



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, 27 November 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 28
August 2025

3.2 Disability Access and Inclusion Advisory Committee Meeting 23
October 2025

4 Disclosures of Interest

5 Presentations

6 Reports

6.1 Capital Project Update (Standing Item)

6.2 How Council processes community enquiries relevant to access and
inclusion matters - deferred from previous meeting

6.3 International Day of Persons with Disabilities - activities update

6.4 Updated designs for the Jock Brown Oval accessibility and parking.

7 General Business

7.1 DAIAC Table of Committee Enquiries (updated)

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 28 August 2025

That the Minutes of the Disability Access and Inclusion Advisory Committee meeting held on 28 August 2025 be received and noted.

**Minutes of the Disability Access and Inclusion Advisory Committee
Meeting**

**of Shellharbour City Council held in the Ground Floor Training Room
on Thursday, 28 August 2025 commencing at 10:00 AM**

Attendance

Present:

Cr Moira Hamilton (Chair)	Councillor
Eric Klein	Community Representative
Ilinka Brankovic	Community Representative
Mark Cross	Community Representative
Jessica Wilkens	Community Representative
Diana Meijer	Community Representative
Peter Scott	Community Representative
Odin Childs	Community Representative

In Attendance:

Kate Jessep	Executive Director Community and Culture
Matt Sutherland	Executive Manager Community and Creative Services
Bonnie Hittmann	Manager Community Life (part)
Toni Lindwall	Manager Marketing and Communications (part)
Narelle Williams	Community Planning Officer
Melissa Ritchie	Tourism Manager (part)
Matt Theris	Senior Project Deliver Officer
Tanner Yaman	Asset Officer
Justine Ledwidge	Executive Assistant (Minute Taker)

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2 Apologies / Leave of Absence

Apologies were tendered on behalf of:

Nicole Smith	Community Representative
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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.

Moved by: Eric Klein

Seconded by: Mark Cross

4 Disclosures of Interest

Nil

5 Presentations

5.1 Newsletter options within Council

Bonnie Hittmann and Toni Lindwall spoke to the presentation on Newsletter options within Council.

COMMITTEE RECOMMENDATION:

That the Committee receive and note the presentation provided.

CARRIED

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

Matthew Theris spoke to the Jock Brown Oval Masterplan.

COMMITTEE RECOMMENDATION:

That the Committee receive and note the presentation provided.

CARRIED.

ACTIONS:

1. Council to share with the committee updated designs for accessibility and parking.
2. Executive Manager Community and Creative Services to provide feedback from the committee to the Senior Project Delivery Officer.

6 Reports

6.1 Capital Project Update (Standing Item)

No Capital Project Updates were submitted for this meeting.

Eric Klein requested an update on information sent to the Executive Manager Community and Creative Services on an accessibility issue on top of the ramp at Oak Flats Post Office.

This has been added to the table of committee enquiries on 13 March 2025 and tasked to Senior Asset Engineer.

6.2 Update on Auslan Signage in Council Parks and Reserves

COMMITTEE 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.

Where possible, That any future Auslan signage be integrated into the play elements of recreational facilities and located prominently at main entry and exit points.

Moved by: Jessica Wilkens

Seconded by: Odin Childs

6.3 Shellharbour Airport Marketing Campaign – Accessible Airport

COMMITTEE RECOMMENDATION:

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

Moved by: Eric Klein

Second by: Diana Meijer

7 General Business

Eric Klein, Community Representative questioned if there was a step in Beverly Whitfield pool. Matthew Theris, Senior Project Delivery Officer confirmed there is no step and the graphic was incorrect.

Committee members raised concerns that the updated designs were not presented back for consultation as requested. Was explained the project delivery timeframes did not allow this.

Eric Klein raised concerns with spilled diesel and its effect on the bitumen road surface on Horsley Road and Bridge Avenue, Oak Flats. Council will investigate.

7.1 Table of Committee Enquiries

Oak Flats Post Office ramp as discussed in this meeting was added to this table.

8 Next Meeting

23 October 2025

Jessica Wilkens will be an apology for the next meeting.

9 Meeting Closed

11.26 am

3.2. Disability Access and Inclusion Advisory Committee Meeting 23 October 2025

That the Notes of the Disability Access and Inclusion Advisory Committee meeting held on 23 October 2025 be received and noted.

**Notes of the
Disability Access and Inclusion Advisory Committee Meeting
of Shellharbour City Council held in the Ground Floor Training Room
on Thursday, 23 October 2025 commencing at 10:00 AM**

Attendance

Present:

Eric Klein	Community Representative
Ilinka Brankovic	Community Representative
Diana Meijer (online)	Community Representative

In Attendance:

Kate Jessep (Chair)	Executive Director Community and Culture
Bonnie Hittmann	Community Development Manager
Melissa Ritchie	Tourism Manager (part)
Allison Bonaz	Corporate Meetings Officer (Minute Taker)

1 Acknowledgement to Country

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2 Apologies / Leave of Absence

An apology was tendered on behalf of Councillors Moira Hamilton and Kellie Marsh; and Community Representatives: Jessica Wilkens, Peter Scott, Mark Cross, Odin Childs and Nicole Smith.

