



Central Coast Disability Access and Inclusion Plan 2022 – 2025





Acknowledgement of Country

The Central Coast Council acknowledges the Traditional Custodians of the land, community, sea, and waters where we live and work.

In recognition of the deep history and culture of our community, the Central Coast community, we acknowledge the First Nations Peoples as the original custodians of this land.

Our community acknowledges respectfully the Punnilerpanner tribe of the Northern Country of Tasmania and their continuing relationship to this land and their ongoing living culture.

We recognise that we have much to learn from the First Nations Peoples who represent the world's oldest continuing culture, as we pay our genuine respects to Elders past and present and to all First Nations Peoples living in and around the Central Coast Community.

We would like to acknowledge First Nations artist, Annie Hay, for the use of her artwork.



A word from the Mayor

I have pleasure in presenting our Disability Access and Inclusion Plan, which aims to ensure that the Central Coast community is accessible and inclusive for all and is a place where people who have a disability are encouraged to actively participate in everyday life.

I would like to acknowledge the generous contribution of the volunteers on our Working Group, and all those community members who took the time to share their ideas and experiences through the survey and drop-in sessions.

While this first version of the Plan has now been published, I am proud that our Council has decided to maintain an Access and Inclusion Working Group indefinitely, to work alongside Councillors and staff to help implement the Plan. I know that together, great things will be achieved over the next three years and beyond.

Cr Jan Bonde
Mayor

Central Coast Council

Disability Access and Inclusion Plan

2022 - 2025

Our Commitments

Inclusive placemaking

An inclusive culture

Inclusive events, services and communications

Key Statement

People with a disability who live in or visit Central Coast love it here because they feel valued by and are able to fully contribute to and experience, our community.

Strategies

Inclusive placemaking

- Central Coast is promoted as a great place to live and visit, for everyone, and is planned and managed accordingly
- People with disability are involved in the design and review of council buildings, carparks and recreation areas
- Design and regular review of council-owned buildings, recreation areas and carparks consider access and inclusion

An inclusive culture

- New councillors and staff are provided with an access and inclusion induction, involving people with first-hand experience of disability
- An access and inclusion working group is utilised to help ensure Council's Annual Plan and Budgets support the continuing implementation of this Plan

Inclusive events, services and communication

- People with a disability are involved in the design and regular review of Council's communication and promotions-related policies and materials, including websites
- All Council events are designed to be inclusive, in accordance with the Tasmanian Government's Accessible Events Guidelines

Priority actions

- Audit our footpaths - gradient, width, condition; to prioritise future investment
- More seating and zebra crossings
- Large and better situated disabled parking spaces for ramps and hoists
- More adult change facilities

- Develop workshops for local businesses to increase awareness of the needs of people with disabilities
- Provide Councillors and staff with an immersive experience to help understand accessibility
- Council to provide work experience, volunteering and employment opportunities for people with disabilities

- Events more accessible (access kept clear, quiet areas, disabled parking and toilets)
- Bring the Ulverstone Childcare Centre up to DDA compliance
- Develop communications to identify where our accessible facilities, carparks and recreation areas are

Central Coast Disability Access and Inclusion Plan 2022 - 2025

Key Statement

People with a disability who live in or visit Central Coast love it here, because they feel valued by and are able to fully contribute to and experience, our community.

Background

The Central Coast Strategic Plan 2014-2024, supports “A Connected Central Coast” as Strategic Direction 2, with a key action to improve access for the disabled. The Central Coast Council (the Council) committed to the development and implementation of a Disability Access and Inclusion Plan as part of its 2021-2022 Annual Plan. “Access and inclusion” is one of six priority areas identified in the National Disability Strategy (NDS):

- 1 Inclusive and accessible communities
- 2 Rights protection, justice, and legislation
- 3 Economic security
- 4 Personal and community support
- 5 Learning and skills
- 6 Health and wellbeing

Development and implementation of a Disability Access and Inclusion Plan is intended to help the Council contribute to the NDS policy outcome of “People with disability live in accessible and well-designed communities with the opportunity for full inclusion in social, economic, sporting and cultural life”.

The project also aims to:

- Reduce barriers to persons with a disability accessing Council services, facilities, and opportunities.
- Promote inclusion and participation in the community for persons with a disability.
- Change attitudes and practices which discriminate against persons with a disability.

Development of the Plan was guided by a volunteer Working Group made up of people with direct experience of living with, or caring or advocating for others who are living with, disability. The Working Group was chaired by Cr Cheryl Fuller and supported by Council staff. Broader community input was achieved through a survey and a number of community drop-in sessions, and by writing to relevant stakeholders and inviting them to meet with the Working Group. One of the members of the Working Group generously undertook an ‘audit’ of Council facilities, and that work helped inform the Plan.

During the course of the project, other input was also provided to council staff both verbally and in writing. That input was very valuable and has been considered in the preparation of this Plan.

Legislative context

People with disabilities have the same rights as everyone else in the community. Disability discrimination is prohibited both under State law (Anti-Discrimination Act 1998) and Federal law (Disability Discrimination Act 1992 (Cth)).

Disability discrimination legislation aims to prevent discrimination against people who have physical, intellectual, psychiatric, sensory, neurological, or learning disabilities, physical disfigurement or disabilities that arise from a disease. The law also aims to prevent discrimination against families, friends and associates of people who have disabilities.

Disability discrimination relating to one of these places or activities could be against the law:

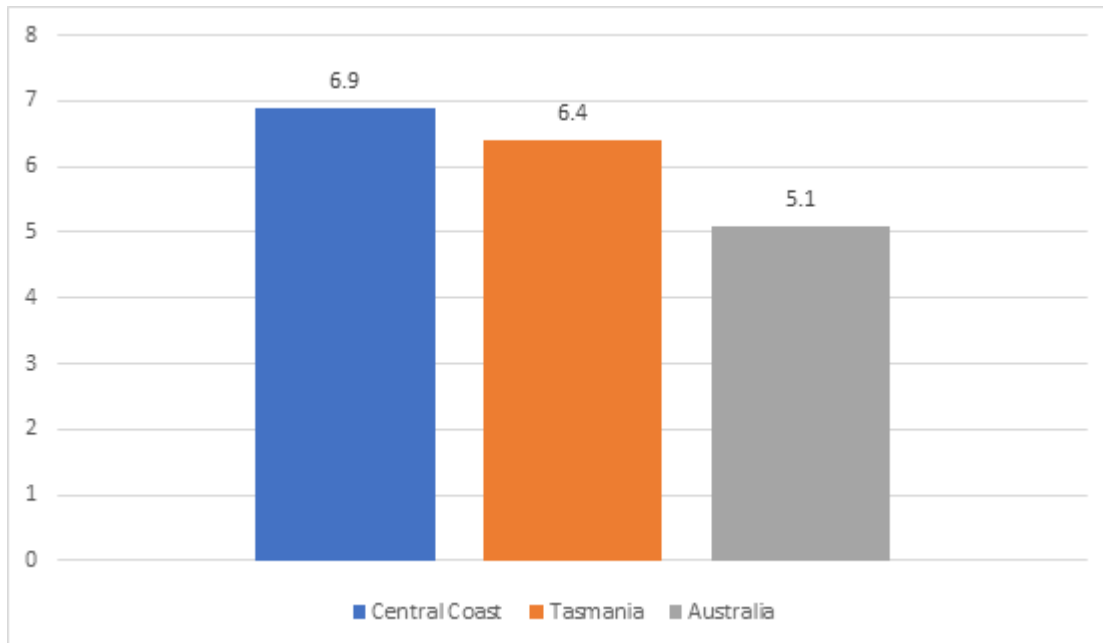
- Work – whether the work is paid or voluntary.
- Training or studying – for example at school, TAFE or university, or workplace training.
- Providing or accessing facilities or services.
- Buying or selling goods.
- Club membership or club-related activities.
- Hotels and pubs.
- Housing and accommodation – including short-term accommodation such as a hotels or hostels.
- Offices and other business premises.
- The design or implementation of state laws or programs.
- Making or implementing industrial awards, enterprise agreements or industrial agreements.

It is also against the law to offend, humiliate, intimidate, insult, or ridicule a person because of disability, or to publicly incite hatred, serious contempt or severe ridicule of a person or people with disability.



