Lismore City Council
Access & Inclusion Plan
2010 - 2014

Lismore City Council
Access & Inclusion Plan 2010-2014

Copies of this Plan

Copies of this plan are available from Lismore City Council's website: www.lismore.nsw.gov.au or from:
Lismore City Council
43 Oliver Avenue
Goonellabah NSW 2480
Telephone: 1300 87 83 87

Enquiries

Social Planner
Lismore City Council
PO Box 23A
Lismore NSW 2480
Telephone: 1300 87 83 87
Fax 02 6625 0400

While every effort has been made to ensure the accuracy and currency of information contained within this report, council accepts no responsibility for any omissions or errors.

Acronyms

CS	Community Services
DADHC	Department of Ageing, Disability and Home Care
DDA	Disability Discrimination Act, 1992
AIP	Access & Inclusion Plan
LCC	Lismore City Council
LGA	Local Government Area
AHRC	Australian Human Rights Commission

Table of Contents

Mayors Foreword

Lismore is truly the heart of the Rainbow Region. We celebrate the diversity of our communities and reach out to embrace all those who live and work here. Part of loving Lismore is being committed to making it a welcoming and accessible place for each and every person.

This Access and Inclusion Plan (AIP) recognizes that ensuring equal opportunity and access for people to services, facilities and information enhances life for all of us. The AIP identifies the strategies and actions that Council will undertake over the next five years to address barriers to access and inclusion. By developing this AIP, we are sending a clear message that Council is committed to a stronger community where each of our members has a voice and where each can participate.

I thank the members of the Lismore Access Committee, community groups and staff for their work in producing this AIP and I commend it to you.

Jenny Dowell
Mayor

1. Executive Summary

The goal of this five year Access and Inclusion Plan (AIP) is to ensure that people with disability and other community members have equitable access to infrastructure, services and opportunities provided by Lismore City Council in accordance with the Disability Discrimination Act, 1992.

The strategies and actions developed were informed by community consultation and individual representations. The Plan identifies the key priorities and commitments of LCC to meet the needs of people with a disability including our staff, our customers and the community.

It is a practical working document to guide Council in providing more responsive programs as well as safe, accessible environments and cultures for people with disabilities, older people and those with prams and young children.

Desired outcomes of the AIP are that all people in Lismore receive the following from Lismore City Council:
- the same opportunities to access services, events and public consultations organised by LCC
- the same opportunities to access LCC facilities
- information in a format that will enable them to access information readily
- the same level and quality of service
- accessible mechanisms to make complaints

This Access and Inclusion Plan will also:
- eliminate discrimination in an active way
- improve services to existing customers
- enhance organisational image
- reduce the likelihood of complaints being made
- increase the likelihood of successfully defending complaints and avoiding legal action
- allow for planned and managed changes to business or services
- open up new markets and attract new customers.

The whole community benefits from improved access by:
- Improved services and facilities for all people
- Elimination of discrimination
- Expansion of tourism and business markets
- Reduction in the likelihood of accidents and complaints

The Lismore AIP seeks to address six key areas where barriers to access and inclusion exist. These are:
1. Information about Services
2. Physical Access
3. Complaints Procedures
4. Staff Training and Employment Practices
5. Promoting Positive Attitudes
6. Social Access

2. Introduction

Lismore City Council recognises the importance of accessible services, facilities and communities. This includes the capacity for everyone to participate in the social, cultural and political life of our community. We realise that access is fundamental to creating healthy and cohesive communities. Council also recognises the importance of eliminating disability discrimination from the provision of its services and facilities.

The Federal Disability Discrimination Act (DDA), 1992 makes disability discrimination unlawful and aims to promote equal opportunity and access for people with disabilities. The Australian Human Rights Commission (AHRC, formerly Human Rights and Equal Opportunity Commission - HREOC) recommends that institutions develop an AIP so as to meet this legislation. Although not mandatory, the Department of Local Government also encourages councils to implement an AIP.