As quorum was not reached, the Chair advised notes will be taken of the proceedings and presented to Council for information.

3 Confirmation of Minutes

3.1 Disability Access and Inclusion Advisory Committee Meeting-28 August 2025

That the Minutes of the Disability Access and Inclusion Advisory Committee meeting held on 28 August 2025 as circulated be taken as read.

It was noted that the minutes have been adopted by Council.

No issues or corrections were raised by the Committee members who were present.

4 Disclosures of Interest

Nil

5 Presentations

5.1 Destination Management Plan Workshop by Melissa Ritchie, Tourism Manager

The Committee received a presentation on the development of the next tourism Destination Management Plan.

Community representatives, Ilinka Brankovic, Eric Klein and Diana Meijer took part in the workshop.

A link will be sent to the Committee for further feedback and ideas following the meeting.

5.2 Disability Access and Inclusion Plan (DAIP) 2023-2026 by Bonnie Hittmann, Community Development Manager

That the Committee received the Disability Access and Inclusion Plan (DAIP) 2023-2026 presentation, including a summary of outcomes and future planning for preparation of the next plan.

A further report will be scheduled to workshop ideas for the next DAIP early next year.

6 Reports

6.1 Capital Project Update (Standing Item)

No items were listed for this meeting.

6.2 How Council processes community enquiries relevant to access and inclusion matters.

The Committee agreed to defer this matter until the next meeting.

6.3 Proposed activities for International Day of Persons with Disabilities (IDPwD).

The Committee receive and note the 'Proposed activities for International Day of Persons with Disabilities (IDPwD)' report and provide feedback on suggested activities.

7 General Business

7.1 Table of Committee Enquiries

The Table of Committee Enquiries was received and noted, adding the following matters:

- Will a suitable wheelchair be available for use with the new accessible ramp the Beverley Whitfield Pool?
- The path from the Beverley Whitfield Pool to the facilities is difficult to use in a wheelchair, is this able to be improved?
- What accessible bathroom facilities are available at the Croom Stadium?
- Could additional disabled parking be provided at Croom Stadium?
- Could Council advocate for Shellharbour Hospital to provide assistance to those who have undergone a life altering illness/accident, specifically to assist with any transition and mental health?

8 Next Meeting

27 November 2025

9 Meeting Closed

11.20am

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

6 Reports

6.1 Capital Project Update (Standing Item)

Manager: Matt Sutherland, Executive Manager Community and Creative Services

Approver: Matt Sutherland, Executive Manager Community and Creative Services

The purpose of this report is to provide an update on Capital Projects being undertaken by Council with relevance to the Disability, Access and Inclusion Advisory Committee.

Beverley Whitfield Pool

Construction is progressing well on the Beverley Whitfield Pool project, Council has recently conducted some filming activities which will be shared with Community via Council's social media channels the week of 17 November and provide a great visual update for the project.

Half of the old ramp leading to the amenities has been renewed which improves accessibility down to the pool deck. Final detail on this work will be provided to the Committee once confirmed.

Council's project team are aiming to complete the project by mid-December for Beverley Whitfield pool to be open for the start of the December school holidays.

Recommendation

That the Disability, Access and Inclusion Advisory Committee receive and note the Capital Projects update report.

Attachments

None

6.2 How Council processes community enquiries relevant to access and inclusion matters - deferred from previous meeting

Manager: Bonnie Hittmann, Community Development Manager

Approver: Matt Sutherland, Executive Manager Community and Creative Services

The purpose of this report is to provide an overview of how Council processes community enquiries relevant to access and inclusion matters.

At the Disability Access and Inclusion Advisory Committee (DAIAC) meeting of 29 May 2025, the Committee enquired as to how Council processes community enquiries relevant to access and inclusion matters.

This report outlines the key steps in how those enquiries are handled.

Council has a statutory obligation to ensure that people with disabilities have equal access to goods and services as people living without disability. These requirements are supported through the:

- *Disability Discrimination Act 1992*, Disability (Access to premises – Buildings) Standard 2010;
- National Construction Code 2019;
- Shellharbour City Council Disability Access and Inclusion Plan (DAIP) 2023-2025; and
- Shellharbour City Council Customer Service Charter.

Details on Council's Disability Access and Inclusion Plan (DAIP) 2023-2025 can be accessed at:

[finaldaip2023-26.pdf](#) as also attached.

Details on Council's Customer Service Charter can be accessed at:

[shellharbourcitycouncil-customerservicecharter2025.pdf](#) as also attached.

Process – enquiry through Council's main communication channels:

The enquiry comes to Council either through Council's main communications channels – contact by phone, contact by visiting our offices, contact by letter, contact in the field, or contact through social media.

The enquiry is referred to the Community Development Team for investigation through Council's internal information management and customer service systems (ECM and CRM).

The Community Development Team will consider the enquiry and if necessary, will conduct a disability access and inclusion assessment (typically for matters relevant to the physical environment) or an access and inclusion social impact assessment (for other matters).

On occasion, these enquiries will be reported to the DAIAAC for consideration and feedback as part of the assessment process.

The Community Development Team will prepare their recommendations and refer to the relevant section of Council for actions.

The Community Development Team Officer will provide a written update back to the customer.

