

Lismore City Council Disability Inclusion Action Plan 2017 - 2020



Image of Brotherhood of the Blues, BackAlley Gallery, taken by Denise Alison.



**Lismore City Council acknowledges
the people of the Bundjalung nation,
traditional custodians of the land on
which we work.**

Lismore City Council Disability Inclusion Action Plan 2017 - 2020

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Message from the Mayor

Council is working towards a Lismore that is accessible and inclusive of everyone, and provides equal opportunity for people with disability to utilise and enjoy the public spaces and life in our city. Council takes seriously the development of Lismore City Council's Disability Inclusion Action Plan (DIAP) 2017 - 2020. Council has a leadership role in facilitating and encouraging improved physical access to community and privately-owned facilities.

The DIAP is designed to change perceptions of people with a disability. Council recognises that people with a disability have a right to quality facilities and services that enable them to live and fully participate in their communities. The DIAP promotes equal rights for all in our community. It recognises our responsibility to support people with disabilities to access the same human rights as everyone in the community.

The DIAP is underpinned by Council's policies and legislative and regulatory requirements. Council's values and principles guided the development of the DIAP and responsibilities have been allocated throughout the Council structure. Council will advocate for the rights of people with a disability, for anti-discrimination legislation, justice systems, complaints mechanisms and advocacy. Council cannot do this alone and will work with community to enhance the access and inclusion needs of the community.

The DIAP will be incorporated into Council's Community Strategic Plan.

Isaac Smith
Mayor

March 2017

1.0 Policy Statement of Commitment

Lismore City Council affirms its commitment to:

- communicating the vision for inclusion across our organisation to staff, stakeholders and the broader community
- put the principles outlined in the *NSW Disability Inclusion Act 2014* and the NSW Disability Inclusion Plan into practice within our organisation
- outline specific actions to facilitate access to mainstream services for people with disability
- being a vehicle to engage with the disability community to bring to life real solutions for better inclusion
- include assessment and monitoring of actions within each Plan.

The DIAP is a living document that will have further actions added during its four year life, ensuring that Council continues to recognise and respond to the rights, needs and values of people with a disability.



Image of Tamara Warry of Lismore, taken by Terra Sword.

2.0 About this Plan

Lismore City Council's Disability Inclusion Action Plan (DIAP) is a four year framework outlining the key strategies and actions to be delivered by Council in its commitment to disability access and inclusion within the Lismore Local Government Area (LGA).

The *NSW Disability Inclusion Act 2014* (DIA) defines disability as “the long term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder the full and effective participation in society on an equal basis with others.”

The DIAP is Council's way of defining how the organisation will make targeted and continual effort to reduce the barriers that people face when living, working and visiting the Lismore LGA. It documents the steps Council will take in working towards access and inclusion for all.

This Plan sets out a series of principles, strategies and actions that will guide Council operations over the next four years. These align with the principles of the *NSW Disability Inclusion Act 2014*, as well as the NSW Government's Disability Inclusion Plan that specifies four focus areas. The four focus areas “are aimed at creating long term change and require consistent efforts from government and the wider community” (NSW Disability Inclusion Plan).

These are:

1. Developing positive community attitudes and behaviours
2. Creating liveable communities
3. Supporting access to meaningful employment
4. Improving access to mainstream services through better systems and processes.

Disability inclusion action planning will be positioned as a part of the organisation's core business through its embedding within Council's four year Integrated Planning and Reporting (IP&R) cycle. This positioning of the DIAP will ensure that elected members and Council staff, at every level, consider inclusion of people with disability in their daily delivery of services.