Lismore City Council first developed a Disability Action Plan in 1998 with the assistance of the Access Committee. This first Plan was reviewed in the development of the current AIP, 2010-2013.

When this AIP is adopted by Council it will be lodged with the Australian Human Rights Commission in accordance with the DDA, 1992.

3. What is a Disability?

For the purpose of this plan, "disability" is defined in accordance with the DDA. The Act is designed to be inclusive and therefore uses a broad definition of the term 'disability'. It includes a range of conditions that affect a person's capacity for self care, communication, learning or mobility including:

- ν **Physical** - affecting mobility and/or a person's ability to use their upper or lower body
- ν **Sensory** - affecting the senses eg. vision and/or hearing
- ν **Neurological** - affecting a person's ability to control movements eg. epilepsy or stroke
- ν **Intellectual** - affecting judgement, ability to learn and communicate
- ν **Cognitive** - affecting thought processes, personality and memory eg. brain injury, dementia
- ν **Psychiatric** - affecting a person's emotions, thought processes and behaviour eg. Schizophrenia, anxiety, depression

A disability may not in itself limit a person's independence or ability to live as they wish, however their lives may become additionally difficult by a world designed for people who do not have a disability.

The social model of disability

The social model of disability suggests that although people have impairments, the disability they experience is the result of the degree to which society supports their social, economic and cultural participation. The nature and level of disability experienced by an individual can be moderated when environments and practices are designed to be inclusive.

> *"People may have an impairment but society is the primary cause of their disability by stopping them from being involved in their communities."*
> Sally Robinson, NSW Disability Council

4. What is access and inclusion?

Access refers to the opportunity for all people to participate fully in and engage independently with the environment and community. The basic requirement for good access is that communities and environments are barrier free.

A service is accessible when:
- ν   It is easy to find out about
- ν   It is easily understood by everyone
- ν   It is easy to get to
- ν   It is easy to use
- ν   People who use it feel they are welcome
- ν   People will get the right assistance when needed
- ν   People are confident that every reasonable effort will be made to meet the customer's requirements

Good access is beneficial not only to people with a disability but a significant proportion of other people in our community including:
- ν   parents with prams
- ν   elderly people with walking frames or sticks
- ν   sporting people with injuries
- ν   people with temporary disabilities, injuries or medical conditions
- ν   people with trolleys
- ν   family and friends of the above

IDPWD 2007. RED Inc signing choir

National Social Inclusion Agenda

Inclusion means being involved and being a valued member of the community – being included and being heard.

Social exclusion involves the lack of or denial of resources, rights, goods and services, and the inability to participate in the normal relationships and activities available to the majority of people in society, whether in economic, social, cultural or political arenas. It affects both the quality of life of individuals and the equity and cohesion of society as a whole.

5. Disability Legislation and Policy

Disability Discrimination Act 1992

The Australian Human Rights Commission (AHRC) states, "Disability discrimination happens when people with a disability are treated less fairly than people without a disability.." (www.humanrights.gov.au/disability_rights)

The Disability Discrimination Act (DDA) makes it against the law to discriminate against someone with a disability in the following areas of life:
- ν Employment
- ν Education
- ν Access to premises used by the public
- ν Provision of goods, services and facilities
- ν Accommodation
- ν Activities of clubs and associations
- ν Sport

The DDA also covers people with a disability who may be discriminated against because:
- ν They are accompanied by an assistant, interpreter or reader
- ν They are accompanied by a trained animal, such as a guide or hearing dog
- ν They use equipment or an aid, such as a wheelchair or a hearing aid.

Disability discrimination also applies to relatives, friends, carers, co-workers or associates of a person with a disability.

Disability often leads to 'social disconnection' and in one sense it is the society that creates disability. This means that the community is disabling its own citizens. The real problem becomes the problem of social access.

