

Disability Inclusion Action Plan

2017 - 2021



Message from the General Manager

I am delighted to present MidCoast Council's first Disability Inclusion Action Plan.



MidCoast Council was formed in May 2016 as the result of the amalgamation of the former Gloucester Shire, Great Lakes and Greater Taree City Councils.

The amalgamation coincided with the commencement of disability inclusion action planning for all three of the former councils, and is the first Plan for our new, bigger Council area. Consulting with the community and planning for disability inclusion has provided a wonderful opportunity for us to get to know our new broader community, and to find out what matters to them.

We have always been committed to ensuring inclusivity and access for all members of our community, and this Plan provides the opportunity for us to extend this commitment.

This plan will be implemented over the next four years. During that time, we will continue to consult with the community in order to seek ways to improve the accessibility and inclusiveness of our community.

Glenn Handford
Interim General Manager

Statement of Commitment

At MidCoast Council we are committed to:

- Continually seeking ways to improve the accessibility and inclusiveness of our community through advocacy, collaboration and partnerships
- Continuing to raise community awareness of the needs and rights of people with a disability
- Ongoing and genuine dialogue with people with disability

Background

In 2008 the Australian Government committed to implementing the United Nations [UN] Convention on the Rights of Persons with Disabilities:

“to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.”

In 2014, as a means to fulfil this commitment, the NSW Government introduced the Disability Inclusion Act 2014 [NSW]. This Act requires all NSW councils to have a Disability Inclusion Action Plan in place by June 2017.

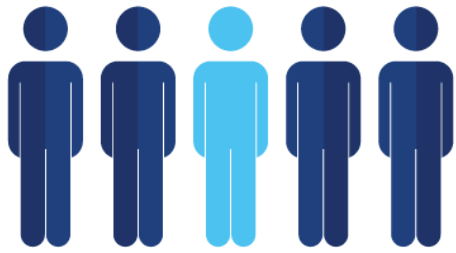
The purpose of these plans is to provide people with disability with the same rights as all other citizens and also requires others to recognise those rights.

This Disability Inclusion Plan [DIAP] is the first for MidCoast Council [MCC], which was formed in May 2016, following the amalgamation of Gloucester Shire, Great Lakes and Greater Taree City Councils. Development of this Disability Inclusion Plan in the period following amalgamation provides an opportunity to identify how this new organisation will approach disability inclusion together.

As a registered NDIS provider, and having a significant proportion of older residents who could be experiencing a range of age-related disabilities, it is imperative that MCC tackle this important opportunity with a whole-of-Council emphasis.

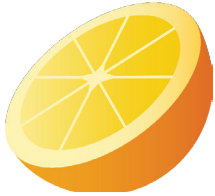


4.3 million Australians live with disability



In 2015, over 4 million people in Australia had a disability, equating to 18.3% of the population or nearly 1 in every 5 people.

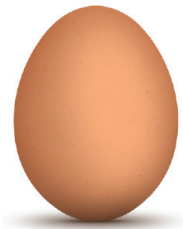
Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers in Australia, 2015



Just **over half**
[50.7%] of Australians over 65 live with a disability



5.8% of Australians
have a profound or severe disability



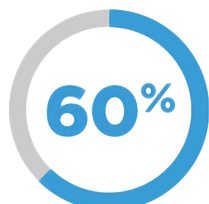
Almost **1 in 12**
Australians with a disability reported they had experienced discrimination or unfair treatment because of their disability



Young people (15-24) are
10 times more likely to report
discrimination than people aged over 65



People with a disability are
more likely to be unemployed [10%] than those
without a disability [5.3%]



Around **3 out of every 5**
people with disability require
assistance with at least one daily activity



Half of all people with a disability
use assistive aids or equipment
to help with their disability

Related Legislation and Standards

There are a number of legislative requirements which are directly relevant to disability, access and inclusion and which have been considered in development of this plan. These key instruments provide people with disability with the same rights as all other citizens and require others to recognise those rights.

International:

United Nations Convention on the Rights of Persons with Disabilities

Commonwealth:

Disability Discrimination Act, 1992

National Disability Strategy 2010-2020

National Arts and Disability Strategy, 2009

Disability [Access to Premises Standards - Buildings] Standards 2010

Disability Standards for Accessible Public Transport, 2002

NSW:

NSW Disability Inclusion Act, 2014

Carers [Recognition] Act, 2010

NSW Anti-Discrimination Act, 1977

National Disability Strategy - NSW Implementation Plan, 2012 - 2014

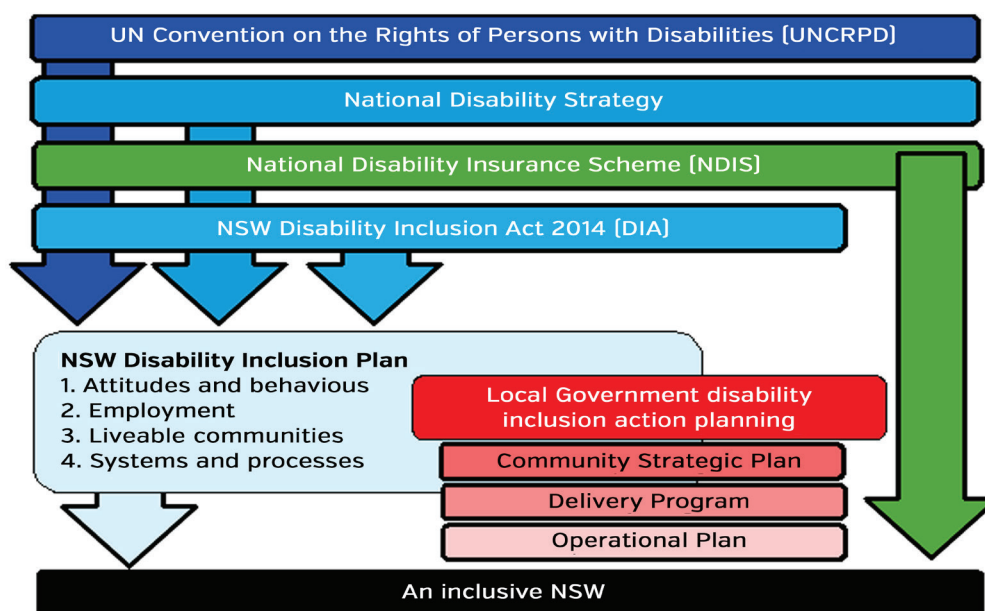
Local Government Act 1993 and Local Government [General] Regulation, 2005

National Disability Strategy 2010-2020

An initiative of the Council of Australian Governments, 2011

NSW Disability Inclusion Plan

February 2015



The relationships between relevant policy and legislative instruments

Definitions

Accessibility describes the degree to which an environment, service or product allows access by as many people as possible, in particular people with disability

Communication includes languages, display of text, Braille, tactile communication, large print, accessible multimedia as well as written, audio, plain-language, human-reader and augmentative and alternative modes, means and formats of communication, including accessible information and communication technology

Disability is an umbrella term for impairments, activity limitations, and participation restrictions, denoting the negative aspects of the interaction between an individual [with a health condition] and that individual's contextual factors [environmental and personal factors] *World Report on Disability, 2016*

Discrimination is defined [Disability Discrimination Act, 1992] as direct or indirect. Direct discrimination occurs when less favourable treatment occurs, or proposes to occur on the grounds of a disability, in comparison to a person without a disability in similar circumstances. Indirect discrimination occurs when there is a requirement or a proposed requirement or condition that is the same for everyone but has a disadvantaging, unfair effect on a person with the disability.

Universal design means the design of products, environments, programs and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design. "Universal design" shall not exclude assistive devices for particular groups of persons with disabilities where this is needed.



