



Lake Macquarie
City Council

A man with short brown hair, wearing sunglasses and a light blue patterned short-sleeved shirt, is playing a brown ukulele and singing into a microphone. The background is a blurred green and blue bokeh, suggesting an outdoor setting with trees and sky.

A MORE INCLUSIVE AND ACCESSIBLE CITY

Disability Inclusion Action Plan 2017–2021





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COMMITMENT TO DISABILITY INCLUSION

MESSAGE FROM THE MAYOR

Residents of Lake Macquarie enjoy an enviable lifestyle. We are part of a thriving, growing network of interconnected communities who live among cherished natural environments and vibrant urban spaces. We are also a City that values inclusion. In the words of our newly adopted City Vision – written and informed by our community – we are a City that “strives to be fair to all”.

I am proud to present Council’s Disability Inclusion Plan 2017-2021, which continues Lake Macquarie’s journey to being an accessible and inclusive City that is responsive to the needs of its residents.

The number of people living with disability in Lake Macquarie is relatively high, so it is imperative that our planning, services and activities accommodate their rights and needs. Census figures show more than 11,500 people in our City need assistance with self-care, mobility or communication. This represents 6.1 per cent of our population, which is above the NSW average of 4.9 per cent. Many others live with incapacities which, while perhaps less severe, still present challenges to their participation in everyday activities.

Accessibility and inclusion will become more important as our population grows older, because the prevalence of disability increases with age. As a popular retirement destination, Lake Macquarie City has a significant older population, with one quarter of our residents over the age of 60.

Our City was a trial site for the National Disability Insurance Scheme, which has made profound changes to the lives of thousands of people in our community, allowing them more choice

and control over their lives. Through this Disability Inclusion Action Plan, Council will continue that momentum of positive change, implementing strategies at a local government level that complement state and federal government initiatives.

In developing this Plan, we asked the community to share their ideas on ways Council could make it easier for people with disability to live in Lake Macquarie. The engagement process involved conversations with local service providers, people with disability, carers, high school students, Council’s Ageing and Disability Panel and stakeholder groups including the Hunter Disability Network.

Among the suggestions they came up with were social hubs for young people, improved wheelchair access to beaches and community buildings, and the development of an app that puts information about accessibility at local events and facilities at the user’s fingertips. We also received feedback on the need to enhance employment, volunteering and networking opportunities for people in our community who are living with disability.

These ideas have been absorbed into the strategies and actions articulated at the end of this draft Plan. These priorities will direct our efforts over the next four years to become a more accessible and inclusive City in which all residents can participate actively and equally.

Cr Kay Fraser
Mayor of Lake Macquarie



MESSAGE FROM THE GENERAL MANAGER

The Disability Inclusion Action Plan 2017-2021 is an integral part of the planning framework of Lake Macquarie City Council. It will guide the strategies we develop and the actions we take over the next four years, to ensure they meet our commitment to being a City that is inclusive and accessible for all residents.

Council has responsibilities under state and national legislation, and internationally under the conventions of the United Nations, to ensure we are proactive in removing barriers that can prevent people with disability from participating fully in City life.

However, our commitment to being an inclusive City runs much deeper than fulfilling a legislative responsibility. It is about creating a fair society and meeting the expectations of our community, who have confirmed through our extensive community engagement process that they consider accessibility and equal opportunity to be key priorities.

The Disability Inclusion Action Plan will be an important component of Council's new Community Strategic Plan, to be developed in the first half of 2017. It will inform our Delivery Program, Operational Plan and other planning strategies.

The Plan will ensure inclusion is a fundamental aspect of future decision-making by Council, whether we are building amenities, developing services or planning community activities. It will further instil the principles of inclusion in our organisational culture at Lake Macquarie City Council; reinforcing the role of every employee to identify and address barriers to participation.

Council has been developing disability action plans since 1999 and has made some significant advances during that time. We established an

Ageing and Disability Panel in 2010. We have upgraded and constructed new facilities to improve accessibility at community centres, holiday parks, libraries, swim centres, surf clubs, boat ramps and beaches, as well as at the City Administrative Centre and Art Gallery. We have increased accessibility of car parks, toilet blocks and pathways, including the Fernleigh Track, and built an award-winning all-abilities playground at Speers Point Park that is a major City drawcard and has been emulated around the country.