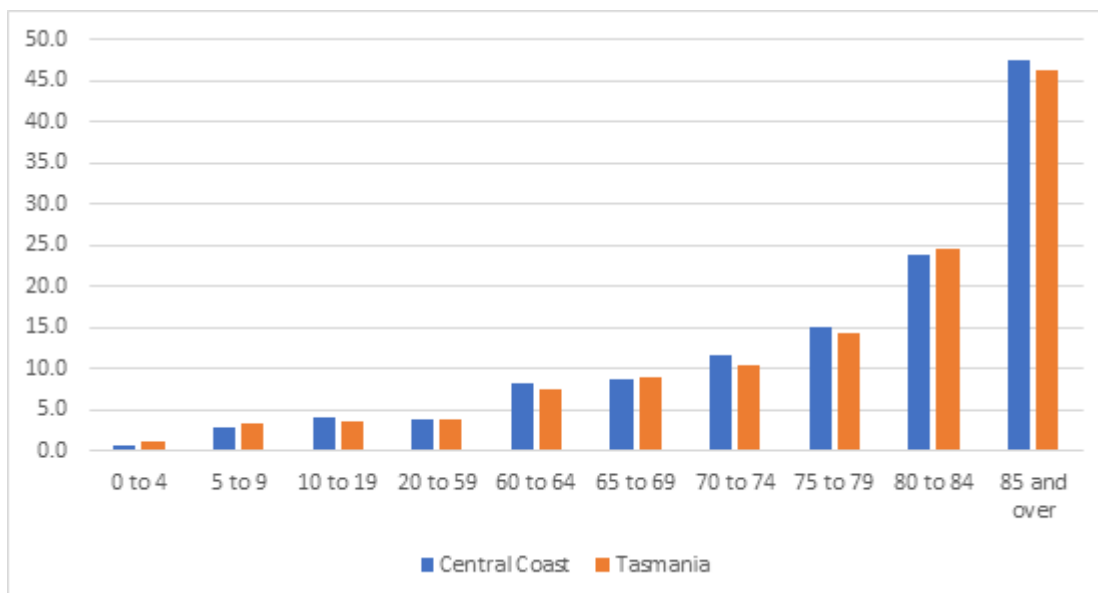
Central Coast's accessibility story

1,483 people or 6.9% of the Central Coast population in 2016, reported needing help in their day-to-day lives due to disability. This compared to 6.4% for Tasmania and 5.1% for Australia.



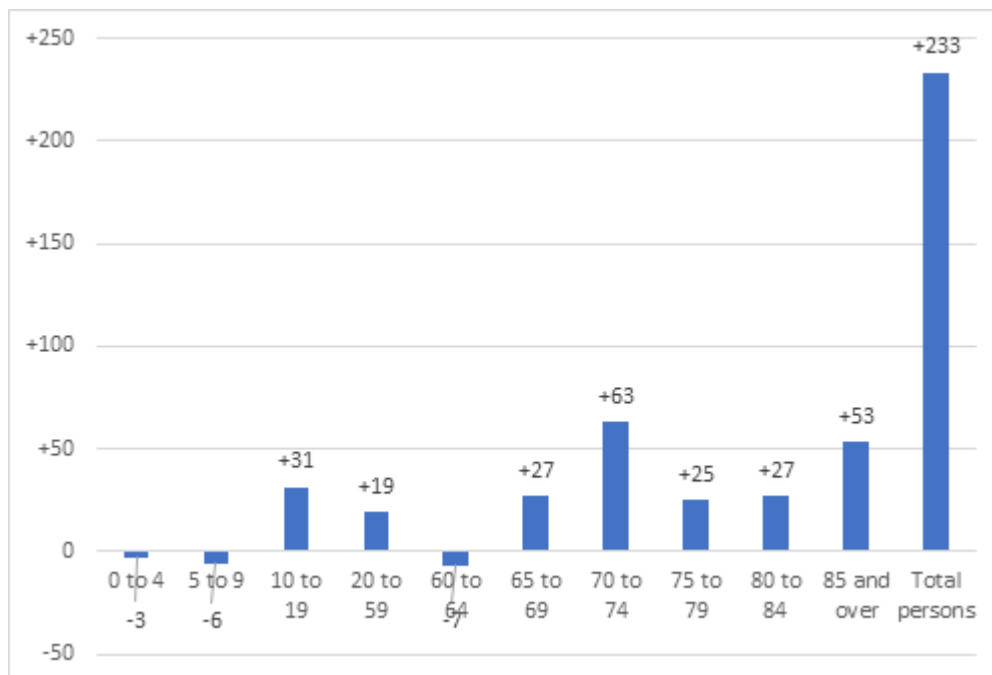
Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016.

Need for assistance with core activities by age, 2016



Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016.

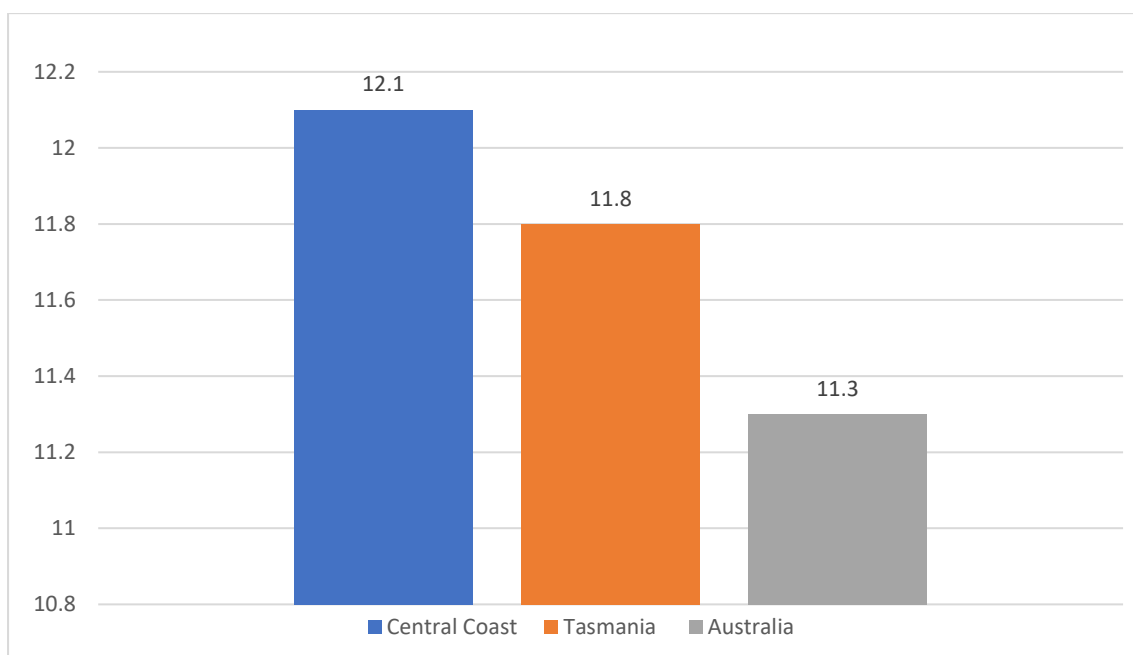
Change in need for assistance with core activities, 2011-2016



Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016.

Caring for people with disability

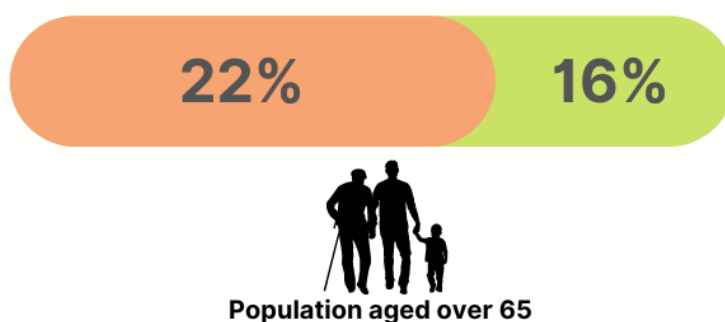
In the Central Coast Council area, 2,138 carers were providing unpaid assistance to a person with a disability, long term illness or old age in 2016. This represents 12.1% of the population aged 15+. This is compared to 11.8% for Tasmania and 11.3% for Australia. It increased by 84 people between 2011 and 2016.



Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016.

Relationship between ageing and disability

According to the Australian Institute of Health and Welfare, “Population ageing tends to result in increased disability prevalence because the risk of disability is greater in older age groups”. (<https://www.aihw.gov.au/reports/disability/disability-and-ageing-australian-population/contents/summary>).



22% of the Central Coast population are aged 65 and older, compared to 19% for Tasmania and 16% for Australia.

Given Tasmania’s ageing population, it is more important than ever that decision makers understand the relationship between ageing and disability, and that we plan for the future. Embracing the Future: Tasmania’s Ageing Profile Part 1, COTA Tasmania (formerly Council on the Ageing Tasmania) contains a number of important insights. According to the report, while evidence demonstrates that the global ageing trend is not associated with increased years living with disability, even the healthiest people, if they live long enough, are likely to suffer some physical or cognitive decline. This is likely to have the following impacts:

- Increased pressure on family members, who may take on caring responsibilities at the expense of their own health and wellbeing.
- Increase demand for affordable accommodation.
- Increased pressure on healthcare and other services.

It may be possible to reduce the negative impacts of an ageing population, if we can find ways for older people to remain engaged in community life by ensuring that social, work, and volunteering opportunities are made accessible for older people.

Council services and provisions for people with disabilities

Council provides a range of services and facilities for all members of the Central Coast community. In addition, Council provides some services specifically to meet the needs of people with disabilities. These include:

- The enforcement of parking permits in areas specifically designated for accessible parking.
- Sharps disposal and sharps container replacement service for people with a medical condition.
- Practical assistance to residents who have a health and/or disability issue preventing them from taking out their rubbish bins.
- Provision of a large print Council newsletter on request.
- Accessible play equipment in some open spaces.
- Accessible Adult Change Facility at Hive.
- Dementia Friendly - Café Connect weekly sessions.
- Lifts installed in our buildings.
- Building access ramps installed where required.
- Accessible toilets in majority of buildings and some toilet blocks.
- Long term program of kerb ramp and railway crossing improvements.

