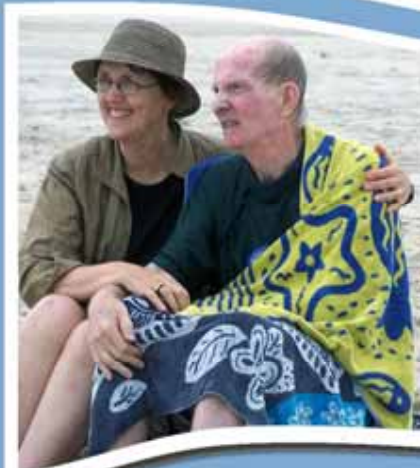




Byron Shire Council

Disability Access and Inclusion Plan 2008-2013



Foreword by Access Committee Chairman, Cr John Lazarus

By developing and implementing a Disability Access and Inclusion Plan (DAIP), Byron Shire Council (Council) demonstrates its on-going commitment to the needs of all residents, including those with disabilities.

Council's aim is for all residents to enjoy the lifestyle available within the Shire. This plan focuses on the identified physical barriers that may restrict a resident from enjoying their usual day to day activities and social interaction. The plan also outlines and prioritises how these barriers are to be resolved.

As the Plan rolls out over the next five years Council will continue to welcome active involvement and feedback with the clear intention of strengthening links with the community and specifically the stakeholders in this Plan.

The preparation of a DAIP is supported by the Disability Discrimination Act 1992 (DDA). The Plan is not mandatory, it is a voluntary pro-active approach by Council to address the needs and to enhance the lifestyles of residents.

Council acknowledges the ongoing contribution of the Access Committee, Council staff, service providers and the broader community, who will be the active participants in the implementation of this DAIP.

Thank you to each person who contributed their time, views, experience and knowledge, both verbally and through written responses, which were essential to the development of this DAIP. In particular, I acknowledge the work of the Access Committee, for their expertise, feedback and support.



Acknowledgements

This Plan has taken definitions, ideas and wording from Disability Action Plans from other local government areas where appropriate for Byron Shire. A full list of references is found at Appendix E.

This document was prepared by Council's Community Services section in consultation with residents, community organisations, service providers, Council staff and the Byron Shire Access Committee (Access Committee).

Copies of this draft Plan are available:

- For free download on Council's website at www.byron.nsw.gov.au
- In hard copy from Byron Shire Council's Administration Centre, 70-90 Station Street, Mullumbimby NSW 2482
- In electronic format (email or CD) and large print upon request

Links to Related Documents

The DAIP is one of a number of plans and strategies Council produces to guide the outcomes of the organisation. The Strategic Actions in Part 3 of the DAIP relate to the following adopted plans and strategies of Council that may be of further interest:

- Management Plan [Management Plan 2008-2011](#)
- Social Plan [Social Plan 2004-2009](#)
- Community Safety Plan [Community Safety Plan](#)
- Community Economic Development Strategic Framework

*These documents are all available on Council's website. If viewing this document electronically you may be able to click on the links which will take you to the document.

Disclaimer

Whilst every effort has been made to ensure the accuracy and currency of information contained herein, Council accepts no responsibility for any omissions or errors.

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Part 1

Context



Shower at Clarkes Beach



**Experiential Training for Councillors and Staff –
International Day of People with a Disability**

Overview

Council's first Disability Action Plan (DAP) which was developed and implemented in 2001, expanded on the disability issues raised in the Social Plan (1999). Although the DAP has been a useful guide, a new plan is now required to ensure currency and relevance.

This draft DAIP now replaces the former DAP. It aims to build on our experiences, and expand on the achievements of the previous plan, while renewing and continuing Council's commitment to access and equity for all. It will also provide the framework for Byron Shire Council to further address disability and access issues across all Council areas of responsibility.

The five year DAIP represents a whole-of-council approach to access. It reflects our determination to draw together in a coordinated way, all the operations of Council which impact on the lives of residents with a disability and their carers.

It also reflects Byron Shire Council's vision of a *'thriving community where residents and visitors can live, work and play in a sustainable environment. Council actively works in partnership with residents and visitors, business, industry and government, encouraging economic*

sustainability that protects our environment and supports our culture and lifestyles.

The strategic actions developed in the draft DAIP, have been based on consultation and feedback received from the community, relevant Council staff, and the Byron Shire Access Committee.

The strategies clearly identify what Council plans to do to enhance equal opportunities for inclusion and participation in community life within the Byron Shire. The implementation of the actions will assist Council in removing barriers and provide equity of access to Council services and facilities.

"There is always a danger in thinking more money solves problems when the most important thing for any disabled person is kindness from the general community. This is a matter of promoting the right culture and attitudes".

**Disability and Access Survey for People with
a Disability and their Carers 2007**

What is a Disability?

For the purpose of this plan, “disability” is defined in accordance with the definition provided by the DDA. The Act is designed to be inclusive and therefore uses a very broad definition of the term ‘disability’ and includes a range of conditions that affect a person’s capacity for self care, communication, learning or mobility. It includes the following disabilities:

- **Physical** - affecting mobility and/or a person’s ability to use their upper or lower body
- **Sensory** - affecting the senses eg. vision and/or hearing
- **Neurological** - affecting a person’s ability to control movements eg. epilepsy or stroke
- **Intellectual** - affecting judgement, ability to learn and communicate
- **Cognitive** - affecting thought processes personality and memory eg. injury to the brain, dementia, or Alzheimer’s Disease
- **Psychiatric** - affecting a person’s emotions, thought processes and behaviour eg. Schizophrenia or depression

The definition includes a disability that:

- presently exists

- previously existed but no longer exists (eg. a person who has had a back injury, a heart attack or an episode of mental illness);
- predisposition to disease (such as Huntingdon’s Disease, or heart disease, or a person who is HIV positive); and
- is imputed to a person (eg. assuming that a person living with an infectious disease has the disease).

A disability may not in itself limit a person’s independence or ability to live as they wish, however their lives may become more complicated or additionally difficult by a world designed for people who are able bodied.

What is Discrimination?

- Discrimination is defined as treating people with a disability less favourably than people without the disability would be treated under the same circumstances (**direct discrimination**)
- Discrimination also exists where there is a condition or requirement imposed which may be the same for everyone, but which unfairly, excludes or disadvantages people with a disability (**indirect discrimination**)
- It is also unlawful to discriminate against a person because their

associates (family, carers, partners etc) have a disability.

- “Different treatment of people with a disability is not unlawful discrimination where it is reasonably intended to ensure that they have equal opportunities or to meet their special needs.”

How Many People have a Disability?

Key Statistical information

- The 2003 Australian Bureau of Statistics survey of Disability, Ageing and Carers found that 20% of people in Australia had a reported disability. By applying this to Byron Shire’s estimated population of 28,766 (2006 Census), it is estimated that about 5,753 people in Byron Shire have some form of disability.
- According to the 2006 Census figures 1,174 Shire residents, or 4.08%, need assistance (with at least one core activity) compared with 4.2% across NSW and 4.1% Nationally.

*Core activities include: self-care, mobility and communication.

- Most anecdotal evidence indicates that the figures are under representations, particularly given the tendency for psychological and intellectual disabilities to not be either acknowledged or registered.

Ageing Population

This is particularly significant to the Far North Coast, which has a higher proportion of those aged 65 and over. Many people choose the coastal towns and villages for their retirement and most people aged 70 and over have some form of disability.

According to Census 2006:

- The prevalence rate of profound or severe core-activity limitation indicates a close relationship with age. It gradually increased from 0.8% for age groups 0-4 years through to 5.9% for 65-74 years but it then increased sharply to 49.9% for those aged 85 years and over.
- Of all persons aged 15 years and over in Byron Shire, 11.1% (9% in NSW) provided unpaid assistance to those who needed help because of a disability, or a long term illness or problems related to old age.
- The current median age for Byron Shire is 41 years in comparison to the national figures of 37 years (an increase from 39 years in 2001-2006 Census).
- According to The Population Ageing report prepared by the Northern Rivers Regional Development Board, the number of people aged 60 plus in Byron Shire will reach 27% of the

population by 2021 or 11,030, which is more than double the number of residents currently aged 60 plus (2005).

Challenges for Council

Byron Shire is a sea change community and popular tourist destination. Changes in age structure of residents pose significant challenges in the management of current and future demand for quality lifestyles. In response to this the implementation plan addresses the need to use Universal Design principles to help create sustainable communities.

Tourism, while good for the local economy, places added pressure Council infrastructure. As a part of the development of the draft Tourism Management Plan 2008, Southern Cross University identified that “the number of annual visitors to Byron Shire is relatively stable, moving in a band between 1.1 million and 1.4 million in the period since 2000.”

Tourism does not directly contribute to Council’s revenue base yet the cost of providing and maintaining infrastructure is borne by Council. As a result, upgrading and maintaining important community facilities compete with core infrastructure such as roads when budget allocations are made.

“I feel strongly that putting resources and time into younger people with disabilities gives them a "better shot" at becoming independent adults thereby hopefully reducing the amount of 'resources' that needs to be given to them in later life.”