Process – enquiry raised through the DAIAAC:

At a scheduled DAIAAC meeting, a Committee member makes an enquiry or raises a concern, typically through General Business.

This enquiry is captured in the Meeting Minutes and the DAIAAC Table of Committee Enquiries and is then distributed to the relevant section of Council for consideration.

Where relevant, the Community Development Team will consider the enquiry and if necessary, will conduct a disability access and inclusion assessment (typically for matters relevant to the physical environment) or an access and inclusion social impact assessment (for other matters).

The responsible section of Council will then report back to the DAIAAC with an update.

Recommendation

That the Committee receive and note the ‘How Council processes community enquiries relevant to access and inclusion matters’ report.

Attachments

1. Disability Access and Inclusion Plan 2023 to 2026
2. Shellharbour City Council-Customer Service Charter 2025

Disability Access and Inclusion Plan 2023-2026

An Inclusive City





Acknowledgement

Shellharbour City Council acknowledges the Traditional Custodians of Dharawal Country and recognises their continued connection to the land. We pay our respects to Elders past, present and emerging and the contribution they make to the life of this city.

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Message from the Mayor



I am proud to present Shellharbour City Council's Disability Access and Inclusion Plan 2023 – 2026. The plan was developed in collaboration with our community and builds on Council's previous plans and achievements.

I want to thank everyone who contributed their ideas and feedback during the development of the new plan. I particularly want to acknowledge the Disability Access and Inclusion Advisory Committee whose members provided invaluable guidance through their knowledge and lived experience. Council would also like to thank the many families, carers and disability service providers in our community who support and empower people with disability every day.

I support Council's leadership in improving the lives of our residents with disabilities. For over 32 years, Council has worked alongside the community to make our city more accessible and inclusive through improvements to access to the built and natural landscape of our City.

I am confident that we will become an even more accessible and inclusive place through the implementation of the 2023 – 2026 plan. Incorporating this plan into our corporate planning documents will ensure that access and inclusion becomes a core business of Council that all employees have a responsibility to deliver.

The Disability Access and Inclusion Plan 2023 – 2026 will help us all work together to make Shellharbour City a place where people with disabilities and their families are able to live, work and play as equals. I look forward to seeing what we can achieve together as a community over the next four years.

A handwritten signature in black ink, appearing to read 'Chris Homer', written in a cursive style.

Chris Homer
Mayor, Shellharbour City

Disability Access and Inclusion Advisory Committee

The Shellharbour Disability Access and Inclusion Advisory Committee (DAIAC) has been operating for over 32 years. The Committee is responsible for ensuring that Council is responsive to the diverse needs of the community and gives a voice to people within the community affected by access and inclusion. The committee advocates and provides advice and priorities to maximise opportunities for people with disability living or visiting the City.

The committee had a critical role in overseeing the development of this plan and will be actively engaged in the implementation and monitoring of the plan.



Members of the Shellharbour Disability Access and Inclusion Advisory Committee (DAIAC)

What the DAIAC told us:

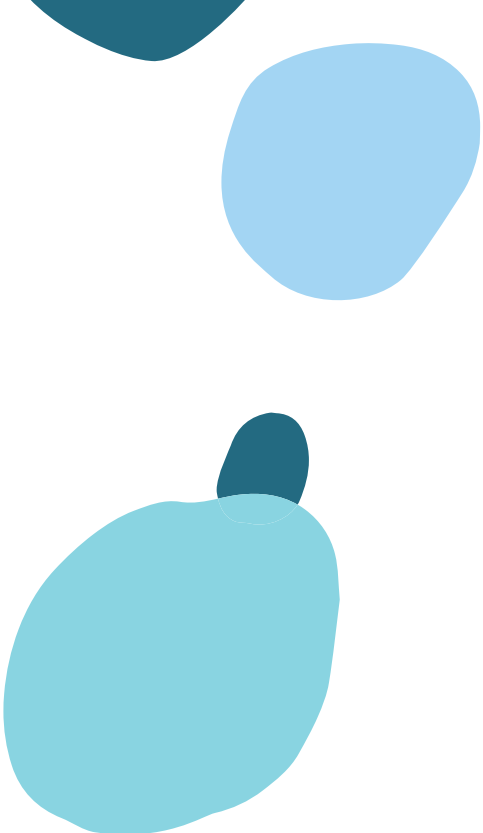
- More needs to be done in Shellharbour to make it more accessible and inclusive
- The whole community benefits by an accessible and inclusive community
- Being consulted makes me feel valued
- In the past, people with disabilities have been shunned, it is good to have a forum where the forgotten people can have a voice and present their views.
- We need to move towards co design and not just consultation
- It is better to engage with people at the design phase of a development than try to retrofit access inclusion at the end of the project.

Access:
is the ability for
everyone in the
community to be able
**approach, reach,
enter, or make
use of
something**

Reference: Modified from
Free Dictionary 2017

Inclusion:
is the process whereby
**every person who
wishes to can access
and participate fully**
in all aspects of an
activity or service in
the same way as other
members of the
community

Reference ACE Disability
Network 2022



Background

The Shellharbour City Council Disability Access and Inclusion Plan: 2023 – 2026 – An inclusive City aligns to our long-term vision to be an accessible and inclusive City where people with disabilities and their families are able to live, work and play as equals.

