

# Community Engagement

Results of Community  
Engagement and  
Submissions to the  
Operational Plan and Budget  
**2020/21**

## Background

Leading the Council's planning hierarchy, the Community Strategic Plan identifies the community's main priorities and expectations for the future and ways to achieve these goals.

*Our Byron Our Future*, Council's Community Strategic Plan 2018-2028 was developed through extensive community consultation in early 2018. This process allowed for a process of robust engagement with the community about their desires and expectations for the future of the Byron Shire community.

The Community Strategic Plan outlines the 'vision' of the community over the next 10 years centred on the five community objectives:



The Operational Plan details the individual actions Council will undertake during the next financial year to achieve the strategies of the Delivery Program. Strategies in the Delivery Program and the actions outlined in the Operational Plan will be guided by consultation with community representatives, stakeholders and the wider community.

Broad and effective community consultation is required to engage the community in decisions made by Council.

## Inform

Council sought to inform as many members of the community about Our Plan as possible, including a number of initiatives to increase awareness about the Council's Integrated Planning and Reporting processes.

### Information Hub

An 'Information Hub' was established to compliment the online information portal. A space was created in the foyer of the Mullumbimby Office containing all information relating to the process, opportunities to talk with staff about the proposed Operational Plan and Budget, and access to the online resources.



# yoursaybyronshire.com.au

All information, updates, and documents relating to the Operational Plan and Budget were provided on Council's online engagement portal, [www.yoursaybyronshire.com.au/our-plan-20-21](http://www.yoursaybyronshire.com.au/our-plan-20-21)

This platform also provided opportunities for the community to provide questions and feedback throughout the process.

## Our Plan and Budget 2020/21



Council is calling on the community to have your say and help inform the development of **Our Plan** including the Operational Plan and associated budget.

### Public Exhibition

**Our Plan** is currently on public exhibition from 25 June to 23 July, giving the community another opportunity to provide feedback prior to finalisation and Council adoption on 30 July 2020. The documents are available for review under 'Documents on Exhibition'.

[Make a submission](#)

### About Our Plan and Budget

**Our Plan** includes the Operational Plan and associated budget, outlining the activities that Council will undertake in 2020/21 to deliver on our commitments of the 4-year Delivery Program.

[SUBMISSIONS](#) [IDEAS](#) [Q & A](#) [GUESTBOOK](#)

### Make a submission

[Make a submission](#)



#### Life Cycle



##### Consultation Period

Seeking feedback and information from the community during development of our Budget and Operational Plan.



##### Public Exhibition Period

Our Draft Plan will be placed on public exhibition from 25 June to 23 July 2020.



##### Adoption

Following public exhibition, Council will consider submissions made by the community and prepare the final version of **Our Plan** to be adopted by Council on 30 July 2020.



##### Final Plan Adopted

#### Documents on Exhibition

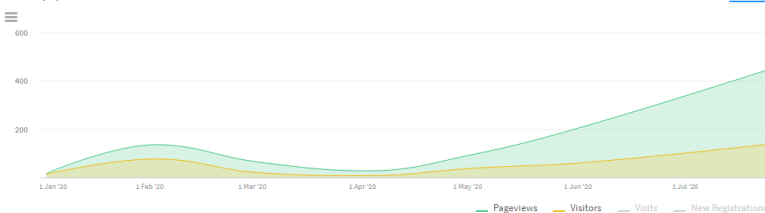
- Draft Operational Plan 2020/21 - Public Exhibition (3.24 MB) (pdf)
- Draft Detailed 2020/21 Budget for Public Exhibition adopted by Council 25 June 2020. (3.35 MB) (PDF)
- Draft 2020/21 Revenue Policy and Fees and Charges as reported to Ordinary Meeting.PDF (5.44 MB) (PDF)