Disability and Access Survey for People with a Disability and their Carers 2007



What is a Disability Access and Inclusion Plan

The DAIP is a document that:

- identifies access barriers to facilities and services
- identifies those areas requiring equitable access to be provided
- states what is required to be done, when, by whom

Why prepare a Disability Access and Inclusion Plan

- Developing a DAIP is one way that Local Government can meet their responsibilities under the DDA.
- A DAIP will provide a framework for Byron Shire Council to address disability and access issues across all Council areas of responsibility.
- With a plan in place Council will be able to respond to complaints of inaccessibility.

How was the Plan developed?

The DAIP was updated and developed through a comprehensive information, consultation and review process. This included consultation with:

- Access Committee
- Community Members
- Local Services
- Council Divisions

Survey forms were created and distributed to interested community members, people with disabilities and service providers via the website, e-mail and post. Local media was also used to promote the community surveys and to promote community awareness of the process.

A progress report was provided each month at the Access Committee Meeting to provide feedback to the committee and provide opportunities for input into the process.

Stages of the Plan Development

- Gather and read background information
- Identify and assess existing research, current trends and legislation, standards and guidelines
- Develop surveys: Internal and External
- Briefing meetings with key staff

- Provide background information to key staff including training
- Review of the DAP 2001-2004
- Develop a framework for the plan
- Interview staff to identify initiatives and strategies for improved community access

*More information about the consultation process is included at Appendix C.



Recently I was invited to assist in a training day for the management staff of Byron Shire Council. The day was organised not only to provide legislative information with regard to people with a disability, such as the Disability Discrimination Act, but to also give the participants a glimpse of what it is like to live with a disability such as a spinal cord injury, visual impairment or blindness. Wheelchairs and visual props were used in practical tasks to provide instant biofeedback on the limitations of our current built environment and how this impacts on the basic day to day tasks for people with these types of disabilities. Here are some of the participants' comments about their experience. *"A very positive hands-on experience enabling me to get some perspective on what it is to have a disability", "An eye-opener", "how hard it is to be a person with a disability in our built environment."* And then, these comments from a managerial perspective. *"We need to consider Access for All issues in the work we do", "Design and planning controls need to incorporate access and mobility provisions", "We need whole-of-organisation training on these issues", "We need to approach access from an equity, and benefiting the whole community, approach rather than an add on approach for people with a disability."*

I congratulate the participants from Byron Shire Council and encourage you to incorporate what you have learned into your work to act on the changes we need.

**An Article from SCI (Spinal Cord Injuries Australia) publication
Accord Spring 2007**

Summary of Key Issues

Major themes to emerge from the consultation process

- **Improvements to infrastructure** to increase access for all on roads and footpaths.
- **Improved physical access** including pathways, pedestrian crossings, toilet facilities, accessible parking.
- **Improved access to recreational opportunities** such as beaches, pools, parks, sporting venues, shops and shopping centres. This also includes improvements to infrastructure such as ramps and hoists.
- **An increase in clean, accessible toilets** in public areas.
- **Increased accessible parking** and more effective policing of accessible parking zones (also related to the ability to enjoy recreational opportunities, and to shop).
- **Information on services** to increase people's awareness of what Council does and can do in the disability area.
- **Broad information provision** in accessible forms.
- **Forming partnerships** and working closely with key local disability services and expertise.
- **Education** - community awareness/attitudes.
- **Advocacy** eg. public transport (identified as a key role of Council).

“Access is an issue for everyone. Anyone in the community may develop or acquire a disability at some time in their life, or have a relative or friend develop or acquire a disability. There are also issues with those who require safe access for strollers and even the increased use of shopping trolleys means that safety is a priority. We also need to be planning for the future needs of an ageing population and this is a challenge for the design and development of public and private spaces.”

Mayor Jan Barham - Experiential training for Councillors and Staff November 2007

Legislation and Local Government Framework

The roles and responsibilities of Local Government in respect of people with disabilities are clearly identified in the following acts:

- Commonwealth Disability Discrimination Act 1992
- Building Code of Australia (BCA)
- Australian Standards for Access and Mobility (AS1428 Suite of Standards)
- NSW Anti-Discrimination Act 1977 [amended 1994]
- The Local Government (General) Amendment (Community & Social Plans) Regulation 1998

These pieces of legislation interpreted most simply state that people with disabilities have the same rights as all other Australians and the acts impose obligations on others to recognise these rights.

Local Government is required under the DDA to assume greater responsibility for ensuring access for people with disabilities. As a key planner and provider of physical and social infrastructure, local government has both a legal and moral obligation to ensure that

people living with a disability can participate equally in the broad range of community activities on offer.

The draft DAIP responds to the requirements of the DDA. It recognises the variety of barriers and access challenges often created unintentionally which impede access to areas of Council responsibility. These areas include physical, cultural and social environments and experiences.

Local Government has an enormous contribution to make in protecting and promoting the human rights of people with a disability to participate equally in the broad range of community activities, and to be contributing citizens in the social, economic and political arena. As a major provider of goods, services and facilities, local Councils can lead the way in creating an environment which is free of disability discrimination.

Mr Brian Howe, Minister for Health, Housing and Community Services 1992. Legislation and Local Government Framework

Disability Access and Inclusion Policy

Context

Council is committed to ensuring that the community is accessible for, and inclusive of people with disabilities, their families and carers.

Council plans and strategies must incorporate access, equity, and the importance of being non-discriminatory in responding to the diverse needs of the community.

Objectives

- To provide a framework for Council to work towards the provision of accessible and equitable services in all areas
- To assist Council to meet its legislative requirements under the NSW Anti-Discrimination Act (1994) and the DDA
- To ensure equitable access to community facilities and services, places of work, leisure and community activity for all residents and visitors
- To provide community facilities and services which meet the needs of all residents
- To promote participation and inclusiveness in our community
- To demonstrate community leadership

Definitions

Access in this context refers to the individual's ability to use the service, facility, program or activity provided. Consequently, a service is accessible when it is:

- easy to find out about
- easily understood
- easy to get to
- easy to use
- people who use it feel they are welcome
- people know that they will get the right assistance when they need it
- people are confident that every reasonable effort will be made to address the customer's requirements.

Good access is beneficial not only to people with a disability but a significant proportion of other people in our community including:

- parents with prams
- elderly people with walking frames or sticks
- sporting people with injuries
- people with temporary disabilities, injuries or medical conditions
- delivery people with trolleys

Inclusion in this context is about being involved and being a valued member of the community.

Underlying Principles

- Council will strive to provide infrastructure, facilities and services that are as accessible as possible to all members of the community
- The contributions and value of all citizens are recognized
- All planning will consider the needs of people with a disability
- Council staff are informed about strategies to develop inclusion and access for all
- Council's Equal Employment Opportunity (EEO) Policy continues to be implemented
- Public information is available and accessible to all
- All citizens can participate in Council's democratic processes
- All public meetings, consultations, ceremonies and events undertaken or sponsored by Council are accessible
- Council encourages business, commerce, industry and community groups operating within the local government area to meet their obligations to people with a disability.

Goals

Byron Shire Council will make a commitment to the specified objectives through its Plan, as identified in the following areas:

1. Governance and Leadership

Pursue excellence as an organisation that embraces continuous improvement, values its staff and provides opportunities for learning and development to promote access and inclusion.

2. Information and Communication

To reflect the needs of people with disabilities in the community planning activities of Council and to systematically ensure Council communicates to the community in ways that do not disadvantage any person.

3. Built Environment and Infrastructure

To effectively plan, deliver and maintain the infrastructure network that services our community's present and future needs.

4. Strategic Planning and Development

To encourage Universal Access and Design principles for all new developments in the Shire to facilitate equitable access for all.

5. Leisure Recreation and Natural Environment

To plan for, and offer a diverse range of lifestyle choices and community services aimed at enhancing quality of life throughout the Shire.

6. Economy and Tourism

To promote prosperity for all within our community by strengthening the local economy and enhancing employment prospects.

7. Consultation and Community Engagement

To ensure members of the community are able to participate in Council activities, have input into and are kept informed of Council's decisions and direction.