We have a vision to be a **naturally balanced, vibrant, connected and liveable community that is inclusive, accessible and safe for everyone** (Shellharbour Community Strategic Plan 2022-2032)

The plan was developed:

- In line with the legislative requirements from the Disability Inclusion Act 2014 and NSW Disability Inclusion Action Planning Guideline
- To align with the Australian National Disability Strategy
- To meet our obligations under the United Nations Convention on the Right of Persons with Disabilities
- To align with the Integrated Planning and Reporting Framework.

This plan includes a series of actions designed to actively address barriers faced by people with disability. The plan builds on the success of our previous plans, and outlines how we will continue to improve access to Council's facilities and services as well as advocating for improvements across the City.

The plan has been developed through consultation with people with disability, people with lived experiences of mental health conditions and people with caring responsibilities, local disability service providers, peak disability representative, advocacy organisations, the Disability Access and Inclusion Advisory Panel, Councillors and Council staff.

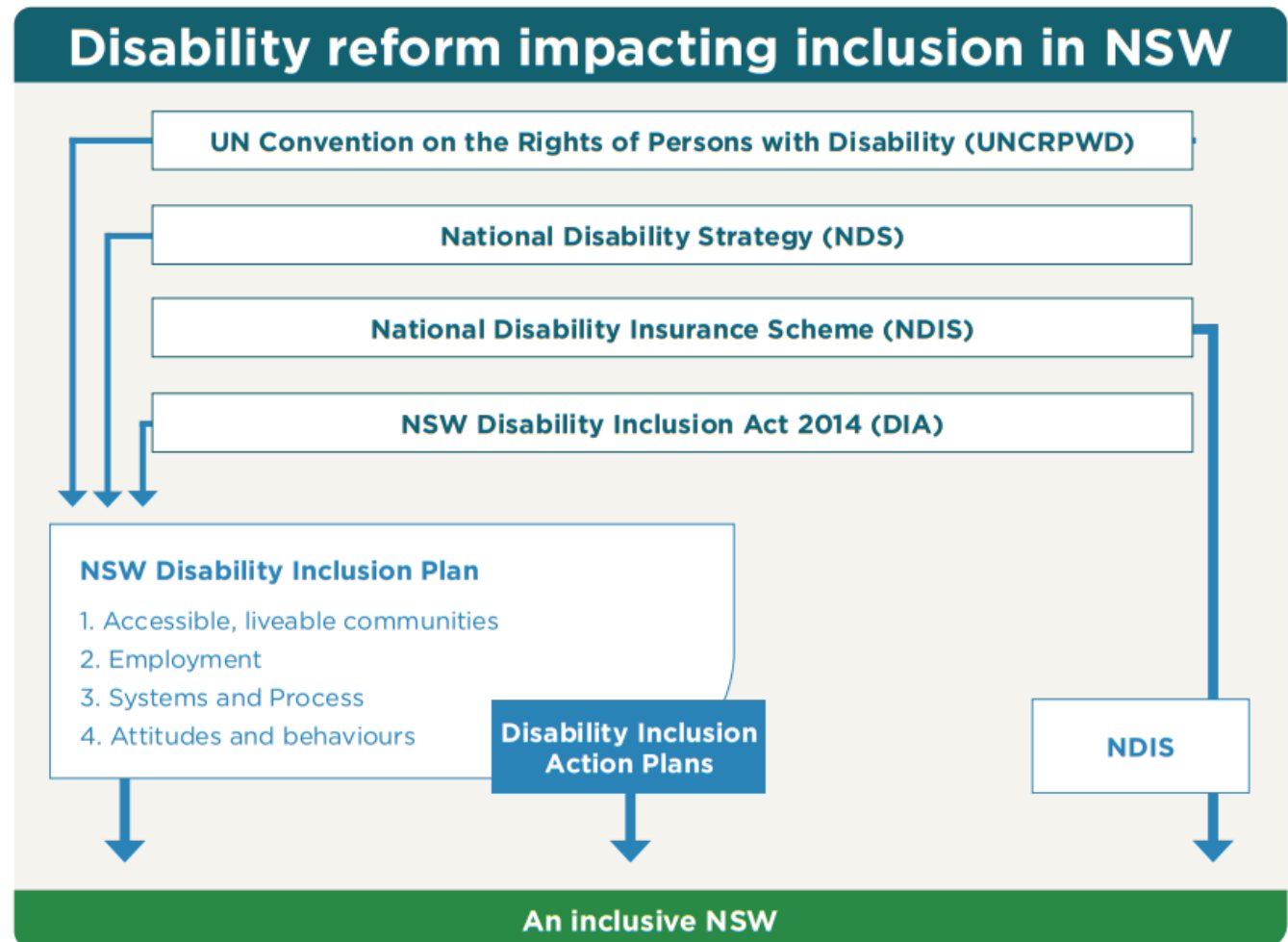
Under the Disability Inclusion Amendment Act 2022, a formal review of this Plan is required by 1 July 2025 with the new plan in place within twelve months of the review (by 1 July 2026).

Legislative and policy framework

There is a range of Commonwealth and State legislation that promotes access and inclusion for people with disabilities.