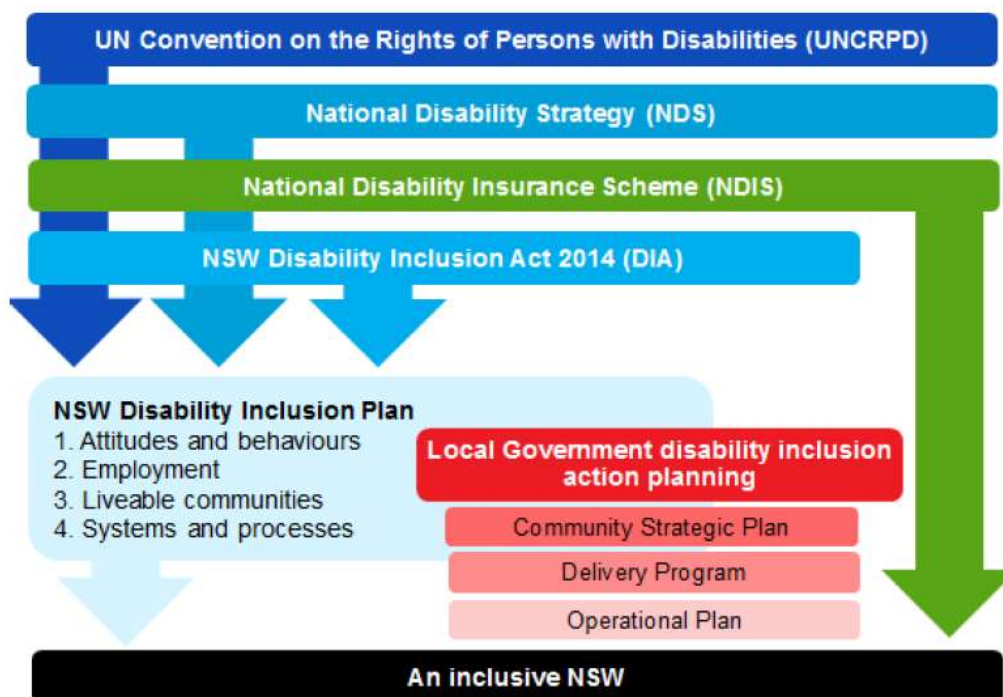


Image of accessible ramp in Lismore, taken by Tricia Shantz.

3.0 Policy and Legislative Context

There is a range of International, Federal and State legislation that actively supports access and inclusion for people with disability. These are the policy settings that require Lismore City Council to undertake its business operations in certain ways with regard to access and inclusion.

Local Government Disability Inclusion Action Plan guidelines diagram.



(Image source Local Government NSW and NSW Family Community Service – Disability Inclusion Action Plan guidelines)

Legislation and Standards that inform Council's work:

- Commonwealth Disability Discrimination Act 1992
- Australian Standard (AS 1428) – Design for Access and Mobility
- Disability Access to Premises Buildings Standards 2010
- Disability Standards for Accessible Public Transport 2002
- Web Accessibility National Transition Strategy 2010.

4.0 Disability in Lismore

4.1 Definition

The *NSW Disability Inclusion Act 2014* uses a similar definition of disability as used in the UN Convention. The definition recognises that disability results from barriers in society that prevent or limit inclusion. Under Part 1 Preliminary Division 3 interpretation 7. Definitions, the definition of disability is said to be: “in relation to a person, includes a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person’s full and effective participation in the community on an equal basis with others”.

4.1 Demographics

Lismore City Council’s population is estimated to be 44,741 persons at 30 June 2015 (Australian Bureau of Statistics [ABS]). Estimates of persons with a disability in the Lismore Local Government Area (LGA) relate to the need for assistance due to disability.

While the statistics assist in helping to understand the numbers of people who need support in the community, it is acknowledged that this number does not include all people living with and caring for people with a disability in the Lismore community. As at 2015 it was estimated that across NSW more than 1.3 million people live with disabilities and of these people 420,000 have a severe or profound disability that affects their ability to communicate, get around and care for themselves (ABS Cat 4430 Disability, Ageing and Carers, NSW 2015).

In the Lismore LGA:

- There were 2,425 (5.7%) persons needing assistance with core activities (ABS 2011 Census).
- There were 4,523 persons or 13.2% of people who provided unpaid assistance to a person with a disability in the last two weeks. This compares with 11.4% in NSW and 10.9% in Australia (ABS 2011 Census).
- 3,148 persons were on a Disability Support Pension at 2014 (ABS Regional Statistics). A further 572 persons were on a Carers Payment.
- As at 2012 it was estimated that there were 9,881 (22.4%) persons with a disability living in private dwellings (ABS NRP).
- As at 2014 it was estimated that 6,513 (14.6%) of persons were aged between 55-64 years of age, 3,869 persons (8.7%) were aged between 65-74 years of age and a further 2,203 (4.9%) were 75-84 years and 1,005 (2.3%) were aged 85 years and over. Combined, 12,585 (30.5%) of the population was aged 55 years and over (ABS NRP).

- The median age is estimated to have increased from 39.6 in 2010 to 41.4 in 2014 (ABS NRP).
- There were 2,546 persons aged four years and under in 2014 and may require the use of a pram or stroller (ABS NRP).
- There were 5,131 persons on an Aged Pension Centrelink in 2014 (ABS NRP).

