



# **BUSINESS PAPER**

Notice is hereby given in accordance with the *Local Government Act 1993* and *Local Government (General) Regulation 2005* of the below mentioned meeting.

## **Disability Access and Inclusion Advisory Committee Meeting**

**Thursday, 28 August 2025**

**Commencing at 10:00 AM**

**Shellharbour Civic Centre**

# **AGENDA**

**1 Acknowledgement to Country**

**2 Apologies / Leave of Absence**

**3 Confirmation of Minutes**

- 3.1 Disability Access and Inclusion Advisory Committee Meeting-29 May 2025

**4 Disclosures of Interest**

**5 Presentations**

- 5.1 Newsletter options within Council
- 5.2 Jock Brown Oval Masterplan by Matthew Theris, Senior Project Delivery Officer

**6 Reports**

- 6.1 Capital Project Update (Standing Item)
- 6.2 Update on Auslan Signage in Council Parks and Reserves
- 6.3 Shellharbour Airport Marketing Campaign – Accessible Airport

**7 General Business**

- 7.1 Table of Committee Enquiries

**8 Next Meeting**

**9 Meeting Closed**

## **1. Acknowledgement to Country**

Shellharbour City Council acknowledges the Traditional Custodians of the Dharawal Country and recognise their continued connection to the land we meet on today. We pay our respects to Elders past, present and emerging and the contribution they make to the life of this city and this region and extend our recognition to their descendants who continue to live on country.

## **2. Apologies / Leave of Absences**

### **3 Confirmation of Minutes**

#### **3.1 Disability Access and Inclusion Advisory Committee Meeting-29 May 2025**

That the Minutes of the Disability Access and Inclusion Advisory Committee meeting held on 29 May 2025 as circulated be taken as read and confirmed as a correct record of proceedings.

**Minutes of the Disability Access and Inclusion Advisory  
Committee Meeting of Shellharbour City Council held in the  
Ground Floor Training Room on Thursday, 29 May 2025  
commencing at 10:00 AM**

**Attendance**

**Present:**

Eric Klein	Community Representative
Ilinka Brankovic	Community Representative
Mark Cross	Community Representative
Jessica Wilkens	Community Representative
Diana Meijer	Community Representative
Peter Scott	Community Representative
Nicole Smith	Community Representative
Odin Childs	Community Representative

**In Attendance:**

Matt Sutherland	Acting Executive Director Community Culture (Chair)
Bonnie Hittmann	Acting Executive Manager Community and Creative Services
Wayne Wilson	Transport Planning Manager
Sachintha Jinadasa	Senior Asset Engineer - Programs
Stephanie Luo	Senior Transport Engineer
Justine Ledwidge	Executive Assistant Executive Director Community and Culture (Minute Taker)

**Part Attendance:**

Sonia Aquilina	Team Leader Customer Services
Toni Lindwall	Manager Marketing and Communications

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## **2 Apologies / Leave of Absence**

An apology was tendered on behalf of Councillor Moira Hamilton, Councillor Kellie Marsh, Executive Director Community and Culture, Kate Jessep and Corporate Meetings Officer, Allison Bonaz.

## **3 Confirmation of Minutes**

### **3.1 Disability Access and Inclusion Advisory Committee Meeting-3 April 2025**

COMMITTEE RECOMMENDATION: Wilkens / Klein

That the Minutes of the Disability Access and Inclusion Advisory Committee meeting held on 3 April 2025 as circulated be taken as read and confirmed as a correct record of proceedings based on the following amendment:

- Report item 6.1 Project Selection to be amended with 'CPO3 – Car Parks' to be moved into the list of selections made by the committee. This will sit below item FPO8 to reflect this item was approved pending feasibility in the April meeting

CARRIED

## **4 Disclosures of Interest**

Nil

## **5 Presentations**

### **5.1 How Council receives and actions community requests, including use of 'Snap, Send, Solve' - by Team Leader Customer Service (Sonia Aquilina)**

Team Leader Customer Service, Sonia Aquilina provided a presentation and demonstration on how to lodge a customer request.

The Committee provided their feedback and it was requested that further information be provided to the Committee relating to Snap Send Solve and the customer request template relating to disability access.

**Action:** Further information be provided to the Committee relating to Snap Send Solve and the customer request template relating to disability access.

