



Disability Action Plan

January 2026 to December 2028



Waterways For All



Alternative Format

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You can also read and / or download this document from our website. Go to www.waterwaysireland.org

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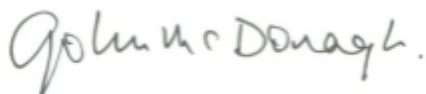
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Foreword from the Chief Executive

Waterways For All - The Waterways Ireland Disability Action Plan 2026- 2028 is a statement of our commitment to fulfilling the statutory obligations in compliance with Section 49A of the Disability Discrimination Act 1995 (as amended by the Disability Discrimination (NI) Order 2006) in Northern Ireland and the Disability Act 2005 in Ireland.

The successful implementation of this Plan will enhance the services, facilities and waterways we manage so they can be enjoyed by all in our communities with a particular focus on people with disabilities. As an employer we continually examine how we can do more to attract people with disabilities to consider Waterways Ireland as an employer of choice.

The Plan provides a strategic framework to address the attitudinal and environmental barriers to the full and effective participation of people with disabilities in public life. Ensuring participation by all will be at the heart of policy and decision-making within our organisation. Positive action measures will be mainstreamed and prioritised across all of our work programmes.



JOHN MC DONAGH
Chief Executive Officer

1.0 Introduction

1.1 Under Section 49A of the Disability Discrimination Act 1995 (DDA 1995), as amended by Article 5 of the Disability Discrimination (Northern Ireland) Order 2006, Waterways Ireland is required, when carrying out its functions, to have due regard to the need to:

- promote positive attitudes towards disabled people; and
- encourage participation by disabled people in public life.

1.2 Under Section 49B of the DDA 1995, Waterways Ireland is also required to submit to the Equality Commission a Disability Action Plan showing how it proposes to fulfill these duties in relation to its functions.

1.3 As a North-South Body, it is also intended that delivery of the measures in this Action Plan will address our statutory obligations under the Disability Act 2005 in Ireland.

1.4 Note on terminology

In this Action Plan, the terms “persons with disabilities” and “disabled people” are used interchangeably. We recognise that within our diverse communities, people may experience multiple, intersecting forms of disabilities.

We also recognise that disabled people have multiple identities in relation to other equality categories such as gender, race, age etc. and will aim to adopt an intersectional approach when considering barriers to employment, access to services and participation in public life to ensure individuals are not disadvantaged because of a combination of equality grounds.

The term ‘disabled people’ is recognised by many within the disability rights movement to align with the social and human rights model of disability, as it is considered to acknowledge the fact that people with an impairment are disabled by barriers in the environment and society.

However, we also recognise that others prefer the term “persons with disabilities” because of the inherent understanding in the term that they are first and foremost human beings entitled to human rights. This reflects the language used in the UNCRPD. Finally, we recognise that some people do not identify as being disabled.

2.0 Purpose of the Disability Action Plan

2.1 Waterways Ireland is committed to the fulfillment of its disability duties in relation to its business functions, and in making these duties central to our aim of creating the right conditions to support inclusion, equality of opportunity and increasing public participation and appreciation of the waterways’ environment. This will help ensure our waterway communities are resilient, sustainable and accessible to current and future generations.

This Plan outlines the positive action measures Waterways Ireland will deliver during 2026-2028. It builds upon the achievements of previous Action Plans, whilst also identifying new opportunities to make disability issues an integral part of Waterways Ireland's work programmes.

3.0 About Waterways Ireland

Waterways Ireland is a cross-border Body, the largest of six North/South Implementation Bodies established under the British Irish Agreement of 10 April 1998. This Agreement was given domestic effect by means of the North/South Co-Operation (Implementation Bodies) (Northern Ireland) Order, 1999 and the British-Irish Agreement Act, 1999 respectively.

We are the cross-border navigational authority responsible for the management, maintenance, development, and restoration of 1,100 km of inland navigational waterways and over 600 km of Greenways and Blueway's, principally for recreational purposes.

Our Headquarters is in Enniskillen Co. Fermanagh, with regional offices in Dublin, Carrick on Shannon, Co. Leitrim, and Scariff, Co. Clare.