John Jessup (in photo)
Report to LCC AC 2005

Building Code of Australia 2006

The Building Code of Australia (BCA) provides details regarding the performance and technical requirements relevant to the design and construction of buildings and other related structures. The BCA contains specific provisions for access to and within buildings and applies to work on both new and existing buildings. The current access provisions of the BCA are being revised and expected to be implemented in May 2011.

> *"Attitude is one of the main barriers to non-discriminatory access for people with disability."*
> Disability Standards for Accessible Public Transport Guidelines 2004

Australian Standards

Australian Standard 1428.1 is the main accessibility Standard referenced in the BCA.

The **Disability Standards for Accessible Public Transport 2002** apply to the providers of any structure or facility that is used by passengers in conjunction with travelling on a public transport service. New bus stops and associated infrastructure such as shelters, where provided, must comply with the Standard, as should existing bus stops that undergo substantial refurbishment or alteration.

Standards on Access to Premises are currently under development.
The Building Code of Australia (BCA) and the Australian Standards are the key regulating policies that provide guidelines about ensuring access to buildings, services and facilities.

Commonwealth and State policy

As part of the national social inclusion agenda, the following strategies are currently being developed:
- ν   Disability Strategy for Australia
- ν   Arts & Disability Strategy
- ν   Disability and Mental Health Employment Strategy

When asked "What is important to you? Cassie from RED Inc answered, "My computer".
Cassie showing an art replica of her computer.

The **NSW State Plan** includes Fairness and Opportunity as one of its targets. This includes increasing employment and community participation for people with disability.

The NSW Department of Ageing, Disability and Home Care (DADHC) have produced a new direction for disability services in their **Stronger Together 2006-2016** Plan. One of the main outcomes is "supporting adults with a disability to live in and be part of the community".

Lismore Lantern Parade
Deaf Society lantern

6. Trends in Disability

A significant population trend being experienced worldwide is the ageing of the population. Generally, as a person ages they are more likely to require assistance with daily activities and this increases significantly for people aged over 70 years. About 50% of people over 55 have some difficulty with their mobility, hearing or vision. If we add their families, friends and colleagues the number of people affected by disability is larger still.

The 2006 ABS census identified 42,210 persons in the Lismore LGA . Of these 61.2% live in the urban area, 34.6% live in rural areas and 4.2% live in villages. At that time 13% of the population were providing unpaid care, help or assistance to family members or others.

The aged population (those aged 65 years and over) is projected to increase significantly, from 13.3% of the population in 2006 to almost 1/3rd in the year 2031. The median age will grow from 37 years to 47 years.

"What young people with intellectual disability really need is supported employment. It would give them money, independence, a sense of self efficacy and meaningful activity."
Carer of a young person with intellectual disability

The December 2007 quarter Centrelink data identifies that in the Lismore LGA there are 2,695 people on a disability support pension and 4,296 on an age pension.

Table 1: Disability & Age Pension 2001 & Dec 2007, Lismore LGA

Payment Type	2001	2007
Age Pension	3,704	4,296
Carer payment	N/A	329
Disability Support Pension	1,825	2,695
Wife Pension (age)	N/A	<20
Wife Pension (DSP)	N/A	50

Source: Centrelink Dec Quarter 2007; ABS 2001 Regional Profile Lismore LGA

People with a profound or severe disability are defined as needing help or assistance in one or more of the three core activity areas of self-care, mobility & communication because of a disability, long term health condition (lasting 6 months or more), or old age). The 2006 census reported that 2,146 people (5%) identified a need for assistance in one or more of the three core activities, due to a profound or severe disability.

Table 2: People with a disability Lismore LGA

Type of disability	Number
Severe or profound	2,081
Moderate	1,249
Mild	2,331
Total	7,493

Source: Lismore DADHC personal communication September 2008
Synthetic estimates: 2001 ABS Census & 2003 Disability & Ageing Census

There is a higher proportion of older people needing assistance with core activity than younger people. Of the Indigenous people in the Lismore LGA who require core activity assistance, 11.4% are aged 65 years and over. However, Indigenous people are considered 'older' at the age of 45 years ond over. When those aged 45-64 years are added in the proportion is 34.1%.