Integration with Council's Strategic Planning

The NSW Government's Integrated Planning and Reporting (IP&R) Framework requires all NSW councils to prepare:

- A long term community strategic plan that identifies the main priorities and aspirations of the community, providing a clear set of strategies to achieve this vision of the future;
- A four year delivery program which turns the strategic goals found in the Community Strategic Plan into actions; and
- An annual operational plan that identifies the individual projects and activities that will be undertaken in a specific year to achieve the commitments made in the Delivery Program.

As a newly merged council, our suite of integrated plans remain under development. In line with the Department of Premier and Cabinet's guidelines, our Community Strategic Plan and Delivery Program are currently comprised of plans from our former councils and our current Operational Plan is a composite of the plans from our former councils.



While these plans continue to develop during the merger implementation period, our DIAP has been designed to align with current plans and priorities and to evolve as our integrated plans evolve.

Strategies and actions outlined in the DIAP have been linked to key directions from our Community Strategic Plans to ensure alignment with community priorities and aspirations. This also ensures a strong linkage across our current Delivery Programs particularly given that a new Delivery Program for our merged entity is not due for development until the 2017/18 financial year.

Actions outlined in the DIAP will be incorporated into Operational Plans throughout the four year life of the plan. Actions will be assigned to Operational Plan years by the management team, with consideration to factors including priority and resourcing.

Development of the Plan

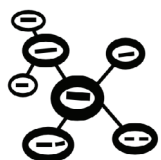


Consultation

In order for the DIAP to be meaningful and accurately reflect and address the needs of the community, internal and external stakeholders were consulted extensively in its development, as follows:

- Consultation workshops were undertaken as detailed in Annexure A.
- Service providers held 'Kitchen Table Conversations' with small groups of clients, carers, friends and family members. These conversations explored a range of questions relating to inclusion and accessibility. This method was employed as it was considered a productive method of obtaining information from community members who may otherwise find typical workshop style sessions intimidating or confusing.
- A survey was conducted amongst carers to identify the barriers and frustrations they experienced while out and about in the community with those they care for.

Information gathered through the consultation process is provided as Annexure B.



Mapping Council Services

Council delivers a diverse range of services beyond roads, rates and rubbish. To fulfil its purpose, it is imperative that the DIAP considers this full complement of services, and so council services have been mapped during the development of this plan. This mapping allowed council's management team to identify gaps and opportunities which have been incorporated into the strategies outlined in this plan.

Information gathered through the mapping process is provided as Annexure C.



Strategies and Actions

Inclusion strategies and actions outlined in the DIAP were developed with consideration to themes identified through the consultation and mapping process. Consideration was also given to actions already included in council's Delivery Programs and Operational Plan. Additional strategies which were voted as priorities during consultation were discussed with managers of relevant sections and included in the plan.

Development of the Plan [cont'd]



Public Exhibition

The Draft Disability Inclusion Action Plan was placed on public exhibition for 28 days and feedback incorporated into a final version for adoption by Council.



Monitoring and Evaluation

Monitoring and reporting of the achievement of DIAP actions will take place as part of our 6 monthly Operational Plan reporting and Annual Reporting processes. This supports the integration of DIAP priorities into our business as usual and allows us to regularly report to our community on achievements associated with our inclusion priorities.

Benchmarking surveys will also be undertaken during the life of the plan to determine our disability inclusion rating and to measure improvements as a result of the implementation of DIAP strategies.

In addition, ongoing consultation with internal and external stakeholders will continue throughout the life of this plan. This will ensure that the plan remains aligned with inclusion priorities and council remains on track with achieving planned outcomes.

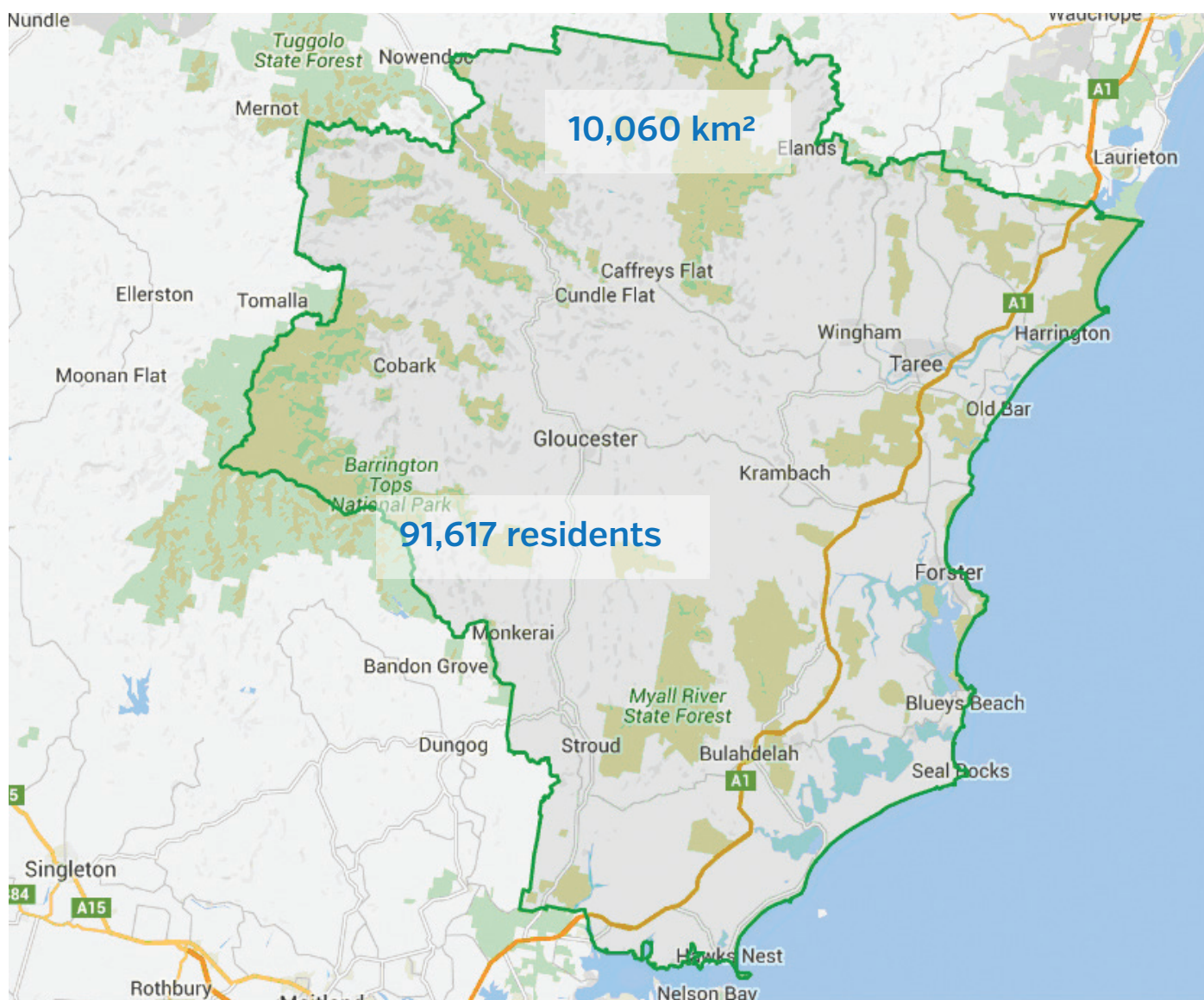


Community Profile

MidCoast Council is located on the mid-north coast of NSW, about 3.5 hours drive north of Sydney and 2 hours north of Newcastle.

Covering 10,060 km², the MidCoast LGA has vast tracts of farmland, national parks and forests, and a population density of just 0.09 people per hectare. This makes transport and the delivery of services to remote areas difficult.

The total population of the area is 91,617 with a lower proportion of pre-schoolers [5.2%] and a higher proportion of post-retirement age people [34.3%] compared to the NSW Regional average of 6.3% and 24.5% respectively)*.