The Disability Inclusion Action Plan will continue to steer inclusive strategic planning with emphasis on four focus areas: attitudes and behaviours; liveable communities; employment; and systems and processes. It will help Council identify deficiencies and opportunities in each focus area and set benchmarks to strive for over the next four years.

As a Council, we must also be an advocate for inclusion, and this Plan outlines actions we can take to foster positive change in attitudes and awareness. These include working with business to increase employment options, ensuring public events are accessible and inclusive, and using Council's communication networks to raise the profile of people with disability.

We can all play a part in making it easier for people with disability to live, work and visit our City. This Plan empowers Council to take a leadership role in making Lake Macquarie a community that embraces diversity and equal opportunity.

Brian Bell
General Manager





OVERVIEW AND VISION

The *NSW Disability Inclusion Act 2014* (DIA) requires NSW Government agencies and local councils to prepare a coordinated and unified Disability Inclusion Action Plan by 1 July 2017.

It is a requirement that all Disability Inclusion Action Plans cover the following key focus areas:

1. developing positive community attitudes and behaviours;
2. creating liveable communities;
3. supporting access to meaningful employment; and
4. improving access to mainstream services through better systems and processes.

Lake Macquarie City Council is committed to ensure that local services, facilities and programs provided by Council are inclusive to members of the community. Council supports the rights of people with disability in our community to have equal access to opportunities, services and facilities and choice over how to live their lives as all residents do.

Community consultation for the Disability Inclusion Action Plan was conducted in August and September 2016 where the community were asked to share ideas on ways Council can make it easier for people with disability to live in Lake Macquarie. Questions were based around the four key focus areas.

The community participated in the following ways:

- Hunter School Leavers expo;
- online ideas wall;
- feedback surveys;
- community consultation meetings with local service providers and groups;
- workshop with Council's Ageing and Disability Panel; and
- informal conversations and feedback.

The plan was developed in line with the NSW Disability Inclusion Action Planning Guidelines Local Government. The draft plan was reported to Council in April and placed on public exhibition for 28 days.

Following the exhibition period, no significant changes were required and the plan has been adopted by Council.



POLICY AND LEGISLATIVE FRAMEWORK

The *Disability Inclusion Act 2014* is the legislative foundation for Local Government Disability Inclusion and Access planning. The *Disability Inclusion Act 2014* is related to the following International, National and State legislations. This is illustrated in Figure 1 - relationships between the relevant policy and legislative instruments.

INTERNATIONAL

- UN convention of the Rights of Persons with Disabilities (UNCRPD): The UNCRPD was adopted by the Australian Government in 2008, and recognises that people with disability have the same human rights as those without disability.

NATIONAL

- National Disability Strategy (NDS): The strategy was developed in support for Australia's commitment to the UNCRPD, to improve the lives of Australians with disability, their families and carers.
- National Disability Insurance Scheme (NDIS): Funding is allocated to eligible individuals allowing them more choice and control over the supports they require. Whilst the NDIS was

introduced in Lake Macquarie City in 2016, the whole program will be implemented NSW wide by 2018.

- Commonwealth *Disability Discrimination Act 1992* (DDA): The DDA makes it against the law to discriminate against someone if they have a disability in the following areas of life: employment; education; access to premises; provision of goods, services and facilities; accommodation; buying land; activities of clubs and associations; sport; and administration of Commonwealth Government laws and programs. The DDA also protects people who have some form of personal connection with a person with a disability like relatives, friends, carers and co-workers from discrimination because of their connection or relationship.
- Commonwealth Disability (Access to Premises – Buildings) Standards 2010: These standards ensure that any application for a building approval for a new building or upgrade of an existing building will require an application to be lodged and approved based on the following:

- To ensure dignified, equitable, cost-effective and reasonably achievable access to buildings, and facilities and services for people with disability.
- To give certainty to building certifiers, developers and managers that if the Standards are complied with they cannot be subject to a successful complaint under the DDA in relation to those matters covered by the Premises Standards.