“A socially inclusive society is defined as one where all people feel valued, their differences are respected and their basic needs are met so they can live in dignity. Social exclusion on the other hand, is the process of being shut out from the social economic political and cultural systems which contribute to the integration of a person into the community”

Cappo D 2002 November 2002, Hobart

Part 2

Implementation Plan



Spaghetti Circus Community Class



**Members of Vox Pop Theatre Group rehearsing for “Starman”
International Day of People with a Disability (IDPWD)**

Implementation Plan

As a result of the consultation process, the following strategic actions have been developed to address the seven key goal areas of the policy. The implementation plan is structured as follows:

- policy goal plus a brief definition
- issues or barriers for each policy goal are identified
- strategic actions are listed to address the issue or barrier
- the section of Council responsible for implementation of the strategic action is identified

Council	Body of Council
AMS	Asset Management Services
CM	Corporate Management
GCS	Governance and Community Services
PDES	Planning Development and Environment Services
AC	Access Committee
WRMS	Water and Recycling Management Services

- a link to other relevant strategic plans and documents within Council is noted

CED	Community Economic Development Strategic Framework
MPPA	Management Plan Principal Activities (2008-2011)
SP	Social Plan (2004-2009)
CSP	Community Safety Plan

- strategic actions have been prioritised in a timeframe context to assist and inform Council of the community's priorities when considering allocating resources to the implementation plan.
 - Critical 1 year
 - Important 2-4 years
 - Beneficial 5 years

1. Governance & Leadership

Pursue excellence as an organisation that embraces continuous improvement, values its staff and provides opportunities for learning and development to promote access and inclusion

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
1.1 Whole of Council Approach	a) Incorporate the objectives of the DAIP annually into Council's Management Plan and Budget formulation process	GCS Council	SP Item 1	Ongoing
	b) Existing policies are regularly reviewed to ensure: <ul style="list-style-type: none"> i) the policy reflects changes to relevant legislation such as the DDA, Australian Standards (AS) for access and the BCA ii) all policies (new and existing) consider the needs of people with a disability iii) checklists are developed where possible to streamline implementation 	Council	MPPA 17.10	Ongoing
	c) Ensure all plans and strategies consider access and inclusion as an integral part of their development and include reference to the DAIP	Council	SP Item 1	Ongoing
	d) Implementation of actions in the DAIP are reported to Council annually and action plan updated accordingly	GCS	SP Item 1	Critical
1.2 Employment Recruitment & Induction	Equal Employment Opportunity <ul style="list-style-type: none"> a) Continue to maintain Council's EEO Policy in accordance with DDA and EEO Act eg. Advertisements for employees state Council's commitment to EEO 	CM		Ongoing

1. Governance & Leadership

Pursue excellence as an organisation that embraces continuous improvement, values its staff and provides opportunities for learning and development to promote access and inclusion

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
1.2 Employment Recruitment & Induction	b) Support the Staff Consultative Committee in its role as the EEO reference group	CM	MPPA 1.20	Ongoing
	Recruitment a) Review of recruitment procedures to ensure they do not discriminate against people with a disability	CM		Ongoing
	b) Provide inclusive recruitment and selection training as part of corporate Leadership Development Program	CM		Critical
	Work Experience a) Investigate the feasibility of piloting a Council program for people with disabilities to participate in work experience/placement with Council	Council	SP Item 22	Beneficial
	Workplace Adjustments Council will: a) Identify specific training needs and resources required to support current and future employees with a disability	CM	MPPA 1.18 MPPA 1.19 SP Item 13	Ongoing
	b) Continue to develop in-house knowledge and awareness of disability and service provision initiatives	CM	SP Item 13	Ongoing
	c) Make reasonable adjustments to workplace, equipment of facilities for new or current employees with disabilities	CM	MPPA 1.26	Ongoing

1. Governance & Leadership

Pursue excellence as an organisation that embraces continuous improvement, values its staff and provides opportunities for learning and development to promote access and inclusion

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
1.2 Employment Recruitment & Induction	d) Engage external advice on job re-design where appropriate	CM	MPPA 1.26	Ongoing
	Induction Process Council will: a) Include information regarding Byron Shire DAIP Policy and Plan in staff induction program.	CM	MPPA 1.4	Critical
	b) Develop and incorporate a disability awareness training component as a part of the orientation and training for new staff	CM	MPPA 1.4	Critical
	Training a) Develop a disability and access awareness training program and ensure it is included in Council's annual training program and budget. Training to include: i) an analysis and review of training needs for staff including Directors and Managers eg. DDA, BCA and AS for access ii) specific training to coincide with Disability Awareness Days iii) responding to complaints made by people with a disability	CM	SP Item 13(d)	Critical
	b) The AC is consulted on relevant disability awareness training within Council	CM / AC	SP Item 23(b)	Ongoing

1. Governance & Leadership

Pursue excellence as an organisation that embraces continuous improvement, values its staff and provides opportunities for learning and development to promote access and inclusion

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
1.2 Employment Recruitment & Induction	Recognition and Rewards			
	a) Include a criteria for recognising business excellence in access and inclusion	CM	MPPA 1.8	Critical
1.3 Risk Management and Disability	a) Review Council buildings evacuation procedures and warning systems against needs of people with a disability	CM GCS	MPPA 1.20	Important
	b) Each business unit to include risks related to access issues in developing their Safe Method Working Statements	CM	MPPA 1.20	Important
1.4 Awareness & Attitudes	a) Use education and promotion activities to raise staff and community awareness regarding the needs and rights of people with disabilities	GCS	SP Item 23(b)	Ongoing
	b) Promote the DAIP, "good news" stories, positive images and valuable contributions of people with a disability to Council, staff and the community through: i) human resources newsletter ii) corporate documents iii) media releases iv) brochures/leaflets	GCS AMS	SP Item 23(b) SP Item 24	Ongoing

1. Governance & Leadership

Pursue excellence as an organisation that embraces continuous improvement, values its staff and provides opportunities for learning and development to promote access and inclusion

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
1.4 Awareness & Attitudes	<ul style="list-style-type: none"> v) Council's web site vi) rates mail outs vii) Disability Organisations Newsletters 			
	c) Participate in local and regional forums to increase the awareness of issues concerning disabilities.	GCS	SP Item 23(b)	Ongoing
1.5 Advocacy	<p>Continue to advocate for an integrated transport strategy within a Regional context to addresses shortcomings in:</p> <ul style="list-style-type: none"> i) Rail Network ii) Traffic Management iii) Park and Ride services for event access iv) Parking v) Public Transport vi) improved access to inter-town/village transport services vii) early morning and late night transport services viii) subsidisation of fares to make transport more affordable 	PDES AMS	MPPA 2.29 SP Item 12 CSP Item 10	Critical

2. Information & Communication

**To reflect the needs of people with disabilities in community planning activities of Council,
and to systematically ensure Council communicates to the community in ways that do not disadvantage any person**

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
2.1 Information	a) Provide information on services and programs of Service Providers and Peak Bodies supporting people with disabilities.	GCS	SP Item 23(b)	Critical
	b) Support upgrade of Byron Shire Community Services Directory	GCS	SP Item 23(a)	Critical
	c) Provide a link from Council's website to LINCS Local Information Network for Community Services	GCS	MPPA 17.17	Critical
2.2 Customer Service	a) Consult with people with hearing loss to investigate ways to meet the communication needs of people with a hearing impairment: <ul style="list-style-type: none"> i) Display Better Hearing Cards on all customer service counters and train staff in communication with people with hearing impairments ii) Utilise the National Relay Service ensuring staff are trained in its use iii) Review Customer Service Officers staff training to include Deafness Awareness and the use of Auslan Interpreters 	GCS	SP Item 23(b)	Critical
	b) Prepare a Frequently Asked Questions document for customer service staff to improve responsiveness to resident queries related to Access	GCS	SP Item 23(b)	Beneficial

2. Information & Communication

To reflect the needs of people with disabilities in community planning activities of Council, and to systematically ensure Council communicates to the community in ways that do not disadvantage any person

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
2.3 Inclusive Communication	a) Develop an Accessible Information Policy that incorporates the style guide to ensure Council documents are: <ul style="list-style-type: none"> i) published in a user friendly format using “plain English”, large font, visual information where appropriate ii) free from jargon and technical language wherever possible iii) printed using best vision colour contrast i.e. black or dark blue on white or yellow iv) produced in alternative formats on request eg. large print, via website, hearing tapes 	GCS	SP Item 23(b)	Important
	b) Undertake a review of all Council publications after the adoption of the Accessible Information Policy and prioritise to incorporate style guidelines	GCS	SP Item 23(b)	Important
	c) Continue to ensure media releases go to web page, print media and radio.	GCS	SP Item 23(b) SP Item 24	Ongoing
2.4 Web Access	a) Continue to develop Council’s web page to encourage participation and provide information by ensuring that: <ul style="list-style-type: none"> i) forms and applications are available electronically ii) Council’s website reflects best practice and achieves Level 1 Web Content Accessibility Guidelines as a minimum and is updated as 	GCS	MPPA 17.17	Ongoing

2. Information & Communication

To reflect the needs of people with disabilities in community planning activities of Council, and to systematically ensure Council communicates to the community in ways that do not disadvantage any person

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
2.4 Web Access	necessary to meet Level 2 where possible iii) a list of Council contact officers positions and emergency contact numbers is available for various physical asset problems such as drainage, and sewerage etc. iv) disability and access service information is easy to find			

3. Built Environment & Infrastructure

To effectively plan, deliver and maintain the infrastructure network that services our community's present and future needs

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
3.1 Council Owned Buildings	a) Undertake systematic Access Audits on Council owned buildings and facilities to determine accessibility (according to available resources) eg. Council training rooms, pools, sporting facilities	GCS	MPPA 18.4 SP Item 16(e)	Critical
	b) Audit findings are to be prioritised according to need and usage and incorporated into the Building Asset Management Strategy	GCS		Critical
	c) Building Asset Management Strategy will contain: i) detailed costing of audit works and ensure allocation is considered in the budget process ii) maintenance schedule to improve access to Council owned buildings, including construction of ramps, handrails and removal of trip hazards iii) provision of appropriate signage to indicate disability services, facilities, parking or toilets iv) recommendation of AC priorities	AC GCS		Critical
3.2 Public Toilets	a) Undertake systematic Access Audits on Council public toilets to meet AS (according to available resources).	GCS	MPPA 18.8 SP Item 16(e)	Critical
	b) Audit findings are to be prioritised according key locations and incorporated into the Building Asset Management Strategy	GCS		Critical