From the August 2009 Ageing Disability and Home Care (ADHC) report on people with a disability, and their carers, in NSW, “The Mid and Far North Coast LGAs had the highest proportions of people who reported a need for assistance in NSW with 6.0% and 5.6% respectively (p.4).



Image of Benjamin Press, Lismore, taken by Terra Sword.

5.0 Development and Community Consultation Outcomes

This Plan was informed by a community wide survey and many conversations with people with a disability, their families and carers, disability service providers, advocacy organisations, community groups, employment services and Council staff.

A collaboration took place between Lismore, Ballina, Richmond Valley, Clarence Valley, Byron Shire, and Kyogle Councils where the community wide survey and face-to-face consultations were designed and rolled out across the region.

Council began work on the DIAP in February 2015:

- Formulation of a Regional Working Party with Richmond Valley, Ballina, Byron, Clarence Valley, Coffs Harbour and Kyogle Councils
- February 2015 – Council staff training on the *NSW Disability Inclusion Act (DIA) 2014*
- April-October 2016 - Community Consultation. Consultation methods included online regional wide survey, targeted workshops with service providers, advocacy organisations and the Lismore Access and Inclusion Committee
- August and November 2016 – Lismore Council Staff Consultation and training
- March 2017 – Lismore Council Staff Consultation
- February – April 2017 - Preparation of DIAP as a stand-alone document
- April – May 2017 - Exhibition of draft DIAP
- June 2017 - Adoption of DIAP and delivery to NSW Government.

Summary of survey results:

- The overall response rate was high with 540 responses
- Lismore City Council had 143 responses which was the highest response rate being 26.48% of the overall responses
- Responses from individuals was high (73.68%)
- Respondents were mainly aged between 45-54 and 55-64 years
- 11% of responses were from an organisation
- 41% of organisation respondents operated in the Lismore LGA, which was the highest response rate of the overall responses
- 9.7% of people answered that they have a hearing impairment or wear a hearing aid
- 8.70% of people answered that they have a vision impairment
- 34.78% of people answered that they use a mobility aid (wheelie walker, cane, wheel chair)
- 21.74% of people answered that they have a mental health issue
- 6.52% of people answered that they have an intellectual disability
- 39.13% answered other.

A snapshot of what the community told us would make a difference to their ability to participate:

- By increasing the accessibility of all public spots, venues, and events will provide the possibility of a person with a disability to attend, be there, be part of the community, be seen, be present to just be part of it
- More people with disabilities in employment in a variety of positions and business. To 'normalise' the presence of people with differing abilities
- Stories of the achievements of people living with disability to be widely publicised
- Places to sit and rest because ramps are located where a much longer walk is required
- Ability to physically access buildings, braille signs
- Business with wider doorways and wheelchair access
- Employment is an important part of social inclusion and a very meaningful one
- It is very important to have toilets that are accessible particularly to seniors - hand rails are extremely important
- Buildings that have accessible doorways then often have doors that can't be opened as they are heavy pull doors
- A greater number of accessible parking spaces in local shopping centres would help
- Sporting grounds being able to be accessed with car parking
- Inclusive events would be awesome
- Accessible change tables (for above 20kg)
- Safe accessible green spaces.

The following information details what the community feels is most important to changing attitudes and behaviours towards people with disabilities in the community:

- 70.59% of respondents said ensuring public events are accessible
- 63% said involving people with disability in developing communication campaigns regarding inclusion
- 55.46% said developing public messages and campaigns that highlight inclusion and recognise the rights and contribution of people with disabilities in the community
- 52.10% said integrating staff training on access and inclusion into induction practices.

The following information details what the community feels is most important for making communities liveable and accessible for people with disabilities in the community:

- 72.5% said providing continuous accessible paths of travel between facilities and services in town centres and public areas
- 68.33% said encouraging promotion of accessible-for-all design (universal design) in the planning of new housing, infrastructure and buildings
- 64.17% said ensuring community programs and events are accessible through early consideration of venues, transport, toilets, parking
- 51.67% said providing accessible toilets in all public buildings.

The following information details what the community feels is most important for improving employment opportunities for people with disabilities in the community:

- 66.67% said changing people's attitudes
- 60.0% said accessible workplaces
- 55% said inclusive recruitment processes
- 52.5% said flexible working hours and locations.