## YourSay Engagement Summary

### Visitors Summary

Your Say Byron Shire from 01 Jan'20 to 23 Jul'20

DAILY MONTHLY



### Highlights

TOTAL VISITS	MAX VISITORS PER DAY	NEW REGISTRATIONS
403	22	1
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
9	139	265

52

Downloads

Draft Detailed 2020/21 Budget for Public Exhibition adopted by

46

Downloads

Draft Operational Plan 2020/21 - Public Exhibition

35

Downloads

Our budget - on the Byron Shire Council website

## Submissions

*Local Government Act 1993 s405(3) A council must prepare a draft operational plan and give public notice of the draft indicating that submissions may be made to the council at any time during the period (not less than 28 days) that the draft is to be on public exhibition. The council must publicly exhibit the draft operational plan in accordance with the notice.*

The draft Operational Plan, budget, and associated documents were placed on public exhibition and Council invited the community look through it, consider the proposed activities, and provide further feedback. The draft documents were on public exhibition between 25 June to 23 July 2020.

Submissions were accepted through [www.yoursaybyron.com.au](http://www.yoursaybyron.com.au) and through direct engagement with individuals and groups.

Council received a total of 12 submissions. A summary of the submissions outlines the corresponding link to Council's Integrated Planning and Reporting documents, the details of the submission, Council's response, and any proposed amendments to the draft Operational Plan and budget.

## Submissions for Consideration in Operational Plan

IPR Link	Submission Comments	Response	Reference	Recommendation to Council?
<b>1.1.3.2</b> Deliver access ramp and footpath upgrades and renewals shire wide	I am writing to argue in the strongest of terms for the inclusion in this year's budget of an upgrade to the footpath on the northern side of Byron Street Bangalow between Snows Bridge and Market Street. This footpath provides the only access between the town centre and the sportsfields, the bowling club, the aged care facility and the growing residential area to the southeast of the town. The footpath is in such a state of disrepair as to render it dangerous to pedestrians and cyclists (mostly children) and inaccessible to people using electric devices like wheelchairs and mobility scooters. It is unacceptable in the 21st century to have a footpath that prevents access to the town centre for aged and disabled people.	Concerns with Council's project selection is noted. Council's budget has minimal footpath works that are funded by the funding sources that can be used to address the requested upgrade works. The majority of the proposed footpath works are grant and Section 94 funded. These funds typically have to be used for new assets as opposed to upgrading existing. Removal of Aston Street from the proposed works will result in a missing gap on footpath between Deacon and Byron Street which will impact the full success of the Deacon Street project.	E2020/54938	No change to Operational Plan Activity. Appropriate staff to be advised of concerns raised for consideration in 21/22 budget.
	The footpath in Bangalow, which is located on the northern side of Byron St, between Snows Bridge and Market St, desperately needs attention! It is dangerous for the children going to and from school, people with disabilities, the elderly and mothers with prams. Please fix this section of footpath as it is long overdue!	Council completes an annual inspection of all paths. Works are then prioritised against the outcome of the inspection.  Highest priority works are completed until the budget is expended.  All concerns raised are valued and will be considered as part of the program tasks list finalisation.	E2020/54933	No change to Operational Plan Activity. Appropriate staff to be advised of concerns raised, prior to finalising program tasks for 20/21.
	Footpath on northern side of Byron st between snows bridge and market st needs a complete overhaul. It is dangerous to children, prams and people with disabilities	Council completes an annual inspection of all paths. Works are then prioritised against the outcome of the inspection.  Highest priority works are completed until the	E2020/54941	No change to Operational Plan Activity. Appropriate staff to be advised of concerns raised, prior to finalising program tasks