3. Built Environment & Infrastructure

To effectively plan, deliver and maintain the infrastructure network that services our community's present and future needs

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
3.2 Public Toilets	c) Building Asset Management Strategy will contain: <ul style="list-style-type: none"> i) detailed costing of audit works and ensure allocation is considered in the budget process ii) maintenance schedule to specifically address: <ul style="list-style-type: none"> • accessibility of doors and doorways for all forms of mobility • display of appropriate signage • space requirements to accommodate scooters • installation of unisex facilities (where possible) to permit use by a carer or assistant of the opposite gender to the person with a disability • Master Locksmiths Access Key (MLAK) external access facilities only in upgrades and new facilities iii) recommendation of the AC's priorities 	AC GCS		Critical
3.3 Pathways & Pedestrian Crossings	a) Consult with the AC in design of pedestrian access for specific installations and in Local Area Traffic Management studies	AMS	MPPA 14.11 MPPA 14.12 MPPA 21.11	Ongoing
	b) Continue to update pedestrian crossing standards in Council's Design Manual to comply with all relevant standards	AMS	MPPA 14.11 MPPA 14.12 MPPA 21.11	Ongoing

3. Built Environment & Infrastructure

To effectively plan, deliver and maintain the infrastructure network that services our community's present and future needs

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
3.3 Pathways & Pedestrian Crossings	c) Continue to progressively implement the Pedestrian Access and Mobility Plan (PAMP) in order of priority and within the budget allocation including: <ul style="list-style-type: none"> i) Evaluation of existing footpaths, gutters and crossings and prioritise a schedule of maintenance improvements according to high/low usage and risk. ii) Install new pedestrian facilities to reflect pedestrian need e.g. kerb ramps, island refuges 	AMS	MPPA 14.15 MPPA 21.11 SP Item 13(c)	Ongoing
3.4 Tactile Ground Surface Indicators (TGSIs)	a) Consult with neighbouring local government areas about convening a shared training workshop to consider best practice in use and application of TGSIs	AMS GCS PDES		Critical
	b) Council to develop a policy on the use of TGSIs based on outcome of workshop. The AC to be consulted in the development of the policy	AMS/ GCS PDES		Important
3.5 Accessible Parking	a) Undertake an audit of accessible parking bays and implement a program to rectify any non compliance	AMS	CSP Item 10	Critical
	b) Audit findings are to be prioritised by the AC according to need and usage	AMS AC	CSP Item 10	Ongoing
	c) Consider the need for additional bays at key locations	AMS AC	CSP Item 10	Ongoing

3. Built Environment & Infrastructure

To effectively plan, deliver and maintain the infrastructure network that services our community's present and future needs

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
3.6 Pathway Obstructions	a) Undertake an Access Audit of planter boxes, street trees, seats etc. to identify obstructions to pathways	AMS AC	CSP Item 10	Important
	b) Conduct a public awareness campaign about the hazards arising from overhanging branches eg. media release, pamphlet with the rates	GCS	SP Item 23(b)	Ongoing
	c) Promote the availability of the Access & Safety Notification form to people with any access or safety concerns	GCS	SP Item 23(b)	Ongoing
3.7 Seating	a) Review accessible street furniture and its design and positioning on main township streetscapes	AMS AC	MPPA 12.13 MPPA 21.11	Ongoing
	b) Progressively increase the quantity of available seats in town centres and walking tracks in consultation with the AC	AMS AC	MPPA 12.13 MPPA 21.11	Important
3.8 Lighting	a) Provide and maintain adequate lighting along all streets and intersections that meet community needs	AMS	CSP Item 10	Ongoing
3.9 Engagement of Contractors	a) Ensure co-ordination of planning between divisions/sections where responsibilities for areas that are split e.g. kerb ramps, toilets, park and traffic facilities	AMS GCS		Ongoing
	b) Provide written information to all Council Contractors and Service Providers regarding legislative requirements including the DDA where required	Council	SP Item 23(b)	Critical

3. Built Environment & Infrastructure

To effectively plan, deliver and maintain the infrastructure network that services our community's present and future needs

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
3.10 Training	a) Regular training workshops provided to Infrastructure staff on effective design for people with different disabilities	CM AMS GCS	SP Item 13(d)	Ongoing

4. Strategic Planning and Development

To encourage Universal Access and Design principles for all new developments in the Shire to facilitate equitable access for all

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
4.1 Awareness Education Information	a) Develop methods of ensuring developers are aware of their responsibilities under the DDA/BCA by: <ul style="list-style-type: none"> i. Developing and Implementing an Access Checklist to provide for the consideration of DDA issues 	PDES		Critical
	<ul style="list-style-type: none"> ii. Circulate a regular Builders Newsletter with updates on legislation, and any information sessions 	PDES	SP Item 23(b)	Ongoing
	<ul style="list-style-type: none"> iii. Develop access awareness brochures/web links for developers to increase their awareness of relevant legislation and standards 	PDES	SP Item 23(b)	Critical
	<ul style="list-style-type: none"> iv. Present seminars to builders and developers on legislative changes affecting the building industry and the implications 	PDES	MPPA 3.1	Beneficial
	b) Include a Standard Condition of Development Consent for disabled access that will specifically cover equitable access to new developments	PDES		Critical
4.2 Policies Development & Review	a) Ensure the draft Development Control Plan (DCP) reflects the needs of people with disabilities, is up to date and meets current trends in planning for access and mobility by containing the following dedicated chapters: <ul style="list-style-type: none"> i. Access and Mobility ii. Affordable Housing 	PDES	MPPA 2.14 CSP Item 10	Critical
	b) Encourage the application of adaptable housing principles within the DCP	PDES	MPPA 2.14 SP Item 19	Critical

4. Strategic Planning and Development

To encourage Universal Access and Design principles for all new developments in the Shire to facilitate equitable access for all

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority
				- Critical - Important - Beneficial - Ongoing
4.3 Access Advice	a) Provide expert advice in regards to disability access issues	PDES		Ongoing
	b) Publicise Council's advisory role for businesses that wish to make their facilities and services accessible eg. information on Council's website	GCS PDES	SP Item 23(b)	Important
4.4 Consultation	a) Engage specialist advice when required	PDES		Important
	b) AC accept agenda items from owners/operators of services for informal access advice and referral to Planning for specialist advice if needed	PDES GCS	SP Item 23(b)	Ongoing
4.5 Compliance	a) Provide the Buildings Access Checklist to all applicants to ensure compliance with relevant access standards and guidelines. (<i>Refer to DAIP 4.1 a) i)</i>)	PDES		Ongoing
	b) Review policy No. 5.54 on Footpath Dining to ensure adherence to current and future access standards	PDES		Critical
	c) Ensure compliance in regards to A-frames, outdoor dining policy, and goods on display on footpaths to ensure appropriate level of access for people with disabilities	PDES		Important
	d) Rangers to regularly patrol accessible parking spaces and to enforce regulations for unauthorised vehicles	PDES		Ongoing
	e) Undertake publicity and education campaigns outlining provision and use of accessible car parking bays	GCS PDES	SP Item 23(b)	Ongoing

4. Strategic Planning and Development

To encourage Universal Access and Design principles for all new developments in the Shire to facilitate equitable access for all

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
4.6 Staff Training and Professional Development	a) Keep updated with design developments and practice recommendations in this area through peak bodies	CM PDES	SP Item 13(d)	Ongoing
	b) Ensure training opportunities and course information in relation to the current requirements of the DDA are available	CM GCS PDES	SP Item 13(d)	Critical
	c) Professional development training for Council's Building Assessment Officers, Engineers and Planners to include accessibility components	CM PDES	SP Item 13(d)	Ongoing
	d) Subscribe to the Human Rights and Equal Opportunity Commission (HREOC) Disability Rights Update e-mail list, to raise awareness of disability issues, standards and codes	GCS	SP Item 23(b)	Critical

5. Leisure Recreation & Natural Environment

To plan for, and offer, a diverse range of lifestyle choices and community services aimed at enhancing quality of life throughout the Shire

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
5.1 Parks, Playgrounds and Open spaces	a) AC to undertake audit of parks, playgrounds and open spaces based on usage, with a particular emphasis on developing accessible adaptations and equipment such as: <ul style="list-style-type: none"> i) accessible toilets and parent facilities ii) accessible playground equipment iii) seating, tables and rubbish bins. Ensure seating complies with AS for Access ASA No 1428 with priority given to high use/high risk areas (refer to feedback from the disability survey 2007) iv) pathway systems v) kerb ramps vi) directional signage vii) shade and urban design viii) car parking 	AC AMS GCS	MPPA 12.8 MPPA 12.15 SP Item 16 SP Item 21	Important
5.2 Access to Sporting Clubs	a) Create a working relationship with sports orientated organizations to encourage "sports" related activities for people with a disability	AMS		Beneficial
5.3 Access to Beach	a) Audit existing beach access for suitability in partnership with Cape Byron Trust and NSW Department of Lands and consider:	AMS GCS	SP Item 23(b)	Critical

