

# DISABILITY INCLUSION ACTION PLAN 2022 - 2026

Annual Report - 1 July 2023 to 30 June 2024

## Appendix 2

Agency Name	City of Coffs Harbour
Reporting Period	1 July 2023 to 30 June 2024

## KEY ACHIEVEMENTS 1 JULY 2023 TO 30 JUNE 2024

### Focus Area 1: Developing positive community attitudes and behaviours future - Financial Sustainability 2023/24

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

- Facilitating a Disability Inclusion and Access Advisory Committee.
- Supporting people with a disability to participate in Council meetings within the City's new state-of-the-art administration building - Yarrila Place that is equipped with:
  - A variety of accessible toilets (including an adult change place),
  - Infrared based induction hearing loops,
  - Brail (wayfinding and other signage throughout the building), and
  - Lifts throughout the building.
- Utilising appropriate, contemporary, positive images that depict a broad representation of people with a disability within City publications and communications.

#### Looking Forward:

- The City's Engagement Group will deliver disability and inclusion focused content on the City's social channels such as highlighting community groups and members and content around International Day of People with a Disability.



Opening of Yarrila Place – September 2023

## Focus Area 2: Creating Liveable Communities

The City has delivered the following community projects, services and features to support people with disabilities and encourage social engagement and connection:

The inclusion of an accessible event checklist on the City's Coffs Coast Events Website to ensure that accessibility is considered and incorporated into event plans.

- A sensory room for all ticketed events at the C.ex Coffs International Stadium.
- Inclusion of Auslan translators for significant civic events, such as the opening of Yarrila Place.
- Adoption of the City's Public Realm Strategy and associated urban design guidelines that include accessible furniture options for the City to implement when delivering public realm projects.
- Adoption of the Woolgoolga Movement and Place Plan, which includes an initiative for a trial of non-regulatory accessible markings on parking spaces in close proximity to key shops/services in the town centre, given that Woolgoolga has a high percentage of people in need of assistance that may not be eligible for an accessible parking permit.
- Significant additions and improvements to the City's footpath network in accordance with accessibility standards, including a new 2.5m shared path between Newmans Road and the Wiigulga Sports Complex.

- New accessible amenities at York Street Oval, Toormina Oval and Park Beach Holiday Park.
- Improvements to existing accessible amenities at Woolgoolga Lake Holiday Park, Woolgoolga Beach Reserve and Lowanna Hall.
- 2 new accessible parking spaces and improvements to 3 existing accessible parking spaces.
- 4 new accessible bus stops as part of the 16 Regional Cities Bus Improvement Services Program and improvements to existing accessible bus stop boarding pads.
- New accessible playgrounds: Niland Park Playground, Mullaway Playground, Macnamara Playground and Sandy Beach Youth Activity Area (hub).
- Improvements to existing accessible playgrounds: Tolhurst Park Playground, Jetty Foreshores Senior Playground, and Woolgoolga Beach Reserve Main Playground.
- Improvements to the accessibility of community buildings, including Jetty Memorial Theatre, Ulong Showground Hall, Woolgoolga Neighbourhood Centre, The Hub (Coffs Coast Sport and Leisure Park), Sawtell Community Hall, Woolgoolga Lakeside Holiday Park and Sportz Central Indoor Stadium.

*Note: Sportz Central Indoor Stadium runs 3 sessions per week with suitability for people with disabilities (Wheelchair Sport, Walking Basketball, and a multisport session held by an agency supporting people on the National Disability Insurance Scheme).*

- A mobi-mat at Coffs Harbour Jetty Beach with a lifeguard service during peak holiday periods.
- Accessible beach wheelchairs at Jetty Beach and Woolgoolga Beach.



*Newmans Road to Wiigulga Sports Complex Shared Path*

## Looking Forward:

- The City is currently developing an Active Transport Plan (an initiative from the City's Movement and Place Strategy), which will include priorities for accessible footpaths and shared paths.
- The City is currently updating its Technical Guidelines, which will ensure that new and upgraded footpaths and shared paths align with best practice accessibility standards.
- A detailed parking study of the Coffs Harbour City Centre (including accessible parking spaces) has been completed to inform the development of a City Centre Parking Plan that will ensure that there is a sufficient supply of accessible parking for the community over the next ten years.

## Highlight

### City's Public Swimming pools

Many people with a disability and their support services utilise the City's pools for a variety of reasons - recreation, therapy, exercise, and social networking.

Our regional-level facility, the Coffs Harbour War Memorial Olympic Pool, has ramp access and water wheelchairs for its indoor heated 25m pool, a hoist lift for its outdoor heated 50m pool and accessible changerooms. The local pools at Nana Glen, Sawtell and Woolgoolga also have varying pool entry access equipment for people with a disability. As the facilities at Sawtell and Woolgoolga pools are limited and approaching end of life, redevelopment projects are identified for both facilities pending future funding opportunities. The City's swim school program also offers classes to students with a disability. Students can join a group swim session or have one on one classes, with swim teachers who have Access and Inclusion qualifications.