IPR Link	Submission Comments	Response	Reference	Recommendation to Council?
		<p>budget is expended.</p> <p>All concerns raised are valued and will be considered as part of the program tasks list finalisation.</p>		for 20/21.
<b>1.3.1.2</b> Delivery prioritised Pedestrian and Access Mobility Plan (PAMP) facilities	<p>Further to my previous submission regarding the urgency of an upgrade of the footpath on the northern side of Byron Street (Market Street/Snows Bridge), note that in the PAMP this project is identified as a Priority A project, as it should be. I note also that the draft Operational Plan includes a new path on the eastern side of Ashton Street. In the PAMP this project is listed as a Priority B project, as it should be. I submit that it is contrary to Council's own policies to exclude a Priority A project and include a Priority B project in the budget. I request that the Ashton Street path (Priority B) be removed from this year's budget and the funds allocated to it be redirected to the Byron Street path (Priority A).</p>	<p>Concerns with Council's project selection is noted. Councils budget has minimal footpath works that are funded by the funding sources that can be used to address the requested upgrade works. The majority of the proposed footpath works are grant and Section 94 funded. These funds typically have to be used for new assets as opposed to upgrading existing. Removal of Aston Street from the proposed works will result in a missing gap on footpath between Deacon and Byron Street which will impact the full success of the Deacon Street project.</p>	E2020/55522	No change
	<p>It is hard to understand why the Priority A upgrade to the footpath on the northern side of Byron Street Bangalow between Snows Bridge and Market Street has not been included in this year's budget. Pretty fundamental, I'd have thought, given that it provides the only access between the town centre and the sports fields, the bowling club, the aged care facility and the growing residential area to the southeast of the town? Its in a shocking state and needs upgrade to</p>		E2020/55523	No change

IPR Link	Submission Comments	Response	Reference	Recommendation to Council?
	allow safe access to the town centre for children, aged and disabled people, and many others. Please reconsider this as an urgent priority.			
<b>1.3.1.4</b> Construction of the Bangalow Deacon Street share path (priority project from the Bike Plan)	Bangalow urgently needs at least two of the Priority A works packages in PAMP and Bike Plans: BA001 (both) and BA004/5 (Deacon St path).  Both these ideas are in high pedestrian/cycle/traffic areas and would link facilities for children and aged people safely to the town centre. As things stand, these two areas are dangerous and limit accessibility.	This project was incorporated into the draft 2020/21 Operational Plan through resolution 20-342 and will be funded through the Australian Government's Local Roads and Community Infrastructure Program grant.	E2020/55548	No change to Operational Plan recommended.
<b>1.2.2</b> Develop infrastructure asset renewal and upgrade program in line with Community Solutions Panel values (SP)	A new boat ramp at Mullumbimby and upgrade Heritage Park.  The boat ramp is dangerous and the parking area is used by illegal campers and needs to be formalised.	The adopted Recreational Needs Assessment identified the need for a Water Access Strategy as the Shire has a number of informal access points including the ramp identified at heritage Park. This ramp is understood to have been created by the community. A budget of \$30,000 was considered to undertake a shire wide water access strategy however is unfunded due to Covid-19 impacts and other Council priorities.  Staff will investigate and assess this ramp and action what needs to be done to ensure it is safe.  Compliance of illegal camping in this area would benefit from formalised parking areas, subject to budget availability.	E2020/55550	No action, staff to deal with safety and illegal camping concerns operationally
<b>3.1.1.13</b> Deliver and report on feral animal projects	Control Program for Indian Minor (sic) birds. Some years back I remember that Tweed and Byron Shire had a program to identify locations where these birds were nesting. Last year I	Management and control of Indian myna birds is provided for in the <i>Pest Animal Management Plan 2018-2023</i> . An Indian Myna trapping program has been developed for 2020/21.	E2020/55547	No change to Operational Plan recommended.