Table 3: Type of condition Lismore LGA

Type of disability	Number
Physical	5203
Sensory	2031
Brain damage/head injury	500
Intellectual	957
Psychological/psychiatric	666

Source: Lismore DADHC personal communication September 2008
Synthetic estimates: sourced 2001 ABS Census & 2003 Disability & Ageing Census Survey

The 2003 Survey of Disability, Ageing and Carers found that provision of training was the biggest step that employers could take to enable people with disabilities to participate in the labour force. Other helpful steps identified were the provision of equipment and assistance with work or personal care tasks.

As a sub-population of workers, people needing assistance were more likely to work part-time than full-time and used buses and taxis more, walked more, caught lifts with other drivers more and used more combinations of travel to get to work than the general population.   39% of working people with a need for assistance drove themselves to work, lower than the 68% of people without a need for assistance. (ABS Cat. 4445.0).

Table 4: Areas where people need assistance

Type of Support	Number
Accommodation*	2,917
Transport*	1,808
Personal/Health Care	3,746

Source: Lismore DADHC personal communication September 2008
Synthetic estimates: 2001 ABS Census & 2003 Disability & Ageing Census
* aged 15 years and over only

The ABS estimates that there are 4,028 persons in Lismore who access unpaid assistance for core activities. The majority were for the age group 45-64 years with 1,160

persons. There were a further 2,676 persons where unpaid assistance was not stated. A total of 1,014 families provided core activity assistance for a person in 2006.

Almost 6% of people with a disability in the workforce need assistance, with a further 4.5% who did not state their need for assistance. People in the workforce need to access transport to get to work. There were 151people who require assistance with transport to get to work.

Deaf Society social outing, Lismore.
(photo courtesy Deaf Society NSW)

Table 5: Core Activity need for assistance by labour force status Lismore LGA, 2006

Employment	Need for assistance	No need for assistance	Need for assistance not stated	Total
Employed, worked:				
Full-time (b)	41	10,291	58	10,390
Part-time	97	6,241	44	6,382
Employed, away from work (c)	10	635	6	651
Hours worked not stated	3	403	7	413
Total	**151**	**17,570**	**115**	**17,836**
Unemployed, looking for:				
Full-time work	18	1,053	15	1,086
Part-time work	18	695	13	724
Total	34	1,748	28	1,810
Total labour force	185	19318	143	19,646
Not in labour force	1,710	10,453	209	12,372
Labour force status not stated	50	374	1,142	1,566
Total	**1,945** **5.79%**	**30,145** **89.76%**	**1,494** **4.45%**	**33,584** **100%**

Source: ABS Census 2006
 (b) employed worked full-time is defined as having worked 35 hours or more in all jobs during the week prior to Census Night
(c) Comprises employed persons who did not work any hours in the week prior to Census Night

7. How was the Plan developed?

This AIP was developed over the period 2007-2008. The Lismore Council Access Committee has played a key role in this.

The Access Committee, its AIP sub-committee and LCC staff reviewed the Council's 1998 Council Disability Action Plan. They then determined the framework of the new AIP and identified the six areas for action.

Council then engaged a consultant to develop the draft Plan. The consultant undertook:
- Further consultation with Lismore Council staff, the Access Committee and the AIP sub-committee, local Disability Service providers and the community
- A review of the relevant legislation and standards
- Gathering and reviewing of other relevant Council documents
- Identification of disability trends and statistical data collection

Active consultation took place between May and August 2008. Views were sought on barriers that people with disability face when accessing Council services and strategies to overcome these barriers. A range of mechanisms for feedback were encouraged: phone, email, letter, one-to-one.

External consultation took place with people with disability and disability organisations and Richmond Aged and Disability Interagency. Notice was placed in the Disability & Aged Information Service Inc. (DAISI) newsletter inviting comment. The DAISI E newsletter is sent to 50 individuals and groups throughout the region and the 1,200 hard copies are distributed. It is available in large print and audio tape.