The NSW Disability Inclusion Act 2014 requires Council to develop a Disability Inclusion Action Plan to remove barriers and enable people with disabilities to participate equally in their communities.

The following diagram shows the key Commonwealth and State legislation that informs the development of local government disability access and inclusion planning.



Local context

Disability in Shellharbour City

In 2021,
5,392 people
(or 7.1% of the
population)

in Shellharbour City
reported needing help
in their day-to-day lives
due to disability
(NSW 5.8%)

(ABS 2022)



Low Income

Need for assistance
in day-to-day lives
due to disability:
82.5%

No need for assistance:
41.4%



Social Housing

Need for assistance
in day-to-day lives
due to disability:
15.7%

No need for assistance:
4.5%



Unemployment Rate

Need for assistance
in day-to-day lives
due to disability:
11.5%

No need for assistance:
4.2%



Car Ownership - No motor vehicle

Need for assistance
in day-to-day lives due
to disability: **10%**

No need for assistance:
2.2%



Education - completed Year 12

Need for assistance
in day-to-day lives
due to disability:
21.6%

No need for assistance:
43.3%

The data compares lifestyle factors for people in Shellharbour who have a need for assistance compared to people in Shellharbour who have no need for assistance.

Council's role in disability access and inclusion planning

Council has a number of roles in delivering on the plan

Provider

Council will provide a range of facilities, services and events that make the City a place for people to live, work and play.

.....

Strategic planner

Council will provide a City that meets the changing needs and expectations of the City.

.....

Capacity builder

Council will provide education, professional development opportunities and policy development to build a knowledgeable and resourceful accessible and inclusive community.

.....

Regulator

Council will monitor compliance to legislation.

.....

Partner

Council will partner with community organisations and other levels of government on projects to deliver benefits to the community.

What the community has told us

How we engaged with the community

From January to July 2022 Shellharbour City Council organised and participated in a range of engagement methods to ask the community about disability, access and inclusion. Each engagement was targeted at finding out the community's thoughts and ideas on any of the four key focus areas of the Disability Access and Inclusion Plan.

These engagements targeted people with disabilities and their carers; service providers for people with disability; schools and preschools; seniors; community event attendees; staff and Councillors.

The methods used included but were not limited to:

- Workshops and pop-up meetings
- A 'Let's Chat' page
- Social media campaigns
- Discussions with community groups and committees

79
service
providers
spoken to

193
people attended
workshops and
pop-ups

477
people visited
the Let's Chat
page

51
survey
responses



42,181
people reached on
our social media

Top 3 takeaways

From Let's Chat survey



59.8%

of respondents describe the current attitude towards people with disability as above average

Council buildings

were rated the most accessible facilities

45.28%

of respondents said they got their Council information from our website



“By simply making everything accessible, changes people’s attitudes as they start to see it as the normal”

(Survey respondent)

Your top 10 ideas

1. Ensure everything in the community is accessible and inclusive as this benefits the whole community
2. All of Council’s events, activities and services need to be accessible and inclusive
3. Continued improvements must be made to make ramps and footpaths accessible and to make public spaces inclusive (including accessible parking and facilities at the Shellharbour Airport)
4. Further work needs to be done to make parks and playgrounds inclusive – consider fenced parks and facilities beyond disc swings
5. More adult accessible changing facilities are required across the city.
6. Improvements to access are required to our beaches, pools and waterways
7. More accessible and inclusive recreation options are required in Shellharbour
8. More employment opportunities for people with disabilities are needed
9. Information needs to be provided in a range of formats, including easy read and non-digital formats
10. Disability awareness initiatives will help to make the city more inclusive ... for everyone.

What we already do to make Shellharbour accessible and inclusive

- The Disability Access and Inclusion Advisory Committee (DAIAC) meets quarterly and is responsible for ensuring that Council is responsive to the diverse needs of the community and gives a voice to people within the community affected by access and inclusion.
- Qualified staff review development applications and other key documents to ensure developments in Shellharbour are accessible and inclusive.
- Developed and implement Accessible Event Guidelines.
- Ensure information on our website meets Web Content Accessibility standards.
- Public toilets are being upgraded or renewed to include at least one accessible facility
- Ski Way Park, Oak Flats, has been upgraded to include full fencing to make recreation safer and more inclusive for families with kids with disabilities
- Most new playground renewals include at least one inclusive element
- People with disabilities can access most public accessible toilets out of hours through the use of an MLAK key
- Recharge points are available at Warilla and City Libraries to recharge mobility scooters and wheelchairs
- Mobi matting, a beach walker and a beach wheelchair are available at Shellharbour North Beach
- Library Services have inclusive book collections, including large print and audio books.