We employ c.360 permanent staff located at offices and sites close to the inland waterways who are assisted by a team of seasonally recruited staff reflecting the seasonality of the organisations remit. Waterways Ireland generates significant annual value in social, economic, and environmental well-being. In addition, accessible and inclusive waterways contribute to community resilience, biodiversity conservation and blue-green infrastructure which benefits health and well-being.

WHAT WE DO

Waterways Ireland is the navigation authority for 1,100 km of navigable inland waterways, comprising:

- Lower Bann Navigation
- Shannon Navigation
- Barrow Navigation
- Erne System
- Royal Canal
- Ulster Canal
- Shannon-Erne Waterway
- Grand Canal

In July 2007, it was agreed by the North/South Ministerial Council (NSMC) to include responsibility for the reconstruction of the Ulster Canal from Upper Lough Erne to Clones, and following restoration, its management, maintenance, and development, principally for recreational purposes, to Waterways Ireland's remit.

At an operational level, Waterways Ireland is responsible for a vast range of infrastructure assets including navigation channels, embankments, towpaths, adjoining lands, harbours, jetties, fishing stands, bridges, culverts aqueducts, overflows, locks, sluices, and lock houses along with buildings and archives. The current valuation of the rebuild costs of this infrastructure is estimated in excess of €1 billion.

Waterways Ireland's work programmes are critical to providing a safe and high-quality recreational environment for customers, whilst preserving the industrial and environmental heritage of the waterways for future generations.

4.0 Implementation of the Plan

- 4.1 Waterways Ireland is committed to the effective implementation of this Action Plan throughout the organisation.
- 4.2 The Action Plan will be monitored on a bi-annual basis by the Senior Management Team who will review progress in implementing previously agreed actions together with consideration of any new developments in the intervening period. Where appropriate, the Action Plan will be revised to reflect any new developments, consultations, the outcome of any new Equality Impact Assessments or any additional information not previously available.
- 4.3 Responsibility for the delivery of this Disability Action Plan lies with the Chief Executive and Senior Management Team. Day to day responsibility lies with the Corporate Services Section who will be responsible for the implementation of administrative arrangements to ensure that Waterways Ireland complies with its disability duties when carrying out its functions.
- 4.4 Necessary resources, in terms of people, time and budget, will be allocated in order to effectively implement this Plan and also deliver associated objectives and targets relating to disability duties in our corporate and business plans. Waterways Ireland is committed to ensuring that this Plan is communicated to all staff and will provide the necessary training and guidance on disability duties on the implementation of this plan.
- 4.5 Waterways Ireland will also ensure appropriate internal arrangements are in place to monitor and report on compliance with the disability duties, and implementation of this Action Plan. A three-year review of the Plan will be carried out in consultation with the Equality Commission for Northern Ireland.

5.0 Annual Report

- 5.1 Waterways Ireland confirms its commitment to submitting an annual report to the Equality Commission based on the implementation of this Plan. A copy of the annual report will be made available on our website and can be provided in alternative formats on request.
- 5.2 Details of progress on meeting objectives in relation to our public sector disability duties will also be included in Waterways Ireland's Annual Report.

6.0 Effective Engagement

- 6.1 We are committed to engaging effectively with people who have disabilities and their representative groups on the development, implementation and review of this plan.

7.0 Consultation

- 7.1 Waterways Ireland is committed to carrying out meaningful consultation in the development of its disability duties. Consultation is integral to the effective development, implementation, monitoring and review of the Plan. It is intended that this reflective and forward-looking engagement of consultees will ensure that the actions Waterways Ireland put in place bring about sustainable change for people with disabilities.
- 7.2 The involvement of consultees is designed to assist Waterways Ireland by:
- Identifying barriers faced by people with disabilities in participating in public life in general and specifically any barriers they have encountered when dealing with us.
 - Identifying circumstances in the past in which we have not promoted positive attitudes towards people with disabilities and by identifying future opportunities to promote such attitudes.
 - Setting priorities and identifying solutions to take remedial action; and
 - Monitoring and reviewing the effectiveness of measures taken.
- 7.3 Consultation on the Disability Action Plan will run from 1st September to 24th November 2025 and will consist of:
- Requests for responses to stakeholders and target groups on the draft Plan.
 - Online consultation with placement of the draft 2026-2028 Disability Action Plan on Waterways Ireland's website with social media advertising.
 - Face to face meetings with advisory groups and use of other methodologies identified as best practice; and
 - Removal of barriers to participation by offering to make consultation documents available in alternative formats
- 7.4 Consultation responses will be accepted in a variety of formats including:
- Consultation response questionnaire
 - By e-mail to equality.user@waterwaysireland.org
 - By requesting a one-to-one meeting; and
 - Any other method which could be reasonably accommodated.
- 7.5 On completion of the consultation process, Waterways Ireland will review the feedback received and will update the Disability Action Plan as necessary. All consultees received a copy of our response to the consultation comments received.