IPR Link	Submission Comments	Response	Reference	Recommendation to Council?
	<p>reported sightings to a council officer in the environment section and was told that there was no current program and no plan for one. These birds are becoming more visible in Byron Bay and will become common unless action is taken. Please can we formulate an Action Plan to manage this threat to native species.</p>	<p>Implementation of the program is anticipated to commence in Spring 2020 but is subject to the availability of traps. Further information and a copy of the plan is available online under <a href="#">Pest Animals</a>.</p> <p>To assist in program planning and monitoring, the community is encouraged to log sightings on <a href="http://www.feralscan.org.au/mynascan">www.feralscan.org.au/mynascan</a>. ( a link to this site is provided on Councils web)</p>		
<p><b>3.1.2.1</b> Undertake bush regeneration activities to maintain and expand restoration of HEV sites on Council owned or managed lands forming part of the Council bush regeneration program</p>	<p>More money allocated to council bush regen teams to help restore the diversity of the shire. They do a great job but limited by finance.</p>	<p>There has been a recent increase in funding via compensatory works. Funding is currently adequate for a full time team of 5 (up from 3 in 2018). To expand the team will require a 2<sup>nd</sup> vehicle and trailer + tools etc. May be considered in the future.</p>	E2020/55549	<p>Maintain team at current size until increased funding can be assured for at least 5 years.</p>
<p><b>4.1.1.5</b> Implement Our Mullumbimby Masterplan, Bangalow Village Plan and Byron Arts and Industry Estate Plan</p>	<p>The choice of projects for Bangalow has strong support from Bangalow Progress Association. The very comprehensive work program now in progress on Bangalow Rd will completely address long standing issues on this preferred access between Bangalow and Byron Bay and the high standard of this infrastructure is notable, based on work previously completed at Hayters Hill.</p> <p>The Deacon St shared path is an excellent project choice that provides safe multi-use access between the recently upgraded Heritage</p>	<p>Council acknowledges and appreciate the favourable response from the Bangalow Progress Association.</p> <p>Council has worked closely with the Bangalow community and the Place Planning Collective in progressing a range of projects and these are reflected in the 2020/21 OP, with other priority projects to be considered in future OPs.</p>	E2020/55524	<p>No change.</p>

IPR Link	Submission Comments	Response	Reference	Recommendation to Council?
	<p>House/Parklands precinct and our village. This is a high impact project that will serve the interests of locals and visitors extremely well.</p> <p>The supplementary footbridge renewal project at Parklands, an Open Space item (Op Plan p61), will restore a degraded asset that is an important element of this precinct.</p> <p>The combination of previous work done at Heritage House and Parklands, together with the Deacon pathway and footbridge restoration, delivers an holistic solution to this precinct that represents a great example of urban renewal.</p> <p>The Bangalow Village Plan entry (ledger account 2605.113) is regarded as a critical item by BPA, with an urgency now elevated by the increasing deployment of high density dwellings in Bangalow. Mitigation of the impact of such developments can only be done by introducing more prescriptive measurement criteria in the Byron LEP and DCP 2014, an immediate need in our Heritage Conservation Area and endorsed by Council as a key priority item from the Bangalow Village Plan. We are aware that other projects were submitted for consideration and didn't make the cut however we understand current budget constraints and fully appreciate decisions made. As a general</p>			

IPR Link	Submission Comments	Response	Reference	Recommendation to Council?
	comment, there are two remaining projects with high community interest that will hopefully continue to be regarded as priority items for future operational plan inclusion: Byron St upgrade between Market St, and Snow's Bridge. Rifle Range Rd/ Lismore Rd intersection. We thank Byron Council and staff for their support. The Place Planning Collective process is working well and it's very pleasing to see the implementation phase of the Bangalow Village Plan being realised.			
<b>5.5.1.2</b> Support the organisation in identifying financial implications of projects, proposals and plans	As Council adopted a multi year rates increase of 30% on the basis "that it was just sufficient to fund existing asset maintenance", as council has since continued to initiate new assets (\$80,000 public statue, \$M2.1 Railway Park, \$M25 Butler st highway, multi million solar farm, multimillion methane plant (with a junket by council staff around Europe) etc etc., why shouldn't councils financial demand for payments of the 30% rates increase be treated as financial fraud?	The multi-year special rate increase (SRV) of 7.50% per annum for four years was approved by the Independent Pricing and Regulatory Tribunal in 2017 commencing from the 2017/2018 financial year with the last increase applied in 2020/2021 financial year. The approval of the multi-year rate increase is to be applied to improve the financial sustainability of Council and to fund infrastructure renewal and maintenance. Council is obligated from the IPART approval to report on where it is spending the SRV funds annually in its annual report. As additional reporting, Council is reporting via its Finance Advisory Committee on a quarterly basis expenditure of the SRV funds. The SRV funds are and continue to be expended as per the approval on infrastructure renewal and maintenance.	E2020/55551	No change.