ACTION PLAN

What we will
do next



FOCUS AREA 1

Developing positive community attitudes and behaviours

A city that is accepting of diversity

- 1.1 Provide programs that foster positive community attitudes towards people with disability
- 1.2 Increase accessibility and inclusiveness of Council's publications, digital platforms and media channels
- 1.3 Provide opportunities for people with disabilities to be engaged in matters that have an impact on them
- 1.4 Improve awareness of Council's inclusion initiatives and existing services
- 1.5 Explore and implement initiatives to enhance access and inclusion for people with disabilities

FOCUS AREA 2

Creating accessible, liveable communities

A city where everyone has equal opportunities to live, work and play

2.1 Improve the accessibility and inclusiveness of Council facilities

2.2 Improve accessibility in the Community

2.3 Advocate for improved access and inclusion outcomes in the 'whole of government setting'





FOCUS AREA 3

Supporting access to meaningful employment

Increasing employment opportunities for people with disabilities

- 3.1 Improve Council's inclusive employment practices through the completion of the Access and Inclusion Index audit and the development of a Diversity and Inclusion Strategy
- 3.2 Collaborate with local business to become more accessible and inclusive and to enhance their own disability employment practices
- 3.3 Continue to implement social procurement practices that support employment for people with disabilities in the community

FOCUS AREA 4

Improving access to services through better systems and practices

Council systems and practices are easy to use and information is available in a format that meets my needs

- 4.1 Ensure access and inclusion are key considerations in all of Council's functions
- 4.2 Provide information in accessible formats and in line with relevant guidelines
- 4.3 Ensure Council meets the Disability Inclusion Amendment Act 2022 reporting requirements



Where to from here

Implementation Plan

An Implementation Plan has been developed that lists the priorities for Council over the next four years. The Implementation Plan will be incorporated into Council's Delivery Program and Operational Plan making all staff responsible for the delivery of these actions.

Annual engagement will occur with the community and staff to monitor whether these actions are still priorities. The actions may change in response to the changing needs of the community and other factors.

The Implementation Plan has been set out to match actions across the four focus areas.

Funding

Many actions will be provided or upgraded as part of the usual business of Council and managed as part of the long-term financial management plan.

Some actions may require support from external funding bodies.

Some items identified in the plan are not considered part of Council's core business or they are shared responsibility for the provision of the items. Council will explore opportunities for external providers to deliver these services.

Monitor and evaluate

Council's plans and strategies are monitored and evaluated through the Integrated Planning and Reporting (IP&R) Framework. The Disability Access and Inclusion Plan 2023 – 2026 will be aligned with the Delivery and Plan and Operational Plan and reported through those reporting systems.

A range of evaluation measures will be used to gauge performance on listed actions and will include:

- Summary of what has been delivered
- Participants surveys
- Indicator changes
- Community and stakeholder feedback
- Evidence of policy/process change.

Results of actions and outcomes will be reported to the Disability Access and Inclusion Advisory Committee at quarterly meetings and to the broader community through the quarterly and annual IP&R reporting. An annual report will be provided to the NSW Minister for Disability Services and a full review will be conducted at the end of the four year plan.

Thank you

On behalf of the staff here at Council and our Executive Leadership Team we would like to thank everyone that contributed to the development of the Plan. With your input we were able to develop this Plan and help Council continue the work on building an accessible and inclusive Shellharbour, where people with a disability can live, work and play.

References

Shellharbour Community Strategic Plan 2022-2032

Commonwealth Disability Discrimination Act 1992 (DDA)

Commonwealth Disability (access to Premises – Building) Standards 2010

Commonwealth Standards for Accessible Public Transport 2002

NSW Anti-Discrimination Act 1977 (ADA)

NSW Disability Discrimination Act 2014 and Disability Inclusion Regulation 2024

NSW Disability Inclusion Action Planning Guideline

Local Government Act 1993 and Local Government (General) Regulation 2021

See also

Disability Access and Inclusion 2023 - 2026: An Inclusive City - Implementation Plan

Disability Access and Inclusion 2023 - 2026: An Inclusive City – Easy Read



www.shellharbour.nsw.gov.au

Customer Service Charter

Shellharbour City Council strives to provide a positive experience to customers at every opportunity.

Our staff are committed to being open, honest, fair and accountable in all our dealings with Customers and strive to provide timely, efficient and consistent services.

The Customer Service Charter outlines standards we will use to deliver professional, reliable and consistent customer service that meets your expectations.

Customer service is everyone's responsibility, and we will hold each other accountable in our service commitment.

Our commitment to you

We will:

- act in a way that reflects and upholds our core values;
- listen and respect your issues and concerns;
- set clear expectations and deliver on those commitments;
- be professional, respectful and courteous;
- train our staff to deliver information and services; and
- recognise and respond to the diverse needs of our community and act with proper regard and sensitivity.



Customer Satisfaction

Suggestions / Feedback and Complaints

Feedback includes compliments, complaints, suggestions or any information about our program delivery, services or performance.

We want to hear from you on how we are doing. We welcome your suggestions and feedback to help us continually improve. You can do this online, by phone or letter.

Call us



When you contact us by phone, we will:

- answer calls promptly and try to resolve enquiries immediately; and
- when your enquiry needs specialist attention, we will endeavour to transfer your call to the right person.

We will commit to answer your telephone call to the Customer Contact Centre within 180 seconds 80% of the time, or return your call within 3 working days.

Visit us



If you call in to see us, we will:

- greet you with respect, courtesy and dignity;
- identify ourselves so that you know who you are talking to;
- where possible, put you in direct contact with the staff member best able to respond to your enquiry; and
- aim to answer your enquiry at first point of contact.

If we are unable to resolve your issue at the first point of contact, we will:

- forward your enquiry to the appropriate staff member who will contact you.