8.0 Public Life Positions over which Waterways Ireland has Responsibility

8.1 Waterways Ireland does not have direct control over public life positions; however, we will continue to clearly communicate our commitment to encouraging the participation of people with disabilities in public life through recruitment.

8.2 Opportunities are also provided for the involvement of our staff in policy and decision-making groups through the following channels:

- Waterways Ireland Equality and Diversity Working Group
- Joint Industrial Relations Forum
- Trade Union National Negotiating Committees
- Health & Safety both regional and organisation wide representation

9.0 Previous Measures

9.1 The following measures are indicative of the many positive actions we have taken in delivering previous Disability Action Plans, with a number of these actions established as part of our continuing commitment to promoting good equality practices.

- All capital and maintenance projects are designed in accordance with best practice.
- Events on and along our waterways are encouraged and facilitated to widen the appeal of the waterways for everyone, including people with disabilities. We collaborate and support a number of governing bodies to deliver recreation programmes to ensure they are accessible for people with disabilities.
- We support and encourage access for all events and programmes on and along our waterways. These are supported and promoted as part of our ongoing promotional reach.
- All job vacancies recruited externally are posted on the website and social media channels, opening career opportunities to a much wider audience and promoting equality of opportunity. It is Waterways Ireland's policy to provide employment equality to all existing and potential employees, irrespective of disability.
- All selection processes address the special needs of applicants on an individual basis.
- Employees, who have requested assistance to carry out their duties, have been provided with additional support, additionally, we invite employees to notify us if they wish to have a personal evacuation plan developed to accommodate their needs, in the event of an evacuation from our office buildings.
- Where public meetings are planned, consideration is given to ensuring that the venue and required services are accessible to all attendees

9.2 Whilst we are cognisant of the impact of Covid-19 restrictions on delivery of some elements of our previous Equality and Disability Action Plans, we will continue to monitor and consider priority focused on the mental health and wellbeing of our staff.

Section 10 of this Plan details the action measures and associated performance indicators and outputs Waterways Ireland commits to delivering between 2026-2028.

10. Action Measures

Under Section 49A of the Disability Discrimination Act 1995 (DDA 1995) (as amended by the Disability Discrimination (NI) Order 2006), Waterways Ireland is required when carrying out its functions to have due regard to:

- Promote positive attitudes towards disabled people; and
- Encourage participation by disabled people in public life.

Promote positive attitudes towards disabled people

Staff Training and Awareness

	Action Measure	Performance Indicator	Impact / Outcome	Timescale	Responsibility
1.	<p>Provide disability equality legislation training which will include information on employers and employee's duties under the Disability Discrimination Act and the Waterways Ireland equal opportunities policies and procedures.</p> <p>Deliver disability awareness and etiquette training to all staff to include:</p> <ul style="list-style-type: none"> • Promoting positive attitudes towards disabled people. • Developing understanding of the barriers faced by disabled people, including 	<p>Number of staff that have received disability equality training.</p> <p>100% of Operational staff</p> <p>100% of Professional Technical Administration staff to complete e-learning module (annual) including all Senior Management Members.</p> <p>100% of all new staff at induction</p> <p>Reduction in levels of reported bullying, harassment, discrimination and victimisation.</p>	<p>Keeps staff informed on disability issues and influences them to affect positive change opportunities.</p> <p>Staff have the training they need to identify what support they can offer customers/users with different needs and be aware of the support available to facilitate their interaction with users.</p> <p>Increased awareness of Waterways Ireland's shared disability obligations and provide staff with a</p>	<p>31/12/26</p> <p>31/12/27</p> <p>31/12/28</p>	<p>CS</p> <p>HR</p>