STATE

- *Local Government Act 1993*: Refers to Equal Employment Opportunity provisions that specify councils responsibilities to plan for and achieve a diverse workforce. Councils must also adopt a code of conduct based on the Model Code of Conduct for Local Government for Local Councils in NSW. Council's code of conduct sets minimum standards of behaviour for council officials including councillors, staff, administrators,

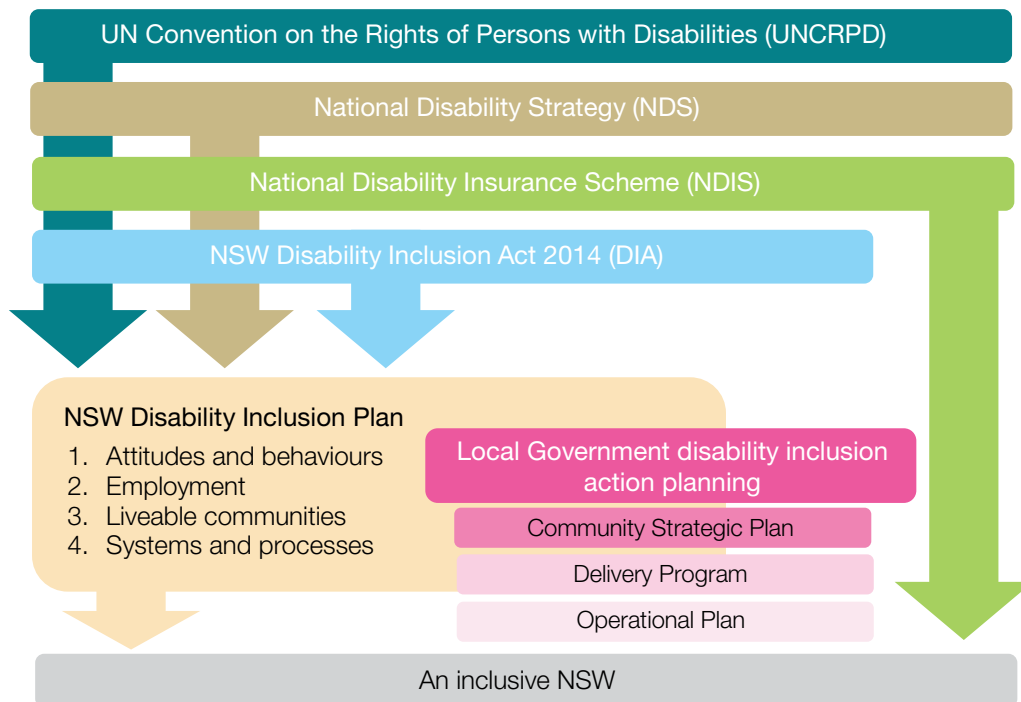
members of councillor committee, conduct reviewers and delegates of council whilst carrying out their roles.

- *Local Government (general) Regulation 2005*: This regulation sets out how Local Government is required to undertake its planning and reporting activities through the Integrated Planning and Reporting framework.
- *NSW Anti-Discrimination Act 1977 (ADA)*: In NSW it is against the law to discriminate against a person on the basis of race, including colour, nationality, descent and ethnic, ethno-religious or national origin, sex, including pregnancy and breastfeeding, marital or domestic status, disability, homosexuality, age, transgender status, and carer responsibilities. Sexual harassment and vilification on the basis of race, homosexuality, transgender status or HIV/AIDS status are also prohibited under this Act.

OTHER LEGISLATION AND STANDARDS

- Australian Standard (AS 1428) Design for Access and Mobility
- *Disability Standards for Accessible Public Transport 2002*

Figure 1: The relationships between the relevant policy and legislative instruments.



Source: Disability Inclusion Action Planning Guidelines Local Government.



The Lake Macquarie City Disability Inclusion Action Plan has been prepared in line with the City Vision developed for the Lake Macquarie Community Strategic Plan 2017-2027. This plan sets out the community values, main priorities and long-term strategies to achieve this Vision. Members of the community provided extensive input to the Strategic Plan 2017-2027 through a range of community engagement methods.

The community values for the City are:

- 1. Unique landscape** – a place where the natural environment (bushland, coast, lake and mountains) is protected and enhanced: where our existing urban centres are the focus of our growth, maintaining their unique characteristics.
- 2. Lifestyle and wellbeing** – a place that encourages safe active and social opportunities.
- 3. Mobility and accessibility** – effective transport systems that provide choices to conveniently move people, goods and services.
- 4. Diverse economy** – which is resilient and adaptable to change, making the best use of the unique advantages of our location and lifestyle.
- 5. Connected communities** – that support and care for all and provide a sense of belonging.
- 6. Creativity** – working together with creative processes and outcomes that bring together history, culture, knowledge and expertise that supports new technologies and ways of thinking.
- 7. Shared decision making** – Lake Macquarie communities continue shared responsibility for governance.