Disability in the MidCoast region

Snapshot of people requiring assistance in the MidCoast Council area*



7.6% or 6,531 people in the MidCoast area have a disability**

- Versus All Regional 5.8%
- Versus State 4.9%



51.7% Males

48.3% Females



60.8% have no tertiary qualifications
Just **7.1%** have a university degree



15.5% are unemployed
And **6.4%** are looking for work



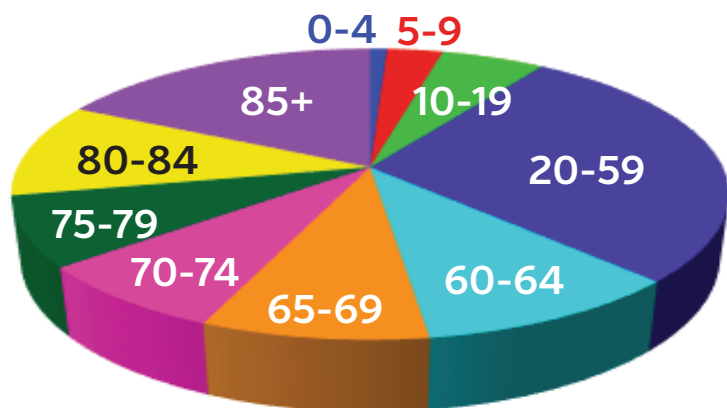
30% are renting their accommodation



37.5% do not have access to the internet

Disability in the MidCoast region

Residents requiring assistance by age*

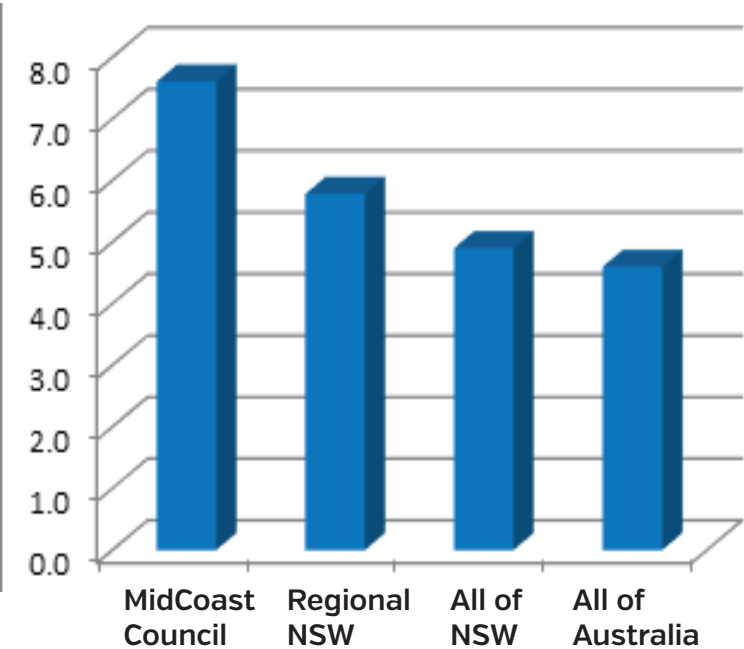


Analysis of the statistics for the MidCoast region reveals that the majority of residents requiring assistance with day-to-day activities are the elderly:

- 42% aged 85+
- 21% aged 80-84
- 12% aged 75-79

This leads us to assume that a large number of disabilities are age-related. This correlates to the general demographics for the MidCoast Council area with one-fifth of residents aged over 70, and more than one third aged over 60.

Total persons requiring assistance*



The challenges facing people with a disability living in the MidCoast Council area are compounded by the area's SEIFA score of 932.3.

The score measures the level of disadvantage of the area, based on:

- low income;
- low educational attainment;
- high unemployment; and
- jobs in relatively unskilled occupations.

Research shows that there is a relationship between socioeconomic status and disability.

In general, people with a disability experience higher levels of disadvantage in terms of income, employment, education, internet connection, housing, etc.

The MidCoast Council area ranks 23rd in NSW, meaning it is the 23rd most disadvantaged council area in NSW.

* Source: Australian Bureau of Statistics, Census of Population and Housing 2011. Compiled and presented by .id

Strategies

Consultation with Council staff, service providers and community focussed on four key areas outlined in the NSW Disability Inclusion Act, 2014, which have close alignment with council’s key directions:

NSW Disability Inclusion Act, 2014 focus area	Council key direction
Positive community attitudes and behaviours	Social commitment
Liveable communities	Environmental focus
Supporting access to meaningful employment	Economic responsibility
Improving access to services through better systems and processes	Civic leadership



Strategy 1:

Positive community attitudes and behaviours

“Even after physical barriers have been removed, negative attitudes can produce barriers in all domains. To overcome the ignorance and prejudice surrounding disability, education and awareness-raising is required” *World Report on Disability, 2011*

	Areas for action	Strategy	Time-frame	Council CSP Strategy
What Council can do:	Communication	<ul style="list-style-type: none"> Enhance media about inclusion initiatives and improvements Enhance consultation about new initiatives 	On-going	Increase community inclusion, cohesion and social interaction Use of technology to share information and provide easy access to services through a variety of channels
	Council contacts for access issues and assistance with community projects	<ul style="list-style-type: none"> Identify roles as part of merger restructure process Ensure Customer Relations team equipped with contact / directory information 	By end of 2017	Utilise clear communication methods to share information and encourage an informed community to enable meaningful participation and open dialogue on local and regional issues
	Modelling of inclusive behaviours by council staff	<ul style="list-style-type: none"> Implement staff training and awareness program 	On-going from 2018	Develop and maintain a skilled, motivated and accountable workforce
	Council staff awareness of the needs of people with disability	<ul style="list-style-type: none"> Implement staff training and awareness program Partnerships with front line emergency responders, business, schools Education campaigns Social campaigns 	On-going	Develop and maintain a skilled, motivated and accountable workforce
	Education and promotion within Aboriginal communities	<ul style="list-style-type: none"> Strengthen partnerships with local Aboriginal Land Councils and community groups 	On-going	Increase partnerships to enable Aboriginal community members to have greater access to services and activities
What Others can do:	Suitable transport	<ul style="list-style-type: none"> Lobby Federal and State Departments 		
	Inclusive programs	<ul style="list-style-type: none"> Encourage and participate in more inclusive programs 		

Strategy 2: Creating Liveable Communities

“Environments - physical, social and attitudinal - can either disable people with impairments or foster their participation and inclusion. The United Nations Convention on the Rights of Persons with Disabilities stipulates the importance of interventions to improve access to different domains on the environment including buildings and roads, transportation, information, and communication. These domains are interconnected - people with disabilities will not be able to benefit fully from improvements in one domain if the others remain inaccessible.” - *World Report on Disability, 2011*

What Council can do:	Areas for action	Strategy	Time-frame	Council CSP Strategy
	Focus on inclusion	<ul style="list-style-type: none"> Placemaking through continued rollout of community plans 	On-going	Increase community inclusion, cohesion and social interaction
	Accessible buildings	<ul style="list-style-type: none"> Seek funding to resource an audit of Council buildings Consider inclusion priorities and principles in development of annual works programs Seek external funding for capital works, where required Include accessibility considerations in maintenance and capital works specifications where possible 	On-going	Ensure community and cultural facilities reflect current and future needs and encourage the community to experience these Maintain and deliver community infrastructure to agreed service standards Ensure sporting and recreational facilities reflect current and future needs
	Accessible recreational facilities	<ul style="list-style-type: none"> Consider inclusion priorities and principles in development of annual works programs Seek external funding for capital works, where required Consult with sections of Council and community regarding works 	On-going	Manage urban development and ensure it respects the character of the area in which it is located with consideration of accessibility, adaptability and affordability
	Accessible beaches	<ul style="list-style-type: none"> Investigate costs and feasibility of <ul style="list-style-type: none"> Beach matting Beach wheelchairs Seek external funding for access works, where required Enhance promotion of beach wheelchairs available for public use 	By end 2018 and on-going	Support community involvement in strategic planning for their area
	Accessible green space	<ul style="list-style-type: none"> Consider inclusion priorities and principles in development of annual works programs Seek external funding for upgrades 	On-going	