*Coffs Harbour War Memorial Olympic Pool - 25m Indoor Heated Pool*

## Sandy Beach Reserve Community Hub and Active Youth Space

The City in partnership with the Coffs Coast Regional Park and the NSW Government jointly delivered a new playground, accessible pathway connections and picnic facilities within the Sandy Beach Reserve to complement the new skate park and multi-purpose court. Features of the new playground include a dual flying fox that offers an accessible option, as well as slides from a cubbyhouse tower, an accessible carousel, balancing beams and posts, a seesaw and other play elements aimed at toddlers to young kids. Pupils from Sandy Beach Public School helped design their new playground. Accessible pathways link the new play and picnic facilities with the existing multi-purpose court and the new skate park, to complete the Community Hub. The City has received positive feedback from the community and parents with children who have a disability on the new accessible facilities in this hub. This project has enhanced access and inclusion for young people with a disability in our community.



*Accessible swing and flying fox at the Sandy Beach Hub*

### Focus Area 3: Increasing access to meaningful employment

#### The City has worked to increase employment opportunities for people with a disability through the following initiatives:

- Access to flexible work arrangements to support the employment of people with a disability and carers of people with a disability, including options for hybrid work and variations to working hours, and adaptable workspaces and equipment.
- Ensuring that the content of the City's recruitment advertising, including the careers section of the City's Website provides meaningful and transparent information in respect of applying for roles with the City.
- Reviewing City policies, procedures, guidelines and position descriptions to ensure that they are inclusive.
- Maintaining its professional stakeholder relationships with local agencies who support disability in the workplace.

#### Looking Forward:

- The City continue to improve the websites compliance with best practice accessibility standards.
- The City's Organisational Development Group will:
  - undertake a review of its recruitment procedures and systems in the 2024/25 period to ensure that they reflect the City's diversity principles, and
  - review and update its Volunteer Policy to ensure that it provides guidance to the City and its volunteers alike and supports disability in the workplace.

## Focus Area 4: Improving access to services through better systems and processes

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

The inclusion of an accessible event checklist on the City's Coffs Coast Events Website to ensure that accessibility is considered and incorporated into event plans.

Delivery of disability inclusive emergency preparedness information as part of its Resilience and Recovery Program.

- Provision of online Mobility Mapping of accessible facilities in the City Centre and Jetty Precinct, including adult change places, MLAK lock fitted facilities, accessible toilets, accessible parking, facilities with accessible features, and details of hearing augmentation and disability services.
- Information on the City's Coffs Coast Website on accessible options for visitors in relation to accommodation, the hire of equipment, disability services, and tourism opportunities for people with a disability.
- Initiatives to support accessible tourism opportunities such as: featuring accessible whale watching tour operators in the City's social media campaigns; and audio recordings on the Coffs Coast Explorer App to allow vision impaired visitors to access experiences such as the Botanic Garden Walk.
- Initiatives to support businesses to be more inclusive: such as encouraging businesses to list accessible options on their Australian Tourism Data Warehouse listings; and promoting the National Sustainability Framework and Toolkit for Visitor Economy Businesses.
- Delivery of assistive technology and accessible facilities within the City's new state-of-the-art administration building - Yarrila Place.
- Addition of over 4,600 accessible items to the City's library collections including:
  - 626 talking books (books on CD),
  - 1244 e-Audiobooks (for download),
  - 1391 e-books,
  - 734 new large print books,
  - 528 graphic novels/non-fiction books,
  - 85 Junior Vox books (junior fiction and non-fiction readers with voice recordings. Children simply push a button to listen and read the story), and
  - 53 Dyslexia font junior books.



### Looking Forward:

- The City's Engagement Group will:
  - deliver disability and inclusion focused content on the City's social channels such as, information about facilities and services,
  - raise awareness of the accessibility of Council meetings via social media and the City's new quarterly digital magazine - *Hinterland, Harbour, Home*
  - be launching brand guidelines, which will include a section on accessibility in design, and
  - improve the accessibility of the City's websites to meet Web Content Accessibility Guidelines.
- The City's Cultural Services Team will implement the following assistive software for people with a disability on library computers:
  - 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, and
  - Magnifier/Reader, plus a complete screen reader.
- The City's Economic Development and Tourism Section will partner with Destination NSW to deliver workshops for tourism operators to address accessibility and inclusive options.



## Highlight

### Disability Inclusive Emergency Preparedness Morning Tea

During the reporting period, the City's Resilience and Recovery Team facilitated a Disability Inclusive Emergency Preparedness Morning Tea. This was a free and fun event for people with disability, their carers and families to meet local emergency services and government agencies.

The attendees were able to connect with representatives from NSW State Emergency Service, Fire and Rescue NSW, Mid-North Coast Community Legal Centre, Disability Advocacy NSW, Red Cross, City of Coffs Harbour, Mid-North Coast Local Health District, and NSW Ambulance.

The event featured a simulated Person-Centred Emergency Preparedness conversation and a panel from Fire and Rescue NSW, NSW Ambulance and NSW State Emergency Service. 110 Go Bags were distributed containing the Red Cross emergency packing list, mental health access information, and information on Person-Centred Emergency Preparedness. Fire and Rescue NSW (Coffs Harbour Station) hosted a display of their truck, and Fire and Rescue NSW (Sawtell Station) ran a kitchen fire simulator.

The event included inclusive kid's activities, which allowed parents of children with disability to engage with service providers. Overall, this event has assisted in preparing people with a disability in our community for emergencies and has connected them with local emergency services.

## RESILIENCE & RECOVERY

a City of Coffs Harbour service

✔ Learn ✔ Collaborate ✔ Recover



## Disability Inclusive Emergency Preparedness Morning Tea



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