## Feedback from Access Consultative Working Group

DIAP Focus Area	Operational Plan Activity	2020/21 Measure	Feedback from ACWG	Council Response	Recommendation
<b>Liveable Communities</b>	<b>1.1.3.2</b> Deliver access ramp and footpath upgrades and renewals shire wide	Access ramps and footpaths upgraded, in conjunction with planned capital projects or footpath renewal program, to leverage these works and improve DIAP access for community.	<p>There was a plan for Bayside in Brunswick Heads developed which included new footpaths. Will any of these works be delivered this year?</p> <p>There is a dip outside the Brunswick Heads health food store that causes significant access issues. It is generally impassable, in particular during heavy rainfall the large gutters fill with water. Users are required to go on the road to navigate around this.</p> <p>How are footpaths prioritised? Is this information available to the public? Request that Council share progress</p>	<p>Council completes an annual inspection of all paths. Works are then prioritised against the outcome of the inspection.</p> <p>Highest priority works are completed until the budget is expended.</p> <p>All concerns raised are valued and will be considered as part of the program tasks list finalisation.</p> <p>The noted Scout hall works were completed by Council to manage a public safety issue between the Scout Hall and the Council footpath.</p>	No change to Operational Plan Activity. Appropriate staff to be advised of concerns raised, prior to finalising program tasks for 20/21.

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			<p>and information.</p> <p>Someone has put a ramp into the Scout Hall in Brunswick Heads. Is this Council responsibility?</p> <p>Retirement village at Beach Drive in Suffolk – there is a path that goes into the suburbs, however the path is very steep to access on the road. Needs a ramp or something.</p>		
	<b>1.2.4.1</b> Pursue funding opportunities in partnership with Reflections Holiday Parks for the delivery of accessible infrastructure at Torakina Beach (as adopted from the beach accessibility program)	Funded Projects delivered	<p>Unclear of Council's role and responsibility in the delivery of this project. Is Council just seeking funding? Will Council be partnering with Reflections to deliver the work? Need to be clear what this activity is actually going to deliver.</p> <p>We would like to</p>	Reflections responsible for projects on land that it manages. Council encourages inclusion and accessibility to be embedded in design and provides this feedback as appropriate through being consulted. Where an asset such as parking / accessible paths spans both Council managed and Reflections managed land it is appropriate that a partnership be entered into for delivery.	No change.