Strategy 2: Creating Liveable Communities [cont'd]

What Council can do:

Areas for action	Strategy	Time-frame	Council CSP Strategy
Lighting	<ul style="list-style-type: none"> Consider inclusion priorities and principles in development of annual works programs Seek funding for works where appropriate 	On-going	Ensure community and cultural facilities reflect current and future needs and encourage the community to experience these
Footpaths	<ul style="list-style-type: none"> Consider inclusion priorities and principles in development of annual works programs Seek external funding for capital works, where required Consult with sections of Council and community regarding works 	Ongoing	<p>Maintain and deliver community infrastructure to agreed service standards</p> <p>Ensure sporting and recreational facilities reflect current and future needs</p>
Pedestrian crossings	<ul style="list-style-type: none"> Investigate feasibility of running a kerb-to-kerb pedestrian crossing trial site/s Consider inclusion priorities and principles in development of annual works programs Seek external funding for capital works, where required Consult with sections of Council and community regarding works 	Ongoing	<p>Manage urban development and ensure it respects the character of the area in which it is located with consideration of accessibility, adaptability and affordability</p> <p>Support community involvement in strategic planning for their area</p>
Public toilet and shower facilities	<ul style="list-style-type: none"> Include accessibility considerations in maintenance and capital works specifications Consider inclusion priorities and principles in development of annual works programs and specifications Seek external funding for capital works, where required Consult with sections of Council and community regarding works 	Ongoing	
Supported accommodation and respite	Provide information on service providers	Ongoing	Use of technology to share information and provide easy access to services through a variety of channels

Strategy 2: Creating Liveable Communities [cont'd]

	Areas for action	Strategy	Time-frame	Council CSP Strategy
What Council can do:	Accessible housing Lead time and cost to retrofit infrastructure to make it accessible	<ul style="list-style-type: none"> Raise awareness of and implement at time of Development Applications Assist local designers and architects become accredited in Livable™ Housing Principles 	Ongoing End 2018	Manage urban development and ensure it respects the character of the area in which it is located, with consideration of accessibility, adaptability and affordability
	Lead time and cost to retrofit	<ul style="list-style-type: none"> Plan ahead Discuss with Council's Development Application Team 		
What Others can do:	Supported accommodation for people with disability Emergency respite services	Contact service providers to discuss		
	Accessible housing	Contact service providers to discuss		

Strategy 3: Supporting access to meaningful employment

The United Nations Convention on the Rights of Persons with Disabilities [CRPD] “recognizes the right of persons with disabilities to work on an equal basis with others; this includes the opportunity to gain a living by work freely chosen or accepted in a labour market and work environment that is open, inclusive and accessible to persons with disabilities”

“Almost all jobs can be performed by someone with a disability, and given the right environment; most people with disabilities can be productive.” *World report on Disability 2011*

What Council can do:	Areas for action	Strategy	Time-frame	Council CSP Strategy
	Employer awareness of the value that people with disability can offer	Partnerships with Chambers of Commerce and service providers	Ongoing	Support our existing business community and encourage the development of new business and job opportunities Increase community inclusion, cohesion and social interaction
	Support for social enterprise	<ul style="list-style-type: none"> Promote and provide information on funding programs Partnerships with local community groups to provide assistance where possible 	Ongoing	
	Awareness of welfare support for job seekers with disability	Promote Centrelink education sessions	2018	
	Support for school leavers with disability	<ul style="list-style-type: none"> Advocate Provide information on service providers 	Ongoing	Provide positive support to the young people of the community
	Transport to interviews and work	Advocate	Ongoing	Advocate local and regional interests with State and Federal Government and actively contribute to regional and state initiatives

Strategy 3: Supporting access to meaningful employment [cont'd]

What Others can do:

Areas for action	Strategy
Employment options	Partnership with Chambers of Commerce
Employer awareness of the value that people with disabilities can contribute	Partnership with Chambers of Commerce
Support for social enterprise	Partnerships with local community groups
Mentoring and support for young people transitioning to work	Partnerships with disability employment services

Strategy 4: Improving access to services through better systems and processes

“For many people with disabilities, assistance and support are prerequisites for participating in society” *World Report on Disability, 2011*

	Areas for action	Strategy	Time-frame	Council CSP Strategy
What Council can do:	Support for customers to complete forms	<ul style="list-style-type: none"> Implement staff training and awareness program Accessible forms on website Systems and capacity to provide assistance 	Ongoing	A welcoming and easy-to-deal-with Council where customers have a positive experience of council service delivery
	Assistance navigating the NDIS	<ul style="list-style-type: none"> Provide support and information on service providers Ensure Customer Relations team equipped with contact/directory information Advocate for ongoing participant/community information and education sessions 	Ongoing	Increase community inclusion, cohesion and social interaction
	Access to information on available services	<ul style="list-style-type: none"> Investigate feasibility and options for delivery of LGA-wide service directory Promote service directory information 	End 2018	
	Networks that link services	<ul style="list-style-type: none"> Provide support for networks including access to venues and distribution of information Actively participate in networks 	Ongoing	
	Emergency/disaster preparedness in relation to evacuation of people with disability	Partner with Local Emergency Management Committee, and local services providers to raise awareness and develop appropriate plans	Ongoing	Promote community safety as a shared responsibility
What Others can do:	Support for customers to complete forms	<ul style="list-style-type: none"> Staff training with regard to client needs Systems in place to provide assistance 		
	Promotion of activities offered and available	Build relationships and tap into networks to reach people		

Annexure A

Summary of consultation activities undertaken in preparation for Disability Inclusion Action Planning

Workshops

- MidCoast Council Managers
- Great Lakes Interagency
- Disability Interagency Network
- Ageing & Disability Services senior staff and carers groups
- Gloucester Carers group through Bucketts Way Neighbourhood Centre

Kitchen Table Conversations

- Conversations held with clients by service providers

Survey

- Ageing & Disability casual staff

Exhibition period

- Draft DIAP placed on public exhibition

Advertising

- Council notices in 3 x local newspapers
- Radio
- Facebook
- Council Webpage

Annexure B

The following is the raw data collated from community consultation

Positive community attitudes and behaviours

What's working	Barriers	Suggested actions
Council messaging to the community (truthfully and honestly)	<ul style="list-style-type: none"> Not enough communication happening Who we talk to at Council if we want to implement a project? Need a go to person and willingness from Council to help 	<ul style="list-style-type: none"> Media about improvements More consultation Mandatory training for employees Staff training in identifying approaching, dealing with (including 'invisible' disabilities, ie dementia) - review, retrain
Education: primary to TAFE	<ul style="list-style-type: none"> Upskill everyone - don't leave it all to service providers Supporting carers 	Community forums, education programs
Opportunities to develop positive social media forums, eg 'Accept Difference' social campaign	Engaging with front line responders - police, emergency, ambulance	<ul style="list-style-type: none"> Need partnerships with local media to promote Build in existing promotions on TV and social media
Libraries do a great job <ul style="list-style-type: none"> Information Clean toilets Free internet access Cool/warm in adverse weather 	Libraries have the capacity/ability to make a difference	More promotion and activities in partnership with libraries
	Promotion to indigenous community	More promotion and consultation through partnerships with Local Land Councils and community groups
<ul style="list-style-type: none"> Inclusive programs - Men's shed, patchwork group good supporters (Gloucester) Social activities - community access (day programs and social and recreational activities) 		Encourage more inclusive programs through awareness campaign with groups like Rotary, Probus, U3A etc