	Action Measure	Performance Indicator	Impact / Outcome	Timescale	Responsibility
	attitudinal and environmental factors. <ul style="list-style-type: none"> • An understanding of the social model of disability. • Information on the use of appropriate language and etiquette. • Challenging stereotypes/ misconceptions about disabled people. 		confidential opportunity to advise if they have any related requirements. Disabled employees requiring reasonable adjustments receive timely support and provide positive feedback about their experience		
2.	Encourage participation of disabled employees in training and development programmes. Outreach to disabled employees re development of training programmes. Engage with Disabled groups, such as Disability Action to arrange awareness training by one of their participants.	Encourage participation of disabled staff in training and development programmes to raise awareness and enhance development within the organisation	Increased opportunities for staff with disabilities. Effective succession planning for future workforce needs. Enhance development within the organisation	31/12/26 31/12/27 31/12/28	HR/CS
3.	Integrate and deliver disability equality into recruitment training to ensure that where reasonable; applications in alternative formats are accepted, reasonable adjustments proactively offered and made.	All HR-and all recruitment and selection panel members to complete annual equality and disability training	Staff have the training they need to identify what support they can offer job applicants with different needs.	31/12/26 31/12/27	HR

	Action Measure	Performance Indicator	Impact / Outcome	Timescale	Responsibility
		Number of requests for alternative formats, reasonable adjustments.	To be completed through the new Recruitment & Selection framework. Delivery through the Guaranteed interview scheme	31/12/28	

Communications

	Action Measure	Performance Indicator	Impact / Outcome	Timescale	Responsibility
4.	Run internal communication campaigns to build inclusion, raise awareness of our challenges, and celebrate the diversity of our workforce.	2 communications per annum, in collaboration with the Waterways Ireland Working Well Group.	Increased staff knowledge and awareness of specific disability issues and their shared obligations to implement the disability agenda.	07/2026 &12/2026 07/2027 &12/2027 07/2028 &12/2028	Equality Unit M&C CS/HR
5.	Use positive/inclusive imagery and content where feasible to promote the accessibility of the waterway environment for people with disabilities showcasing diverse disabled people enjoying sustainable waterway activities and	Embed positive/inclusive image captures in corporate publications, on social media and on our website. 2 collaborations per annum to create and capture positive imagery / content.	Encourage people with disabilities to experience the waterways within the organisation and externally Such imagery and content removes pre-conceived perceptions of the capabilities of people with disabilities.	07/2026 &12/2026 07/2027 &12/2027 07/2028 &12/2028	Equality Unit M&C

	Action Measure	Performance Indicator	Impact / Outcome	Timescale	Responsibility
	contributing to environmental stewardship				
6.	<p>Continue to create opportunities for the organisation to listen to staff and understand the personal impact of inequalities on disabled persons and to reduce barriers.</p> <p>Increase and promote the accessibility to a broader audience. E.g. external stakeholders and service users through social media</p>	1 communication content created per annum	<p>Increased awareness of Waterways Ireland's disability obligations internally through training, workshops and surveys and provide staff with a confidential opportunity to advise if they have any related requirements.</p> <p>Raise awareness and promote WI employee assistance programme and the Mental Health first aiders.</p> <p>Increase awareness to promote accessibility to external services users</p>	<p>31/12/26</p> <p>31/12/27</p> <p>31/12/28</p>	<p>CS</p> <p>M&C</p> <p>CEO</p> <p>E&H</p>
7.	Review our user communications to make sure they are clear and easy to understand, meet the needs of all users, and are available in	<p>Number of requests for information in alternative format.</p> <p>Number of complaints about our information or service delivery.</p>	Accessibility of Information Services for staff and visitors to our facilities and waterways who experience information barriers.	<p>31/12/26</p> <p>31/12/27</p> <p>31/12/28</p>	CS