Things we are already doing well

Through development of the Plan, members of the community told us through the survey and drop-in sessions about the following things that Council and others are already doing well:

- “Central Coast’s Dementia Friendly signage.”
- “We love the new walking track from the yacht club to the surf club.”
- “The new skatepark has great access for all.”
- “Ulverstone Surf Club has been very accepting of children with disabilities...”
- “... the Ulverstone library is also very good with my daughter and her needs.”
- “The Visitor Information Centre in Ulverstone is always welcoming, and the staff and volunteers are helpful to everyone.”
- “On a whole, the Central Coast caters for people with disabilities well, most clubs and facilities readily accept people with disabilities and include them in their activities.”
- “Quick response from the Works Department in Penguin following Snap, Send, Solve reports to Council...”
- “Most places I visit within Central Coast are easily accessible.”

Strategies and action

As the Working Group members considered the survey data and their own collective knowledge and experience, three broad categories of action were identified – inclusive placemaking; an inclusive culture; and inclusive events, services, and communication.

These three areas were explored further through the community drop-in sessions and have been used as a framework for future action, based around seven ongoing strategies and a number of possible actions. Within each area, the Working Group identified the three highest priority actions.

The commitments are:

- 1 Inclusive placemaking**
- 2 An inclusive culture**
- 3 Inclusive events, services, and communication**

Commitment 1: Inclusive placemaking

Why is this commitment important?

The Project for Public Spaces (www.pps.org) defines placemaking as “both an overarching idea and a hands-on approach for improving a neighbourhood, city, or region” which “inspires people to collectively reimagine and reinvent public spaces as the heart of every community.”

Put simply, placemaking is a process whereby councils and others shape the spaces where people live, work and play, and it is important that the needs of people with disabilities are taken into account.

It was also interesting to note that three areas requiring the most improvement from an access and inclusion perspective – beach access, pathways and carparking – are the same things that Central Coast promotes as a strength and an advantage over neighbouring regions, particularly when expressed as beautiful beaches, free parking, and the Coastal Pathway.

What strategies does this include?

- Central Coast is promoted as a great place to live, visit and invest, for everyone, and is planned and managed accordingly.
- People with disability are involved in the design and regular review of council-owned buildings, carparks, and recreation areas.
- Design and regular review of council-owned buildings, recreation areas and carparks considers access and inclusion “best practice” – such as Access and Inclusions Assessments (e.g. <https://www.ccc.tas.gov.au/assess-inclusion-assessment-toolkit/>) and goes beyond compliance, where appropriate.

Priority actions

- An audit of footpaths (gradient, width, and condition) to identify priorities for future investment.
- More seating and zebra crossings to provide people with limited mobility with greater confidence.
- The need for larger and better situated disabled parking spaces, including to cater for vans and vehicles fitted with ramps and hoists.
- More adult change facilities.

Other actions for consideration

- An audit of pedestrian crossings to determine a priority list for Tactile Ground Surface Indicators (TGSi) and audible pedestrian crossing signals.
- An audit of signage (placement, height, contrast, use of touch) to prioritise future investment.
- Creating dedicated parking areas for elderly people who may otherwise occupy a disabled parking space.
- New or improved beach accesses, that support people with a disability, including roll-out ramps.
- Additional and better designed disabled parking spaces.
- More all-abilities play equipment and tables.
- Improved access to the waterslide.
- Cleaner and more accessible public toilets.
- More frequent, better located kerb cuts.
- Ensuring that transparent screens / COVID-shields over counters, such as those used in the Council Administration Building, are made easier for people with low visibility to see.
- Better lighting and signage around community buildings and public toilets.
- Installation of liberty swings and other accessible play equipment in more areas within Central Coast.
- Update Council's Outdoor Dining Permit Policy, to ensure it meets the needs of people with disability.
- Replace bark in playgrounds, with rubber / 'soft-fall'.
- Provide better support for wheelchair sports, such as chair storage at the Ulverstone Sports and Leisure Centre.
- Utilise access consultants for projects.
- Consider going "beyond compliance" when looking at accessible and inclusive infrastructure.

Commitment 2: An inclusive culture

Why is this commitment important?

Culture is the set of values, beliefs and practices that shape the way things are done in an organisation. In Tasmania, councils have wide-ranging powers under the *Local Government Act 1993*, and it is important that Councillors and senior management try to create an inclusive culture. An inclusive council culture would be one in which diversity is respected, the needs of people with disabilities are front of mind, and which embraces the concept that non-inclusive communities are incomplete.

What strategies does this include?

- New Councillors and staff are provided with an access and inclusion induction, involving people with first-hand experience of disability.
- An Access and Inclusion Working Group is utilised to help ensure Council's Annual Plan and Budgets support the continuing implementation of this Plan.

Priority actions

- Developing a flyer and workshop for local business owners, to increase their awareness of the needs of people with disabilities, addressing things such as reducing obstacles outside and within shops.
- Providing Councillors and staff with immersive experiences that help them better understand the needs of people with disabilities, such as trying to navigate the CBD using a wheelchair or wearing a blindfold.
- Council provides work experience, volunteering, and employment opportunities for people with disabilities.

Other actions for consideration

- Working with neighbouring councils to promote respectful, accessible, and inclusive shared use of the Coastal Pathway, addressing things such as scooter and powered wheelchair safety.
- Council proactively seeks funding (e.g. grants and election commitments) for inclusive equipment, events, and facilities.
- Build on our Disability Access and Inclusion work by looking into areas such as age, ethnicity, and gender.
- Proactively recruit staff and volunteers with diversity and inclusion in mind.
- Change Council's community grants program guidelines to encourage accessibility and inclusion projects.

Commitment 3: Inclusive events, services, and communication

Why is this commitment important?

As well as council facilities and public spaces being accessible, it is important that council services and information are clear, and easy to access. Designing services and communications with a disabled audience in mind, often provides the added benefit of simpler, clearer and better services for everybody.

When considering council services, we must consider the entire scope of Council's operations which includes areas such as waste management, childcare, residential services and the programs and experiences offered at Hive.

What strategies does this include?

- People with a disability are involved in the design and regular review of Council's communication and promotions-related policies and materials, including websites.
- All Council events are designed to be inclusive, in accordance with the Tasmanian Government's Accessible Events Guidelines (https://www.communities.tas.gov.au/csr/people_with_disability/_accessible_events_guidelines_and_checklists).

Priority actions

- Events are more accessible with regard to layout (e.g. spacing of food vans and stalls, kerb cuts kept clear, quiet areas, adequate disabled parking and toilets).
- Bring the Ulverstone Childcare Centre up to DDA compliance (there are currently no compliant parking spaces or toilets).
- Development of web content and a brochure to help people with disabilities to identify the most convenient and accessible facilities, carparks and recreation areas.
- Investigate the need for hearing loop or similar technology in Council facilities, with input from Expression Australia or similar organisations.
- As part of the development of Council's new website, ensure Council Web Content Accessibility Guideline compliance.

Other actions for consideration

- More diverse communication channels, including television and radio.
- The use of more diverse / representative imagery on Council documents and websites.
- More stalls at events / drop-in sessions, to facilitate more accessible public engagement.
- All Council produced videos contain captions.

- Ensure all Council policy and plan reviews consider access and inclusion.
- Proactively assist disability support organisations in Central Coast.

Implementation

Once endorsed, this Plan will inform Council's annual planning and budgeting processes. An Access and Inclusion Working Group will help Council ensure that each Annual Plan and Budget reflects the strategies contained in this plan, and that proper consideration is given to the suggested actions as well as other learnings that are gained along the way.

Monitoring

As well as providing input into the Annual Plan and Budget development, the Disability Access and Inclusion Working Group will assist Council staff with monitoring progress against the following indicators:

What would success look like?

By June 2023	Council has: <ul style="list-style-type: none"> • Formed an Access and Inclusion Working Group to monitor progress against this plan and provide input into the Annual Plan and Budget.
By June 2024	Council has: <ul style="list-style-type: none"> • Commenced a program for implementation of all seven strategies. • Achieved all of those Access and Inclusion Plan related actions that were incorporated into the 2023/24 Annual Plan and carried the process forward into 2024/25 Annual Plan development.
By June 2025	Council has: <ul style="list-style-type: none"> • Completed a comprehensive review of this Plan, including an evaluation of its impact.

Review

This initial Plan covers the three-year period July 2022 to June 2025. Prior to the conclusion of that initial term, the Plan will be reviewed.

Appendix I

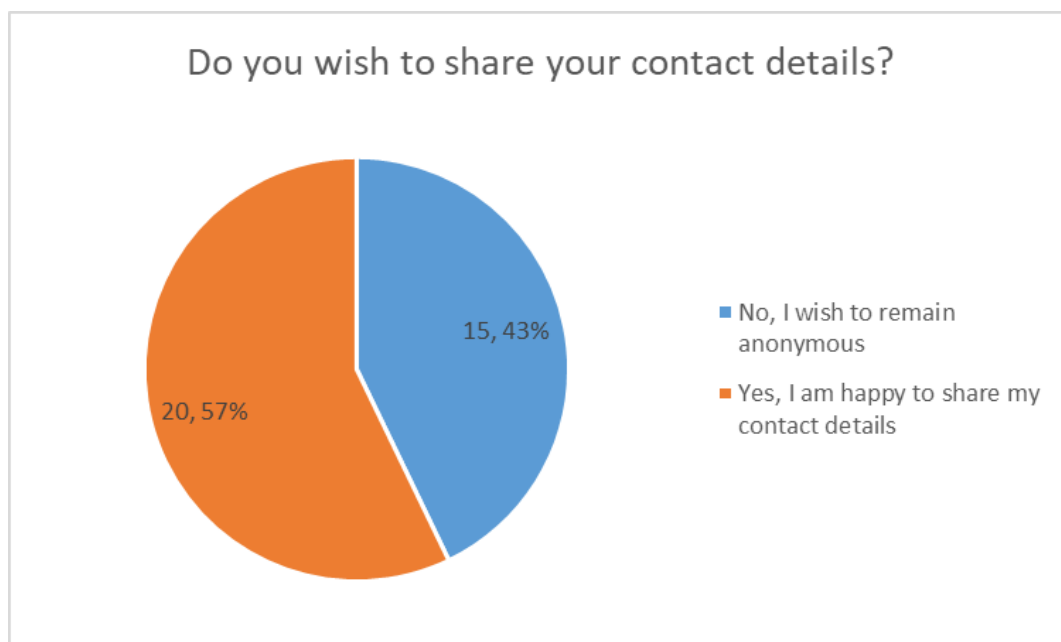
This survey was promoted via social media, a media release and through a letter to various stakeholders including disability support organisations. Hard copies were made available at the Council Administration Centre, and an email about the survey was sent to families of our childcare service. A summary version has been provided here, and the raw data which includes further insights regarding specific locations, has been shared with relevant council staff.

