

Deaf-interpreted video transcript

Draft Disability Inclusion Action Plan 2026 to 2030



Hello 😊

We've been busy writing Council's next Disability Inclusion Action Plan for 2026 to 2030.

As part of developing this Plan, we spoke with people in our community who have lived experience of disability.

Between July and September 2025, Council listened to people across the community, including people with disability, carers, families and support workers.

We met with people in different ways, including café catch-ups, workshops, meetings and community events.

People shared their experiences and ideas about how Council can make its services, facilities and community life more accessible and inclusive.

In this video, we will share:

- what d/Deaf, hard-of-hearing, and other community members told us, and
- what is proposed in the draft Disability Inclusion Action Plan in response to this feedback.

Communication

You told us that communication is the biggest barrier to inclusion.

Many people said they prefer:

- text messages, and
- email.

You told us written information works best when it is:

- plain English
- short and direct
- supported by clear visuals.

You also told us that Auslan is not signed English.

It is a visual language and is different from English.

Many people said they can find it hard to read long or complex written information, including online content.

You asked for more interpreted information, including videos that:

- explain Council services
- explain how things work
- are not only about events.

The draft Plan includes actions to:

- provide more information in different accessible formats, including captions, plain English, Easy Read and SMS
- create more accessible video content, including Auslan and d/Deaf-interpreted videos
- find better ways to share information directly with people with disability
- strengthen relationships with local groups and organisations to support better communication and trust
- increase the visibility and representation of people with disability across Council publications.

Public spaces and everyday access

You told us about barriers in public spaces.

These included:

- unclear signage
- poor wayfinding.

Lighting was raised as important for lip-reading and visibility. Hard-of-hearing people also spoke about noisy and echoing spaces.

For people who use hearing aids, this can cause fatigue and discomfort.

You asked for:

- quieter spaces
- better room design
- hearing loops.

The draft Plan includes actions to:

- improve access and usability in Council buildings and public spaces
- improve how information is provided in public places
- seek funding for a city-wide footpath network plan
- look for opportunities to add countdown timers at pedestrian crossings
- use standard designs for accessible bus stops
- investigate how to improve accessible parking
- look at ways we can provide accessible pick-up and drop-off areas
- improve access to public toilets
- develop a long-term plan for play spaces, pools and beaches
- look at ways to improve safety and accessibility at playgrounds
- improve access to beaches, including equipment and booking systems
- upgrade Tourist Parks and the Botanic Garden
- explore ways to make libraries and leisure centres more accessible.

Emergencies and safety

You raised concerns about how emergency and safety information is communicated.

Voice-only systems are not accessible for everyone.

You want ways to communicate using:

- text

- video.

You also asked for:

- clearer emergency instructions
- accessible first aid and emergency preparedness training.

The draft Plan includes actions to:

- help people with disability prepare for emergencies
- improve how safety information is shared
- raise awareness about access and inclusion across the community
- provide accessible surf safety information
- run road and pedestrian safety campaigns.

Customer service

You shared experiences where customer service was difficult.

Barriers included:

- staff speaking while looking at screens
- staff speaking from behind counters.

You said it helps when staff:

- face the person
- pause screen work
- speak clearly.

You also suggested basic Auslan skills for staff, such as greetings and simple phrases, to support everyday interactions.

The draft Plan includes actions to:

- deliver more training for staff about disability inclusion and accessible customer service
- ensure training has a strong focus on lived experience
- explore different ways to deliver inclusive customer service, including for d/Deaf and hard-of-hearing people
- provide more accessible self-service options for finding information and accessing services
- raise awareness about access and inclusion with local businesses.

Social connection and belonging

You told us that social connection matters.

Social catch-ups with others who are d/Deaf were described as important places to:

- talk
- laugh
- share information.

This was especially important for people with hearing family members who do not sign.

You said inclusion means feeling welcome and not singled out. Some people prefer mixed activities that are not labelled by disability.

The draft Plan includes actions to:

- strengthen relationships with community groups
- continue engaging with people with disability over time
- work with sporting groups and event organisers to improve accessibility.

Employment and workplaces

We also asked people for ideas about how to make Council a better place to work for people with disability.

The draft Plan includes actions to:

- increase employment pathways for people with disability
- improve the experience of applying for a job with Council
- provide a consistent, safe and accessible experience for staff at work
- support leaders and staff to build confidence and skills to create inclusive workplaces
- support social enterprises that employ people with disability.

Ongoing engagement and updates

People told us they want ongoing engagement and regular progress updates, so we will:

- develop an Engagement Strategy that explains how Council will involve the community in delivering the Plan
- identify which actions need further engagement
- clearly explain how annual progress updates will be shared with the community.

What happens next

Your feedback helped us create the draft Disability Inclusion Action Plan.

We've shared it in plain English, Easy Read, and large print formats.

We are now inviting you to tell us:

- whether you support the draft Plan
- if the draft plan is easy to understand
- if you need the plan in another format to make it easier for you to access.

How you can share your thoughts

There are different ways to share your feedback.

Choose what works best for you.

- Send your feedback by text to 0477 533 618.
- Complete the online survey at our.wollongong.nsw.gov.au/diap
- Send an email to engagement@wollongong.nsw.gov.au, or ask someone to help you write your feedback and send it to us.
- Fill in a paper survey. These are available at libraries and pop-up events, along with free reply-paid envelopes.

You can also come to an event and share your feedback in person:

- Let's Talk Dapto at Dapto Ribbonwood Centre on Thursday 30 April 4pm - 6pm
- Thirroul Community Centre and Library forecourt on Friday 1 May 10am-12pm
- Cringila Hills Mountain Bike Park on Tuesday 5 May 12pm-1:30pm
- Crown St Mall on Friday 8 May 9am - 1pm

Need help?

If you have questions or need support:

- SMS: 0477 533 618
- Email: engagement@wollongong.nsw.gov.au

Thank you to everyone who took the time to share their thoughts with us.