5. Leisure Recreation & Natural Environment

To plan for, and offer, a diverse range of lifestyle choices and community services aimed at enhancing quality of life throughout the Shire

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
5.3 Access to Beach	i) availability of amenities ii) improved access to the beaches for the elderly or people using wheelchairs and prams			
	b) Commence a program of rationalisation and improvement of beach access based on audit results and subject to available budget	AMS		Important
	c) Liaise with NSW Department of Lands to house the Freewheeler beach chair at Clarkes Beach ensuring easy access to the beach and accessible toilets	GCS		Critical
	d) Promote the availability of the Freewheeler beach wheelchair on the website, in promotional material and media releases	GCS	SP Item 23(b)	Ongoing
	e) All actions above to be completed in consultation with the AC	AC		Ongoing
5.4 Fishing Access	a) Identify suitable access points for fishing	AC		Beneficial
	b) Investigate the feasibility of building fishing platforms to enable easy access to the waters edge for fishing activities by: i) consulting with other local government areas, NSW Fisheries, NSW Department of Lands ii) seeking funding for building fishing platforms	GCS		Important
5.5 Safety on Shared Pathways	a) Raise public awareness of appropriate behaviour on shared footpaths eg. skateboarders, electric scooters, roller blades, wheelchairs, prams and bicycles	GCS	SP Item 23(b)	Beneficial

5. Leisure Recreation & Natural Environment

To plan for, and offer, a diverse range of lifestyle choices and community services aimed at enhancing quality of life throughout the Shire

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
5.5 Safety on Shared Pathways	b) Monitor scooter usage within the shire and provide an information kit on scooter use to residents	GCS		Beneficial
5.6 Training	a) Ensure Council staff are kept abreast of contemporary practice in creating universal access spaces and playgrounds	AMS CM PDES	MPPA 12.8 MPPA 12.15 SP Item 13(d)	Important

6. Economy & Tourism

To promote prosperity for all within our community by strengthening the local economy and enhancing employment prospects

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
6.1 Accessible Tourism	a) Promote and encourage the development of accessible tourism within Byron Shire by: i) placing information on Council's webpage on accessible public toilets	AC GCS	SP Item 23(b)	Critical
	ii) placing information on Council's webpage on accessible parking	AC GCS	SP Item 23(b)	Critical
	iii) developing a Mobility Map for key locations in the Shire	AC GCS	SP Item 23(b)	Critical
	iv) Mobility Map to be distributed to all tourist information centres and disability organisations and posted on the website	AC GCS	SP Item 23(b) CED Objective 3	Critical
	v) ensuring Council promotional resources (brochures, videos, etc) contain information about accessible facilities	AC GCS	MPPA 21.7 SP Item 23(b) CED Objective 3	Important
	vi) investigate information on accessible accommodation to be posted on Council's website	GCS	SP Item 23(b)	Important

6. Economy & Tourism To promote prosperity for all within our community by strengthening the local economy and enhancing employment prospects				
Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
6.1 Accessible Tourism	b) Raise awareness of tourism operators on: <ul style="list-style-type: none"> i) the financial advantages of providing accessible services and ii) new market opportunities provided by the senior and disability tourism market 	GCS	MPPA 21.5 MPPA 21.12 SP Item 23(b) CED Objective 3	Important
	c) Advocate on behalf of people with disabilities at tourism development meetings	GCS	MPPA 21.5 MPPA 21.12 SP Item 17 CED Objective 3	Critical
6.2 Festivals and Events	a) Encourage the facilitation of community events and activities that are fully accessible for people with disabilities.	GCS PDES	MPPA 5.1 MPPA 21.4 SP Item 15	Critical
	b) Develop an Events Policy to: <ul style="list-style-type: none"> i) provide a standard guideline and checklist which addresses accessible venues, facilities, parking and advertising in accordance with the appropriate standards and regulations ii) place guidelines and checklist on website to assist festival and event organisers 	GCS PDES	MPPA 5.1 MPPA 21.4 CED Objective 5	Critical
	c) Instigate ongoing training for Council staff involved in event planning to ensure events are organized so that they are accessible to people with disabilities	CM PDES	SP Item 13(d)	Critical

6. Economy & Tourism To promote prosperity for all within our community by strengthening the local economy and enhancing employment prospects				
Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Ongoing
6.3 Business & Traders	a) Secure funding to implement the “Missed Business Program” (endorsed by the Local Government and Shires Association) to promote to businesses the economic benefits of being accessible by: <ul style="list-style-type: none"> i) providing case studies to assist small business make their services and facilities more accessible ii) raise traders awareness of good access practices through education or professional development sessions eg. placement of A-frames and street furniture, accessible shop entrances iii) awarding Access Friendly Stickers to accessible businesses in recognition of achievement iv) Make access information available on the Council’s website 	GCS	MPPA 21.11 MPPA 21.12 SP Item 23(b)	Important
	b) Advocate for the business chambers to include an accessible business category in their annual awards	GCS	MPPA 21.12 SP Item 23(b)	Beneficial

7. Consultation and Community Engagement

To ensure members of the community are able to participate in Council activities, have input into, and are kept informed of, Council's decisions and directions

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Other
7.1 Community Development	a) Promote and facilitate opportunities for people with disabilities to participate in creative, cultural, recreational and social development activities	GCS	SP Item 15	Beneficial
	b) Work with relevant organizations to offer disability awareness training to: <ul style="list-style-type: none"> i) community members ii) educational institutions iii) non government organisations 	GCS	SP Item 23(b)	Important
7.2 Grant Funding	a) Provide grants annually under S356 to organisations with programs that will assist people with disabilities	GCS	SP Item 20	Critical
	b) Continue to source external grant funding to: <ul style="list-style-type: none"> i) implement strategies in the DAIP ii) enhance community access and recreation opportunities for older residents with disabilities 	GCS	MPPA 15.6	Ongoing
7.3 Participation of Youth	a) Increase the representation of young people with a disability participating in activities at the Youth Activity Centre	GCS	MPPA 15.2(c)	Important
	b) As part of the development of a Youth Strategy undertake research into the gaps in services for young people with a disability and provide recommendations	GCS / AC	MPPA 15.2(c)	Critical
	c) Continue to make youth programs and the youth centre accessible and available for disability groups	GCS	MPPA 15.2(c)	Critical

7. Consultation and Community Engagement				
To ensure members of the community are able to participate in Council activities, have input into, and are kept informed of, Council's decisions and directions				
Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Other
7.3 Participation of Youth	d) Assist Youth Services Team to develop local partnerships with organizations providing services to people with a disability.	GCS		Ongoing
	e) Work in partnership with organizations to provide training focusing on access & inclusion practices for younger people who have a disability and their peers.	GCS AC		Ongoing
7.4 Participation of Children and Caregivers	a) Continue to deliver high quality children's services that are accessible to parents and children with disabilities.	GCS	MPPA 16.2 MPPA 16.4	Ongoing
	b) Continue to offer Vacation Care holiday programs and provide After school Care for children with disabilities	GCS	MPPA 16.2	Ongoing
	c) CARE Parent Support Program to investigate the feasibility of facilitating a group specifically for parents with a child with a disability	GCS	MPPA 16.3	Critical
7.5 Participation of Seniors	a) Investigate the need for research into service gaps for people who acquire disabilities as a result of ageing.	GCS	MPPA 15.2(b)	Critical
7.6 Consultation Mechanisms	Access Committee	GCS	MPPA 1.3 MPPA 15.10	Ongoing
	a) Maintain and resource the AC to provide advice to Council on access and other issues concerning people with disabilities			
	b) Review the AC to ensure it continues to represent the needs of the community including: i) Terms of Reference	GCS	MPPA 1.3 MPPA 15.10	Critical

7. Consultation and Community Engagement

To ensure members of the community are able to participate in Council activities, have input into, and are kept informed of, Council's decisions and directions

Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Other
7.6 Consultation Mechanisms	<ul style="list-style-type: none"> ii) Composition of committee as vacancies arise iii) Training as needed iv) Staff resourcing 			
	c) Promote the existence, the role and activities of the AC to staff and the community	GCS	SP Item 23(b)	Ongoing
	d) Develop a brochure promoting the AC and Access Notification form	GCS	SP Item 23(b)	Critical
	e) Facilitate referral of the following to the AC for input: <ul style="list-style-type: none"> i) relevant policies ii) plans and strategies iii) projects and other relevant issues across the organisation 	GCS	SP Item 23(b)	Ongoing
	f) The AC continues its promotional work and be actively supported by Council eg. celebrations for the IDPWD	GCS	SP Item 23(b)	Ongoing
	Community Consultation <ul style="list-style-type: none"> a) Continue to seek a broad range of views by using a range of consultation methods to identify issues in the local community by: <ul style="list-style-type: none"> i) reviewing policy on Community Consultation and Decision making ii) developing a standard guideline and checklist for inclusion in the policy which addresses: accessible venues, facilities and parking, advertising, conduct of consultation, preparation of materials 	AC GCS	SP Item 23(b)	Important