Disability Access and Inclusion Survey results

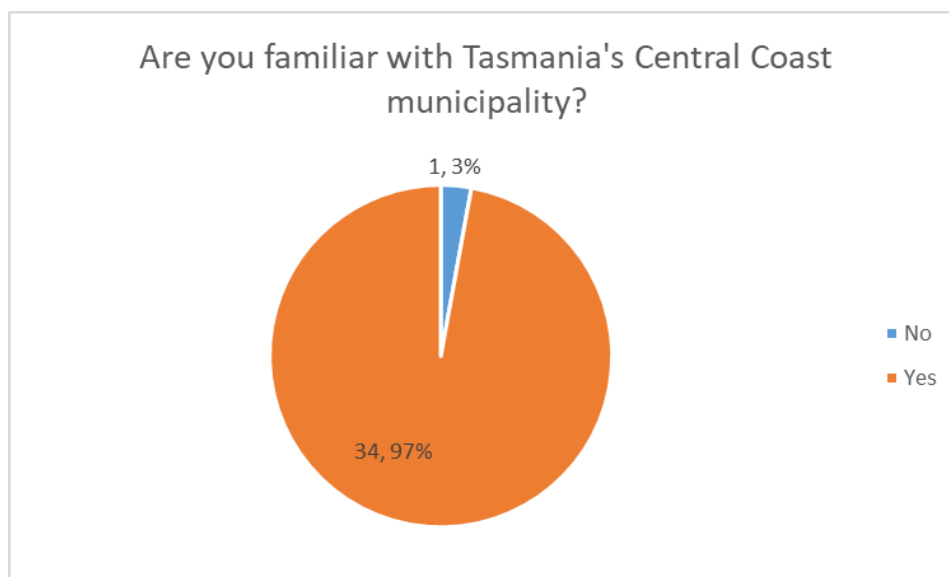
Section 1: The people who completed the survey

Thirty-five people completed the survey. Two of them provided additional information via telephone and email, which is reflected in this summary.

- 1 Most respondents (20, 57%) were happy to share their contact details.



2 All except one respondent were familiar with Central Coast.



- “Family member, carer, or friend of somebody with a disability” was the most commonly reported answer to the question “Please tell us a bit about yourself”.

Some respondents identified in more than one category therefore the % total is greater than 100% and respondents total is greater than 35.

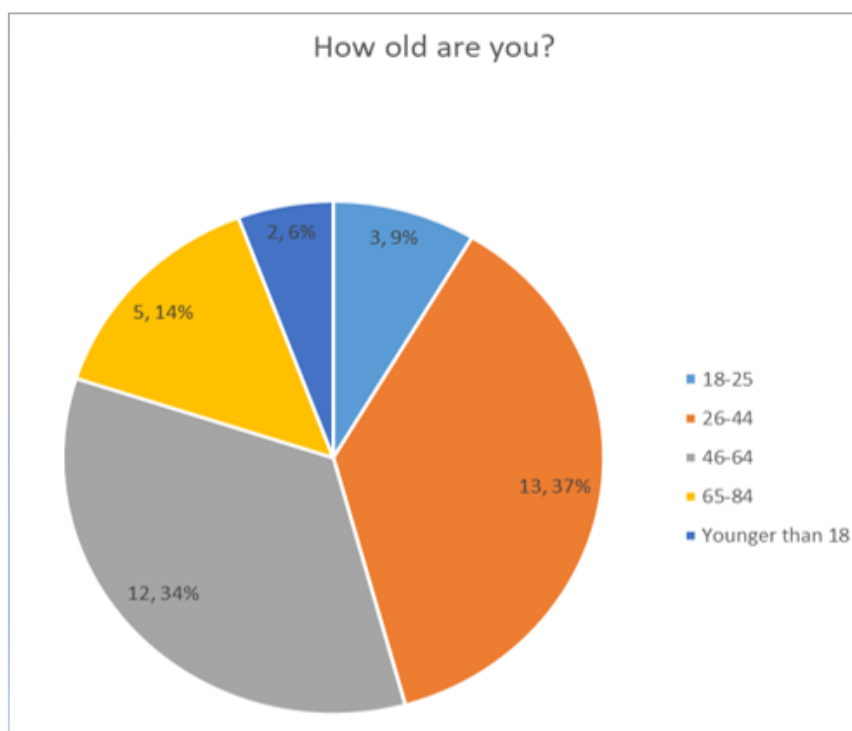
About the respondents	Number of respondents	% of respondents
I have a disability	15	43%
I am a family member, carer, or friend of somebody with a disability	18	51%
I work for a disability support organisation	6	17%
Other	3	9%

- “Mobility” was the most commonly reported answer to the question “What kind of disability or disabilities do you have or have you experienced”.

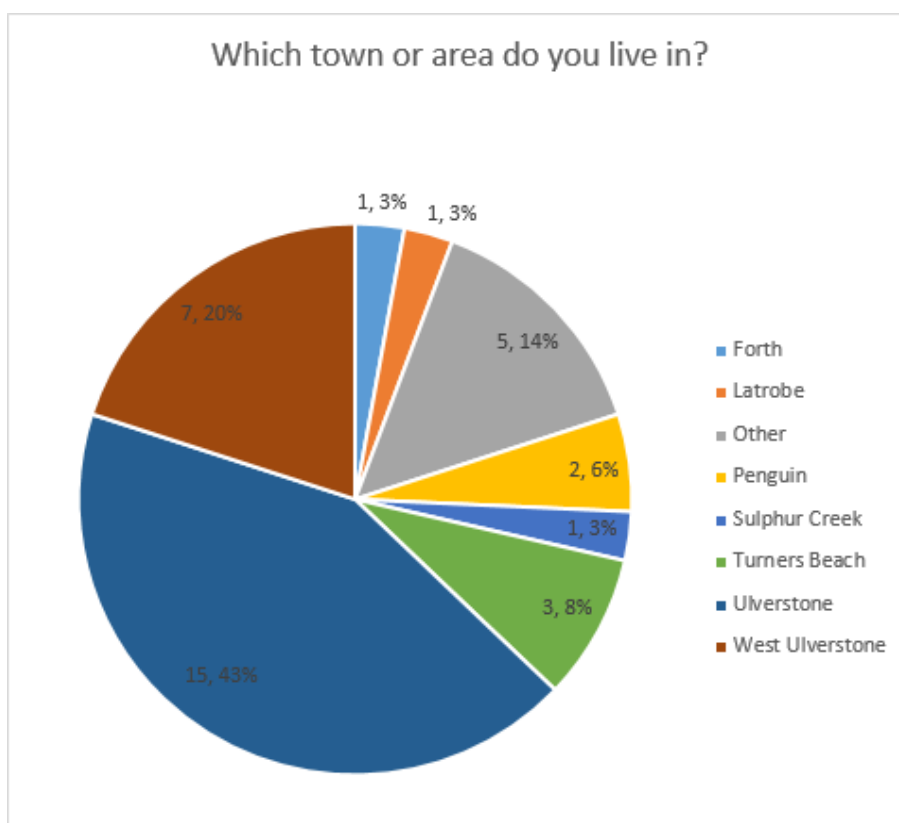
Some respondents experienced more than one disability therefore the % total is greater than 100% and respondents total is greater than 35.