The following information details what the community feels is most important for improving accessibility of systems and processes for people with disabilities in the community:

- 68.33% said ensuring all information is available in different formats for all abilities
- 55% said ensuring workplaces' internal systems and processes are accessible
- 54.17% said access to communication supports such as hearing loops, touch screens, and translation services
- 54.17% said knowing there are ways to provide feedback and mechanisms for inclusion and accessibility, e.g. Council access advisory committees.

When asked the survey question "If you experience barriers, what are your biggest concerns when accessing local businesses? By far the most people (75.96%) responded with, "not physically accessible" followed by 62.5% saying "Lack of staff awareness."

6.0 Action Plan Strategies and Actions

From the legislative framework, Lismore City Council has developed its overarching Statement of Commitment, which is included at the beginning of this document. At the back of the Plan under each focus area is a series of strategies and actions that are the vital component to strengthening Lismore as an accessible and inclusive city. These strategies and actions and their timeframes are incorporated into Council's four year delivery program.

The diagram below shows how the Disability Inclusion Action Plan fits into the integrated planning and reporting framework of local government.

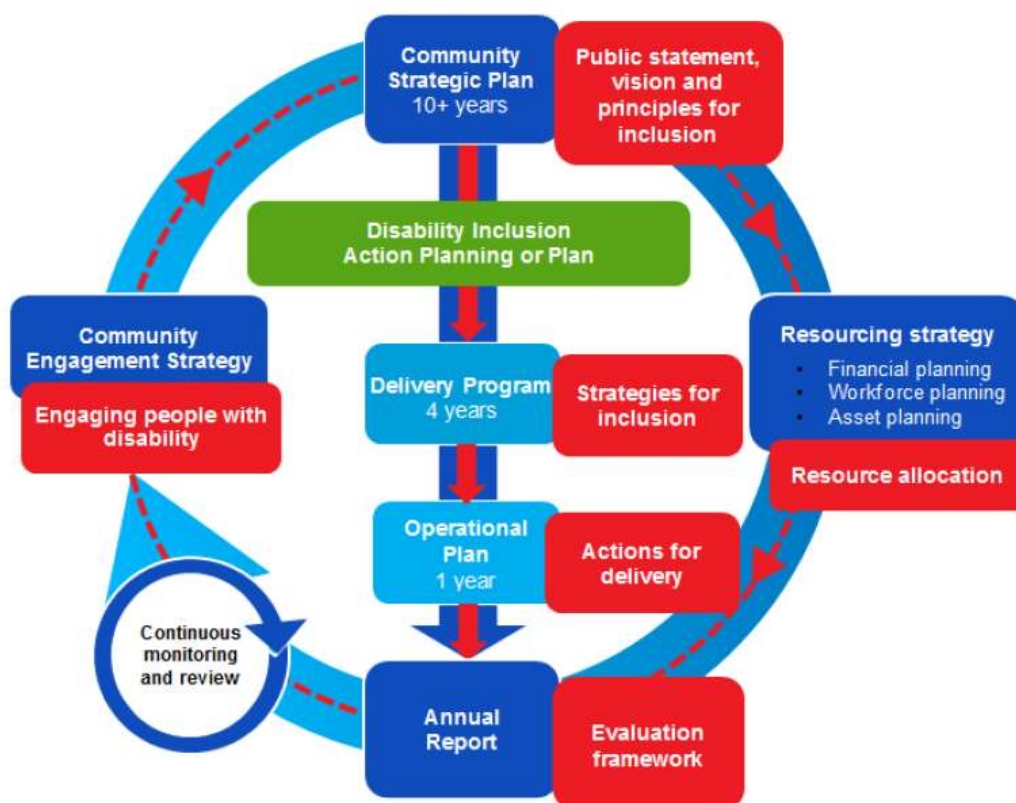


Image source: Local Government NSW and NSW Family and Community Service – Disability Inclusion Action Plan guidelines

6.1 Action Strategies

6.1.1 Attitude and Behaviours

Implications for Councils – customer service

Action
Facilitate bi-monthly Access and Inclusion Committee meetings – aimed at providing advice to Council on Disability Access and Inclusion
Continuous work on improving access in existing Council buildings
Undertake education programs to assist designers, developers, property owners and property managers in identifying ways of improving access to, into and through their new or existing property.
Promotion of the “missed business guide” to business owners
Provision of accessible resources the Lismore Library
Bi-annual art exhibition featuring artists with a disability