	Action Measure	Performance Indicator	Impact / Outcome	Timescale	Responsibility
	<p>other languages and alternative formats.</p> <p>Ensuring compliance with European Accessibility Act legislation on digital accessibility</p> <p>Review and evaluate current communication channels available for disabled users and consider other potential channels to improve engagement.</p> <p>Continue to analyse equality related complaints to identify emerging trends which will allow for targeted intervention to improve the service and support we provide our disabled users.</p>	<p>Waterways Ireland website is fully compliant with current Web Content</p> <p>All documents to be published will be accessible as per National Disability Act requirements with consideration for environmental sustainability for example e.g digital accessible approaches that reduce environmental impact to provide a much greater range of tools to offer accessibility</p> <p>2 promotional content (such as video, podcast, or articles) which include an alternative format of communication to raise awareness of the accessibility of Waterways Ireland facilities</p> <p>2 training content pieces which include an alternative form of communication.</p>	<p>Creation of accessible communications, where applicable – written, spoken, digital and signed.</p> <p>All documents published are fully accessible.</p> <p>Ensuring compliance with European Accessibility Act legislation on digital accessibility</p>		<p>M&C</p> <p>M/S</p> <p>C/S</p> <p>HR</p>

Encourage participation by disabled people in public life

	Action Measure	Performance Indicator	Impact / Outcome	Timescale	Responsibility
8.	<p>Address identified gaps in equality data to ensure that data is sufficient to allow meaningful equality analysis.</p> <p>Audit the level of public participation by disabled people.</p> <p>Identify any existing barriers to participation of disabled people.</p>	<p>Accurate and up to date reflection of the equality groups within our workforce to inform annual statutory reporting, and to guide policy making.</p> <p>Carry out surveys to inform participation.</p>	<p>Informed feedback which will help WI identify barriers to equality of opportunity for disabled people.</p> <p>Informed feedback from people with disabilities using our facilities</p>	<p>31/12/26</p> <p>31/12/27</p> <p>31/12/28</p>	<p>CS</p> <p>M&C</p>
9.	<p>Affirmative action measures to attract more applications from people with disabilities for vacancies across all areas of our organisation.</p> <ul style="list-style-type: none"> Continue to use welcoming statements in recruitment exercise to encourage applications. Engage with disability organisations and ask them to promote recruitment exercises. 	<p>Increase of 3% per annum in applications received.</p> <p>1 work placement, work experience, work shadowing opportunity per annum.</p> <p>Host 1 capacity building workshop per annum.</p> <p>Engage with external groups such as NOW Group and Just Us for advice in considering participants that identify as neurodiverse.</p>	<p>Disabled people acquire skills and experience that will equip them to apply for public life positions.</p> <p>Workforce diversity data shows increased representation of disabled people.</p> <p>Compliance with Government targets for employment of persons with disabilities.</p>	<p>31/12/26</p> <p>31/12/27</p> <p>31/12/28</p>	<p>HR</p>

	Action Measure	Performance Indicator	Impact / Outcome	Timescale	Responsibility
	<ul style="list-style-type: none"> • Provide placement, work experience or job shadowing opportunities. • Support capacity building measures in the voluntary/community sector, for example giving support to disability groups or others in relation to the provision of training for disabled people in, for example, interviewing or other relevant skills. • Continue to use the guaranteed interview scheme and shortlist disabled people who meet the minimum criteria for the position. 				
10.	Collate information about applicants for jobs and our staff to enable us to take appropriate action and make improvements with attracting, recruiting, retaining and progressing people with disabilities	6% of workforce having a disability	<p>Progression and retention of staff with disabilities within the organisation</p> <p>An increase in Workforce diversity data in the workforce</p>	<p>31/12/26</p> <p>31/12/27</p> <p>31/12/28</p>	HR