Disability	Number of respondents	% of respondents
Mobility	21	60%
Intellectual	13	37%
Psychosocial	10	29%
Sight	10	29%
Hearing	7	20%
Prefer not to say	4	11%

3 Most respondents (25, 71%) were aged between 26 and 64.

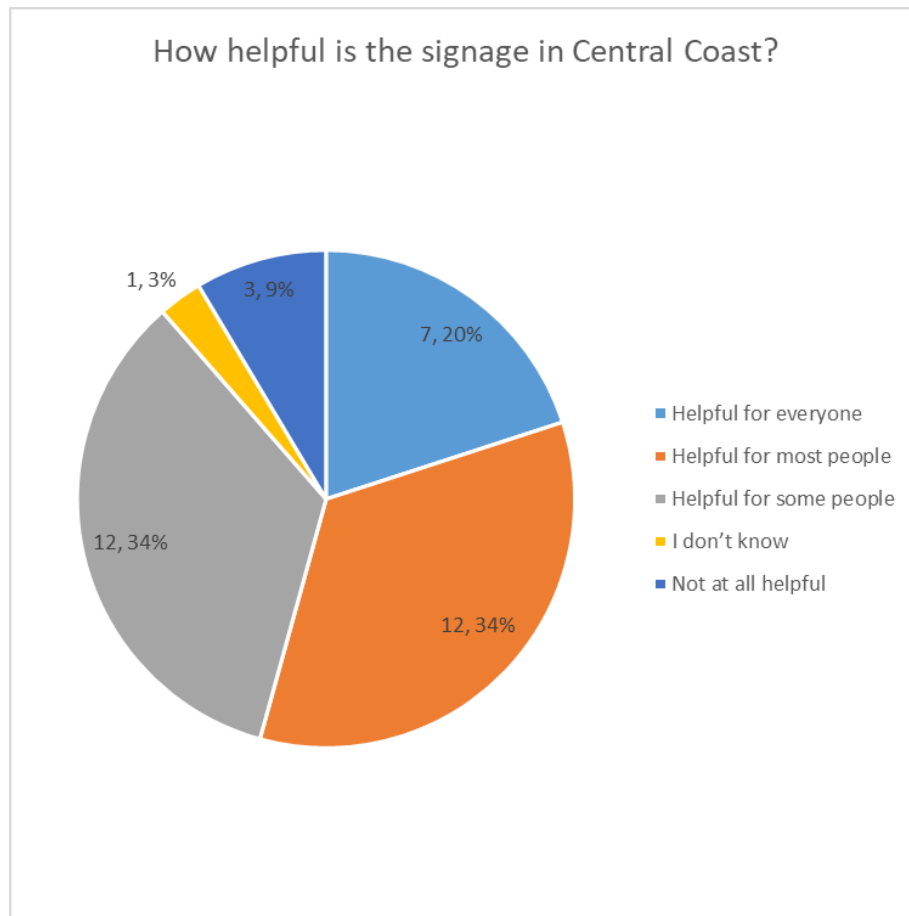


4 Most respondents (22, 63%) resided in Ulverstone or West Ulverstone, with some representation from Turners Beach, Penguin and Sulphur Creek.



Section 2: What they told us

- 1 More than half of respondents (19, 54%) felt that signage in Central Coast was either helpful for everyone or helpful for most people.



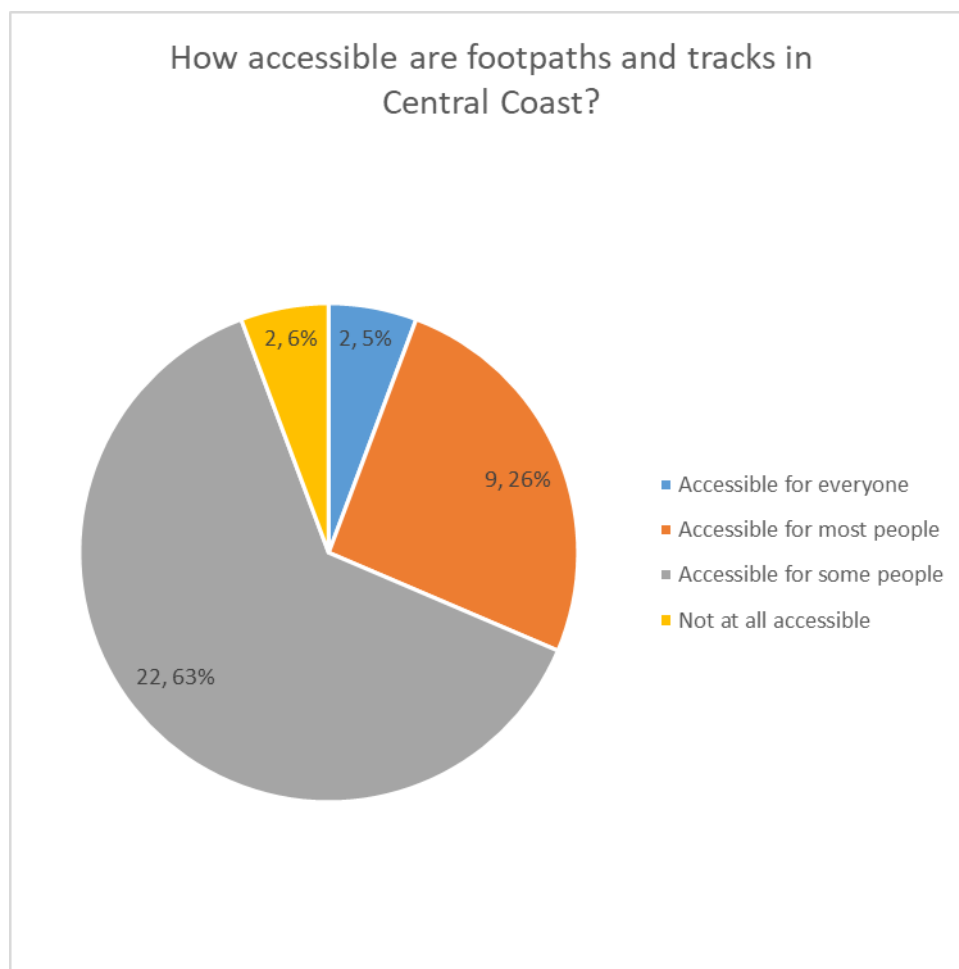
Most of the feedback provided was about:

- The need for more signage, especially for disabled parking.
- The need for better signage, including:
 - Being at the right height.
 - Use of bright or contrasting colours in vegetated areas such as beach accesses.
 - Being located in logical places, where people would expect to find them and where people who are blind or have low visibility, can touch them.
 - Being accompanied by Tactile Ground Surface Indicators (TGSIs) where appropriate.

Other valuable insights included:

- The suggestion of a website or brochure showing disabled parking and buildings that have disabled access.
- Appreciation of Council's Dementia Friendly signage.
- The suggestion of creating dedicated parking areas for elderly people who may otherwise occupy a disabled parking space.

- 2 **More than half of respondents (24, 69%) felt that footpaths and tracks in Central Coast were either not at all accessible or only accessible for some people.**



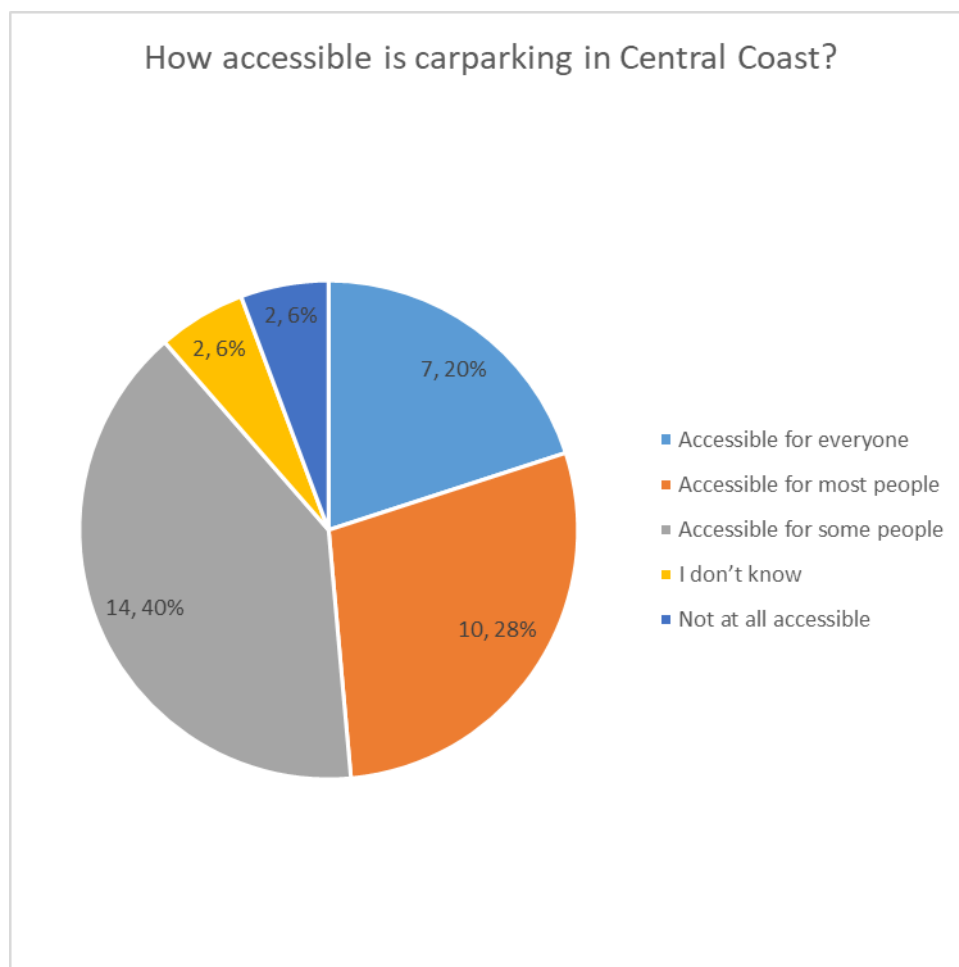
Most of the feedback provided was about:

- The need to improve the surface of footpaths, with many being cracked and slippery.
- The need for wider footpaths.
- Concerns that some footpaths are being upgraded while some areas are not serviced by footpaths at all.
- The need for more widespread use of TGSIs.
- The need to improve beach access for people with a disability.

