goes through the restricted breed and temperament assessment process and passes the assessment, the order will not be issued, and there will be no restrictions placed on the dog.

9. LOST AND IMPOUNDED DOGS

- 9.1. Where an Authorised Council Officer seizes a roaming dog, all efforts will be made to return the dog home prior to it being impounded at a Council Animal Care Facility.
- 9.2. Dog owners are responsible for ensuring the owner contact details are up to date to support Council staff with reuniting lost pets with their owners.
- 9.3. All dogs are required under the *Companion Animal Act 1998* to wear a collar and tag with contact details. Fines can be issued for failure to comply.
- 9.4. Any resident that has secured a roaming dog is required to take the dog to a Council Animal Care Facility or an approved premises within 72 hours of securing the animal. An approved premises for the purpose of the *Companion Animals Act 1998* is any premises operated by an approved animal welfare organisation such as a vet or any person that has access to information contained in the NSW Companion Animals Register (CAR). These organisations can access the CAR for the purposes of identifying the owner of a lost animal.
- 9.5. Impounded dogs must have their impound fees paid and must be registered prior to release as required under the *Companion Animals Act 1998*. Animals that are not collected by their owners within 14 days will become the property of the rescue organisation operating the Council Animal Care Facility. The rescue organisation may rehome the dog if it is deemed suitable and safe for rehoming.

10. ANIMAL CARE FACILITY

- 10.1. Central Coast Council Animal Care Facility is managed by contracted animal rescue organisations. The purpose of the Animal Care Facility is for the provision of impounding stray or roaming animals brought in by Authorised Council Officers or members of the community. The Animal Care Facility is also used for the purposes of housing abandoned companion animals for the purpose of rehoming.
- 10.2. Central Coast Council Animal Care Facility also provides temporary housing for animals seized in relation to a dog attack.
- 10.3. Central Coast Council does not offer a surrender service. The rescue organisation operating the facility may accept a surrendered dog at their discretion which will incur a surrender fee. This fee is used to support the care and rehoming of the surrendered animal.
- 10.4. Central Coast Council is not authorised to accept animals seized under *the Prevention of Cruelty to Animals Act 1979*. The RSPCA or Animal Welfare League NSW should be contacted in this instance.

11. BREEDING

- 11.1. Dog breeders are bound by animal welfare-related legislation, including the *Prevention of Cruelty to Animals Act 1979*, the *Prevention of Cruelty to Animals (General) Regulation 2006* and the *Animal Welfare Code of Practice – Breeding dogs and cats*.
- 11.2. Breeding of dogs by non-registered breeders or backyard breeders is strongly discouraged. Backyard breeders or dog owners that have unplanned litters are often unaware of the standards of care and legal requirements associated with breeding and selling puppies.
- 11.3. The *Companion Animals Regulation 2018* defines a recognised breeder as a person who is a member of a recognised breeders' organisation (within the meaning of Part 9 of the *Companion Animals Act 1998*) for the species of a companion animal.
This includes:
- a. the Royal New South Wales Canine Council Limited (trading as Dogs New South Wales); and
 - b. any other body approved by the Deputy Secretary for the purpose of this definition.
- 11.4. Central Coast Council encourages prospective dog owners to consider adopting a dog from a reputable rescue group or Central Coast Council's Animal Care Facility.

12. KEEPING OF GREYHOUNDS

- 12.1. Racing greyhounds must be kept and managed in accordance with the *NSW Greyhound Welfare Code of Practice* that sets out the standards for the keeping, treatment, handling and care of greyhounds.
- 12.2. From 1 July 2019, pet greyhounds are no longer required to wear a muzzle once they have been registered on the NSW Companion Animals Register.
- 12.3. All requirements for dogs under the *Companion Animals Act 1998* apply to pet greyhounds; however, all greyhounds must be muzzled in an off-leash area unless they have undergone an approved retraining program. Green collars and 'proof of completion' cards are provided to greyhound owners once their dog has completed the approved training course.