	Action Measure	Performance Indicator	Impact / Outcome	Timescale	Responsibility
11.	Liaise with local disability groups or representative bodies to ascertain the most effective way of raising awareness and getting input from their disabled members on communication, participation and engagement with Waterways Ireland.	1 service user consultative forum representative of equality groups established – proactive participation by people with disabilities.	Increased methods of raising awareness and engagement amongst disabled people and explore new initiatives to increase participation and engagement. Improved opportunities for disabled people to engage with and influence policy makers.	Sept 2028	CS
12.	Encourage the participation of disabled users by involving service users and external stakeholders where possible to work collaboratively, share information and build supportive, trusting and professional relationships. Ensure provision made for access for participants with a disability is managed and supported in all Waterways Ireland work with third parties to increase use of the inland waterways for recreational activity.	Collaborate with stakeholders to support 2 events per annum targeting people with disabilities.	People with disabilities are encouraged to visit and enjoy our waterways and take part in a water sport while learning about and contributing to waterway conservation, biodiversity protection and sustainable recreation practices Increase the participation of people with disabilities in waterway activities, and in doing so, build their confidence, skills enhance their social well, and positively change their lives	31/12/26 31/12/27 31/12/28	C/S Ops M&C

	Action Measure	Performance Indicator	Impact / Outcome	Timescale	Responsibility
			Increase in number of applications to Waterways Ireland seeking approval for events targeting people with disabilities.		
13.	<p>Consider the needs of disabled people across all our services.</p> <p>Ensure the principles of Access for All and Universal Design are central in the design, upgrade and development of facilities on and along our waterways to ensure these are accessible and usable for everyone. In doing so we are creating waterway infrastructure that is accessible, sustainable and adaptable to environmental changes</p> <p>Internal and External communications/information material will, where possible and appropriate use positive</p>	<p>Number of complaints of equality/disability nature reported on Complaints Register.</p> <p>5 accessibility audits completed by end of Action Plan</p> <p>Increased provision of disabled facilities at 2 locations per annum</p> <p>Waterways Ireland website is fully compliant with current Web Content Accessibility Guidelines.</p>	<p>Removal, where feasible and with consideration to navigational limitations and safety constraints, of any structural barriers which limit physical access.</p> <p>Facilities on and along our waterways are designed and built, where applicable to the highest standards of accessibility for all to use and enjoy.</p> <p>Access for All to our services and facilities, where it is feasible and with consideration to navigational limitations and safety constraints.</p>	<p>31/12/26</p> <p>31/12/27</p> <p>31/12/28</p>	<p>Ops</p> <p>T/S</p> <p>Ops</p> <p>M&C</p> <p>IT</p>

	Action Measure	Performance Indicator	Impact / Outcome	Timescale	Responsibility
	<p>imagery and content to promote the accessibility of the waterway environment for people with disabilities.</p> <p>Online and digital information is accessible to everyone by maintaining WI managed social media and websites to a high standard.</p>		Promotion of positive attitudes towards disabled people.		

Key to Function Lead abbreviations:

WG Equality & Diversity Working Group

HR Human Resources

E&H Environment & Heritage

I&D Innovation & Development

CEO Chief Executive's Office

Ops Operations

CS Corporate Services

TS Technical Services

M&C Marketing & Communications

P&L Property & Legal

AM Asset Management

FIN Finance

PT Procurement Team

Our Equality and Disability Action Plans are in line with United Nations Sustainable Development Goals (SDGs). This does not affect our Equality and Disability commitment or actions. It demonstrates cross sections working together on achieving deliverables for positive outcomes.



SDG 10 – Reduced Inequalities.



SDG 11 (Sustainable Cities)



SDG 17 (Partnerships for the Goals),



SDG 4 (Quality Education)



SDG 13 (Climate Action)



SDG3 – Good Health and wellbeing



SDG 15 – Life on the land.



SDG5 Gender Equality



SDG12 Responsible Consumption



SDG9 Industry Innovation and Infrastructure

11.0 Publication of the Plan

11.1 This Disability Action Plan is available at:

www.waterwaysireland.org

Waterways Ireland will, through its ongoing work with people with disabilities, seek out further opportunities to communicate the Plan and develop collaborative disability programmes. Additionally, the Plan will be highlighted through advertisements, mail shots and meetings directly with disability organizations and representative groups, where requested. A copy of the Plan will also be made available to all employees.

11.2 The Plan will be made available in alternative formats on request. It may also be provided in other minority languages, subject to demand.

For further information on the content of this Plan or to discuss your specific format / translation requirements, please contact:

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