

# Making the Coast and Council Inclusive and Accessible

Disability Inclusion Action Plan  
2018 Progress Report, Year One

# Introduction

Belonging to the community is at the heart of Council's Community Strategic Plan. This includes ensuring people with disabilities are able to access and participate in all aspects of community life and within our Council workplace.

Central Coast Council's Disability Inclusion Action Plan, 2017-2021 (DIAP) is a four year plan that defines the strategies and actions to enable people with disabilities to better access mainstream services, facilities, information and support.

The DIAP, which meets legislative requirements under the NSW Disability Inclusion Act (2014), was developed in close consultation with disability service and support organisations and groups, and with people in our community that have a lived experience of disability.

People with disabilities are an integral part of our community and contribute on a daily basis to the social, cultural and economic life of the Central Coast region.

In 2016, there were 21,085 people with a need for assistance due to a disability living in the Central Coast Council area. One in five Australians live with a disability and 90% are hidden disabilities.

## Background

Council's Disability Inclusion Action Plan guides Council in the delivery and continual improvement of information, services and facilities to make these more inclusive for people with a disability.

The plan includes 58 actions that have been assigned to our relevant business units who are responsible for the implementation over the four year period, plus monitoring and reporting.

We have employed a dedicated full-time Disability Inclusion Officer to oversee the implementation of the DIAP, provide subject matter expertise and support the business units responsible for implementing the actions.

## Disability Inclusion Action Plan Strategic Areas of Focus

The Action Plan has four key focus areas:

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

The Disability Inclusion Action Plan is also available in an Easy English version and can be viewed through Council's website [www.centralcoast.nsw.gov.au](http://www.centralcoast.nsw.gov.au)

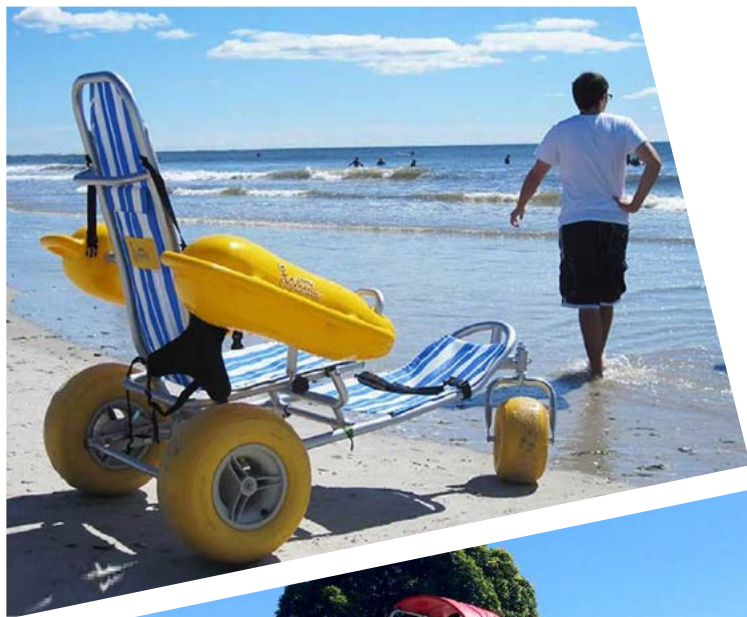
## Progress Report

Over the last twelve months, Council has implemented a number of actions to improve inclusivity and accessibility which are highlighted in this progress report.

Council has started implementing a number of year two actions from the DIAP, with continued commitment to increase the inclusivity and accessibility of natural and built environments, facilities, events, activities and services so that all people feel welcome and participate in mainstream community life.







## Attitudes and Behaviours

A key strategy of the Disability Inclusion Action Plan is to promote positive and contemporary attitudes and behaviours towards people with a disability.

- All new staff are inducted to Council operations via induction training. This now includes a **disability awareness presentation** that is delivered by Council's Disability Inclusion Officer.



- The 25th Anniversary of the Disability Discrimination Act was on March 1. The occasion was commemorated with an exhibition at The Erina Centre, titled **"If I Felt Included..."** The works included stories from people with lived experience of a disability.



- **Role of Council's Disability Inclusion Officer** promoted across various internal and external communication platforms.

- Collaboration with external partners commenced to customise **staff disability awareness training**.

- **Mental Health training** rolled out for Council leaders and managers.



- Council have partnered with Musicians Making a Difference and Ability Links to develop the **'Seen & Heard' inclusive arts project** for young people living with a disability to creatively raise awareness in the community about access and inclusion through individual stories.