COMMUNITY PROFILE

Lake Macquarie City's population is more than 204,000 being the largest city in the Lower Hunter and the seventh highest population in NSW. The population is expected to increase by 24,450 by 2036 (Hunter Regional Plan 2036, NSW Department of Planning).

Lake Macquarie is a landscape of more than 780 square kilometres, comprising beaches, lake and mountains and is home to one of the largest coastal saltwater lakes in Australia.

WHAT IS DISABILITY?

The definition of disability in the *Disability Discrimination Act 1992* (DDA) is as broad as possible. It includes: physical, intellectual, psychiatric, sensory, neurological, learning disabilities, physical disfigurement and the presence in the body of disease causing organisms. Disability, with reference to the DDA as it relates to a person means:

- total or partial loss of the person's bodily or mental functions; or
- total or partial loss of a part of the body; or

- the presence in the body of organisms causing disease or illness; or
- the presence in the body of organisms capable of causing disease or illness; or
- the malfunction, malformation or disfigurement of a part of the person's body; or
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour; and includes a disability that:
 - presently exists; or
 - previously existed but no longer exists; or may exist in the future; or
 - is imputed to a person.

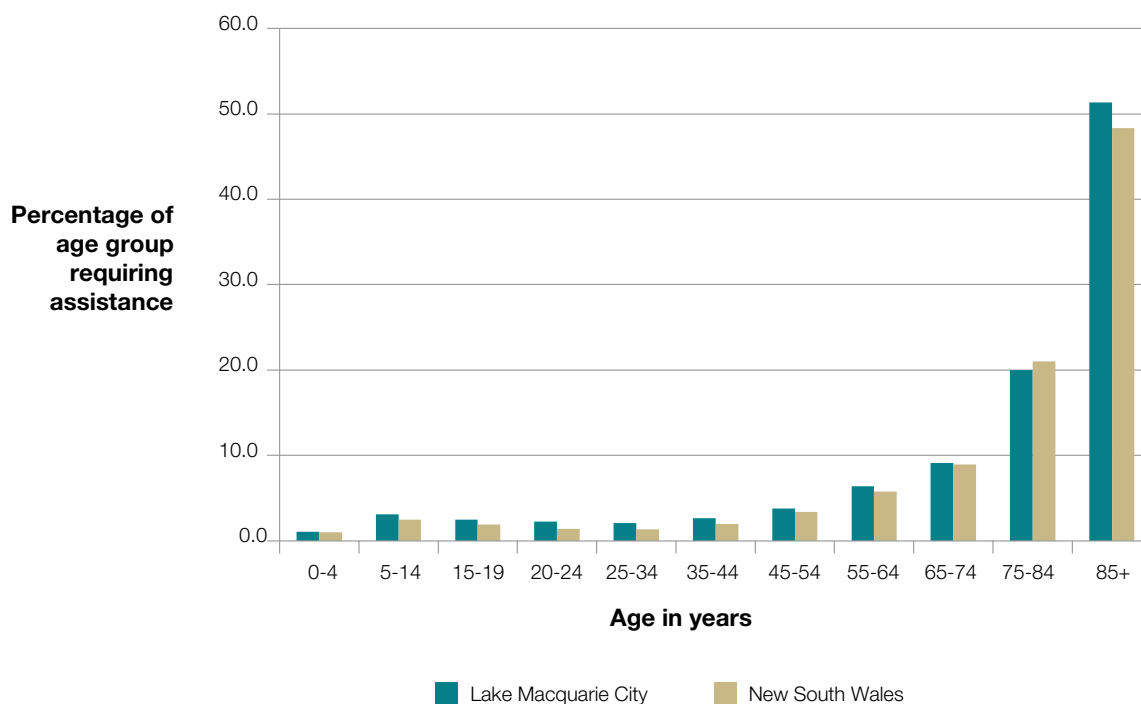
In the 2011 Census of Population and Housing, more than 11,500 people in Lake Macquarie City reported that they have a need for assistance with a core activity (self-care, mobility, or communication).

This represents 6.1 per cent of the population, which is higher than that reported for NSW (4.9 per cent of the population). As illustrated in

Figure 2, the likelihood for need for assistance with a core activity increases with age.