DIAP Focus Area	Operational Plan Activity	2020/21 Measure	Feedback from ACWG	Council Response	Recommendation
			see appropriate community consultation to be undertaken before any works are delivered.		
	<b>1.2.4.3</b> Deliver Stage 2 of a Public Open Space Accessibility Program	Funded elements delivered	Would like an opportunity to see this Program to provide input into those specific projects.  What was delivered in Stage 1?	Manager Open Space & Resource Recovery to consult with the ACWG.  Accessibility and appropriate standards considered with all capital works programs and renewal works. Examples of projects include: <ul style="list-style-type: none"> <li>• Federal Accessible Toilet</li> <li>• Gaggin Park playground</li> <li>• Brunswick Heads Library Park pathway to improve accessibility.</li> <li>• South Golden Beach Accessible toilet and bubbler</li> <li>• Accessible table install Clarkes Beach</li> </ul>	Manager Open Space & Resource Recovery to consult with the ACWG for all future programs
	<b>New Activity</b> Mapping of accessible carparks		There was a resolution by Council to undertake an audit of accessible car parking.	Council resolution (20-137): <i>“Resolved that Council review disability parking arrangements in the CBD and report back as soon as possible on whether:</i> <ol style="list-style-type: none"> <li><i>a) An adequate supply exists to meet demand across all parts of the CBD; and</i></li> <li><i>b) Appropriate footpath access exists from the spaces in these locations”</i> </li></ol> Staff have located and counted accessible car parks in Byron CBD. Work on the audit is continuing.	Include new activity in 20/21 Operational Plan: <i>“Finalise audit of disability parking arrangements in Byron Town Centre and prepare list of proposed improvements”</i>
	<b>2.1.1.1</b> Support innovative and flexible delivery of community events and initiatives	Number of inclusive events supported	When community events are held, how can we ensure event organisers have information about how to make their	There is a section in the Event Toolkit that addresses this. The Toolkit is being finalised and will be available on the web for event organisers in the coming month.  The toolkit could be provided to the ACWG for feedback.	Noted for follow up across key internal stakeholders.



DIAP Focus Area	Operational Plan Activity	2020/21 Measure	Feedback from ACWG	Council Response	Recommendation
			<p>events inclusive and accessible? Could this be part of the approval process? Checklists or toolkits?</p> <p>Is there an opportunity for inspections to be undertaken for large events, to ensure they are meeting accessibility requirements?</p> <p>Are there services available to event organisers to help make their events accessible? Accessibility audits by NGO?</p> <p>Encourage organisers to include additional measures such as signage, sensory tents, etc.</p> <p>Sharing information about what resources are available (for</p>	<p>Services including access audits are available, however these would have to be sought independently by the event organiser as Council is unable to confer commercial advantage through recommending providers. A statement could be added to encourage organisers to seek services that may provide advice.</p> <p>Additional measures could be recommended in the events toolkit, as developed through the events team.</p> <p>Information can be provided through the events toolkit. A Resource or community asset could be developed for hire by groups, similar to the sensory tents through the libraries, however on a larger scale. This is increasingly common for events teams in NSW Councils to offer 'for hire' to event organisers.</p>	

DIAP Focus Area	Operational Plan Activity	2020/21 Measure	Feedback from ACWG	Council Response	Recommendation
			<p>example sensory tents are available from the libraries).</p> <p>Could Council develop a community asset, collating information and resources for event organisers to use?</p> <p>Need more comms and promotions around inclusive events (e.g. abilityfest)</p>		
	<b>2.3.1.1</b> Improve facility access through capital works and maintenance program	Number of facilities where access is improved	No comment.	Noted.	No change.
	<b>New Activity</b> Accessible playgrounds		Are there any plans for any others? Upgrades?	There are no new play scape capital works in the 20/21 FY – any renewals are to consider access and inclusion standards and best practice.	Council to consult with the ACWG for all playground renewal work for inclusion and accessibility opportunities.
	<b>New Activity</b> Promotion of accessible resources and		Community map? Mapping of accessible features to	<a href="https://www.byron.nsw.gov.au/Services/Online-mapping-tool">https://www.byron.nsw.gov.au/Services/Online-mapping-tool</a>	That the available online resource be further developed to include more

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	facilities		provide information to the community about where to access these facilities.		information as provided within the feedback from the ACWG.
	<b>4.1.3.8</b> Adaptable housing for multi-dwelling housing or medium density housing in accordance with DCP	Support the provision of adaptable housing through the DCP	There doesn't seem to be a lot of housing stock advertised as accessible housing, however acknowledge that this is not necessarily Council responsibility. Pleased that Council is encouraging this through the DCP.	Noted.	No change.
<b>Systems and Processes</b>	<b>2.2.1.3</b> Partner with Access Consultative Working Group to implement disability inclusion action planning priorities	Ongoing monitoring and reporting on disability inclusion outcomes	Great!	Noted.	No change.
	<b>2.2.1.4</b> Implement, monitor and report on the Disability Inclusion Action Plan 2017-2021	Annual reporting obligations met within statutory requirements	This will assist with capturing the work that happens.	Noted.	No change.