Annexure B [cont'd]

Positive community attitudes and behaviours [cont'd]

What's working	Barriers	Suggested actions
<ul style="list-style-type: none"> Language is changing Promoting local stories Overall positive Positive community attitude and support when requested Supporting staff to manage 	<ul style="list-style-type: none"> World events [focus on negative news] and drug and alcohol - mental health problems are becoming 'normal' Stigma associated with mental health [violent, danger, perceived fear of being hurt, lower class citizens], generational = lack of knowledge Community is often not aware of disabled people or ignores them Communities need to take some ownership - not leave everything to Council Community ignorance. Non-inclusion issues More publicity around mental health but needs to be ongoing all year Education of needs and services No support unless they disclose <ul style="list-style-type: none"> - Fear - Discrimination 	<ul style="list-style-type: none"> Make mental health part of discussions at all functions/ events Need education. Focus on the positive, not the negative Form partnerships with business Organisations need a mental health first aid officer Need education program from school level about people with disabilities Need advocacy Services and provisions = choice = collaboration Community projects and education programs Identify where negative attitudes are coming from - understand this in order to make change Positive volunteer programs in schools School liaising Developing relationships with school communities as a whole [admin, teachers, students, parents]

Creating Liveable Communities

What's working	Barriers	Suggested actions
<ul style="list-style-type: none"> Attracting older people [retirees] Increased focus on inclusion 	<ul style="list-style-type: none"> Building on current models in the community - at capacity Need more opportunities Options for community connection to reduce isolation 	Place making

Annexure B [cont'd]

Creating Liveable Communities [cont'd]

What's working	Barriers	Suggested actions
<ul style="list-style-type: none"> • Heaps of green space • Clean waterways • Access to open space 	<ul style="list-style-type: none"> • More seating/shade • Green space not integrated or accessible • Need outdoor fitness trail for clients who need exercise but can't afford gym membership • Lighting at park after hours [winter] • Better lighting for security • Need accessible playgrounds for children 	<ul style="list-style-type: none"> • Solar lighting • Seek funding for fitness trails, children's playgrounds
	<ul style="list-style-type: none"> • More accessible buildings and facilities • Physical and budget constraints on design and delivery of infrastructure • Older infrastructure • No specific funding for upgrades available 	<ul style="list-style-type: none"> • Awareness of accessibility needs • Seek funding
	Lead time and cost to retrofit	<ul style="list-style-type: none"> • Discuss this at the time of Development Applications • Planning with this issue in mind. It's integral (not a retrofit or afterthought)
Accessible paths = PAMP	<ul style="list-style-type: none"> • Need for more kerb ramps • Need kerb-to-kerb pedestrian crossings - not cut backs/ ramps/dips • More, better, continuous footpaths and safe walkways • Easy access • Flooding in some areas after rain makes accessing some essential buildings difficult 	Asset management maintenance and renewal - include in planning stages
Holiday destination for families living with people with disability	Beach and lake access <ul style="list-style-type: none"> • Beach buggies • Accessible service device • Lifter - vehicle to chair [beach] • Beach matting 	<ul style="list-style-type: none"> • Seek funding and conduct feasibility studies for beach matting and beach wheelchairs at all beaches • Better promotion of existing beach wheelchair

Annexure B [cont'd]

Creating Liveable Communities [cont'd]

What's working	Barriers	Suggested actions
	<ul style="list-style-type: none"> No public transport Communities spread out making greater demands for facilities Accessible parking in all areas 	Lobbying and advocacy
We've come a long way <ul style="list-style-type: none"> Access standards Physical disabilities are quite well catered for 	However mental health issues are not well catered for	Educations programs to raise awareness
<ul style="list-style-type: none"> Celebrate success of shops that have put in accessible toilets More equal access amenities River walk and good accessible toilets 	<ul style="list-style-type: none"> Cleaning schedule for toilets - dirty and hot Showers/lifting in facilities needs review No public toilets for high needs people with disabilities in large chairs that can't weight bear Accessible toilet/shower facilities in town 	<ul style="list-style-type: none"> Education of Council staff regarding toileting needs of people with disabilities Seek funding to upgrade toilets for high-needs Review cleaning regimes
	<ul style="list-style-type: none"> Emergency respite. Nothing at the moment [Gloucester] Supported accommodation facilities, group homes, respite accommodation, age appropriate - urgent need across LGA 	<ul style="list-style-type: none"> Lobby State and Federal Governments for funding for more housing Seek funding to build and implement
	<ul style="list-style-type: none"> Medical Centre location and access is dangerous [Gloucester] Hand rails at MEC - stairs are difficult Infrastructure ie lighting and hand rails 	Council staff to review
<ul style="list-style-type: none"> Accessible buildings Hearing loops Physical disability access at pools 	Improvements to buildings and layout	<ul style="list-style-type: none"> Improve accessibility Audit council buildings and facilities

Annexure B [cont'd]

Supporting access to meaningful employment

What's working	Barriers	Suggested actions
<ul style="list-style-type: none"> Rehabilitation programs Job reassignment Retraining Employee Assistance Programs (EAP) EEO Policies 	Limited access to work experience	<ul style="list-style-type: none"> Educate council and business in disability - focus on can do not can't do. Role models - Council should lead by example, take advantage of Federal funding available
Accessible buildings and facilities	<ul style="list-style-type: none"> Accessible workplaces Workplace design - toilets, workstations, better access, equipment modification, work experience opportunities 	Education for local businesses on the physical requirements for people with disabilities. Seek funding to improve.
Multiple options for job selection	<ul style="list-style-type: none"> ID of suitable employment (like return to work philosophy) There is nothing for our 'special people' Extra \$ resourcing that may be needed People with disability need flexible, part-time conditions (eg people working remotely from home because disability prevents them from leaving home) How to balance business needs and EEO principles 	<ul style="list-style-type: none"> Partnership with Chamber of Commerce Corporate partnerships - Valley Industries & GLCR Support social enterprise Funding for social enterprises - could build on community gardens Social enterprise - building business to create jobs and increase skills Build on small opportunities, eg building furniture out of pallets Showcase positive examples/stories Build capacity of retailers to understand value of customers with a disability
<ul style="list-style-type: none"> Some great employers in this area Smaller firms are the best employers = people with disabilities quickly become 'part of the family' Support = people stay in employment = increase in confidence, reductions in anxiety Strong network in some areas supporting employment (eg Gloucester) 	<ul style="list-style-type: none"> How do we make our approach real, genuine, applied? Senior management support for approach to workplace disability Build capacity of retailers to understand value of customers with a disability No incentives to employ people with disabilities Employers/businesses need education Access to funding to support individuals to gain employment - business is not aware Change attitudes of business re employment of those with disability 	<ul style="list-style-type: none"> Consultation with staff on where there may be issues Education on process of how to address Raise awareness - education program Build capacity of retailers to understand value of customers with a disability Community education that employing someone with a disability is not all about coping with a wheelchair - need ad campaign

Annexure B [cont'd]

Supporting access to meaningful employment [cont'd]