Lismore City Council has a number of Plans and committees that support people with disability to access all that Council has to offer. These include:

- Cycleway Plan 2008
- Social & Community Plan 2004-2009
- Pedestrian and Mobility Plan (PAMP)
- Public Transport Strategic Plan 2007
- Road Safety Strategic Plan 2009-2013

8. Role of Local Government

The AIP represents a commitment by the whole of Lismore City Council to improve access and equity for all residents.

The **Local Government Act (1993)** sets out a charter which commits councils to consultation and to ensure that people with a disability have equitable, independent and dignified access to their services and facilities wherever possible.

Lismore City Council has had an Access Committee since 1991. The Committee has continued to provide advice and practical, hands-on activities to Council and the Lismore community to the present day.

9. Implementation challenges

Lismore City Council faces a range of challenges that impact on Council's ability to provide facilities and services for people with disability within the LGA.

- **Topography**
  Lismore is a hilly area. It can be difficult place to get around.
- **Flood**
  Lismore CBD is subject to flooding. Consequently, these buildings may be elevated, making them difficult for some people with a disability to access.
- **Density**
  The CBD and health service precincts are spread out, with large distances between. There is limited capacity to walk to or between services.

ν **Council Chambers**
Council Chambers is situated in Goonellabah. Given its distance from the CBD and lack of frequent public transport services, it is inaccessible to many people with disability, many of whom do not drive due to their disability.

ν **Geography**
The Lismore LGA is a large area, some 1,290 sq kms. The urban area covers 50 sqkm with the remaining 1,219 sqkm rural. The LGA is connected by a large network of roads that is expensive to maintain. Council has total care and responsibility for 733 km of sealed roads and 130 bridges. (Lismore Profile. 2004,p.ix-x). In addition there is an ever increasing network of footpaths.

ν **Regional service centre for people with disability**
Lismore functions as a service centre for the wider area and region. People with disability may come from outlying LGAs to access services here thus increasing the numbers of people with disability coming into Lismore.

ν **Ageing carers**
Parents and carer s of people with disability are ageing and may not be able to continue to provide the current level of care into the future.

ν **People with disability are ageing**
As people with disability age they may experience increasing physical support needs/degenerative conditions

ν **Demand for respite**
Demand for respite is increasing as carers age and expectations of respite provision rise.

ν **Lack of Transport**
Transport is a major issue for people with disability as many do not drive.

ν **Global economic downturn**
Funding to better support people with disability may be limited for some time as a result of the economic downturn being experienced globally.

> *People think that if you're not in a wheelchair then you can't have a disability - there are many hidden disabilities that are just as difficult to live with.*
> *Person with a mental illness*

10.   Access and Inclusion Plan

This Access and Inclusion Plan identifies key strategies and actions that Council will undertake to implement over the next 5 years.   It seeks to address six key areas where barriers to access and inclusion exist.

These are:

1. Information

2. Physical Access to services and infrastructure

3. Complaints Procedures

4. Staff Training and Employment Practices

5. Promoting Positive Attitudes

6. Social Access

Don't judge what I can do by what you think I can't

1. Information

Strategy	Action	Responsibility	Timeframe
1.1 LCC to provide accessible information about services, facilities and infrastructure	**Accessible formats** 1.1.1 Use Plan English, non technical language and visual information in all communication 1.1.2 Make information available in alternative formats eg large print, electronically, audio 1.1.3 Use up-to-date technology, eg. conversion of audio to text, podcasts, wireless computers. 1.1.4 Council documents to be written to be understood by voice recognition software programs 1.1.5 Use universally accepted disability symbols in all communications, eg. signage, brochures, advertising	All of council	Ongoing
	1.1.6 Utilise the National Relay Service (1300 555 727) for communication with residents who are hearing impaired 1.1.7 Provide training to staff in National Relay Service use 1.1.8 Promote SMS flood warnings through the hearing impaired communities 1.1.9 Prepare a Frequently Asked Questions document for customer service staff to improve responsiveness to resident queries related to Access	Executive Services CS	Ongoing 2012 Annually 2011
	Website accessibility 1.1.10 Ensure that Council's website complies with WWW Consortium *Web Content Accessibility Guidelines.* Aim for Level 2 W3C compliance	IT CS	2011