DIAP Focus Area	Operational Plan Activity	2020/21 Measure	Feedback from ACWG	Council Response	Recommendation
	<b>2.2.1.5</b> Work in partnership with people with disability and carers in the development of a new Disability Inclusion Action Plan 2021-2024	People with disability are actively engaged in the preparation of the new DIAP 2021-2024	Request that consultation commences now, despite the Plan possibly not being adopted for another 12 months (due to the postponement of the election).  Next plan will be more comprehensive and will have outcomes mapped out over the 4 years.	While there are some consultation constraints arising from COVID 19, this is achievable.	No change to Operational Plan, however comments are noted in relation to consultation period.
	<b>2.2.2.1</b> Strengthen and deliver high quality business and pedagogy outcomes	Measure and benchmark stakeholder satisfaction; deliver priority outcomes based on children's services review;	Access and inclusion of children with disability. This measure needs to be more explicit.	Access and inclusion of children with disability is embedded throughout the National Quality Framework. Service performance and measures are determined through a formal rating assessment process across each area of the National Quality Standards. We can seek to integrate this information into planning and reporting, where possible.	No change.
	<b>2.3.8.4</b> Inclusively work with community groups to development Plans of Management for Crown Reserves	Ministerial approval of Plans of Management	Encourage Council to consult with ACWG on Plans of Management for Crown Reserves.  Would like to specifically have a say on the land where the Byron	Manager Open Space and Resource Recovery to provide update to the ACWG on this process. This relates to all Council managed Crown Land.	No change.

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			Market is held.  Which Crown Land is this in relation to?		
	<b>5.1.2.2</b> Implement inclusive Community Engagement Policy	Evidence of staff to be implementing communication and engagement plans for major projects and for other issues of interest and importance to the community.	At the moment engagement with ACWG is sporadic. Through the IWG staff are becoming more aware of the need to engage with ACWG on specific projects.  Increase staff knowledge and understanding of what inclusive engagement is.	The most recent communication and engagement plan for the North Byron Floodplain Risk Management Study project was comprehensive including 3 x drop-in sessions at Mullumbimby, Billinudgel and South Golden Beach; staff availability to talk and meet one-on-one with people, media release, facebook post, two advertisements in the Byron Shire Echo, direct contact with community groups and business associations and stakeholders who had registered an interest in the project.	No change.
	<b>5.1.3.1</b> Make available Council's Ordinary Meeting business papers; enable business papers to be accessed by persons using assistive technology	>95% of business papers published on website at least 7 days prior to meeting; % business papers accessible to screen readers and text readers; work towards and progress through the requirements of WCAG 2.1	Continue.	Noted.	No change
	<b>5.1.3.4</b> Facilitate and promote online	Four projects to be promoted and linked via website and	Better promotion of the yoursay website so	We have recently upgraded the website to include current projects on <a href="https://yoursaybyronshire.com.au">yoursaybyronshire.com.au</a> with a tab now sitting on the front page of the	No change

DIAP Focus Area	Operational Plan Activity	2020/21 Measure	Feedback from ACWG	Council Response	Recommendation
	opportunities for community access and make community access opportunities accessible to people using assistive technology	yoursaybyronshire.com.au	people know this is available to them.	website. We do promote yoursaybyronshire in a lot of material but will increase this in the coming months to include radio and increased social media.	
	<b>5.2.1.6</b> Review and update Council business templates for consistency and accessibility	Review of core business templates completed and identified schedule for revising all templates determined; Accessible templates completed for highest priority templates.	Continue.	Noted	No change
	<b>5.2.1.7</b> Ensure all content, including documents, published to the website complies with DDA and WCAG Level AA standards.  Roll out of Accessible Documents Plan and capacity building activities.	80 % of content published complies with relevant legislation and standards, with a plan identified for remaining.  Accessible Documents Plan rolled out, guidance developed and training delivered.	Continue	Noted	No change