Other valuable insights included:

- The suggestion of more seating and zebra crossings to provide people with limited mobility with greater confidence, especially near commonly frequented places.
- The hazard posed by driveways, kerbs, signs, and street furniture.
- Ensuring the gradient of parklands supports access.
- Confusion about right of way, and the suggestion that when people are crossing, all traffic lights should be red.

- 3 **Less than half of respondents (17, 48%) felt that carparking in Central Coast was either accessible for everyone or accessible for most people. The most common response was that parking was only accessible for some people (14, 40%).**



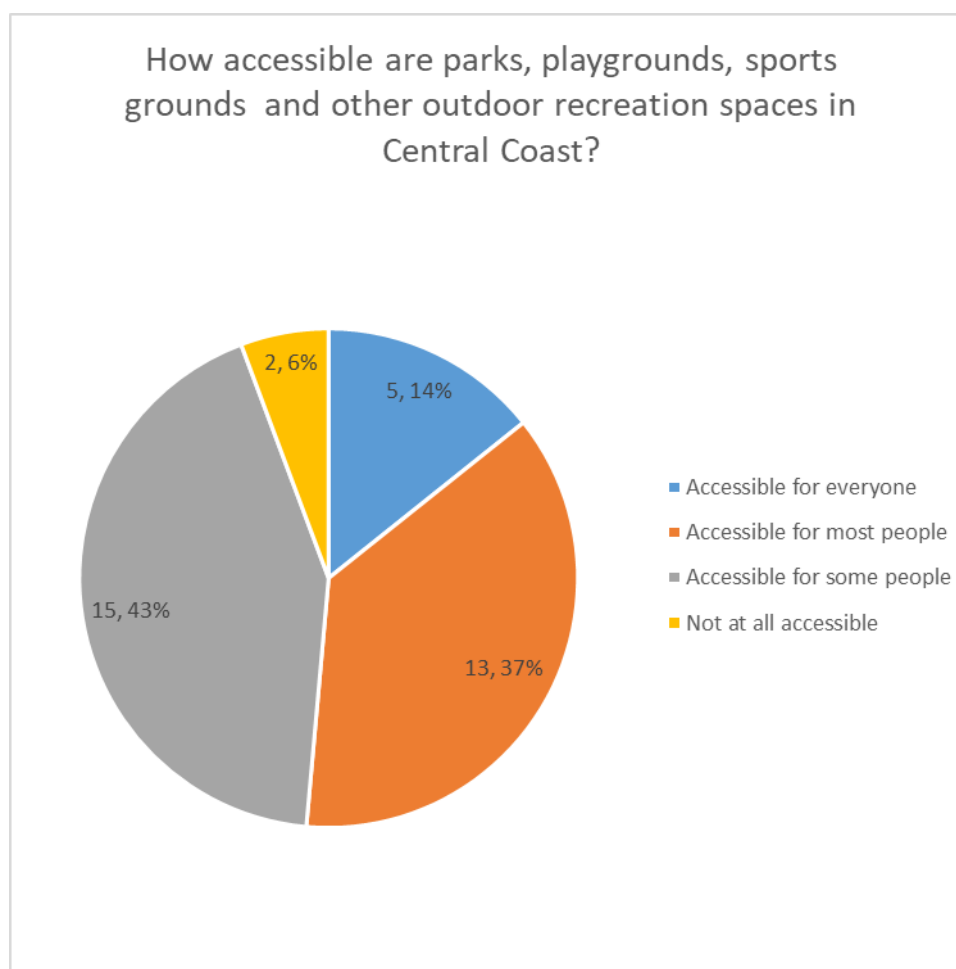
Most of the feedback provided was about:

- The need for more disabled parking spaces.
- The need for larger and better situated disabled parking spaces, including to cater for vans and vehicles fitted with ramps and hoists.
- The need for better signage in parking areas, to indicate traffic flow and the location of disabled parking spaces.
- The need for more widespread use of TGSIs.
- The need to improve beach access for people with a disability.

Other valuable insights included:

- The suggestion of more electric vehicle charging stations.
- The suggestion of more dedicated taxi pick-up locations.

- 4 **The most commonly reported response (15, 43%) was that the parks, playgrounds, sportsgrounds and other outdoor recreation spaces in Central Coast were only accessible for some people (15, 43%), although 51% felt that parks, playgrounds, sportsgrounds and other outdoor recreation spaces in Central Coast were either accessible for everyone or accessible for most people.**



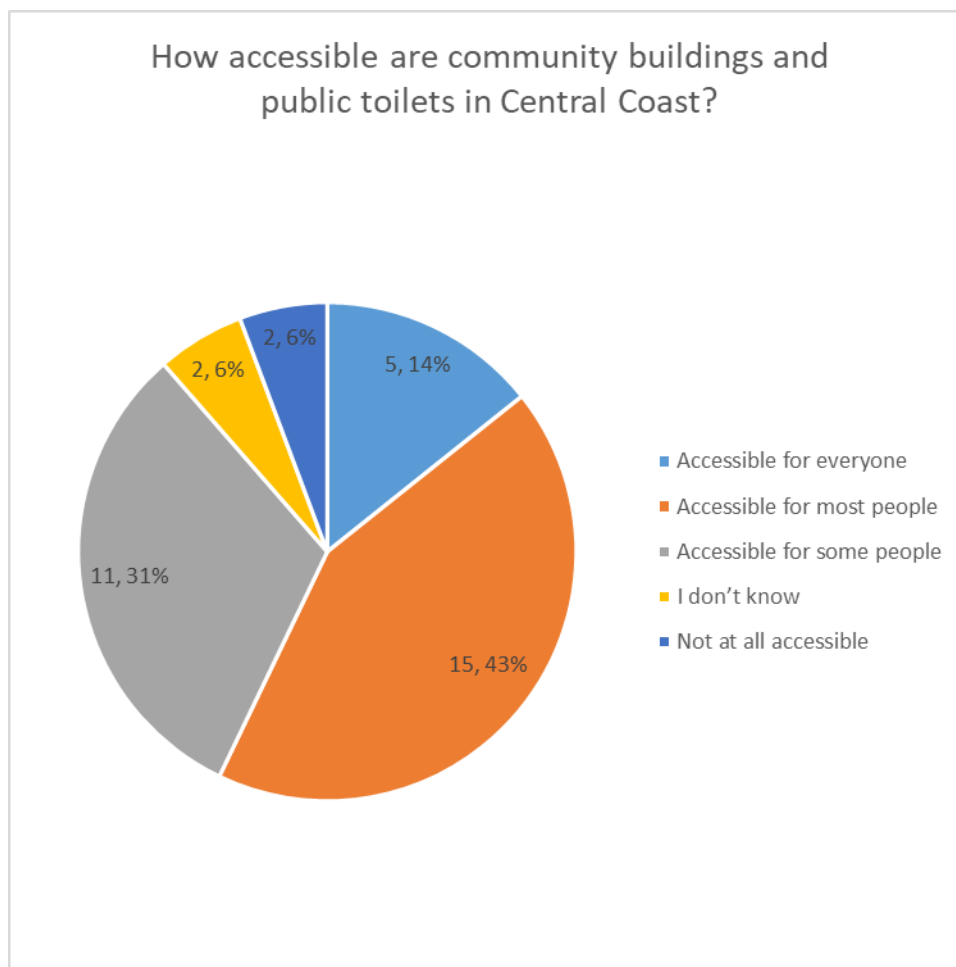
Most of the feedback provided was about:

- The need for more all-abilities play equipment and tables.
- The need for the waterslide to be more accessible.
- The importance of ensuring good access to (as opposed to within) these areas, through adequate disabled parking, disabled toilets and zebra crossings.

Other valuable insights included:

- The hazard posed by off-leash dogs in these areas.
- The challenges posed by a lack of public transport to these areas.
- The need for more accessible beach access.

- 5 **Most respondents (20, 57%) felt that community buildings and public toilets were accessible for everyone or most people in Central Coast.**