#### **COMMITTEE RECOMMENDATION:**

That the Committee receive and note the presentation provided.

**CARRIED**

*11:10am Community Representative, Ilinka Brankovic left the meeting*

### **5.2 Transport projects update - by Transport Planning Manager (Wayne Wilson)**

Transport Planning Manager, Wayne Wilson gave a presentation to update the Committee on Transport projects.

The Committee requested for pathways to come through the Committee.

Other questions relating to the transport projects update presentation will be sent to Matt Sutherland and Bonnie Hittmann.

**Action:** Future pathways to be reported to the Disability Access and Inclusion Advisory Committee.

**COMMITTEE RECOMMENDATION:**

That the Committee receive and note the presentation.

CARRIED

**5.3 Newsletter options within Council - by Manager Marketing and Communications (Toni Lindwall) and Manager Community Development (Bonnie Hittmann)**

Newsletter Options within Council will be held over to the next DIAIC meeting due to time restrictions.

**5.4 Capital Works Projects and Table of Actions Update - by Senior Asset Engineer – Programs (Sachintha Jinadasa)**

Senior Asset Engineer, Sachintha Jinadasa provided a presentation on Capital Works Projects and Table of Actions Update. The Committee recommendations are made under Item 6.1.

*11:31 – Community Representative, Nicole Smith left the meeting*

## **6 Reports**

### **6.1 Capital Works Projects Update and Remaining Capital Works Budget Allocation**

Senior Asset Engineer, Sachintha Jinadasa provided further information on the following from the 2025-2026 Capital Works Budget Allocation report:

- CPO1 – Car Parks
- CPO2 – Car Parks
- CPO3 – Car Parks

#### **COMMITTEE RECOMMENDATION:**

That the Disability Access and Inclusion Advisory Committee members select the suitable projects for funding from the remaining 2025 - 2026 Capital Works Budget as appropriate or advise an alternative recommendation.

The following selection was made by the Committee:

- CPO3 – Car Parks to be funded.
- CPO1 – not funded
- CPO2 – not funded and to be removed from the project list

The Chairperson recommended the remaining \$20,000 in the budget is carried over to the new financial year.

**CARRIED**

## **7 General Business**

A future report will be provided to the Committee to update them on progress on the Beverley Whitfield Pool Project as incorporates an accessibility ramp.

## **8 Next Meeting**

21 August 2025

**9 Meeting Closed**

Meeting closed 11:50am

FOR CONFIRMATION

#### **4. Disclosures of Interest**

Note: Councillors and staff who declare an Interest at the Meeting are also required to complete a Declaration of Interest form.

## **5 Presentations**

### **5.1 Newsletter options within Council**

The purpose of this workshop is to outline newsletter options within Council to assist in the sharing of information relevant to the Disability Access and Inclusion Advisory Committee.

# Newsletter options within Council

Manager Marketing and Communications - Toni Lindwall

Manager Community Development - Bonnie Hittmann

21 August 2025

# Overview

- Background – request from DAIAC
- Provide an overview of the existing newsletter options within Council
- Consider future opportunities

# Background

At the DAIAAC meeting of 13 March 2025, the committee requested for *‘the possible establishment of a dedicated disability newsletter or to have some dedicated articles in other newsletters’*

# Council Website

[Home](#) / [Living here](#) / [Community services and safety](#) / [Disability Services and Over 55's](#)

## Disability Services and Over 55's

[About our city](#) >

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Islander](#) >

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[Children and families](#) >

[Citizenship](#)

**Community services and safety** ▾

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resources](#)

**Disability Services and  
Healthy Ageing** ▾

[Disability  
Services](#) >

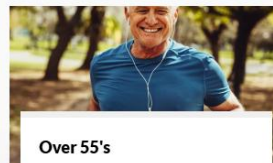
[Healthy Ageing](#) >

[Resources](#)



### Disability Services

Find out more about our  
Disability plans, resources and  
community information here.



### Over 55's

Read more about our Healthy  
Ageing information, resources &  
support here.



### Resources

View information and disability  
resources here.