	1.1.11 Create an Access link on LCC website including: mobility map, CBD parking, disability services, MLAK locations, AC information. 1.1.12 Link LCC website to DAISI website		
	1.1.13 List of MLAK sites on doors of each MLAK toilet	Parks	June 2010
	1.1.14 CBD parking map – update and disseminate annually	Traffic & Emergency officer	Annually
1.2 LCC to provide information to the community and Council on access issues	**Information to Community** 1.2.1 Contribute Council information to the DAISI newsletter 1.2.2 Maintain disability email distribution list 1.2.3 Disseminate training opportunities and information to disability services and the general public 1.2.4 Disseminate information about Council events, consultations and policies to relevant ageing and disability services/organisations to encourage participation 1.2.5 Provide a servicing officer to support the Access Committee 1.2.6 Link with Community Services PAG	CS	Ongoing

2. Physical Access to Services and Infrastructure

Strategy	Action	Responsibility	Timeframe

2.1 Ensure accessible Council services and infrastructure	2.1.1 Audit five facilities in the LGA:
	  i. Gingerbread House
	  ii. Library (Lismore & Goonellabah)
	  iii. Memorial Pool
	  iv. Lismore Transit Centre
	  v. Lismore Airport
	2.1.2 Lismore City Hall foyer to be made accessible
	2.1.3 Stage lift to be installed in Lismore City Hall subject to budget provision through the annual Council budget cycle.
		CS Infrastructure Assets	June 2012

	2.1.4 Continue to implement Council's footpath maintenance annual works program	Operations	Annually
	2.1.5 Ensure that accessible meeting venues are used	All staff	Ongoing
	2.1.6 Renovate Oliver Ave front counter to improve access	Executive Services	2010
	2.1.7 Enforcement action for footpath obstructions	Compliance	Ongoing
	2.1.8 Develop programs to improve road safety for people with disability and older people 2.1.9 Scooter Safety workshop	RSO	Bi-annually
	2.1.10 Advertise MLAK system through LCC City Notes	Media officer CS	Annually

2.2 Council staff and Access Committee to be aware of the legal requirements for accessibility in accordance with the DDA, BCA and Australian Standards	2.2.1	Council staff to receive training in changes to BCA and Australian Standards	All relevant staff	Ongoing
	2.2.2	Include an 'access and inclusion' component into the Development Approval information kit		
	2.2.3	DA assessment to include access considerations via DCP provisions	Compliance	2011
	2.2.4	Access Committee members to receive training in reviewing Development Applications for accessibility		
	2.2.5	Access Committee to review relevant Development Applications referred from DAP or Manager, development Services	CS AC	
	2.2.6	Access Officer to review DAP listings fortnightly		
	2.2.7	Improve signage accessibility and consistency across the LGA	Infrastructure	2012
2.3 Improve public transport options for people with disability	2.3.1	Promote existing public transport services while lobbying for new transport	RSO	Ongoing
	2.3.2	Ensure bus stops are accessible according to Standards for Accessible Public Transport subject to budget provision approval through the Council annual budget round.	Infrastructure	2014 and on
2.4 Improve recreation opportunities for PWD	2.4.1	GSAC to provide submersible wheelchair	GSAC Memorial baths	2010
	2.4.2	GSAC to provide accessible programming for PWD		
	2.4.3	Purchase non slip matting for accessible change rooms		