In the two weeks prior to Census night, 13.2 per cent of the Lake Macquarie population (compared to 11.4 per cent for NSW) spent time providing unpaid care, help or assistance to family members or others because of a disability, a long term illness or problems relating to age.

Figure 2: Core Activity Need for Assistance.



Females (15.7 per cent) were more likely than males (10.6 per cent) to provide assistance, whilst the age group having the highest proportion of providing unpaid care was the 55-64 year age group.

The 2015 Survey of Disability, Ageing and Carers (SDAC) found that the disability prevalence rate in Australia has remained relatively stable over time, with 18.3 per cent (or 4.3 million people) of people reporting a disability in 2015 (compared with 18.5 per cent in 2012 and 2009).

The SDAC also identified that:

- around one-third of Australian households contained a person with a disability (35.9 per cent or 3.2 million households);
- 95.4 per cent of people with a disability lived in a household, either alone (20.6 per cent) or with others (74.8 per cent), with the remainder living in cared-accommodation;
- the majority (78.5 per cent) of people with a disability reported a physical condition, such as back problems, as their main long-term health condition. The other 21.5 per cent reported mental and behavioural disorders;



- more than half of those with a disability aged 15 to 64 years participated in the labour force (53.4 per cent), which is considerably fewer than those without a disability (83.2 per cent);
- the weekly median income of people with a disability was \$465, which was less than half of those with no reported disability;
- almost 2.7 million Australians were carers (11.6 per cent);
- the average age of a primary carer was 55 years;
- more than one-third of primary carers (37.8 per cent) were living with a disability themselves
- almost one in 12 Australians with a disability (281,100 people or 8.6 per cent) reported they had experienced discrimination or unfair treatment because of their disability;
- young people with a disability (aged 15 to 24 years) were more likely to report the experience of discrimination (20.5 per cent) than those aged 65 years and over (2.1 per cent); and
- more than one-third (35.1 per cent) of women and more than one-quarter (28.1 per cent) of men aged 15 years and over had avoided situations because of their disability.





SNAPSHOT OF COUNCIL FACILITIES AND SERVICES

The following community facilities are provided in the City:

Type	Number
Community halls, multi-purpose centres, men's sheds, surf clubs	51
Child care centres	14
Sports fields	122
Skate parks	8
Boat ramps	29
Playgrounds	111
Lake Mac Swim Centres	6
Lake Mac Beaches	4
Lake Mac Libraries, including mobile and home library service	10
Lake Macquarie City Art Gallery	1
Cemeteries	9
Public toilets	106





Council is committed to upgrading facilities to improve accessibility. Some of these improvements include:

- Lake Macquarie Variety Playground – an all-abilities playground featuring a large range of play equipment including a liberty swing, sensory features, a quiet zone and barbecue/picnic facilities.
- Changing place facility – located within the amenities building at Speers Point Park and accessed with Master Locksmith Access Key (MLAK). This facility is fitted with a hoist, adjustable bed, accessible toilet and shower facility.
- Lake Mac Beaches - patrolled beaches, beach wheelchairs available, an accessible viewing platform, accessible surf club and amenities. Introduced beach matting installed during weekends over the soft sand at Caves Beach.
- Upgrade of amenities – surf clubs, sports and community facilities access upgrades including new ramps, lifts, pathways, accessible car parking and accessible toilet facilities. Two new community centres built. Extension of Fernleigh Track (shared pathway).
- Public toilets – total of 16 accessible facilities. Some upgrades and new amenities introduced.
- Lake Mac Libraries – all branches are accessible. Recent upgrade of Speers Point and Cardiff branch replaced with new building. Additional resources purchased include screen readers, daisy readers and 3D books. Replaced bus with a new smaller vehicle used for the mobile library service.
- Lake Mac Swim Centres – upgrades including accessible toilet facilities and pool hoists.
- Boat ramps – including four accessible facilities and accessible car parking.
- Holiday Parks – accessible cabins at two parks, access improvements including new amenities, campers kitchen and a new swimming pool with ramp access.

COUNCIL PROGRAMS AND SERVICES

- International Day of People with Disability event every two years.
- Library services and resources.
- Blue Dot waste service - provides a weekly service for people who are unable to put out their bins.
- The Good Neighbour Project encourages people to assist their neighbours who are unable to put out their bins.
- Breakdown the Barriers exercises - internal staff and Councillors.
- Provide comment on development applications, master plans and Council facilities with a public use to ensure non-discriminatory access and use.