- The Exposure Photographic Program featured an exhibition of portraits portraying **Mental Health as a hidden disability**.

We partnered with Central Coast mental health service provider, ARAFMI.





## Liveable Communities

Creating a liveable community by improving accessibility to built and natural environments, and creating inclusive events and activities for people living with disabilities.

- **Access appraisals completed for 72 Council owned assets.** Analysis of findings and prioritising for a program of works is underway.



- **Built an accessible pontoon at Koolewong and pathways to fishing platforms** at Gwandalan and Terilbah Reserve, The Entrance.



- Council has purchased **8 new beach wheelchairs.**

- Developed the Draft **Pedestrian and Access Mobility Plan (PAMP).**

- **Information on play spaces with accessible features** listed on Council's new web site.



- Two of Council's staff are involved in the development of the **NSW Government's 'Everyone Can Play'** initiative to create guidelines which will ensure new play spaces are inclusive and accessible for everyone.

- **Wheelchair accessible picnic facilities installed** at Memorial Park, The Entrance.

## Systems and Processes

Provide more equitable access to mainstream services for people with disability through improved systems and processes.

- **New Council website includes a Customer Management System** compatible with Web Content Accessibility Guidelines (WCAG2.0).



- Council has engaged Vision Australia to **test new accessible web content.**

- **Course content for three training workshops reviewed for inclusivity** (Community Grant Writing and Council Staff Inductions and Media Training).

- New **updated hearing loops installed** at both Gosford and Wyong Council Chambers.



## Employment

Improve inclusive employment practices and increase the rate of meaningful employment of people with disabilities within Central Coast Council.

- Council's job vacancy advertisements now **include accessibility statements** and job applicants are provided the opportunity to request **reasonable adjustments** to be made in the workplace to enable them to work, be safe, productive and contribute.



- **Kincumber Library was featured as one of the work places in the factual ABC TV series 'Employable Me',**



which followed a group of people with neuro diverse conditions as they seek meaningful employment. The series featured Central Coast local Krystyna's work placement while studying to be a Library Technician.

- **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".

## A Community Collaboration

Council conducted extensive community consultation with residents, organisations and businesses as well as internal engagement to draw from the expertise and lived experience of Council staff to develop the Disability Inclusion Action plan.

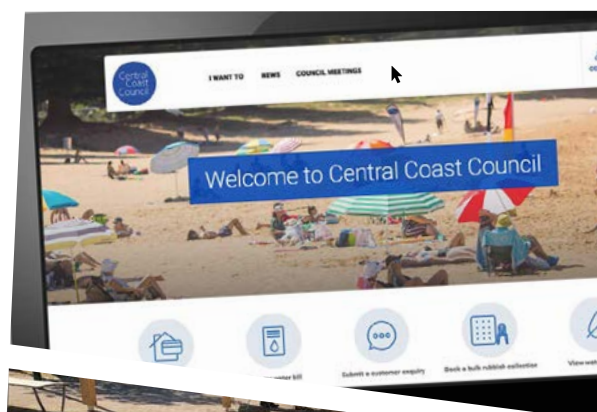
As the plan continues to roll out, Council will provide ongoing opportunities for community feedback and genuine dialogue to drive decisions and ensure the DIAP actions are current and contemporary.

Council wishes to thank those from the following organisations for their valuable input and assistance during the development and implementation of the year one actions of the Disability Inclusion Action Plan:

- Ability Links
- Access Solutions
- Accessibility in the City
- Avoca Beach Volunteer Surf Life Saving
- Central Coast ARAFMI
- Central Coast Local Health District
- Coast Rehab
- Community Disability Alliance Hunter
- Disability Options
- Disabled Surfers Association of Australia
- Fairhaven Recreate
- Local Government NSW
- Musicians Making a Difference
- Naturally Accessible
- The Access Institute
- University of Newcastle
- WheelEasy
- Wyong TAFE
- Various interagencies

To contact Jodie Frost-Foster, Central Coast Council's Disability Inclusion Officer, email [Jodie.Frost-Foster@centralcoast.nsw.gov.au](mailto:Jodie.Frost-Foster@centralcoast.nsw.gov.au) or call 4350 5555.

For more information on Council's Disability Inclusion Action Plan visit [www.centralcoast.nsw.gov.au](http://www.centralcoast.nsw.gov.au)





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**Council Offices: 2 Hely St Wyong / 49 Mann St Gosford | 8.30am - 5.00pm, Monday to Friday | T 4350 5555 / 4325 8222**