What's working	Barriers	Suggested actions
	<ul style="list-style-type: none"> • People with disabilities lose benefits when they start working but they don't earn enough to replace the pension • Family and carers are not supportive of people with disabilities getting jobs perception that they'll lose their pensions. Not true, needs to improve • Need incentive for the person with disability to continue working 	Partnership with Centrelink to seek education opportunities for pension issues
<ul style="list-style-type: none"> • Some good programs locally (eg Breakthru and Nova - working in schools with kids with special needs, Valley Industries) • Some services available - employment services • Wesley have run out of clients in Tea Gardens, Hawks Nest and Gloucester so have capacity to help • Sometimes people are forced to access these services before they are ready (eg getting a job) 	<ul style="list-style-type: none"> • Mentoring type program from TAFE to work for easy transition • Extremely limited • No support for school leavers for disabled young adults • Supported employment agencies are not paying enough 	<ul style="list-style-type: none"> • Partnerships with disability employment services • Promote paid, proper internship program ['Stepping on' - Australian Disability Employment Network]
	<ul style="list-style-type: none"> • Example of young Gloucester person who has to catch train to Taree the day before he has to work and camp out or stay with a friend in order to get to work on time • Transport dependent • Very difficult to get employment for people, and transport is a problem • ADEs - support for client to access work. Transition to Work funding ceased with implementation of NDIS. No funding for transport during work search period, but there is once work has been secured 	Advocacy with Transport NSW and Community Transport

Annexure B [cont'd]

Improving access to services through better systems and processes

What's working	Barriers	Suggested actions
	Resourcing: <ul style="list-style-type: none"> • \$ • Staff • Physical improvements to buildings, facilities, etc • Priorities 	Seek funding opportunities for improvements, education and training
<ul style="list-style-type: none"> • Accessible website • Council website and Facebook page • Better Reading Better Communities Program [through Library] 	<ul style="list-style-type: none"> • Literacy • The move to the online world is isolating • Lack of computer skills [assumption that because young people are brought up in the digital world and can use Facebook, they are computer literate, but many can't use Word or other computer applications] • Prevents face-to-face interaction • People with anxiety struggle to concentrate for the length of time required to complete tasks online • Need to improve access to computers • Technology lag. Access to IT 	<ul style="list-style-type: none"> • Boot camp for young people before they enrol at TAFE • Provision of support to customers in completing forms, provision of relevant information, staff training
	Accessible DA processes <ul style="list-style-type: none"> • Access to LEP and other plans • Planning controls to facilitate and enhance accessibility 	Planning Section investigate improvements
Provision of library services in various formats, taking the service to the people	Library self service	Liaise with Libraries to expand existing services

Annexure B [cont'd]

Improving access to services through better systems and processes [cont'd]

What's working	Barriers	Suggested actions
<ul style="list-style-type: none"> • NDIS approval plans = access to services • Website/link from Council • Service providers are offering assistance • Growth in participants for NDIS creates a bigger pool 	<ul style="list-style-type: none"> • NDIS - stressful and difficult for clients • Access to information about NDIS • NDIS eligibility and criteria works for a proportion of people - cut off people aged 65 or 55 for Aboriginal people • NDIS = dog eat dog mentality - not all about the client any more • Some people still don't know where to go. Result of constant change in funding and services • No satisfaction about timely answers to issues • Understanding of NDIS and impact 	<p>Encourage people to ask questions of providers. If they aren't happy, they can change provider</p>
<ul style="list-style-type: none"> • TAFE students collate service information as part of their course • Navigating the maze book (couple of years ago) is something like this still available? 	<ul style="list-style-type: none"> • How do we make this widely available • Not sure who to contact in some cases • Promotion of activities offered and available 	<ul style="list-style-type: none"> • Need community directory that's easily available and kept up to date • Build relationships and tap into networks to reach people
	Big gap - provision of sign language interpreters. Young people in schools need this service	Assist schools to advocate for funding and services
Some GPs use different service providers that don't have waiting lists	<ul style="list-style-type: none"> • 3 month wait in Forster and Tuncurry for services after health plan has been put together by a GP • Proper diagnosis - get support in place early • Poor access to doctors - pathetic - 6 week wait • Poor health promotion • Limitations around health issues - allied health • Lack of medical expertise in some cases (eg child with autism) (Gloucester) • Limited access to OTs, speech, physio, specialists, etc 	Advocate with State and Federal Health departments for improved services

Annexure B [cont'd]

Improving access to services through better systems and processes [cont'd]

What's working	Barriers	Suggested actions
	No public transport. No taxi service. School bus doesn't run through holidays. Many services don't understand - it's the client's problem if they can't get there. Example of young person with disability refused access to bus because she needs assistance to get on and off. Access to disability transport. Person with a disability should NOT have to rely on school buses [intimidating] for transport. Bus stops don't always have shelter and timetable information	Lobby State and Federal Government departments for improved services
	Access committee - where to now with merge of council?	Investigate establishing Access advisory committee for newly-merged Council
Services linking networks	<ul style="list-style-type: none"> How are organisations funded to keep meeting [like Disability Interagency Network]? 	Liaise with funding providers <ul style="list-style-type: none"> Importance of networking Need for specific funding
Help points in businesses/ shops/information centres	<ul style="list-style-type: none"> Central repository for information/services. Centrelink? Doctors? Broader range of information across to the community - regular updates Community awareness about services available 	<ul style="list-style-type: none"> Establish central hub for access to lists/ directory of community services available locally Better advertising required
	Elderly people caring for people with disabilities - how does community reach out to them, especially in disaster times?	Local Emergency Management Plans - link in with disaster preparedness
Library is brilliant <ul style="list-style-type: none"> Layout Very welcoming Easy internet access Great friendly supporting staff Taxi vouchers 		
Poor coordination for tele-health through NSW Health	Found access through medico - Tele health	<ul style="list-style-type: none"> Consultation with HNE to promote tele-health Advocate for better coordination and improved services

Annexure C

Mapping of Council Services

Building Services

Function/ Program	Users	Facilities	Public Info sources	Inclusion issues?	Notes
Building Design	Building Designers	Future building projects		Improve the design of building projects	Awareness training for building designers in the area of accessibility
Council facilities and buildings	General Public, Council employees	Buildings, parks, reserves accessways	Website Facebook	Equitable access for all	Audit of all Council facilities to be programmed
Parks and playgrounds	General Public	Parks and playgrounds	Website Facebook	Accessibility is the responsibility of all stakeholders to consider for new or modification of existing facilities	Audit of all Council facilities to be programmed
Customer Service - i.e. all Council staff	General Public	All Council office buildings reception areas.	Website Facebook	Interaction of staff with people with disabilities	Awareness training for staff interactions/ awareness
Planning Policies and Development Controls	Planning staff and building designers	All new buildings and additions	Council Policies, DCP	Incentives for best practice building design	
Community Events	Public	Accessibility is addressed in planning or permitting community events	Website Facebook	Accessibility is addressed in planning or permitting community events	Applications are required to address all stakeholders relating to the provision of equitable access for all, i.e. provision of accessible temporary toilet facilities

Annexure C [cont'd]

Community Services

Function/ Program	Users	Facilities	Public Info sources	Inclusion issues?	Notes
Ageing & Disability Service Provision	<ul style="list-style-type: none"> • People with disabilities • Families • Carers 	<ul style="list-style-type: none"> • Community Centre • Respite Centre • Hawks Nest/Tea Gardens Centre • Stroud Centre • Public places for social activities 	<ul style="list-style-type: none"> • Website • Facebook • Media • Brochures • Interagencies 	Social activity venues may not be accessible Some services dependent on client's access to funding to pay for services	<ul style="list-style-type: none"> • Risk assessments • Ongoing evaluation • Accreditation
Youth Services	<ul style="list-style-type: none"> • Young people • Schools • Parents 	<ul style="list-style-type: none"> • Council premises • Non-council premises, eg Clubs or halls 	Website Facebook Media Email distribution lists Interagencies	<ul style="list-style-type: none"> • Premises or activities may not be appropriate • How to reach isolated people • Lack of funding for projects • Staff resources • Publicity material not suitable for vision impaired 	<ul style="list-style-type: none"> • Risk assessments • Ongoing evaluation • Seek funding
Aboriginal Services	<ul style="list-style-type: none"> • Aboriginal communities • Land Council Boards 	<ul style="list-style-type: none"> • Council premises • Aboriginal Land 	Website Facebook Media Email distribution lists Interagencies	<ul style="list-style-type: none"> • Premises or activities may not be appropriate • How to reach isolated people • Lack of funding for projects • Staff resources • Publicity material not suitable for vision impaired 	<ul style="list-style-type: none"> • Risk assessments • Ongoing evaluation • Seek funding

