

# Disability Inclusion Action Plan 2021–2026

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Appendix 2

Annual Progress Report 2021/22

**The Disability Inclusion Action Plan 2022 — 2026 sets out what the City of Coffs Harbour (City) will do over four years to enable people with a disability to have greater access to Council information, services and facilities.**

The plan has four focus areas:

1. Developing Positive Attitudes towards Disability
2. Creating liveable communities
3. Increasing Access to meaningful employment
4. Improving access to mainstream services improved systems and processes

## **Creating liveable communities**

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**The City has delivered the following projects to increase access to the built environment for people with a disability:**

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

**The City is working toward greater access across the LGA and has allocated funding in the 2021/22 budget for:**

- Developing a new Disability Inclusion Action Plan 2022–2026
- Bus stop upgrades for Disability Discrimination Act compliance across the city
- Develop and implement guidelines to ensure graphic design publications are accessible for people with disability

## Improving access to mainstream services through improved systems and processes

### The City has worked to increase access to information including:

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

## Highlight

**The City has formally adopted its Disability Inclusion Action Plan 2022–2026 which aims to help provide equal access to local opportunities and choices in the Coffs Harbour area for people with disabilities, their carers and families.**

**Developing the DIAP 2022–2026 included consultation with people with disabilities, the City staff and wider community via a number of workshops and an online survey between March and December 2021.**



## Developing positive community attitudes and behaviours

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**The City continues to be committed to consulting with people with disabilities. This includes:**

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

**The City has worked to promote positive community attitudes and behaviours towards people with disabilities through:**

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

## Increasing access to meaningful employment

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**The City has worked to increase employment opportunities for staff with a disability including:**

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





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