7. Consultation and Community Engagement				
To ensure members of the community are able to participate in Council activities, have input into, and are kept informed of, Council's decisions and directions				
Issue/Barrier	Strategic Actions (and Performance Indicators)	Section of Council / Relationship to Council Plans		Priority - Critical - Important - Beneficial - Other
7.6 Consultation Mechanisms	b) Develop and maintain appropriate networks with: <ul style="list-style-type: none"> i) local community through a register of experienced persons to provide comment on access and inclusion issues on request ii) State and Federal organisations and agencies. 	GCS	SP Item 23(b)	Ongoing
	c) Continue to promote the availability of the Access & Safety Notification Form (available on-line or hard copy from the Administration Centre in Mullumbimby)	GCS	SP Item 23(b)	Ongoing
7.7 Grievance Procedures	a) Review existing grievance/complaints mechanisms and make sure they meet the needs of people with disabilities by: <ul style="list-style-type: none"> i) improving staff awareness and knowledge so they can facilitate the receipt of complaints from people with disabilities ii) promoting Council's accessible complaints mechanisms to the community iii) relevant documents to be made available in alternative formats upon request 	GCS CM	MPPA 1.36	Ongoing
	b) Ensure Disability Access is included in any future Council's Customer Satisfaction Survey	GCS CM		Beneficial

Part 3

Monitoring and Review



Disabled Surfers Association Volunteers



Enjoying Byron Bay Writers Festival

Monitoring and Review

The DAIP involves a whole of Council strategic approach

therefore the responsibility for implementation lies across all sections of Council as identified in the Action Plan.

Byron Shire Council Community Services staff will coordinate the development, implementation and monitoring of the plan by:

- distributing the adopted Plan to relevant officers within each department for action.
- developing a clear process for key internal staff to provide updates on a six monthly basis on the progress of implementing actions or other wins not included in the DAIP.
- reporting the review of the DAIP to Council on an annual basis to ensure that the plan is a “living” document and continues to be responsive to community needs and that the strategies are effective and remain relevant.
- registering the DAIP with the HREOC.

The Access Committee will continue to play a vital monitoring role during implementation including:

- further participation in the development of various policies and training packages as recommended in the DAIP.
- receiving a six monthly update from Community Services staff on implementation of strategic actions identified in the DAIP, provide direction and set priorities where possible.

According to the Human Rights and Equal Opportunity Commission, the Disability Action Plan is not a static document, but changes according to practices, review and evaluation. HREOC describes ‘reviewing’ as the process of assessing and revising the plan.

(HREOC Website)

Communication Strategies

- Copies of the draft Plan will be made available to people with disabilities, carers, and disability organisations who participated in consultations and also to other relevant service providers within the Shire for comment.
- The final Plan will be available on Council's website and in printed form from Council's Administration Centre, Libraries and Community Access Points.
- New staff will be acquainted with the Plan through the induction process.
- Staff will be kept updated of relevant issues through staff newsletters and periodic training and awareness sessions

Limitations to Actions

- The DAIP recognises the role of Council in advocacy and lobbying roles when tackling issues that affect people with disabilities. As is the case with many areas associated with community and social planning, it is not always feasible for Council acting alone to address gaps in service provision.
- Some actions will require allocation of budget to deliver actions.
- Council will seek external funds to assist achieve strategic actions.

"The principal accountability mechanism for Action Plans have been to make them available for public scrutiny (through the internet wherever possible) and to encourage service providers to include public participation in development of Action Plans and in their own reviews of implementation"

HREOC Website: Disability Rights



Part 4

Appendices



Fishability Inc Workshop at Brunswick Heads, January 2008

Appendix A – Abbreviations and Definitions

Abbreviations

AC	Access Committee
AS	Australian Standards
AMS	Asset Management Services
AUSLAN	Australian Sign Language
BCA	Building Code of Australia
CED	Community Economic Development Strategic Framework
CM	Corporate Management
Council	Byron Shire Council
DAP	Disability Action Plan 2001
DAIP	Disability Access and Inclusion Plan
DCP	Development Control Plan
DDA	Commonwealth Disability Discrimination Act (1992)
EEO	Equal Employment Opportunity
GCS	Governance and Community Services
HREOC	Human Rights and Equal Opportunity Commission
IDPWD	International Day of People with a Disability
LINCS	Local Information Network for Community Services
MLAK	Master Locksmiths Universal Access Key
MPPA	Management Plan Principal Activities

PAMP	Pedestrian Access and Mobility Plan
PDES	Planning, Development and Environment Services
SP	Social Plan (2004-2009)
TGSI	Tactile Ground Surface Indicator
WRMS	Water and Recycling Management Services

Definitions

Accessibility: refers to having features to permit use by people with disabilities. It should be stressed that the term “accessibility” does not just lend itself to providing wheelchair access. Accessibility is relative; meaning that different types of disability require different forms of access.

Advocacy and leadership: means providing support for the progression and development of access initiatives through advocacy

Alternative Formats: information provided in other formats other than standard printed text. This may include, large print, electronic formats, audio or Braille.

Better Hearing Card: is a card that sits on the counter top and requests people with hearing impairments to advise staff of their needs.

Core activities: refers to self-care, mobility and communication.

There are four levels of core-activity limitation ranging from mild to profound.

Equity of Access: a person with a disability must not encounter barriers, impediments or procedures that a person without disability will not. There is no equity of access if in seeking access to the built environment a person with a disability is required to use a side or back entrance, seek assistance, make a booking, take a risk or suffer any indignity that a person without a disability would not.

Large Print: developing material using large print ensures a greater number of people in our community can access information, including those who are vision impaired as well as others who may have learning or literacy difficulties. Large print font size should be at least 18 point in size.

National Relay Service: refers to a service which can relay messages from a voice phone user to a deaf or hearing-impaired person who uses a Telephone Typewriter (TTY).

Participation: is the opportunity for all people to genuinely participate in the community and be consulted on decisions which affect their lives.

Plain English: is a communication style that focuses on putting across the content in short and clear sentences and words. It recommends using fewer words and avoiding jargon, technical terms, and long and ambiguous sentences.

Premises: the DDA definition of premises is extremely broad including any form of building as well as any structure in the wider built environment including footpaths and car parks.

Priorities: allocation of priorities is considered against the criteria Safety, Equity and Dignity. Each criterion is assessed by its strength and the likelihood of an event occurring. Recommendations are prioritized as 1) Critical, 2) Important 3) Beneficial 4) On-going.

Tactile Ground Surface Indicator: is a tile with raised projections to indicate either danger or a change in level, or to act as a directional guide to people with a visual impairment.

Universal Access & Design: are design standards that are in place to ensure that people with a disability are appropriately considered. 'Universal design' incorporates features that allow usage by the greatest number of people with wide variation in abilities and within the widest possible range.

Appendix B – Legal Obligations

Disability Discrimination Act 1992 (DDA)

Section 23 of the Commonwealth DDA makes it unlawful to discriminate on the grounds of disability in providing access to or use of premises that the public can enter or use. The Act is about removing the barriers found in the physical/built environment and the attitudes and practices of people and organisations that limit people with a disability participating in everyday life.

It supports the rights of people with a disability to fair and equal treatment, imposing obligations on others to reflect these rights in the way they organise and provide their services and facilities.

The Act makes it unlawful to discriminate in the areas of:

- Employment
- Education
- Access to premises
- Provision of goods, services and facilities
- Accommodation and purchase of land
- Membership of clubs, associations and participation in sport
- Administration of commonwealth laws and programs (requests for certain information)

The specific intent of the DDA is:

- To eliminate as far as possible, both direct and indirect discrimination against persons on the grounds of disability
- To ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community
- To promote recognition and acceptance within the community of the principle that persons with a disability have the same fundamental rights as the rest of the community.

The DDA is complaints-based, as opposed to compliance-based, legislation. If a person with a disability believes that he or she has been discriminated against a complaint can be lodged with HREOC. The Commission will contact the person lodging the complaint and attempt to resolve the issue through conciliation with the individual and Council.

The DDA does allow for instances whereby access barriers cannot be removed without causing “*unjustifiable hardship*” to the service provider i.e Council. Should a case be made against Council

whereby Council claims “unjustifiable hardship” as defense HREOC would take into consideration the following:

- the nature of the benefit or detriment likely to accrue or be suffered by any persons concerned; and
- the effect of the disability of a person concerned; and
- the financial circumstances and the estimated amount of expenditure required to be made by the person claiming unjustifiable hardship; and
- in the case of the provision of services, or the making available of facilities - an action plan given to the Commission under section 64.

How does the DDA relate to the Building Code of Australia?

The BCA incorporates the building standards administered by Standards Australia. These standards include important access issues relating to physical mobility.

However, the DDA is more expansive than the BCA and covers a broad range of disabilities. Legal precedents have confirmed that compliance with the BCA does not necessarily ensure compliance with the DDA.

The BCA’s access provisions are currently under review to make it more reflective of the DDA

Key Regulating Policies

The DDA does not include technical specifications about how to provide equitable access to buildings. The BCA and the AS are the key regulating policies that provide guidelines about ensuring access to buildings, services and facilities.