Annexure C [cont'd]

Community Services [cont'd]

Function/ Program	Users	Facilities	Public Info sources	Inclusion issues?	Notes
Community Development	<ul style="list-style-type: none"> • Service providers • General community • Service groups 	<ul style="list-style-type: none"> • Council premises • Non-council premises, eg Clubs or halls 	<ul style="list-style-type: none"> • Website • Facebook • Media • Email distribution lists • Interagencies 	<ul style="list-style-type: none"> • Premises or activities may not be appropriate • How to reach isolated people • Lack of funding for projects • Staff resources • Publicity material not suitable for vision impaired 	Partnerships and networking is key Seek funding
Community Events	Public	<ul style="list-style-type: none"> • Council premises • Non-council premises, eg Clubs or halls 	<ul style="list-style-type: none"> • Website • Facebook • Media • Email distribution lists • Interagencies 	<ul style="list-style-type: none"> • Accessibility is addressed in planning or permitting community events • Staff resources • Funding • Events/activities need to suit everyone (vision and hearing impaired, people with dementia, etc) • Publicity material not suitable for vision impaired 	<ul style="list-style-type: none"> • Risk assessments • Evaluation
Education/awareness	<ul style="list-style-type: none"> • Council staff • General community 	<ul style="list-style-type: none"> • Council premises • Non-council premises, eg Clubs or halls 	Website Facebook Email distribution lists Interagencies	Attendance by people who need it most but think they don't	<ul style="list-style-type: none"> • Risk assessments • Ongoing evaluation • Seek funding

Annexure C [cont'd]

Human Resources

Function/ Program	Users	Facilities	Public Info sources	Inclusion issues?	Notes
Recruitment - staff & volunteers	<ul style="list-style-type: none"> Internal staff External applicants Recruitment agencies including Disability Employment Services 	Admin buildings & depot offices	<ul style="list-style-type: none"> Council Website Print advertisements Online ads eRecruitment system Workforce Management Plan EEO Management Plan 	<ul style="list-style-type: none"> Building & work site accessibility Accessible parking Role/task adaptation Vision impairment Hearing impairment Literacy & language barriers Technology [computer & mobile devices etc] 	<ul style="list-style-type: none"> Recruitment process to include guidelines for offering adaptation to application & interview process Advise candidates of accessible options for parking and building access Website Careers with Council page to include content which encourages applicants to notify the selection panel of any adaptation requirements Advertisements avoid the use of jargon Advertisements state Councils commitment to EEO & diversity Create a database of suitable employment roles and include in WMP & EEO Management Plan
Training - staff	<ul style="list-style-type: none"> Training providers Staff Volunteers 	<ul style="list-style-type: none"> Admin buildings & depot offices External training venues e.g. LGTI, TAFE 	<ul style="list-style-type: none"> Website/s Training materials 	<ul style="list-style-type: none"> Building accessibility Accessible Parking Vision impairment Hearing impairment Literacy & language barriers Technology [Computer & mobile devices etc] Dietary restrictions & requirements 	<ul style="list-style-type: none"> Review training content & format to ensure appropriateness Utilise suitable venues for training Provide options for dietary restrictions and requirements when sustenance is provided Develop and implement an annual Disability Awareness training program for staff

Annexure C [cont'd]

Human Resources [cont'd]

Function/ Program	Users	Facilities	Public Info sources	Inclusion issues?	Notes
Staff & Volunteer Retention	<ul style="list-style-type: none"> Internal staff Volunteers 	All Council work locations - Admin Buildings, Libraries, Community Centres, Depots, work sites	<ul style="list-style-type: none"> Website content Workforce Management Plan EEO Management Plan 	<ul style="list-style-type: none"> Building accessibility Vision impairment Hearing impairment Literacy & Language barriers Technology [Computer & mobile devices etc] Reading & Writing difficulties Mental Health Transportation 	<ul style="list-style-type: none"> Work adaptation and workplace design/setup is considered as part of workplace induction processes Consider and offer retraining & redeployment opportunities where appropriate Create a database of suitable employment roles and include in WMP & EEO Management Plan Continue to support and promote Employee Assistance Program Continue to support and promote the use of the Education Assistance Policy for retraining & redeployment opportunities
EEO Management	<ul style="list-style-type: none"> Internal staff Volunteers 	All Council work locations - Admin Buildings, Libraries, Community Centres, Depots, work sites	<ul style="list-style-type: none"> Website content Workforce Management Plan EEO Management Plan 		<ul style="list-style-type: none"> Promote and support the EEO Management Plan Continue to support and promote Employee Assistance Program Develop and implement an annual Disability Awareness training program for staff

Annexure C [cont'd]

Growth, Economic Development & Tourism

Function/ Program	Users	Facilities	Public Info sources	Inclusion issues?	Notes
Cultural Facilities	Patrons, general public, performers	Manning Entertainment Centre	<ul style="list-style-type: none"> Website Facebook Page Instagram Newspapers Box Office Forster ticket outlet 	Physical access to theatre	Investigate ways to improve access to back of stage and backstage bathrooms for performers Recent improvements have been made to public areas
	Patrons, general public	Manning Regional Art Gallery	<ul style="list-style-type: none"> Website Facebook Page Instagram Printed Annual Program Newspapers 	<p>Physical access to gallery</p> <p>Access to exhibitions – Auslan for important Artist floor talks or exhibition openings. Accessibility signage for Public sculpture</p> <p>Everyone having the opportunity to volunteer</p> <ul style="list-style-type: none"> training Inclusive options for all volunteers Training manual - review underway 	<p>Submission to improve access for funding pending. The Friends of the Gallery applying for Stronger community funds.</p> <p>Investigate funding opportunities</p> <p>Inclusive programs in place: Arts and Dementia Program (fortnightly tours/talks/art making activities)</p> <p>Disability access programs - tours & talks/artworks you can touch.</p>

Annexure C [cont'd]

Growth, Economic Development & Tourism [cont'd]

Function/ Program	Users	Facilities	Public Info sources	Inclusion issues?	Notes
Destination Management / Tourism	General public, visitors.	Visitor Information Centres in Forster, Taree, Gloucester, Pacific Palms, Tea Gardens	<ul style="list-style-type: none"> Websites Social media platforms Print guides, information brochures 	<p>Access to visitor information – physical and digital</p> <p>Access to attractions</p> <p>Signage at important destinations</p>	New MCC Destination Management Plan - inclusion and accessibility consideration to all aspects of the visitor experience and future delivery (website, trails/tracks development, interpretative signage etc). Infrastructure funding applications

Annexure C [cont'd]

Library

Function/ Program	Users	Facilities	Public Info Sources
Library Services	General Public	Branches at: Tea Gardens, Bulahdelah, Stroud, Nabiac, Forster, Hallidays Point, Taree, Old Bar, Wingham and Harrington Gloucester coming online with MidCoast Council on 1 July	<ul style="list-style-type: none"> Website Facebook page Electronic Newsletter Printed media [eg. posters] Online catalogue