3. Complaints Procedures

Strategy	Action		Responsibility	Timeframe
3.1 Establish an effective complaints handling procedure regarding access issues	3.1.1	Develop an access complaints handling procedure	Social Planner	2010
	3.1.2	Develop an access complaints link on the LCC website subject to budget provision through the annual Council budget round.	IT	Ongoing
	3.1.3	Train contact centre staff in dealing with access complaints	Customer Services CS	2010
	3.1.4	Advertise the access complaints process through LCC City Notes	Media officer	Annually
	3.1.5	Advocacy – provide advocacy and support to people who wish to make access complaints to external organisations	CS Social Planner	Ongoing
	3.1.6	Maintain a list of responses to complaints		

4. Staff Training and Employment practices

Strategy	Action	Responsibility	Timeframe
4.1 To educate and train Council staff on disability and access issues	4.1.1 Deliver disability awareness training to all staff	HR, CS	2009 - 2012
	4.1.2 Fund a staff member to undertake an accredited Access Audit course	CS	2013
	4.1.3 Provide customer service training programs for staff to learn new technologies and how to provide services in accessible ways	HR CS	2010
	4.1.4 Incorporate access and inclusion information in staff induction training	HR CS	2013
4.2 To educate and train Access Committee on access issues	4.2.1 Education and training of access committee on: o Over view of LCC o Australian standards, BCA, DDA o Disability awareness	Social planner	2009
4.3 Encourage employment of people with disability	4.3.1 Develop networks with disability employment services		2012
	4.3.2 Promote employment opportunities with supported employment agencies	HR CS	
	4.3.3 Policies and procedures to be reviewed and updated regularly in light of legislative change and best practice in equal opportunity and disability employment		
	4.3.4 Training for HR staff in disability employment		2009
4.4 To raise awareness that mental health issues are a disability	4.4.1 Training in mental health for LCC staff: o Contact Centre o CBD o Front Counter	Executive Services HR	2013
	4.4.2 Implement e-learning Mental Health First Aid		

5. Promoting Positive Attitudes

Strategy	Action	Responsibility	Timeframe
5.1 Raise the community's exposure to and understanding of disability and access issues	5.1.1 Fund and participate in International Day for People with Disability 5.1.2 Participate in community activities such as Lismore Lantern Parade, exhibitions, forums and public events 5.1.3 Lismore's Living Library – continue to support this inclusive initiative where PWD are strong participants	AC Social Planner Library	Annually
	5.1.4 Implement "Missed Business" with Lismore business community	CS	2014
	5.1.5 Send the flyer "Meeting the access needs of people with a disability" to all GPs 5.1.6 Write an article for GP News	CS	2010
5.2 Raise the profile of the Lismore Access Committee	5.2.1 Attendance at community events & media exposure 5.2.2 Nominate a media representative 5.2.3 Advertise AC committee meetings	CS AC	Ongoing

"Attitudes are the REAL disability"

6. Social Access

Strategy	Action	Responsibility	Timeframe
6.1 To include people with disability in all facets of community life in Lismore	6.1.1 Encourage disability community groups to apply for Council funding rounds 6.1.2 Promotion of and participation in the NSW Companion Card Scheme 6.1.3 Sponsor the Access All Areas travelling film festival 6.1.4 Fund an accessible viewing platform at the Lismore Lantern Parade	CS	Annually
	6.1.5 Develop a coordinated approach to sport, recreation & leisure for PWD 6.1.6 GSAC to provide accessible recreation opportunities	Recreation officer	2014
	6.1.7 Use Auslan interpreters whenever possible	All staff	Ongoing
6.2 Lack of accessible public transport	6.2.1 RSO to continue to liaise with AC regarding transport & access & have input into reviews on access & public transport	Road Safety Officer AC	Ongoing

Acronyms for Tables

AC	Access Committee
CS	Community Services
DA	Development Application
GM	General Manager
GSAC	Goonellabah Sports and Recreation Centre
IDPWD	International Day of People with Disability
LCC	Lismore City Council
MLAK	Master Locksmith Access Key
PWD	People with Disabilities
RSO	Road Safety Officer