*Last updated : Fri 3 Nov 2023*

# Council Website

## Events



[View all events](#)

# Council Website



#loveshellharbour

## News / Media



28 May 2025

Council Backs Safer Use of E-Bikes and E-Scooters



27 May 2025

Council Confirms Next Steps For Waterfront Site



26 May 2025

'Tides of Treasure' swims into Shellharbour

# Let's Chat



let's chat

**Local ideas. Big Picture.**

Have your say and be part of the conversation.

r projects relating to All categories ▼ OR Search for a specific project...

# Snapshot



**Any comments / questions**

## **5.2 Jock Brown Oval Masterplan by Matthew Theris, Senior Project Delivery Officer**

**Responsible Manager:** Matthew Theris, Senior Project Delivery Officer  
(Civil & Buildings)

### **Executive Summary**

The purpose of this presentation is to provide an overview of the Jock Brown Oval Masterplan Project, including the access and inclusion considerations.

## **6 Reports**

### **6.1 Capital Project Update (Standing Item)**

**Manager:** Bonnie Hittmann, Community Development Manager

**Approver:** Kate Jessep, Executive Director Community and Culture

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There are no capital project updates for this meeting.

## **Attachments**

None

## 6.2 Update on Auslan Signage in Council Parks and Reserves

**Manager:** Bonnie Hittmann, Community Development Manager

**Approver:** Kate Jessep, Executive Director Community and Culture

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The purpose of this report is to provide further information on the provision of signage, including Auslan, at Council recreational facilities.

### Background

At its meeting on 18 April 2024, the Disability Access and Inclusion Advisory Committee requested further information on the provision of Auslan signage in playgrounds. This report outlines the key investigations and findings in response to that request.

The Shellharbour Local Government Area (LGA) has approximately 200 parks and reserves as part of a broad open space network. These parks and reserves form part of a 'hierarchy' of open space, meaning that each area primarily services either the local, district or city-wide community. Each park or reserve generally offers facilities and amenities correspondent to its level on the open space hierarchy.

Local parks are small parks that serve a neighbourhood and are generally within a 400m walking distance from local homes. They offer informal and formal play opportunities, with basic facilities. There are 131 local parks in the LGA.

District parks refer to open space areas that serve multiple neighbourhoods, including larger areas that include both passive and active recreation opportunities and may contain sportsfields or courts. They are generally located within a 2km or 25-minute walking distance from home. There are 59 district parks in the LGA.

City-wide parks refer to open space areas that serve an entire LGA, or multiple LGAs. These areas are not always larger than other parks, but instead offer a wider range of uses, have higher visitation rates, and attract a wider range of users. They are generally located within a 5 to 10km or 30-minute travel time. There are 7 city-wide parks in the LGA.

## **Deaf and Hard of Hearing Population in the Illawarra**

According to the National Disability Insurance Scheme 2025 Participant Numbers and Plan Budgets data (March 2025), there are at least 509 people in the Illawarra who are Deaf or Hard of Hearing. Of these, 239 are under the age of 18.

## **Benefits of Auslan Signage at Parks and Reserves**

There are several benefits to providing Auslan signage in parks and reserves. Auslan signage promotes inclusion and accessibility by ensuring that children who are deaf or hard of hearing, as well as their parents and caregivers, can fully participate in play activities. It fosters a sense of belonging and equal access to information, such as safety rules, equipment instructions, and park features.

Visual signs incorporating Auslan or Key Word Sign help bridge communication gaps between deaf and hearing individuals. This is especially valuable in social play settings, where children interact and collaborate.

For children who are deaf, exposure to Auslan in public spaces reinforces language acquisition. It also introduces hearing children to visual language, supporting early language development. Visible Auslan signage raises awareness of deaf culture and communication needs. It normalises sign language use and encourages empathy and understanding among the broader community. Clear, accessible signage empowers deaf individuals to navigate playgrounds independently, improving safety and fostering independence.

Providing Auslan signage supports compliance with the *Disability Discrimination Act* and aligns with Council's Disability Access and Inclusion Plan. It also demonstrates a commitment to equity and universal design, ensuring that people with disabilities can live, work, learn, and play in inclusive environments.

## **Examples of Signs**

There is a diverse range of Auslan signs available for use in playgrounds. Examples include incorporating Auslan into communication boards and integrating braille to enhance accessibility for users with different needs.