Inclusion issues?	Notes
Consistency in tactile signage for vision impaired	Primary focus would be for accessing the building, using after hours chute etc. Not done holistically across all sites
Disabled access toilets	Inconsistency of standards. Some facilities eg. Nabiac, Bulahdelah and Wingham only have external toilet access Work has been discussed to improve disabled toilet facilities at Taree
Public PCs do not have adaptable screen reading technology	Being considered in Taree
Accessibility of website	Website is currently under development. The former Great Lakes website is compliant and the new website will feature accessibility functions
Accessibility of library catalogue	Libero is W3C compliant
Shelving too high and too low	This is a problem for some library sites and will be addressed progressively when renovations occur Staff can assist patrons to retrieve items
Aisles too narrow	This is also acknowledged and aisle widths and other layout barriers are considered in all redesign of sites
Disability access ramps	All sites have flat level entry, though some ramps are quite steep eg. Taree and Gloucester Also at Taree access to the disability parking is on a challenging slope
Workroom access	Direct access to the Taree workroom involves steps
Tactile floor markers	There is some use of tactile floor markers but this is inconsistent across all sites
Public taps	Not all taps in public toilets are designed for full accessibility
Floors	Noted that shiny floors may confuse sufferers of dementia; this should be taken into consideration in library design
Seating	Have a range of seating options for various level of mobility

Annexure C [cont'd]

Operations

Function/ Program	Users	Facilities	Public Info Sources	Inclusion issues?	Notes
Footpath Maintenance / Construction	<ul style="list-style-type: none"> • Pedestrians, Cyclists • General Public 	Footpaths throughout LGA	<ul style="list-style-type: none"> • Website • Facebook • Media 	<ul style="list-style-type: none"> • Access • Repair of existing footpath • Have inspection regime to proactively identify defects 	<p>Provide access for disabled</p> <p>Installation of tactile markers as part of maintenance works</p> <p>Inspections already in place</p>
Road Construction	<ul style="list-style-type: none"> • Pedestrians • General Public • Drivers 	Footpaths and roadways	<ul style="list-style-type: none"> • Website • Facebook • Media 	<ul style="list-style-type: none"> • Access to infrastructure through worksite • Access to Bus Stops • Access to other forms of public transport • Lines of sight 	<p>Ensure Pedestrian Management Plans include provision for mobility challenged / visually impaired</p> <p>Traffic control plans to have adequate advisory signage.</p> <p>Ensure pedestrian surfaces are clean and clear of obstruction/ trip hazards and loose material</p>
Kerb Maintenance / Construction	<ul style="list-style-type: none"> • Pedestrians, Cyclists • General Public 	Kerb & gutter throughout LGA	<ul style="list-style-type: none"> • Website • Facebook • Media 	<ul style="list-style-type: none"> • Access • Repair of existing Kerb & Gutter • Have inspection regime to proactively identify defects 	<p>Provide access for disabled</p> <p>Installation of tactile markers as part of maintenance works</p> <p>Inspections already in place</p>
Worksites for other maintenance activities	<ul style="list-style-type: none"> • Pedestrians, Cyclists • General Public 	Road reserve	<ul style="list-style-type: none"> • Website • Facebook • Media 	<ul style="list-style-type: none"> • Access to infrastructure through worksite • Access to Bus Stops • Access to other forms of public transport. • Lines of sight 	<p>Ensure Pedestrian management plans include provision for mobility challenged / visually impaired</p> <p>Traffic control plans to have adequate advisory signage</p> <p>Ensure pedestrian surfaces are clean and clear of obstruction/ trip hazards and loose material</p>

Annexure C [cont'd]

Planning

Function/ Program	Users	Facilities	Public Info Sources	Inclusion issues?	Notes
Strategic planning ie. LEP, planning strategies	<ul style="list-style-type: none"> Internal customers General public State agencies Service providers Consultants 	N/A	<ul style="list-style-type: none"> Website Hard copy documentation [exhibition] 	<ul style="list-style-type: none"> Access to services and transport Designing our public places so they are easily accessible 	Transport and Accessibility Strategy - would provide framework for consideration across the organisation [Engineering & Design Guidelines is where this would fit]
Development as- essment tools/ incentives i.e. DCP, policies	<ul style="list-style-type: none"> Internal customers General public State agencies Service providers 	N/A	<ul style="list-style-type: none"> Website Hard copy documentation [exhibition] 	<ul style="list-style-type: none"> Expanding liveable/ adaptable housing provisions and incentives 	Limitations in legislative framework - LEP, SEPP, BCA requirements
Technology/mapping	<ul style="list-style-type: none"> Internal customers General public State agencies Service providers 	N/A	<ul style="list-style-type: none"> Website Hard copy documentation [exhibition] 		Investigation into appropriate software APP - location of, booking arrangements for disability equipment available to residents and visitors
Strategic planning documents	<ul style="list-style-type: none"> Internal customers General public State agencies Service providers 	N/A	<ul style="list-style-type: none"> Website Hard copy documentation [exhibition] 	<ul style="list-style-type: none"> Accessible website Designing our documents so people can understand the documents Use plain English 	Organisational training on plain English writing
Initiatives: Vibrant Spaces		<ul style="list-style-type: none"> Administrative offices District offices Community halls Commercial centres - foot-paths, walkways, retail premises 	<ul style="list-style-type: none"> Website Hard copy documentation [exhibition] 		APP - location of, booking arrangements for disability equipment available to residents and visitors

Annexure C [cont'd]

Planning [cont'd]

Function/ Program	Users	Facilities	Public Info Sources	Inclusion issues?	Notes
Community consultation		<ul style="list-style-type: none"> Administrative offices District offices Community halls 	<ul style="list-style-type: none"> Fact sheets Explanatory notes Multiple copies in relevant offices, libraries and community facilities (where appropriate and possible eg. Pacific Palms) Hard copy and internet information available 	<ul style="list-style-type: none"> Accessible website Designing our documents so people can understand the documents Use plain English Time and location of consultation sessions 	<p>Information on which Council facilities are accessible and have appropriate facilities</p> <p>APP - location of, booking arrangements for disability equipment available to residents and visitors</p>

Annexure C [cont'd]

Property and Commercial Services

Function/ Program	Users	Facilities	Public Info Sources	Inclusion issues?	Notes
Public Amenities	General public	Amenities LGA wide	Website Disability maps Signage onsite	Older buildings built prior to accessibility standards, width of internals/doorways, lack of grip handles, access ramps, accessible amenities, carparking etc	<ul style="list-style-type: none"> Ongoing program to upgrade public amenities to allow for accessibility access and use as resources & funding permit Regular inspections undertaken to identify inclusion and condition issues
Council buildings	Staff and design contractors	Council buildings LGA wide	Internal Policy [TBD]	Older buildings built prior to accessibility standards, width of internals/doorways, access [ie. ramps, car parking, amenities] etc	<ul style="list-style-type: none"> Policy and check sheet to be designed and implemented to ensure all future upgrade designs for Council buildings address and include accessibility, energy, water and other standards that meet or exceed community expectations
Accessibility building audit	Staff	Council buildings LGA wide	Internal use only	Due to amalgamation, unknown access standards across the 3 former LGA's, unknown priorities and costings	<ul style="list-style-type: none"> Regular inspections undertaken to identify inclusion and condition issues, priority list to be created based on outcomes and placed on works program as funds allow

Annexure C [cont'd]

Waste Services

Function/ Program	Users	Facilities	Public Info Sources	Inclusion issues?	Notes
Landfills, Transfer Stations & Tip Shops	General public	<ul style="list-style-type: none"> • Bucketts Way Land-fill, [Tinonee] • Gloucester Landfill • Tuncurry Transfer Station • Tea Gardens Transfer Station • Bulahdelah Transfer Station • Stroud Landfill 	Website Facebook	<ul style="list-style-type: none"> • Uneven surfaces • Access throughout tip shops for wheelchairs 	<ul style="list-style-type: none"> • Uneven surfaces under review • Wheel chair access across all sites under review.
MRF Education room	School groups, waste organisations, organised visitor groups	Tuncurry Transfer Station	Website Facebook	Stairs with rail lift, uneven surfaces, parking	<ul style="list-style-type: none"> • Parking under construction • Do not book large groups with mobility issues due to time needed to use lift