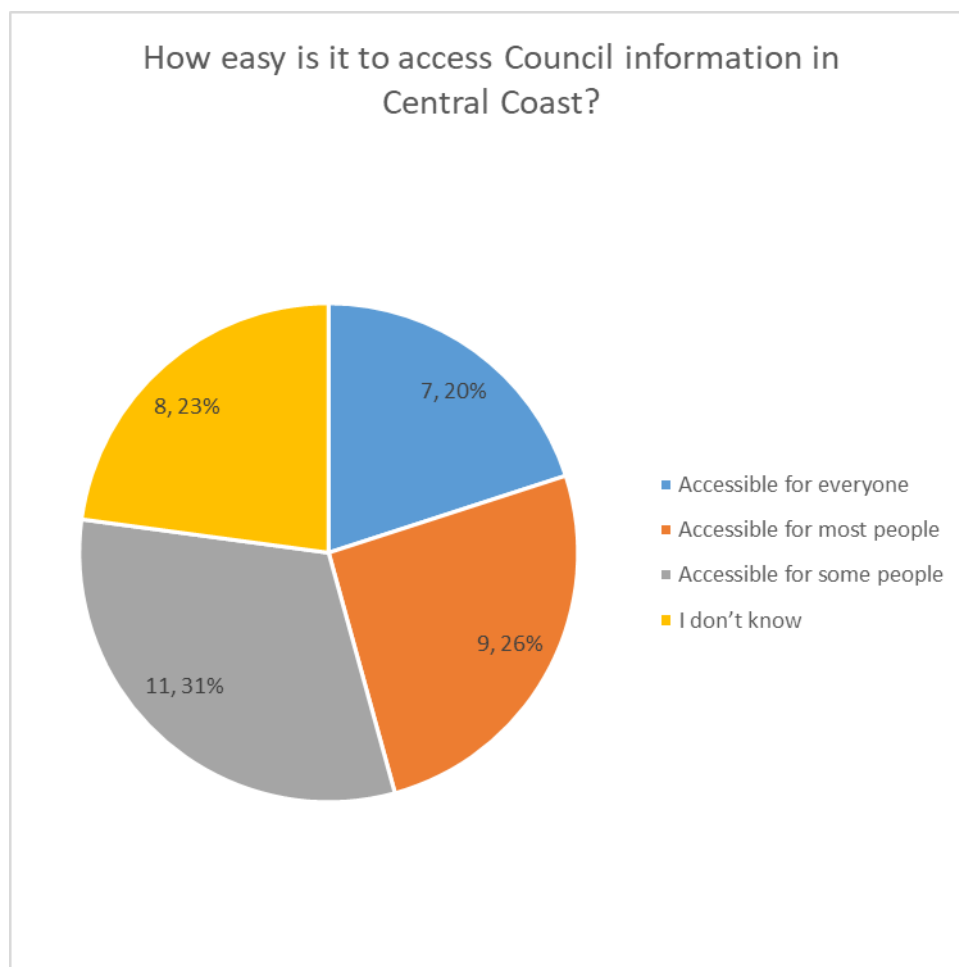
Most of the feedback provided was about:

- Public toilets and buildings being inaccessible, due to heavy doors, doors opening the wrong way, and steps or ramps that are poorly designed.
- The standard of cleanliness at public toilets.

Other valuable insights included:

- Transparent screens / shields over counters, such as those used in the Council Administration Building, are difficult for people with low visibility to see.
- The suggestion of more showers in beach areas, to rinse sand off.
- The suggestion of more adult change facilities.
- The need for better lighting and signage around community buildings and public toilets.

- 6 Most respondents (19, 54%) either felt that Council information was only accessible for some people, or didn't know.



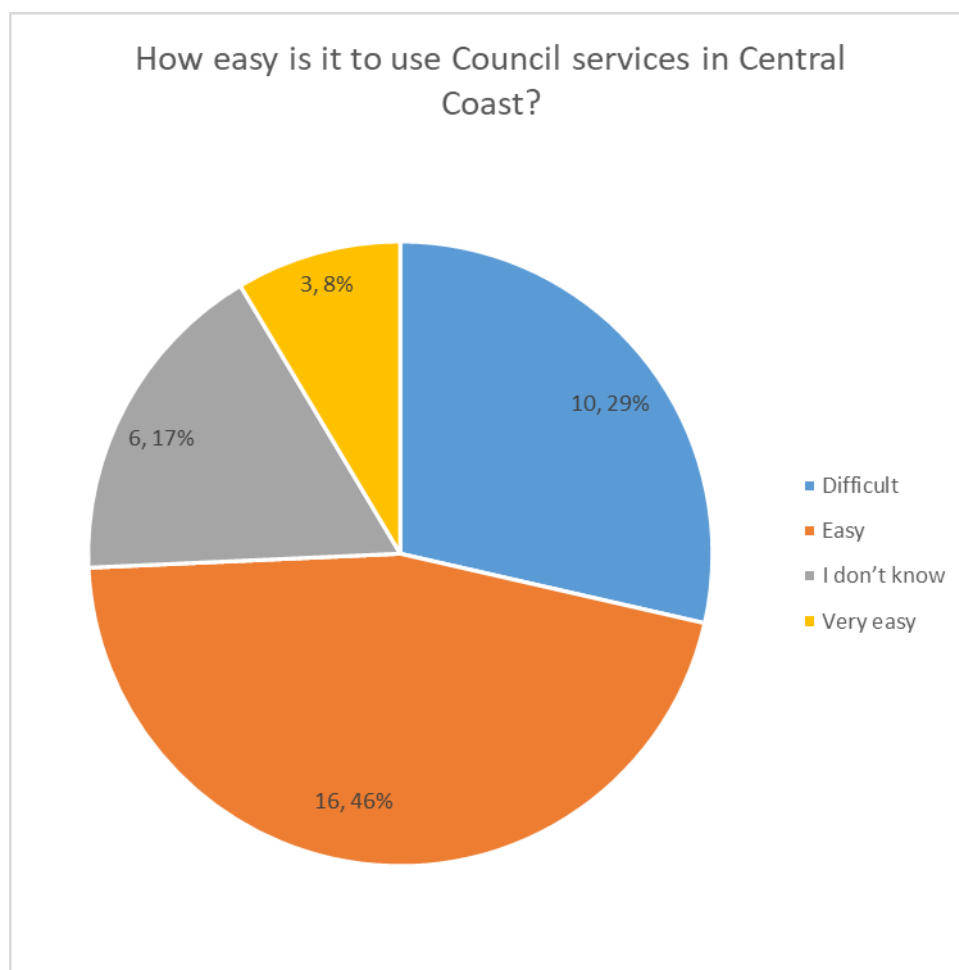
Most of the feedback provided was about:

- Over-reliance on websites and social media, which aren't accessible to everybody.
- The need for greater Internet access, as not all public Internet access (e.g. libraries, community houses) is easily accessible.
- The importance of using other channels to share information, including radio and television.

Other valuable insights included:

- Suggested improvements to the survey, for people who are blind or have low visibility.
- Positive feedback about some of the Council news shared online and through Central Coast Voice.
- A suggestion that people with an intellectual disability, could be better supported.

- 7 Only a little over half of the respondents (19, 54%) felt that it was easy or very easy to access Council services in Central Coast.



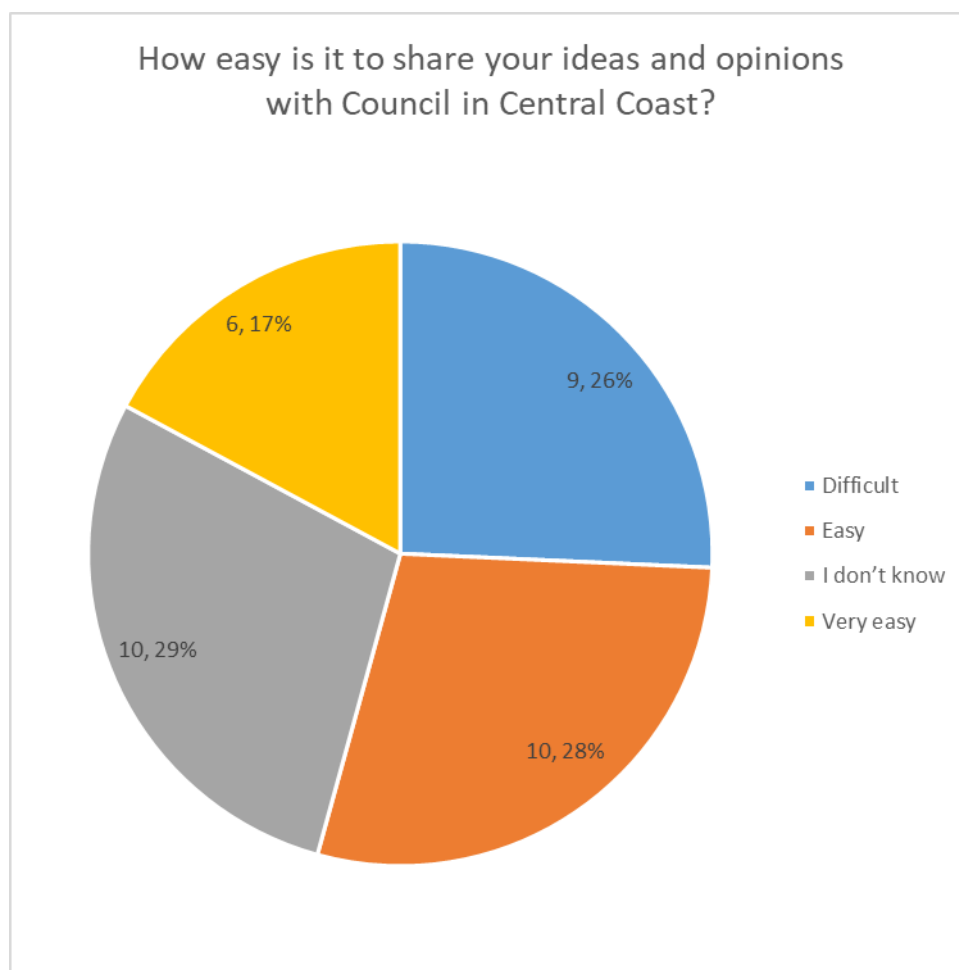
Most of the feedback provided was about:

- The need for bigger rubbish bins, in general.
- The need to cater for people who have specific needs, such as large volumes of incontinence items.
- The need for more personalised customer service support at Council.

Other valuable insights included:

- Positive feedback about Council's approach to pensioners.
- A suggestion that our community needs better bus services and more accessible bus stops.

- 8 Most respondents (19, 55%) either felt that it was difficult or didn't know, how easy it was to share ideas and opinions with Council.