## **Funding Considerations for Auslan Signs**

When councils allocate funds for parks and reserves, they must balance community needs, safety, inclusivity, and long-term sustainability. Key considerations include understanding community demographics, ensuring safety and compliance with Australian Standards for playgrounds, aligning with Council's strategic direction, and addressing financial and operational matters.

## **Current access and inclusion considerations in playgrounds**

Current access and inclusion considerations in playgrounds include:

- At least one accessible or inclusive play item e.g. a nest swing or seated swing, wheelchair carousels, musical equipment, display panels, flying fox or interactive panels
- Communication boards
- Accessible paths of travel
- Accessible picnic tables, BBQs, water bubblers
- Accessible toilets (where toilets are provided)
- Accessible car parking (where car parking is provided)

## **Inclusive signage workshop**

Council facilitated a co-design Inclusive Signage Workshop in August 2024 in order to consider accessible and inclusive signage at our play spaces. Valuable insights were shared in the meeting, including:

- The need for a formal hierarchy of signage to be developed
- Naming or theming of parks is important to assist with park identification
- Signs to meet disability communication guidelines in terms of font, illuminous contrast and size
- Signs to include braille, particularly for naming and wayfinding
- Braille messaging to be readable / functional - not awareness raising
- Existing Communication Board was well received with some minor suggestions for improvement that have been implemented
- Further engagement is required

## **Next Steps**

To advance the provision of Auslan signage in parks and reserves, further consultation is required with local Auslan users, organisations supporting the Auslan community, and disability advocacy groups. This will assist in providing the best support through the signage as well as cultural and linguistic accuracy. Budget allocation will also be necessary for the design, production, and maintenance of signage. A pilot implementation at a high-use play space could be considered to evaluate the impact and effectiveness of Auslan signage in promoting inclusive play environments.

More broadly, the provision of Auslan signage needs to be considered as part of a general review of signage provided at parks.

## **Recommendation**

**That the Disability Access and Inclusion Advisory Committee supports the further investigation into the feasibility of Auslan signage at Council recreational facilities, including community consultation, and recommends the trial of pilot signs at select sites.**

## **Attachments**

None

### 6.3 Shellharbour Airport Marketing Campaign – Accessible Airport

**Manager:** Claire Killeen, Executive Manager Marketing and Communications

**Approver:** Kate Jessep, Executive Director Community and Culture

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The purpose of this report is to provide an update on the recent Shellharbour Airport Marketing Campaign - Accessible Airport.

The integrated marketing campaign has been designed to build local awareness of Shellharbour Airport.

The airport will be positioned as the preferred choice for regional air travel among residents of Shellharbour, as well as the Illawarra, South Coast and Southern Highlands by emphasising a stress-free airport alternative to the Sydney airport experience.

The campaign aims to encourage locals to **'Fly from Home'**, with a focus on convenience, locality, free parking, accessibility and inclusion.

There are a number of target audiences the campaign is aimed at including corporate travellers, visiting Friends & Relatives (VFR), event and sports travellers, social and community groups families as well as people with disabilities or hidden accessibility needs.

This aligns with **Destination NSW's push** to grow an inclusive visitor economy and ensure all travellers feel welcome and supported.

Creative assets include 30 second video, 5 x 15 second videos, a carousel of images showcasing a diverse mix of travellers and it is located here: Here is a link to the videos:

- *General* – 30 seconds: <https://vimeo.com/1108598596>
- *Corporate Travel* – 15 seconds: <https://vimeo.com/1108609359>
- *Family Travel* – 15 seconds: <https://vimeo.com/1108608394>
- *Accessible Travel* – 15 seconds: <https://vimeo.com/1108599217>
- *Boys Sports Trip* – 15 seconds: <https://vimeo.com/1108601153>
- *Girls Weekend Away* – 15 seconds: <https://vimeo.com/1108609772>

The campaign is in market now.

Thank you to the Committee Members who were involved in preparing the

campaign and celebrating the launch of the campaign on Monday 11 August 2025.