Australian Standards

The AS set out requirements that must be referred to when making decisions that impact on people with disabilities.

AS 1428 – Design for Access and Mobility (Part 1 to 4) is the main accessibility standard referenced in the BCA and which must be adhered to in the planning, development and construction of all buildings and facilities. This includes ramps, grab rails, tactile ground surfaces, sanitary facilities, etc. It is important to refer to the latest version of the relevant Standard.

Building Code of Australia

The BCA provides a minimum of standards that should be adhered to in order to ensure that buildings are safe and provide dignified access. It references various Australian Standards and Codes to provide technical building requirements. Standards referenced by the BCA have legal application.

Local Government Act 1993

Section 8 of the Local Government Act sets out a charter which commits councils to consultation and to providing adequate, equitable and appropriate services and facilities to the community and to report annually as to its achievements.

NSW Anti-Discrimination Act 1977

The Act parallels the DDA in many ways, but includes many other grounds for discrimination. The Act also requires affirmative action for public sector employment for a number of target groups. These include people with a disability.

It should be noted that a legislative amendment was implemented from 1 March 2001 to include an obligation for non-discrimination in the workplace on the grounds of caring responsibilities. This includes

family members of a person with a disability. Where the NSW Anti-Discrimination Act 1997 differs from the DDA, the Commonwealth legislation over-rides the state legislation.

NSW Disability Services Act 1993

Sets out the ways in which funded services for people with disabilities must be delivered so as to ensure equity. The Disabled Surfers Association also requires all Government agencies to prepare Disability Action Plans that detail the barriers faced by people with disabilities in dealing with the agency or in gaining employment with the agency and what the agency is proposing to do to remove the barriers.

NSW Government's Disability Policy Framework

Is an initiative of the NSW Government. The Framework requires State Government agencies, which offer any sort of service to people in the community to adjust their programs so that those services can be used by people in the community who have disabilities. Local Government is not included in the agencies that must prepare plans, but they are encouraged to do so. To prepare plans, agencies need to consult with people with disabilities and undertake joint planning with relevant organisations to reduce gaps in services.

The Department of Ageing, Disability and Home Care are responsible for coordinating this process and have distributed manuals and other resource material to NSW Government agencies and to local councils.

New Developments

A Premises Standard is currently being developed under the DDA, to overcome the lack of consistency between the BCA and the DDA. This will be of great benefit to Local Government as those responsible for approvals and certification of buildings will receive clarification about the fulfillment of their responsibilities under both building and anti-discrimination legislation. The Premises Standard was completed and followed by an extensive public comment period in early 2004. In the meantime, HREOC have advised councils to:

- ensure that applicants for guiding or development approval are aware of their responsibilities under the DDA
- develop policies, procedures and guidelines to assist those responsible for approving applications to give practical effects to DDA requirements, as a number of Local Government authorities have done through DCPs or access policies.

- develop policies, procedures and guidelines to assist those responsible for considering requests for variations or exemption from access requirements.
- establish appropriately resourced access committees or reference groups to assist local Government in developing decision making procedures.
- encourage architects, developers and planners to build consideration of access issues into the design process from the outset by actively promoting DCPs or access policies.

It has been suggested that the Guidelines be followed as a way to substantially reduce the risk of a complaint. However, it should be noted that this advice cannot offer certain protection against any DDA claims of Discrimination.

“Existing training was well planned. However more specific training tailored to outcome areas would assist.

We need to consider funding the needs from a growing ageing population such as retrofitting existing infrastructure and providing services and facilities for an ageing population.”

Key Staff Review/Feedback Form 2007

Appendix C – Consultation

The Access Committee

Consultation with the Access Committee took place via:

- informal talks
- monthly meetings

Access issues identified by the Access Committee include:

- Street crossings
- Signage
- Barriers to Access in the CBD/shops
- Compliance with Goods and Chattels/Footpath Dining Policy
- Beach Access
- Restricted Participation due to Access issues
- Public Toilets
- Signage
- Need for Mobility Maps
- Education and Communication
- Complaints Procedures

External Consultation

External Stakeholders included:

- Community Members
- Local Services
- Access Committee

Identification of access issues were sought through:

- Surveys
- Phone feedback
- Written feedback (post or e-mail)
- Face to face interviews

Community Surveys

Two external surveys were conducted:

1. Survey for People with a Disability and Carers
2. Survey for Disability Organisations and Services

As a result of this process Council received some informative feedback from the public which confirmed that Byron Shire Council will need to continue to consider improvements to services and facilities in order to make them more accessible. This essentially has to be achieved through the Council's existing capital works process where projects are planned and funded on a priority basis.

Survey for People with a Disability and Carers

At the end of February 2007, information was mailed out to over 9,500 households, inviting people with a disability, carers and disability support organisations, to 'tell council' and 'have a say' by completing a survey on disability and access issues.

The community was also informed about the surveys through local newspapers and networks. Disability services and organisations based outside of the Byron Shire were contacted by e-mail, post, networks and newsletters. The surveys were completed either on-line or sent by post.

Over one hundred responses were received via on-line, e-mail, by post or phone. This included eighty-two completed surveys by people with a disability or their carer and of these, fifty people registered their interest in being contacted for further consultation.

A copy of the results of the Survey for People with a Disability and their Carers 2007 can be viewed via the hyperlink below, or is available from Community Services upon request.

“To be a REAL part of the community you need to get around, see things, do things and speak with people. As I have learnt it is hard to get people around you to do the things that you might want (fairly normal) but when you can't get there via your own means then it is easier to just not go.”

“I have a hearing problem and find on occasions people don't speak clearly. My phone has volume control as well.”

“If you have a disability then how do you get to any bus stop, that is if you are physically able to get on?”

“... I used to walk into town, rest at a cafe or public bench, do my errands, rest again if necessary and slowly make my way home. I still would but I too often found myself stranded in town, too weak to get home..... Even in town there is not enough street seating for me to stop and rest as often as I need to. Some walking is good for me, so I compromise by parking at the edge of Mullum CBD, then making my calls on foot, ... knowing I needn't face the walk home. Sounds ridiculous, but it's what I can manage.”

Survey for People with a Disability and their Carers 2007

Survey for Disability Organisations and Services

Ten disability agencies representing services in the areas of employment, education, family services, advocacy, personal care, equipment, health service, and aged care, provided valuable feedback. The number of people they supported varied between 10-150 people (including physical, sensory, intellectual, mental health, acquired brain injury, multiple disability and disease related disabilities).

Similar themes were identified by the agencies to those identified in the survey for People with a Disability and Carers.

The issues identified in order of ranking were:

- Physical access
- Public transport
- Under representation
- Employment
- Lack of services

*A copy of the Survey for Disability Organisations and Services 2007 is available from Community Services upon request.

“There are a lot of volunteer based community organisations that are providing services at their own expense. It would be great to see council financially supporting these groups as they provide a community service.”

“Some residents are actively involved in planning and decision making, however, access and transport issues are the primary barriers to greater participation for my client base.”

“Toilets are a problem with some residents saying they find them locked and difficult to access.”

“I would refer you to the use of language in this survey. “Disabled Toilets” and “Disabled Parking” are incorrect. The preferred and accepted terms are “Accessible Toilet” and “Accessible Parking”. I would encourage Byron shire council to increase their awareness on this matter.”

Survey for Disability Organisations and Services 2007

Summary of Issues Identified and Highlighted

Roads and Pedestrian Crossings	<ul style="list-style-type: none"> ➤ Rough, uneven surfaces difficult for wheelchairs and wheelie walkers ➤ Importance of safe crossing areas with easy access to footpaths
Pathways	<ul style="list-style-type: none"> ➤ Lack of pathways ➤ Uneven, cracked and steep kerbs on footpaths cause problems ➤ Overhanging/protruding vegetation on footpath blocking a clear pathway ➤ Signage: to keep footpath clear eg. baggage at bus station, bike riders
Ramps	<ul style="list-style-type: none"> ➤ Steep pathways/ramps
Steps	<ul style="list-style-type: none"> ➤ Steps need to be small in intervals and built to standards
Handrails	<ul style="list-style-type: none"> ➤ Absence of handrails into buildings, public toilets and on steep inclines
Lighting	<ul style="list-style-type: none"> ➤ Absence of street lighting in sections
Accessible Parking	<ul style="list-style-type: none"> ➤ More accessible parking spaces required in shopping area and beach areas ➤ Designated accessible parking are frequently occupied by cars without a permit ➤ Some spaces do not allow enough room to get wheelchairs out of a van for disabled clients
Public Toilets	<ul style="list-style-type: none"> ➤ Requests for availability of clean, accessible toilets built to AS close to the main street
Parks	<ul style="list-style-type: none"> ➤ Uneven ground and insufficient pathways
Council Buildings	<ul style="list-style-type: none"> ➤ All Council's buildings are not all fully accessible eg. library not fully accessible ➤ Difficult to access some venues
Beach Access	<ul style="list-style-type: none"> ➤ Difficult to access the beach and water eg. no clear pathway, steep ramps, steps not accessible
Traders and Business	<ul style="list-style-type: none"> ➤ Limited wheelchair access

	<ul style="list-style-type: none"> ➤ Steps into some shops too steep ➤ Hazards – no clear pathway of travel, obstacles signs ➤ Appropriate seating needed for people with a disability especially shopping centres
Communication	<ul style="list-style-type: none"> ➤ Information needs to be simple language and clear ➤ Staff need to be aware of barriers to communication and access ➤ Information needs to be provided in a variety of formats
Participation Health and Wellbeing	<ul style="list-style-type: none"> ➤ Physical access preventing participation ➤ Limited access to information preventing participation ➤ Limited services preventing participation ➤ Financial implications preventing participation eg. affordable housing, respite care ➤ Physical access Issues
Public Transport	<ul style="list-style-type: none"> ➤ Inconvenient - long waiting times ➤ Extremely limited or unavailable ➤ Taxis and community transport are not always appropriate and costly

Internal consultation

Staff consultations and surveys were conducted to identify the access issues that can impact on how people with disabilities use Council services and facilities.