Appendices

1.   Acknowledgements

In addition to the Lismore Access Committee the following people and organisations were involved in the development of this plan

Lismore City Council Staff		**Community Organisations**	
Social Planner	Christine Minkov	Manager Lismore Library	Lucy Kinsley
Human Resources	Sue Miller	St. Carthages Com Care	R De Vincenzo
Road Safety Officer	Salina Runge		Jodi Scott
Information Technology	Darryl Gollan	Richmond Community Options	Rhonda Prior
Economic Development Unit	Sandra Vincent,	RED Inc	Tim Stein
	John Bancroft	DAISI	Tracey Clement
	Leann Clark	Northern Rivers Community Transport	Colleen Thomas
Traffic & Law Enforcement	Bill MacDonald	Lismore Social Support Program	Sheila Pring
Manager Contact Centre	Simon Adcock	NSW Deaf Society	Craig Bishop
Senior Planner	Paula Newman		
Manager Parks	Martin Soutar	**Government Agencies**	
Fleet Manager, Business Services	John McAdam	DADHC	Neil Harris
Infrastructure Services	Dean Baldwin		Peter Blackwell
Manager Finance	Rino Santin		
A/Manager Community Services	Annie McWiliam	**Consultant**	TS consulting

2. Resources

Australian Bureau of Statistics. 2006. Census of Population and Housing

Australian Bureau of Statistics. Catalogue 4445.0 – People with a Need for Assistance – A Snapshot, 2006

Australian Local Government Association. Disability Discrimination Act. A Guide for Local Government Action Plans.

Byron Shire Council Draft Disability Access and Inclusion Plan 2008

Department of Ageing, Disability & Home Care. 2006. Stronger Together A new direction for disability services in NSW 2006-2016. DADHC, Sydney, NSW

Eurobodallla Disability Action Plan 2006-2011. Eurobodalla Shire Council. NSW

Hallahan, Lorna. August 27, 2008. Protecting the rights of people with a disability – whose job? Radio National Perspectives. www.abc.net.au/rn/perspective/stories/2008/2345937

Healy, Dr. Karen. October 2007. Creating Better Communities. The Benevolent Society, Paddington, Sydney & The University of Sydney, Sydney

Human Rights & Equal Opportunity Commission. Developing an effective action plan www.hreoc.gov.au

Knox City Council. Access and Inclusion Plan for People with Disabilities 2003-08.

Latrobe Disability Action Plan 2006-2007. Melbourne, Victoria

NSW Department of Premier and Cabinet. April 2008 Towards 2030. Planning for our changing population. Sydney, NSW

Qld Government Office of Urban Management, Department of infrastructure. June 2007. Southeast Queensland Regional Plan 200-2026. Implementation Guideline No. 5 Social Infrastructure Planning. Brisbane, Qld

WA Local Government Association. Disability Access and Inclusion Plans Resource Manual for Local Government

Lismore City Council Documents and Policies
Lismore Community Strategic Plan 2008-2018
Lismore City Council Cycleway Strategy Plan 2007. Lismore, NSW
Lismore City Council Disability Action Plan 1998. Lismore, NSW
Lismore City Council Social & Community Plan 2005-2009
Lismore City Council Community Profile. November 2004
Lismore City Council Public Transport Policy Advisory Group Strategic Plan. 2007
Lismore City Council Road Safety Strategic Plan 2009-2013
Lismore City Council Strategic Plan 2004-2012

Relevant Council Policies
1.2.15   Community consultation policy
1.4.9   Plain English policy
1.4.15   Footpath/cycleway risk management
1.4.16   Street signs – risk management
1.6.1   Quality policy statement
5.2.10   Equity in access and provision of facilities to public spaces and public buildings for people with disability and specific needs
5.2.24   Carriageway and kerbside land use
5.2.27   Lismore village footpath trading policy