### **Recommendation**

**That the Disability Access and Inclusion Advisory Committee receive and note the Shellharbour Airport Marketing Campaign - Accessible Airport report.**

### **Attachments**

None

**7 General Business**

**7.1 Table of Committee Enquiries**

## Disability Access and Inclusion Advisory Committee – Table of Committee Enquiries

Date of Meeting	Matter Raised	Current Status	Responsible Person	Reference Number
22 February 2024	Council to consider the inclusion of an adult change facility with a hoist in the Shell Cove Library building or within the Marina area	Complete	Executive Manager Community and Creative Services (Matt Sutherland)	01/25
18 April 2024	Detailed design, Reddall Reserve east amenities building: <ul style="list-style-type: none"> <li>Change position of the drain to behind the toilet to ensure floor levels flow towards the facilities for better wheelchair access</li> </ul>	Complete	Project Delivery Officer (Bailey Angeloski)	02/25
18 April / 2 May 2024	Signage in playgrounds to include AUSLAN and braille like the examples shown to the committee from Lithgow.	Under investigation, update to be provided.  <i>Narelle Williams to provide an update report at the August meeting.</i>	Manager Community Development (Bonnie Hittmann)	03/25
27 June 2024	Council to provide further background on 'Snap, Send, Solve' app and/or similar for use by the community and report back to the committee	Complete: Team Leader Customer Service (Sonia Aquilina) provided an update at the May meeting.	Executive Manager Community and Creative Services (Matt Sutherland)	04/25
27 June 2024	Request for the painting on the pedestrian crossing in Oak Flats to be redone as they are peeling	Complete:	Senior Asset Engineer – Programs (Sachintha Jinadasa)	05/25
13 March 2025	Request for the possible establishment of a dedicated disability newsletter or to have some dedicated articles in other newsletters	Presentation to be provided at the May meeting by Manager Marketing & Communications (Toni Lindwall) & Manager Community Development (Bonnie Hittmann). Item carried over to the August meeting.	Manager Community Development (Bonnie Hittmann)	06/25

<b>Date of Meeting</b>	<b>Matter Raised</b>	<b>Current Status</b>	<b>Responsible Person</b>	<b>Reference Number</b>
13 March 2025	Request for a presentation on how Council receives and actions community requests	See update in item 04/25	Manager Community Development (Bonnie Hittmann) Executive Manager Community and Creative Services (Matt Sutherland)	07/25
13 March 2025	Request for a link to the current Disability Access and Inclusion Plan 2023-2026 to be sent to committee members	Complete. Link provided to the committee on 26 March 2025	Manager Community Development (Bonnie Hittmann)	08/25
13 March 2025	Request to receive an update on relevant traffic items at the May meeting	Complete: Presentation was provided at the May meeting by Transport Planning Manager (Wayne Wilson)	Transport Planning Manager (Wayne Wilson)	09/25
13 March 2025	Update on new committee members	Complete: New member to commence at May meeting.	Executive Manager Community and Creative Services (Matt Sutherland)	10/25
13 March 2025	Concern raised - the Oak Flats Post Office Ramp has been left very rough where they removed the old step. Request for this to be levelled out.	Under investigation, update to be provided	Senior Asset Engineer – Programs (Sachintha Jinadasa)	11/25
13 March 2025	Concern raised – the door into the parent's room / accessible toilet at Shell Cove between Woolworths and the café isn't physically wide enough for wheelchair entry. The corridor is fine but community are unable to get through the doorway into the bathroom itself.	Under investigation, update to be provided. Private building – need to contact the property owner	Manager Community Development (Bonnie Hittmann)	12/25
13 March 2025	Update on the Capital Works Program	Update will be provided at the October meeting	Senior Asset Engineer – Programs (Sachintha Jinadasa)	13/25
29 May 2025	Further information re: Snap, Send, Solve – the Committee have asked for a run through of how Snap, Send, Solve is used by other organisations and how it could be used at Council.	Update will be provided at the October meeting.	Customer Service / Information Management	14/25

<b>Date of Meeting</b>	<b>Matter Raised</b>	<b>Current Status</b>	<b>Responsible Person</b>	<b>Reference Number</b>
29 May 2025	Committee enquired as to how Council processes enquiries/feedback from the community relevant to access and inclusion matters	Update will be provided at the October meeting.	Manager Community Development / Customer Service / Information Management	15/25
29 May 2025	Committee requested an update on achievements against the Disability Access and Inclusion Plan	Update will be provided at the October meeting.	Manager Community Development (Bonnie Hittmann)	16/25

**N.B. Shaded items are now complete and will be removed from the list for the next meeting.**

## **8. Next Meeting**

To be confirmed

## **9. Meeting Closed**