13. DOG KENNELS

- 13.1. Animal boarding or training establishments require development consent from Central Coast Council in accordance with *Environmental Planning and Assessment Act, 1979*.

14. COMMUNITY EDUCATION

- 14.1. Education and awareness are vital in achieving responsible pet ownership and community harmony. This will be achieved by a dynamic range of education initiatives and programs that focus on current responsible pet ownership issues within the community.
- 14.2. Each year Central Coast Council will identify focus areas and develop an education plan to deliver responsible pet ownership outcomes in consultation with the community and relevant stakeholder groups.

15. COMMUNITY SAFETY PATROLS

- 15.1. Central Coast Council is responsible for promoting compliance with the *Companion Animals Act 1998* and *Companion Animals Regulation 2018*.
- 15.2. To support responsible pet ownership in the community, Central Coast Council staff will carry out planned, proactive patrols of our shared public spaces such as beaches, parks and reserves. The purpose of these patrols is to gain the compliance of dog owners through education and enforcement when appropriate.

Review

This Policy will be reviewed at least once every term of Council to ensure the Policy continues to align with relevant legislation, Central Coast Council policies and strategies.

Records management

Staff must maintain all records relevant to administering this Policy in a recognised Council recordkeeping system.

Definitions

Central Coast Council refers to Central Coast Council as the local government organisation, not the Council (being the elected Councillors or an Administrator), and may indicate that functions associated with this reference are determined by appropriately authorised staff.

Surrendered refers to a dog owner transferring ownership of a companion animal to the Council Animal Care Facility or Rescue Organisation for the purposes of rehoming.

Related resources

1. Legislation:
 - a. [Companion Animals Act 1998 \(NSW\)](#)
 - b. [Companion Animals Regulation 2018 \(NSW\)](#)
 - c. [Animal Welfare Code of Practice - Breeding Dogs and Cats](#)
2. External webpages:
 - a. [Office of Local Government - Dogs and Cats](#)
 - b. [RSPCA](#)
 - c. [Animal Welfare League NSW](#)
 - d. [Greyhound Welfare & Integrity Commission](#)

History of revisions

Amendment history	Details
Original approval authority details	Chief Executive Officer / Council <remove as required > XX/XX/20XX <insert Council Meeting date and minute number of resolution adopting the Policy <remove if not needed> State reasons for creation of Policy
Version # <remove if not needed>	XX/XX/20XX <insert Council Meeting date and 'minute number' of resolution adopting the Policy <remove if not needed> CM document number State reasons for amendments
Version # <remove if not needed>	XX/XX/20XX <insert Council Meeting date and 'minute number' of resolution adopting the Policy <remove if not needed> CM document number State reasons for amendments

Note: delete lines or add in additional lines as required



Item No: 3.9
Title: Central Coast Stadium Final Strategy Report
Department: Corporate Affairs

23 March 2021 Ordinary Council Meeting

Reference: F2017/00116 - D14457922
Author: Kath Casey, Stadium Manager
Manager: Jamie Barclay, Unit Manager, Economic Development and Property
Executive: Natalia Cowley, Acting Director, Corporate Affairs

Report purpose

To report back on the public consultation results of the Draft Central Coast Stadium Strategy exhibition and to seek adoption of the Stadium Implementation Plan. To seek approval to engage a specialist consultant to provide consultancy services to inform potential commercial outcomes from a select tender for the Management Rights and a separate tender for the Naming Rights for the Central Coast Stadium. Further, to seek approval to proceed with a select tender for the Management rights for the Central Coast Stadium.

Executive Summary

At Council's Ordinary Meeting on 10 August 2020, Council endorsed the draft Stadium Strategy for the purposes of public exhibition. The strategy was placed on public exhibition from 31 August 2020 for a period of 30 days. A total of 17 submissions were received.

Based on submissions and internal review within the organisation the Stadium Strategy is defined as a Business Implementation Plan as it currently reflects a more practical implementation and operational plan than a strategic document.