6.1.2 Liveable Behaviours

Implications for Councils – accessible public domain and facilities

Action
Undertake Cycleway Plan review
Continue to establish shared pathway network as funding opportunities become available.
Ensure the incorporation of accessible standards e.g.: footpath and cycleway (shared paths) into infrastructure design
Investigate funding to undertake an audit of Council facilities
Undertake an audit of Council facilities
Progressively upgrade council owned assets to meet access to premises standards
Update “Tradies Good Guide to Access” in partnership with neighbouring Councils
Provide “Tradies Good Guide to Access” in hard copy format at Council front counter
Investigate options to install a “Changing Place” at the Lismore Transit Centre and Lismore Library
Seek funding to install “Changing Place” in Council facility
Install Changing place in Council facility
Provide and maintain hoists at the Lismore Memorial Baths and Goonellabah Sports and Aquatic Centre
Ensure Council and community events are accessible to all members of the community
Investigate options to improve accessibility of the circulation desks at the Lismore Library
Fee waiver for development applications for accessibility improvements
Explore funding opportunities to install duress alarms within the all-abilities toilet facilities at GSAC

6.1.3 Employment

Implications for Councils – recruitment policies

Action
Inclusiveness Training at induction, as part of recruitment panel preparation and general awareness training modules
Identify the physical, cognitive and interpersonal 'inherent requirements' of new vacancies within the organisation to enable contact officer to provide this detail when people with disability apply
Identify best avenues to improve notification of vacancies and to encourage applicants with disability
Inclusiveness Training at induction, as part of recruitment panel preparation and general awareness training modules

6.1.4 Systems and Processes

Implications for Councils – websites and information

Action
Council news and information is provided in a variety of accessible formats
Hearing loop provided in Council Chambers
Council's ordinary meetings held in Council Chambers are to be delivered via live streaming
Provision of Auslan interpreter services at Council meetings, corporate events and Lismore Regional Gallery events on request
Investigate captioning services at Council meetings, events
Identify funding to undertake a review Council's Pedestrian Access and Mobility Plan (PAMP)
Undertake review of the Council's Pedestrian Access and Mobility Plan (PAMP)
Be compliant with the Web Content Accessibility Guidelines 2.0 AA (WCAG)
Implement e-business initiatives to enable electronic access to development application documentation
Investigate options for making corporate documentation and stationary available in more accessible formats



Image of Zac Paden, Lismore, taken by Terra Sword.

7.0 Delivering the Plan

Governance

The General Manager, Executives and the Senior Management Team will sponsor and promote the Plan.

Integration

The actions in this Plan will become an integrated component of Council's Community Strategic Plan and its associated Delivery Program Plan. The four year Delivery Plan will detail time frames, priorities, resources and responsibilities for delivery of specific actions.

Monitoring and Evaluation

An evaluation framework, with performance indicators, has been developed to measure change. Data will be collected and reported throughout the implementation of the Plan. In the fourth year of the Plan Council will measure community satisfaction through a community survey.

Reporting

Regular updates will be provided on our website to report progress. Progress towards delivering the actions in the Plan will be formally reported as part of Council's annual reporting processes.

Council will prepare and submit reports to the NSW Disability Council as required.

Ongoing Consultation and Review

Council will talk with the community regularly to check that the priorities in the Plan are still the same and make changes to the Plan where needed.

Measuring our Progress

Council will use a range of indicators to track our progress towards achieving an accessible and inclusive city.

For the focus area **Creating Liveable Communities** we will use surveys and customer satisfaction measures to collect data about the percentage of people with disability who are satisfied with Council's accessible public toilets; footpaths; public spaces; recreation services, community facilities, libraries and cultural activities.

Council will, additionally, collect data to measure increases in the number of accessible parking spaces, bus stops and shelters, recreation services, community facility halls and libraries.

For the focus area **Providing Accessible Systems and Processes** Council will use survey data to measure the percentage change in people with disability who can easily access Council information and who have participated in a community consultation activity.

We will analyse a sample of Council publications for their accessibility, use of images of people with disability and information about access.

For the focus area **Promoting Positive Community Attitudes and Behaviours** we will use Council data to measure the number of community projects and campaigns we deliver that raise awareness of the positive contribution people with disability make to the community. We will look at the percentage of people with disability who have participated in and are satisfied with Council events and festivals. We will measure the number of partnerships projects delivered and their success using customer satisfaction measures.