In some instances, it may be necessary to arrange an appointment at a future date.

Write to us



If you write to us, we will:

- respond, as required, and maintain accurate records of all correspondence.

We will commit to respond to your letter within 3 working days.

See us out and about



If you see us in our parks, beaches and sportsgrounds, we will:

- put your safety and that of our staff at the forefront of our interactions;
- endeavour to assist you with your enquiry promptly and efficiently; and
- help you with your enquiry or put you in touch with Customer Service to assist you further.

Social Media



Social media allows us to share accurate and timely information directly with our community. Council actively monitors social media channels, however, if you would like a formal response from Council, please consider using one of the above options. More information is available in Council's Social Media Policy.

Lodging a service request (Request or report it)



Customers can lodge a service request for the repair and maintenance or inspection of a range of Council services and assets. Providing accurate, detailed information when lodging a service request assists us to provide timely outcomes. Timeframes for completing service requests can vary depending on the type and nature of the request.

Council treats all requests seriously, however, those found to be malicious, frivolous or vexatious may not be actioned.

We will commit to provide an update (or notify of completion) on Customer Service Requests within 14 working days.

Personal information

Council is committed to protecting the privacy of its Customers, business contacts, Councillors, employees, contractors and volunteers. Council complies with the Privacy and Personal Information Protection Act 1998 and the Health Records and Information Privacy Act 2002.

Council's Privacy Management Plan also explains how your personal information will be treated and is available on our website.



Help us to deliver better service

To assist us in delivering quality customer service we ask you to:

- treat staff with respect and behave in a courteous manner;
- provide complete and accurate information so we can respond promptly;
- provide your current contact details and advise us if they have changed;
- respect other customers and community property; and
- acknowledge Council is subject to strict governance and legislation that may result in decisions you do not agree with.

Council staff will terminate communication with customers who behave aggressively or use inappropriate language.



Interpreter Service

If you need an interpreter, please call the Translating and Interpreting Service (TIS National - link) on 131 450 and ask them to telephone Shellharbour City Council on (02) 4221 6111.

Contact us



Visit us:



Shellharbour Civic Centre
76 Cygnet Avenue, Shellharbour City Centre
8:30am to 4:30pm – Monday to Friday



Phone us:

4221 6111 – available 24 hours per day



Email us:

council@shellharbour.nsw.gov.au



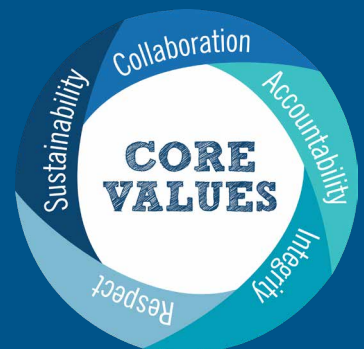
Write to us:

The Chief Executive Officer, Shellharbour City Council
Locked Bag 155, Shellharbour City Centre NSW 2529



Website:

www.shellharbour.nsw.gov.au



6.3 International Day of Persons with Disabilities - activities update

Manager: Bonnie Hittmann, Community Development Manager

Approver: Matt Sutherland, Executive Manager Community and Creative Services, Kate Jessep, Executive Director Community and Culture

The purpose of this report is to provide an update on the planned activities for International Day of Persons with Disabilities.

International Day of Persons with Disabilities (IDPwD) is a United Nations observed day held on 3 December each year and aims to increase public awareness, understanding and acceptance of people with disability.

Each year, to celebrate this day, Council delivers a variety of services and activities specific for people living with disability and their carers, or to showcase the wonderful contributions made in our community.

This year's theme as established by the United Nations is 'Fostering disability inclusive societies for advancing social progress'.

The theme encourages a focus on how to build more inclusive societies and achieve greater social progress for everyone.

To celebrate the day this year Council's Community Programs Team will be delivering two activities:

- an 'All Inclusive Celebration'; and
- a 'Carers Workshop'.

'All Inclusive Celebration' at Shellharbour Marina

The 'All Inclusive Celebration' will be held at Shellharbour Marina on 3 December from 4-6pm.

The free event will include a petting zoo, face painting, stalls and fun activities being delivered by a range of local NDIS providers.

Additional portable accessible toilets are also being provided for this event.

This event is being delivered in partnership with Frasers Property Australia and their Community Development function as Council's Development partner for the Shell Cove project.

Carers Workshop

The 'Carers Workshop' will be held at the Shellharbour Civic Centre on 3 December from 11am-1:30pm.

The free workshop will provide carers with insights and practical strategies on supporting loved ones with disabilities.

The days activities incorporate local service providers Uniting, Illawarra Shoalhaven Local Health District and Carer Gateway and will feature uplifting stories as well as guidance for participants.

Recommendation

That the Committee receive and note the 'International Day of Persons with Disabilities - activities update' report.