To ensure best possible commercial outcomes are achieved, this report proposes the direct engagement of a specialist consultant to provide commercial support to Council through the period of marketing and transitioning the management rights of the Central Coast Stadium. This engagement may extend to the provision of advice and assistance with the processes for letting a Naming Rights tender. The term of the engagement for the specialist consultant will be limited to the time required to finalise the management rights and naming rights of the Central Coast Stadium.

This report proposes a select tender to some of the firms that responded to the Council open request for information undertaken during the review process of the Unsolicited Proposal for management of the Central Coast Stadium. The select tender will be for the Management Rights for the Central Coast Stadium.

It is proposed that a separate exercise be undertaken to identify a provider for Stadium Naming Rights.

Corporate Affairs Recommendation

- 1 *That Council note the consultation report and the findings from the public consultation (Attachment 1).*
- 2 *That Council adopt the Stadium Implementation Plan and make it available on Council's website (Attachment 2).*
- 3 *That Council delegate authority to the Chief Executive Officer to make final editorial amendments to the Stadium Implementation Plan document (Attachment 1) without changing its intent.*
- 4 *That Council delegate authority to the Chief Executive Officer to authorise approval of a selective tender to engage a suitable partner for the Management Rights for the Central Coast Stadium in accordance with the Local Government (General) Regulation 2005 – 166(b) with the candidates contained in Confidential Attachment 3.*
- 5 *That Council approve a separate approach to be determined by a specialist consultant to bring to market the Naming Rights to the Central Coast Stadium.*
- 6 *That Council approve the direct engagement of a specialist consultant from the Local Government Procurement (LGP218) Panel for Management Consultancy Services to assist in informing the procurement processes and commercial outcomes for the Management Rights and Naming Rights of the Central Coast Stadium.*
- 7 *That Council delegate authority to the Chief Executive Officer to authorise direct negotiations with one or more tenderers for the Management Rights and for the Naming Rights of the Central Coast Stadium prior to an award of contract for either service, to ensure that the most advantageous outcome is achieved.*
- 8 *The Council recognise that proceeding with the award of a contract for the Management Rights of the Central Coast Stadium has the potential to impact roles of existing Council staff.*
- 9 *That Council resolve, pursuant to section 11(3) of the Local Government Act 1993, that Attachment 3 remain confidential in accordance with section 10A(2)(d)(i) of the Local Government Act as it contains commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it and because consideration of the matter in open Council would on balance be contrary to the public interest as it would affect Council's ability to obtain value for money services for the Central Coast community.*

Background

After addressing a range of pressing issues across Council post amalgamation, Central Coast Council engaged KPMG in 2019 to develop a Business Strategy to ensure that Central Coast Stadium remains a vital community asset that meets and exceeds hirer, patron and community expectations.

The engagement of KPMG was also timely, particularly given the interest expressed by a range of parties to reassess the ownership and management model of the Stadium to ensure it is fit-for-purpose and positions the Stadium to deliver the best possible community and economic outcomes for the region.

KPMG engagement involved the development of a Business Strategy for the Central Coast Stadium (Stadium) to ensure the delivery of:

- Best value for money to Council
- Optimisation of the economic potential of the stadium
- The ability to meet current and future market demand for content at the Stadium

During the development of the Stadium business strategy council conducted an open market request seeking information from interested parties to understand the capability, capacity, and business models of the respondents in relation to stadia management. This request was put to the open market via Council's e-Tendering Portal (Tenderlink) on 26 May 2020. This open market request received responses from those firms contained in Confidential Attachment 3. This report proposes that Council approach the firms identified as most appropriate to participate as select tenderers for the proposed contract for the Management Rights of the Central Coast Stadium in accordance with cl.166 (c) of the NSW Local Government (General) Regulation 2005. The conduct of this select tender will be in accordance with cl.168 of the NSW Local Government (General) Regulation 2005.

Due to the desire to deliver the best commercial and most advantageous outcome to Council it will be necessary to conduct negotiations with one or more of the respondents to the proposed select tender before the award of the proposed contract.

Following completion of the Central Coast Stadium Strategy (now referred to as a Business Implementation Plan), Council resolved at its ordinary meeting of 10 August 2020 to endorse the Strategy and put it on exhibition. The consultation period is now concluded, and the results are part of this report (Attachment 1).