Access Issues were identified through

- Internal surveys for all staff
- Briefing meetings with key staff
- Review of the 2001-2004 DAP
- Phone and written feedback from all staff (or e-mail)

Internal surveys for Staff

The surveys provided staff with information and simultaneously provided an opportunity to create awareness on access issues, the legislative requirements and the purpose of a Disability Action Plan.

- As part of the review of the 2001-2004 DAP key staff completed a feedback form to contribute to the development of a new DAIP
- 27 indoor staff completed an on-line Disability and Access Survey relating to training needs
- 5 outdoor staff completed a Disability and Access Survey relating to training needs (distributed with pay slips)

Briefing Meetings and Review of the 2001 DAP

The meetings provided staff with background information on the DAP 2001 and provided the results from the internal and community surveys conducted in February and March 2007.

Discussions also provided an opportunity to interest and encourage people across the organization to be aware of the Action Plan, the progress which had been made and to highlight areas for further development. The briefing meetings identified:

- current Council activities and practices and possible strategies to improve Council activities and practices and
- links to other relevant Council documents and time frame implications for the DAIP strategies

Specific briefings involved staff from:

Administration and Community Services Team
 Community Economic Development Officer
 Manager Asset Management Services
 Manager Building Certification Unit
 Manager Business and Property Services
 Manager Community Planning and Natural Resources
 Manager Human Resources
 Manager Works
 Risk Management Officer

Appendix D - Access Committee

The Byron Shire Access Committee was established by Council to identify the major needs of different disability groups in the local government area and to make recommendations to Council to resolve local access problems in priority order. The Access Committee encourages broad representation of the Community and Council officers.

The Terms of Reference of the Access Committee are:

- To develop a policy on access which can be used in conjunction with building regulations in the consideration of applications for building or development and generally in the preparation of Council's own plans eg. for recreation facilities.
- To increase public awareness of access barriers and the extent to which they disadvantage people with disabilities, the aged and parents with young children.
- Be proactive in enhancing access to services and facilities in the local government area and ensure follow up of recommendations being acted on.
- That a quorum consists of 4 members of the committee.

Cr John Lazarus	Councillor representative (Chairperson)
Cr Jan Mangleson	Councillor representative
Mr Steven Baxter	Community representative
Mr Owen Danvers	Community representative
Ms Andrea Danvers	Carer representative
Mr Michael Dilli	Home Modifications & Maintenance Inc.
Ms Kirrily Twyford	Spinal Cord Injuries (Australia)
Ms Jenny Willemse	Northern Rivers Area Health Service
Mr Ted Kabbout	Disabled Surfers Association
Mr Rowan Kimberg	Guide Dogs (NSW/ACT)
Ms Deena Richardson	Guide Dogs (NSW/ACT)
Ms Karen Ingleman	Byron Shire Council Disability Officer
Mr Len Reilly	Byron Shire Council Property and Maintenance Coordinator
Mr Simon Bennett	Byron Shire Council Traffic and Transport Planner

The Byron Shire Access Committee (2007-present)

Recent Achievements Include

- Disability Awareness training sessions for staff
- Experiential training for Councillors
- Education: On-site experiential training for Access Committee members
- Celebration of IDPWD and Disability Awareness Days
- Access and Safety Notification Form
- Developing links with Disability Organisations and interested community members
- Promoting the Access Committee and its role to Council and the Community through Council's website



“For me personally, the 'hot spot' walk was extremely enlightening. Being blind folded gave me far greater appreciation for the skill and courage it must take for a person who is blind or has vision impairment to walk the streets of Byron. In fact, I think I may have given Deena some bruises on her arm from squeezing it! After a while, the fearfulness settled and was able to be much more of an observer of my experience. I was able to take in information through the cane, listen, smell. Of course it helped a great deal to have a visual imprint of where we were walking but to experience it on an altogether different sensory level was simply amazing. What came across for me most in this experience was the absolute importance of the detail in our built environment. It is great to have a pedestrian crossing, but if there are no TGSIs or changes in surface texture, then it is extremely difficult to differentiate and orientate oneself to the rest of the environment if it cannot be seen. It is similar for wheelchair users. Pathways are great, but if there are lips, cracks, different surfaces, poorly designed ramps, and lets not forget steps, then it is very difficult to negotiate a clear path of travel. It is my opinion that it is the detail that can make all the difference to the usability of a path, a crossing, or an entrance for a person with a disability. The 'hot spot' walk was a fantastic demonstrator of this.”

**Access Committee Member - On-Site investigation of 'hot spots'
for people with a vision impairment**

Appendix E - References

References

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Australian Bureau of Statistics 2006 Census

Anti-Discrimination Act 1977

Cappo D 2002, Social inclusion initiative. Social inclusion, participation and empowerment. Address to Australian Council of Social Services National Congress 28-29 November 2002, Hobart

Disability Discrimination Act (1992) (Section 23)

Human Rights and Equal Opportunity Commission Advisory Notes on Access to Premises

Human Rights and Equal Opportunity Commission (1998) "Developing an Effective Action Plan"

Northern Rivers Regional Development Board: The Population Ageing Report 2005

Other Documents Consulted

Access for All – A How to Manual for Creating Disability Access and Inclusion Policy and Action Plans for Rural Local Government :
Hepburn/Moorabool Shire Councils and Rural Access

Age Friendly Built Environments: Opportunities for Local Government 2005

Australian Local Government Association (ALGA) Disability Discrimination Act Action Plans – A Guide for Local Government 1995

Australian Local Government Association (ALGA) Disability Discrimination Act – A Guide to best practice in Local Government 1994

Campaspe Universal Access Plan

Centre for Universal Design (North Carolina State University)

City of Darebin, Disability Policy and Action Plan 2001

City of Newcastle, Disability Action Plan 2005–2010

Hastings Council, Disability Access Policy and Action Plan 2002
Lane Cove Council Disability Action Plan 2004
Manningham City Council Disability Access Policy and Action Plan 2004
Maroondah Disability Policy and Action Plan 2003
NSW Government Disability Policy Framework 1998
NSW HMMS State Council July 2007: AS1428 Suite of Standards –
How they apply to the HMMS Industry
Port Stephens Council Disability Action Plan 2006-2010
Shire of Strathbogie Community Access Plan 2004-2006
Townsville City Council Disability Action Plan 2006-2010
TS Consultants: DDA Training and Implications for Council – Resource Note
Vision Australia Readability Guidelines
WA Disability Services Commission Access Resource Kit
Wellington Shire Council Access Policy and Action Plan 2003
Willoughby Disability Discrimination Act Action Plan 2007

Byron Shire Council Documents

Affordable Housing Strategy
Community Profile
Community Safety Plan
Community Economic Development Strategic Framework
Cultural Plan – Not yet adopted
Development Control Plan 2002
Disability Action Plan 2001-2004



Equal Employment Opportunity Policy
Draft Pedestrian and Mobility Plan (PAMP)
Draft Tourism Management Plan 2008
Management Plan 2007-2010
Social Plan 2004-2009
Survey for People with a Disability and Carers 2007
Survey for Disability Organisations and Services 2007

Appendix F - Acknowledgements

Byron Shire Council and the Access Committee would like to thank the following individuals, organisations and staff who contributed to the development of this document.

Community Members/Organisations

Ability Incorporated

Anne Hay

Beverley Norton

Disability Access Officer Port Stephens Council

Fishability Inc.

Metro Access Officer, Yarra City Council

Simon Chong

Byron Shire Council Staff

Community Economic Development Officer

Community Services Team

Manager Administration and Community Services

Manager Asset Management Services

Manager Building Certification Unit

Manager Business and Property

Manager Community Planning and Natural Resources

Manager Human Resources

Manager Waste Management Services

Manager Works

Property Maintenance Coordinator

Risk Management Officer

Administration and Customer Services Team

Traffic and Transport Planner

Youth Development Officer

Web Support Coordinator

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Abby Turner

Access Committee

Accommodation Network

Craig Rosenkranz

Disabled Surfers Association

Fishability Inc.

Rosie Lee, Byron Bay Writer's Festival

Scott Kenny

Spaghetti Circus

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