AGEING AND DISABILITY PANEL

To ensure equity of access to services and facilities for all residents of Lake Macquarie City, the Panel was established in 2010. The Panel provides Council with advice on the broad range of issues that affect seniors, people with disability and carers, as well as providing information back into the community on Council services and plans.

Issues discussed include access to services and facilities, pedestrian infrastructure, transport, health, housing, support services and activities.

The panel consists of elected members from:

- local service providers - ageing and disability;
- community members from the target groups - older adults, people with a disability and carers; and
- Council representatives – including Councillors and specialist staff.



COMMUNITY CONSULTATION OUTCOMES

During August and September 2016, the community were asked to share ideas of ways to make it easier for people with a disability to live, work and visit the City. Feedback assisted in developing a draft Disability Inclusion Action Plan 2017–2021.

WHO PARTICIPATED?

- Approximately 300 people actively participated in the engagement program to assist us prepare a draft Disability Inclusion Action Plan.
- We heard from people with disability, carers, family, Community Care Network and local service providers.
- We also gathered ideas from Council's Ageing and Disability Panel, high school students and 50 members of the Hunter Disability Network.

HOW DID THEY PARTICIPATE?



WHAT WE HEARD

Break down attitudes within the community and within Council. Use role play, education, and awareness training

Indirect and inaccessible public transport services are a barrier to meaningful employment



ATTITUDES

- Social hubs and activities for young people to build networks and skills, e.g. creative courses.
- A can-do attitude within Council and the community - share positive stories and be prepared to make adjustments to create opportunities.
- Better links with local groups, businesses and organisations.

LIVEABLE COMMUNITIES

- More changing places, accessible parking and drop off areas for mini buses.
- Improve wheelchair access to local beaches, and community and sports facilities.

Focus on the advantages of employing people with disabilities. Paid employment and other opportunities funded on disability. Not sheltered. Real life experience.



EMPLOYMENT

- We need more volunteer and employment opportunities within Council, and better links with local businesses.
- Work with local businesses and the community to increase awareness and advocate for employing people with disabilities.

Accessibility or parking app so that people know the accessibility of facilities, events



SYSTEMS

- More information on disability access at local events and facilities.
- Readspeaker, screen reader and other technologies (i.e. phone apps) would make it easier for staff and community to access information and communicate.
 - Council's website to provide up to date information on accessible parks, playgrounds and facilities.





STRATEGIES AND ACTIONS

The following action plan sets out a vision across four key focus areas:

1. developing positive community attitudes and behaviours;
2. creating liveable communities;
3. supporting access to meaningful employment; and
4. improving access to mainstream services through better systems and processes.

1) ATTITUDES AND BEHAVIOURS

Strategy	Action	KPI
1.1 Improve knowledge of disability within Council staff	Continue to provide orientation to new Customer Service Staff on disability information and website information available to community.	All new customer service staff receive training
	Review induction process for new staff within Council to include disability awareness.	Module developed and all new staff complete orientation
	Implement disability awareness program for existing Council staff.	Disability awareness program developed
	Continue to plan and facilitate a Breakdown the Barriers exercise targeting Councillors and staff working in design and construction of Council infrastructure and involving community/business.	One Break Down the Barriers exercise delivered to new Councillors and staff
1.2 Increase awareness of the use of Assistance Animals in Council facilities	Introduce Assistance Animals signage at Council facilities including Administrative Building, Lake Mac Libraries, Lake Mac Swim Centres, Visitor Information Centre and community centres.	Signs provided at Council facilities
1.3 Raise profile of people with disability through Council media	Advocate for inclusion of people with disability in Council publications and promotions.	Number of publications that are inclusive of people with a disability

Outcome	Time	Responsibility	IP &R Framework ¹
Staff knowledge increased which will assist in giving accurate and timely response to community enquiries.	Ongoing	Community Planner Ageing and Disability Ageing and Disability Officer Customer Service and Communications	CSP ² value: Connected Communities DP ³ objective: We are a supportive and inclusive community
New employees more informed and educated on disability awareness.	2017/18	Community Planner Ageing and Disability Workforce Planning	
Council staff awareness increased and positive attitude encouraged.	2018/19	Workforce Planning	
Informed awareness of the issues faced by people with disability.	2018/19	Community Planner Ageing and Disability Ageing and Disability Officer	
Staff and community awareness and attitude improved. Remove barriers for people with disability when accessing facilities.	Annual	Community Planner Ageing and Disability Community and Recreation Development	
Promote inclusion within the community and Council.	2018	Community Planner Ageing and Disability Customer Service and Communication	