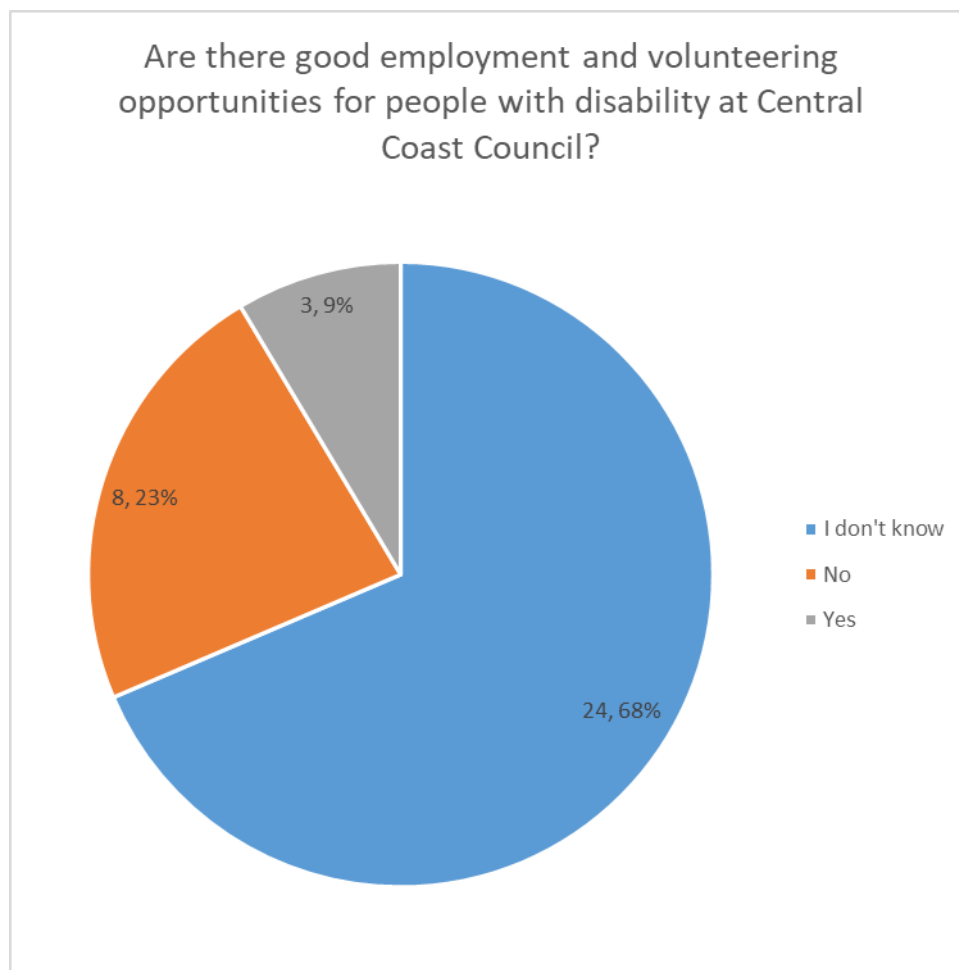
Most of the feedback provided was about:

- The need for better community engagement, including engagement specifically with the elderly and people with a disability. Suggestions included:
 - Liaison people
 - “Walking a mile in somebody else’s shoes”
 - Street stalls, stalls at events
 - An online feedback mechanism
- The need to utilise a wider range of communication channels, including social media, e-newsletters / regular and emails hard copy materials.

Other valuable insights included:

- Positive feedback about the Access and Inclusion Plan initiative.

- 9 Only 3 respondents (9%) felt that Council provides good employment and volunteering opportunities for people with a disability. The vast majority (24, 68%) reported that they didn't know.



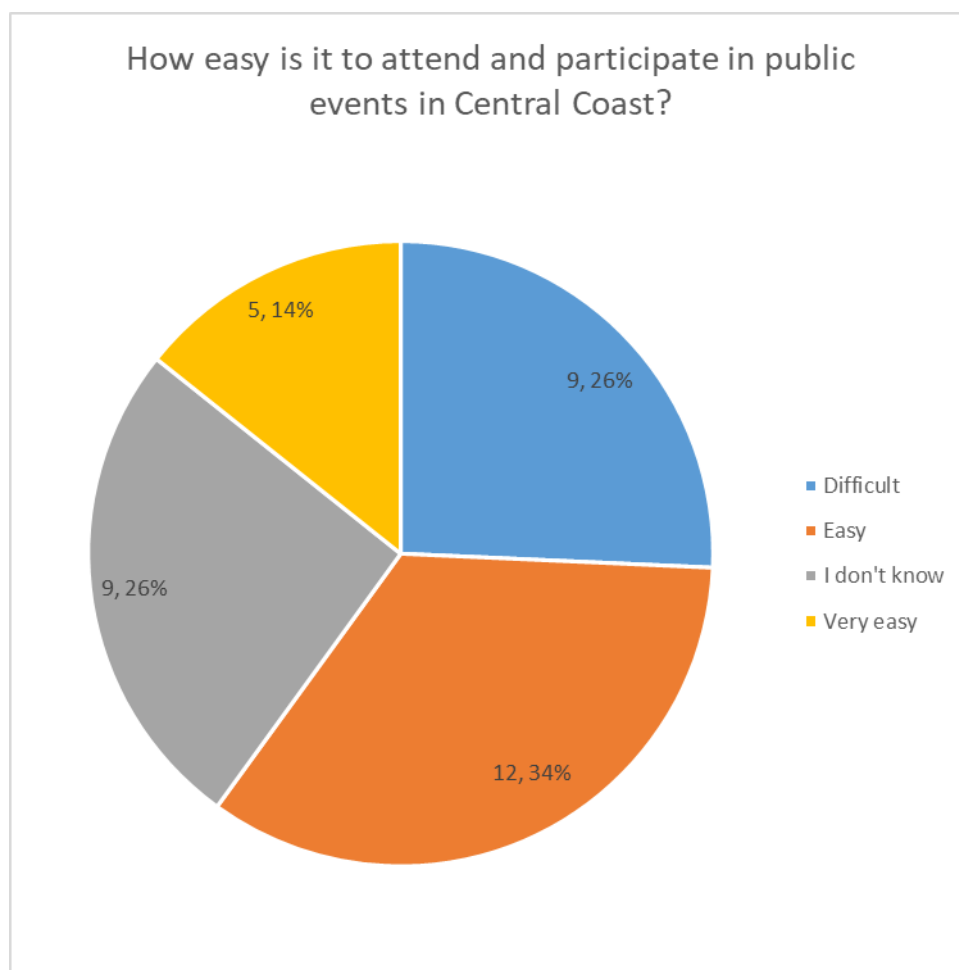
Most of the feedback provided was about:

- The need for better communication about the opportunities that do exist, and Council's policy towards this.

Other valuable insights included:

- The need for better engagement and skills matching between employers and people seeking employment.

- 10 **Less than half of the respondents (17, 48%) felt that it was easy or very easy to attend and participate in public events in Central Coast.**



Most of the feedback provided was about:

- The need to include people with a disability in event planning.
- Some people find noise and crowds very difficult.
- The need to ensure that public events are held in accessible venues and spaces, with appropriate parking, toilets, and access.
- The need to ensure adequate shade.

Other valuable insights included:

- The need for better engagement and skills matching between employers and people seeking employment.

11 When we asked “What other ideas do you have for making Central Coast more inclusive?” most of the feedback provided was about:

- The need for Council to gain a better understanding of the needs of people with a disability.
- The need for Council to better engage with and utilise the knowledge of people and organisations who support people with a disability.
- The need for better beach access.
- The need for better public transport, including for people who wish to transport pets.

Other valuable insights included:

- The suggestion of providing better support for people who are new to the area, including craft groups.
- The suggestion of sponsoring refugees to combat racism.
- The suggestion that Council needs to gain a better understanding of the needs of elderly ratepayers.
- The suggestion that there needs to be better support for parents of children aged over 12 years, to help care for children between school finishing and parents returning home after work.
- The suggestion of a public indoor swimming pool in Ulverstone.
- The suggestion that all crossings include automated audible signals.
- The need for better lighting in general.

12 When we asked people to “tell us about any particularly good examples of access and inclusion in Central Coast” the feedback included:

- “We love the new walking track from the yacht club to the surf club.”
- “The new skatepark has great access for all.”
- “Ulverstone Surf Club has been very accepting of children with disabilities...”
- “... the Ulverstone library is also very good with my daughter and her needs.”
- “LEAP also work very hard in getting disability individuals involved in the community and activities where possible.”
- “The Visitor Information Centre in Ulverstone is always welcoming and the staff and volunteers are helpful to everyone.”
- “On a whole, the Central Coast caters for people with disabilities well, most clubs and facilities readily accept people with disabilities and include them in their activities.”
- “Quick response from the Works Department in Penguin following Snap, Send, Solve reports to Council...”
- “Most places I visit within Central Coast are easily accessible.”

13 When we asked people to “list any other groups of people Council should consider when developing future versions of our Access and Inclusion Plan”, the feedback included:

- Elderly people
- Pregnant people
- People with young children and prams
- LGBTIQ+ (lesbian, gay, bisexual, transgender, intersex, queer/questioning and others)
- People with mental health issues
- Single parents
- People dealing with palliative care
- People with autism
- People with literacy challenges
- People from different ethnic groups