DIAP Focus Area	Operational Plan Activity	2020/21 Measure	Feedback from ACWG	Council Response	Recommendation
	<b>5.2.1.8</b> Maintain and update accessibility maps online that identify public space and facilities that provide information about accessibility	6 monthly reviews	<p>Can't find these maps on website?</p> <p>Should the word be develop?</p> <p>The maps should include information like accessible toilets, mobility parking, off-street secure parking with accessible spaces, stairs, moderate incline, steep incline, taxi ranks, accessible bus stops, police station, hospital, public seating, accessible playground, etc.</p> <p>Print maps that were prepared a few years ago had a lot of information that was relevant; however this needs to be online and updated regularly.</p> <p>Map/s need to be in accessible</p>	Refer to <a href="https://www.byron.nsw.gov.au/Services/Online-mapping-tool">https://www.byron.nsw.gov.au/Services/Online-mapping-tool</a>	That the available online resource be further developed to include more information as provided within the feedback from the ACWG.

DIAP Focus Area	Operational Plan Activity	2020/21 Measure	Feedback from ACWG	Council Response	Recommendation
			format also.		
	<b>5.2.4.6</b> Improve Council's livestreaming of Council meetings to provide increased accessibility to the community	All Council meetings are livestreamed with continuous improvements to the accessibility; investigate options for inclusion of closed captioning	Can a list of items that are to be discussed at each Council meeting be provided to the ACWG to keep them informed?	A list will be distributed to ACWG members the week before each Council meeting.	No change.
<b>Employment</b>	<b>5.4.5.1</b> Train and educate staff in the Disability Inclusion Act 2014 and how to respectfully, confidently and effectively communicate with people with disability and consider their inclusion and access needs.	Disability awareness training module completed by all staff	ACWG reviewed this training information and provided their feedback previously. Happy that this is now being rolled out to staff.	Council appreciates the involvement of the ACWG in developing this initiative.	No change.
	<b>5.4.5.2</b> Review recruitment practices to ensure they are inclusive and identify partners to promote job opportunities for people with	Job application processes simplified and identified barriers to diversity removed. Vacancies advertised with identified partners to ensure we are inclusive in our search. Inclusion related strategies incorporated into recruitment.	Continue.	Noted	No change

DIAP Focus Area	Operational Plan Activity	2020/21 Measure	Feedback from ACWG	Council Response	Recommendation
	disability across the Byron Shire				
<b>Attitudes and Behaviours</b>	<b>5.6.2.1</b> Deliver mental health first aid training to managers, team leaders and supervisors	20 additional managers, team leaders and supervisors trained in mental health first aid	Could this also be provided to volunteers?	Capacity building of volunteers is captured in activity 2.1.2.2: Deliver 2 online workshops to support Council volunteers. This program is developed in consultation with volunteers.	No change.
	<b>New Action</b> Internal Working Group		Can Council include a specific activity about the internal working group and how they are supporting the work of the ACWG?	The DIAP Internal Working Group provides a forum for members to review Disability Inclusion Action Planning (DIAP) implementation to ensure Council delivers inclusive services, facilities and programs. This group will continue to support the work of the ACWG and this should be captured in the Operational Plan accordingly.	Include new activity in 20/21 Operational Plan: <i>“Create collaborative leadership groups to develop organisational responses to key community issues”</i>

# Final Adoption of Operational Plan and Budget

*Local Government Act 1993 s405(5) In deciding on the final operational plan to be adopted, a council must consider any submissions that have been made concerning the draft plan.*

The Operational Plan and Budget are provided to Council for adoption at the 30 June Extraordinary Meeting of Council. The final document includes amendments following public exhibition and consultation as outlined in this document.