1 IP&R Framework - Integrated Planning and Reporting Framework

2 CSP - Lake Macquarie City Community Strategic Plan 2017-2027

3 DP - Lake Macquarie City Delivery Program 2017-2021

Strategy	Action	KPI
1.4 Increase accessibility and improve inclusion at Council events and activities	Review and update event application and guidelines form.	Accessibility and inclusion are included in the event application and guidelines
	Advocate for improved accessibility and inclusive Council events.	Number of events that are accessible and inclusive
	Develop a free program of activities for people with a disability to build networks and skills.	Program developed and implemented
1.5 Reduce barriers within Council and the community by advocating for inclusion	Follow up access issues raised by the community.	Number of complaints resolved
	Advocate for issues that affect People with Disability and work within Council to update Development Control Plan (DCP) to reflect need including increasing accessible parking and adaptable housing.	DCP amended
	Continue to participate and attend relevant networks and forums to advocate for inclusion.	Number of forums attended where advocacy has occurred
	Continue to facilitate the Ageing and Disability Panel to advocate, represent and inform the Community and Council about inclusion.	Minimum of five meetings held annually
1.6 Better links with local businesses to advocate for People with Disability	Facilitate partnerships and networks to educate local businesses on the benefits of good access.	Number of businesses that have been provided with information

Outcome	Time	Responsibility	IP &R Framework ¹
Events are more inclusive.	2017	Cultural Development and Events Officer	CSP value: Connected Communities DP objective: We are a supportive and inclusive community
Increased participation of people with disability at Council events.	Ongoing	Community Planner Ageing and Disability Ageing and Disability Officer	
Improve social participation and quality of life.	2017–2018	Ageing and Disability Officer	
Improvements made to Council infrastructure and built environment.	Ongoing	Community Planner Ageing and Disability Ageing and Disability Officer	
Increase choice and quality of life of People with Disability.	2020–2021	Community Planner Ageing and Disability Integrated Planning	
As above.	Ongoing	Community Planner Ageing and Disability Ageing and Disability Office	
Council is engaged with the community about inclusion matters.	Ongoing	Community Planner Ageing and Disability Ageing and Disability Officer	
Business more inclusive of needs of people with disabilities.	Ongoing	Community Planner Ageing and Disability Partnerships Community Organisations Chamber of Commerce	

2) LIVEABLE COMMUNITIES

Strategy	Action	KPI
2.1 Increase the number of Changing Place facilities in the City	Changing Place facility to be included as part of the upgrade of Toronto Swim Centre.	Changing Place provided
2.2 Identify works that need to be undertaken to improve accessibility at Council Sports and Recreational facilities	Conduct audits of sporting facilities and identify list of capital works to be undertaken. Minimum 12 audits completed annually. Continue to comment on master plans of recreational facilities.	Capital works identified and prioritised for upgrades
2.3 Improve non-discriminatory access at Council community facilities	Conduct audit of Lake Macquarie Performing Arts Centre and identify list of works to be undertaken.	List of works developed
	Liaise with Council's Asset Management Department to monitor forward works programs to improve non-discriminatory access to facilities.	List of works developed
2.4 Improve access to beaches and waterways for People with a Disability	Investigate access options and improvements at Lake Mac Beaches. Explore funding sources.	Capital works identified and prioritised for upgrades

3) EMPLOYMENT

Strategy	Action	KPI
3.1 Identify number of existing employees with a disability to assist council to accomodate their needs	Conduct survey of existing employees as part of wellbeing framework.	Survey conducted
3.2 Increase the opportunity for employment of people with a disability within Council	Review relevant Human Resources strategies.	Policies reflect the employment of a diverse workforce
	Liaise with disability employment agencies to improve Council's strategies for employment of people with a disability and how to support workers when appointed.	Strategies updated to be more inclusive