Consultation

The Draft Central Coast Stadium Strategy was placed on public exhibition from 31 August 2020 for a period of 30 days. A total of 17 submissions were received.

Exhibition promotion included:

- Advertisement in local print media
- Advertisement on Stadium external LED billboard
- Three social media posts
- Media release 31 August 2020
- Stakeholder database email 31 August 2020

A total of 17 submissions were received via [Your Voice Our Coast](#) website.

There were 696 visits to this page during consultation.

Due to Council's focus on financial recovery, there has necessarily been a delay between the consultation period and this report to Council.

Submission Analysis

At the time of the public consultation, Media was reporting that the Central Coast Mariners License was up for sale and could potentially leave the region. Most of the submissions reflected a common theme of support to retain the Mariners for the region.

The six key themes raised were:

- The future of the Mariners and the relationship between the club and Council
- Ideas/suggestions for additional/new content
- Pricing and variety of food and beverage options
- Parking options and access to the Stadium
- Creation of a precinct surrounding the Stadium for pre and post-match activities
- Closer analysis of potential threats to Stadium livelihood

A summary of the submissions and actions taken are presented in Attachment 1.

Financial Considerations

At its meeting held 19 October 2020, Council resolved the following:

1108/20 That any motions put before Council for the remainder of this term of Council that have financial implications require the Chief Executive Officer to provide a report on how those additional costs will be met.

The following statement is provided in response to this resolution of Council.

There is enough budget within the stadium budget this financial year to procure and engage the specialist consultant for the provision of management consultancy services to begin the support for the selective tender process for the Stadium Management Rights and the further procurement process for the Naming rights of the Central Coast Stadium.

Link to Community Strategic Plan

Theme 1: Belonging

Goal B: Creativity connection and local identity

B-B2: Promote and provide more sporting, community and cultural events and festivals, day and night, throughout the year.

Risk Management

The engagement of a select specialist consultant to assist with the assessment of applicable business models and commercial proposals for the Central Coast Stadium provides Council with the appropriate specialist commercial knowledge and expertise to guide Council in the selection of the most appropriate partner for the Naming Rights and for the Management Rights to the Central Coast Stadium for the Central Coast community.

Options

- 1 **Approve the engagement of a select specialist consultant as an independent consultant, to provide advice and support in the review of proposals for the Management Rights of Central Coast Stadium and move to a select tender for the Management rights followed by a tender for Naming Rights (Recommended)**
The engagement of a select specialist consultant to advise and support the review of outcomes from the procurement processes will leverage off extensive experience in the stadia industry and provide specialist business advice in a cost effective manner. The select tender and direct negotiation processes will identify the most advantageous proposal from firms with proven capability in stadia management in timely and cost effective manner. The additional procurement process for the Naming Rights will allow applications from the wider market having interest in Naming Rights.
- 2 **Not engaging a selected specialist consultant to independently provide advice and support in the review of proposals for management rights of Central Coast Stadium - Not recommended, due to potential additional time and costs associated with the procurement processes for the engagement of a Consultancy that is unfamiliar with actions in relation to the Central Coast Stadium operations.**
- 3 **Not proceeding to a select tender process for the Stadium Management Rights inclusive of direct negotiation – Not Recommended.**
Not proceeding to the proposed select tender process for the Stadium Management Rights will increase the timeframes required to reach an outcome, will increase internal costs and effort by undertaking a further open market process to the small market for these services with no strong indication that this will improve the current engagement with the market.

Critical Dates or Timeframes

The Stadium Business Implementation plan states that the Management rights and naming rights will be out by June this year. It is critical that the procurement methodology contained in this report is also adopted so activities can commence immediately.

Attachments

1	Central Coast Stadium Strategy - Consultation Report	Provided Under Separate Cover	D14393655
2	Central Coast Stadium Implementation Plan 2021	Provided Under Separate Cover	D14499725
3	Confidential Attachment - Selective Tender for Stadium Management Rights -		D14525317