Attachments

1. International Day of Persons with Disabilities- 2025 Brochures

BE PART OF OUR

ALL INCLUSIVE CELEBRATION

for the
**International Day of People
with Disability**

**FREE
EVENT**



**Wednesday
3/12/2025**



**From
4pm - 6pm**



**Shellharbour
Marina**

**Come along and celebrate with friends!
Enjoy a petting zoo, face painting, and fun
activities from your local NDIS providers
and Shellharbour City Council.**



Delivering the NDIS in your community



THE WATERFRONT
SHELL COVE



Scan to Register

FREE

COME TO OUR

CARERS WORKSHOP

to celebrate
International Day of People with Disability



Wednesday
3/12/2025



From
11 am - 1.30 pm



Civic
Building

Join us for our Carers Workshop and gain insights and practical strategies from Uniting, the Illawarra Shoalhaven Local Health District, and Carer Gateway on supporting loved ones with disabilities. Hear uplifting stories and receive guidance to help you navigate the journey with confidence and compassion.



6.4 Updated designs for the Jock Brown Oval accessibility and parking

Manager: Bonnie Hittmann, Community Development Manager

Approver: Matt Sutherland, Executive Manager Community and Creative Services, Kate Jessep, Executive Director Community and Culture

The purpose of this report is to provide the Committee with updated designs for Jock Brown Oval, outlining accessibility and parking details.

At the Disability Access and Inclusion Advisory Committee meeting on 28 August 2025, the Committee requested that Council share the updated designs for accessibility and parking at Jock Brown Oval. For the Committee's information, the attached confidential plans provide the most current design details, including:

1. Civil Drawings
2. Landscape Architecture Drawings
3. Architectural Drawings

Recommendation

That the Committee receive and note the 'Updated designs for the Jock Brown Oval accessibility and parking' report.

Attachments

1. Confidential-Jock Brown Sportsfield-Architectural Drawings
2. Confidential-Jock Brown Sportsfield-Civil Drawings
3. Confidential-Jock Brown Sportsfield-Landscape Architecture Drawings

7 General Business

7.1 DAIAC Table of Committee Enquiries (updated)

The purpose of this report is to provide a copy of the updated DAIAC Table of Committee Enquiries

Disability Access and Inclusion Advisory Committee – Table of Committee Enquiries

Date of Meeting	Matter Raised	Current Status	Responsible Officer	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: Change position of the drain to behind the toilet to ensure floor levels flow towards the facilities for better wheelchair access	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.	Complete: Narelle Williams reported on this at the August meeting.	Manager Community Development (Bonnie Hittmann)	003/25
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	Complete: Bonnie Hittmann and Toni Lindwall presented on options at the August meeting.	Manager Community Development (Bonnie Hittmann)	06/25

13 March 2025	Request for a presentation on how Council receives and actions community requests	Complete: 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 th 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.	Complete: The investigation has been completed and works have been scheduled for repairs.	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	Complete: This is a private building – community/committee members need to contact the property owner.	Manager Community Development (Bonnie Hittmann)	12/25

	but community are unable to get through the doorway into the bathroom itself.			
13 March 2025	Update on the Capital Works Program	Update will be provided at a future 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 a future meeting.	Customer Service / Information Management	14/25
29 May 2025	Committee enquired as to how Council processes enquiries/feedback from the community relevant to access and inclusion matters	Complete: This will be reported 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	Semi-complete: Summary presentation at the October meeting with full report and workshop suggested for November meeting.	Manager Community Development (Bonnie Hittmann)	16/25
21 August 2025	Committee member asked that the Oak Flats Post Office ramp could be considered for expenditure through the DAAC capital works budget	Complete: This project has been completed and reported at the October meeting.	Senior Asset Engineer – Programs (Sachintha Jinadasa)	17/25
21 August 2025	In relation to the Jock Brown Oval Masterplan presentation (by Matt Theris) – ‘Council to share with the committee updated designs for the accessibility and parking.	Complete: Updated designs reported at the November meeting.	Bonnie Hittmann on behalf of Senior Project Delivery Officer (Matt Theris)	18/25

21 August 2025	In relation to Auslan signage at Council Parks and Reserves – that Council do further investigation into the feasibility of Auslan signage at Council recreational facilities, including consultation with Auslan users, and recommends the trial of pilot signs at select sites.	Update will be provided at a future meeting.	Manager Community Development / Community Planning Officer	19/25
23 October 2025	Will a suitable wheelchair be available for use with the new accessible ramp at Beverley Whitfield Pool?	Update will be provided at a future meeting.	Project Manager – Beverley Whitfield Pool?	20/25
23 October 2025	The path from Beverley Whitfield Pool to the facilities is difficult to use in a wheelchair, is this able to be improved?	Update will be provided at a future meeting.	Project Manager – Beverley Whitfield Pool?	21/25
23 October 2025	What accessible bathroom facilities are available at Croom Stadium?	Update will be provided at a future meeting.	Manager Community Development (Bonnie Hittmann)	22/25
23 October 2025	Could additional disabled parking be provided at Croom Stadium?	Update will be provided at a future meeting.	Manager Community Development (Bonnie Hittmann)	23/25
23 October 2025	Could Council advocate for Shellharbour Hospital to provide assistance to those who have undergone a life altering illness/accident, specifically to assist with transition and mental health?	Update will be provided at a future meeting.	Manager Community Development (Bonnie Hittmann)	24/25

8. Next Meeting

Proposed meeting dates for 2026 are:

- 5 February
- 30 April
- 25 June
- 3 September
- 26 November

9. Meeting Closed