Outcome	Time	Responsibility	IP & R Framework
People with higher level of personal care needs can access appropriate change facilities.	2017–2018	Special Projects Officer Asset Management- Community Assets	CSP value: Mobility and Accessibility DP objective: People of all abilities use and enjoy out places and spaces
Improved access for people with a disability at identified recreational facilities.	Ongoing	Ageing and Disability Officer Community Planner Ageing and Disability Recreation and Land Planning	
Improved access for people with disability at the Lake Macquarie Performing Arts Centre.	2017	Ageing and Disability Officer Community Planner Ageing and Disability Cultural Development and Events Officer	
Improved access to renewal works of existing facilities.	Ongoing	Community Planner Ageing and Disability Community Asset Manager	
Improved access for people with disability at Lake Mac Beaches.	2018	Community Planner Ageing and Disability Recreation and Land Planning Asset Management	

Outcome	Time	Responsibility	IP & R Framework
Number of employees with a disability identified. Council will be aware and able to accommodate for employees with a disability.	2017–18	Employee Support	CSP value: Connected Communities DP objective: We are a supportive and inclusive community
Increased employment opportunities for people with disability at Council.	Annual	Employee Support	
Reduce the barriers for people with disability when applying for Council positions.	2018–19	Workforce Planning Community Planner Ageing and Disability	

Strategy	Action	KPI
3.3 Increase the opportunity for volunteering of people with a disability at Council	Develop volunteer policy that is inclusive.	Policy developed
3.4 Better links with local businesses to increase employment opportunities for people with disability	Develop partnerships and networks to educate local businesses on the benefits of employing people with disability.	Number of partnerships established

4) SYSTEMS AND PROCESSES

Strategy	Action	KPI
4.1 Provide information in a variety of formats to the community	Key staff undertake training on web accessibility.	Web accessibility requirements achieved.
	Review Council's website to ensure compliance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standard.	Accessibility of Council's website against WCAG 2.0 AA
	Advocate for new technology to improve accessibility of Council's website.	New technology investigated
	Introduce additional resources to Council facilities to assist with communication for all community e.g. hearing loops, magnifiers.	Number of new resources implemented at Council facilities
4.2 Provide information to the community on events and facilities that are accessible	Continue to update Council's website to include access details of Council facilities, playgrounds, parks and beaches and events.	Website updated
	Continue to update National Toilet Map with accessible toilet and change facilities in the City.	National Toilet Map updated
	Investigate an Application in town centres to include access details including car parking, toilet facilities, bus stops, and access to buildings and promote participation from businesses.	Pilot of specific area within City conducted

Outcome	Time	Responsibility	IP &R Framework
Increased volunteering opportunities for people with disability at Council.	2018–19	Employee Support	CSP value: Connected Communities DP objective: We are a supportive and inclusive community
Benefits for employing people with disability to individual and business owner.	2018–19	Community Planner Ageing and Disability Integrated Planning Dantia	

Outcome	Time	Responsibility	IP &R Framework
Information is accessible to community.	2018–19	Corporate Information Department Customer Service and Communication	CSP value: Lifestyle and wellbeing DP objective: Our community has access to adaptable and inclusive community and health services
Information is accessible to community.	2017–18	Customer Service and Communication	
Information is accessible for people with low vision, language and literacy difficulties.	2018–19	Customer Service and Communication	
Equipment will enable community to access information and participate in activities available at facilities.	Ongoing	Community Planner Ageing and Disability Library Services	
Information will assist community to access appropriate facilities.	Ongoing	Corporate Information - Business Systems Customer Service and Communication	
Information will assist community to access appropriate facilities.	Ongoing	Ageing and Disability Officer	
Improved method of access to information for appropriate facilities in the city	2018–19	Community Planner Ageing and Disability Ability Links Better Mapping Project	





MONITORING AND EVALUATION

A copy of the Lake Macquarie City Disability Inclusion Action Plan has been forwarded to the Disability Council NSW.

Council's Ageing and Disability Panel will monitor the progress of the actions listed in the Plan. In addition, Council's Community Planner, Ageing and Disability and Ageing and Disability Officer will report on the actions of the plan as part of the key performance indicators in monthly reports and through Council's quarterly Operational Plan reports.

Council will report on the Disability Inclusion Action Plan action items as part of its Annual Report. The report will be available in a range of formats through Council's website and Administrative Building.

An annual report on the outcomes against the actions of the plan will be submitted to Disability Council NSW. The DIAP will be reviewed and updated in 2021.



LAKE MACQUARIE CITY
DISABILITY INCLUSION
ACTION PLAN 2017–2021



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