For the focus area **Support Access to Employment** we will use data to measure the increase of people with disability that are employed at Council, the accessibility of Council work places and the increase in the number of Council suppliers that provide employment opportunities to people with disability.



Image of Blues Festival Live, Byron Bay, taken by Denise Alison.

Appendices

Appendix A Acronyms

ABS	Australian Bureau of Statistics
AHRC	Australian Human Rights Commission
CSP	Community Strategic Plan
DDA	<i>Disability Discrimination Act 1992</i>
DIA	<i>NSW Disability Inclusion Act 2014</i>
DIAP	Disability Inclusion Action Plan
IP&R	Integrated Planning and Reporting
LGA	Local Government Area
LCC	Lismore City Council
NDIS	National Disability Insurance Scheme
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities

Appendix B Resources

Australian Bureau of Statistics. Catalogue 4430. Disability, Ageing and Carers, Australia: NSW 2015

Australian Bureau of Statistics. Catalogue 4430. Disability, Ageing and Carers, Australia: NSW 2015

Australian Bureau of Statistics. Catalogue 4430. Disability, Ageing and Carers, Australia: NSW 2012

Australian Bureau of Statistics National Regional Profile. September 23, 2016

Lismore City Council Mobility Map. ND.

Lismore City Council Missed Business Guide. ND

Lismore City Council The Tradies Guide to Good Access. ND

Lismore City Council Access Committee meeting minutes. Various

Lismore City Council. October 26, 2016. Memorandum minutes. DIAP consultation Access and Inclusion Committee.

Lismore City Council. September 5, 2016. Memorandum minutes. DIAP Vision Impairment Community Consultation Casino.

National Disability Strategy - NSW Implementation Plan 2012-2014

NSW Department of Ageing, Disability and Home Care. August 2009. Report on people with a disability and their carers in NSW Based on the 2006 Census of Population and Housing. NSW Family & Community Services Ageing, Disability & Home Care.

NSW Carers Strategy 2014-2019

www.lgnsw.org.au/policy/disability

Appendix C Survey

Disability Inclusion Action Plan Survey

Disability Inclusion Action Plan - Northern Region Councils Survey

Councils in northern NSW are working together to identify issues, barriers and solutions to accessibility in our communities. Access issues affect all of us at some point in our lives. People experience difficulties accessing information, services, buildings, facilities and events on a daily basis.

We would like your thoughts on how to make our communities more inclusive and accessible for everyone who lives or visits here.

Participation is completely voluntary and your responses will be kept confidential and any identifying information will be de-linked from your responses. Completing the survey is taken as consent; however if you choose to withdraw consent, you may contact your Council at any time to do so.

The following councils are working together to get your thoughts on accessibility. If you have any questions regarding the survey, or would like to participate in additional community consultations on accessibility, please contact your council:

Ballina Shire Council (02 6686 4444)
Byron Shire Council (02 6626 7000)
Clarence Valley Council (02 6643 0200)
Coffs Harbour City Council (02 6648 4000)
Kyogle Council (02 6632 1611)
Lismore City Council (1300 878 387)
Richmond Valley Council (02 6660 0300)

The survey should take ten minutes of your time. Thank you in advance - we appreciate your input.

*** 1. Which Local Government Area do you live in?**

- Ballina Shire Council
- Byron Shire Council
- Clarence Valley Council
- Coffs Harbour City Council
- Kyogle Council
- Lismore City Council
- Richmond Valley Council

Disability Inclusion Action Plan Survey

1

Ballina Shire Council

2. Which town/locality do you live in? (Ballina Shire) Please select from drop down list:

Other (please specify)

Disability Inclusion Action Plan Survey

Byron Shire Council

3. Which town/locality do you live in? (Byron Shire) Please select from drop down list:

Other (please specify)

Disability Inclusion Action Plan Survey

Clarence Valley Council

4. Which town/locality do you live in? (Clarence Valley) Please select from drop down list:

Other (please specify)

Disability Inclusion Action Plan Survey

Coffs Harbour City Council

5. Which town/locality do you live in? (Coffs Harbour City Shire) Please select from drop down list:

Other (please specify)

2

Disability Inclusion Action Plan Survey

Kyogle Council

6. Which town/locality do you live in? (Kyogle Shire) Please select from drop down list:

Disability Inclusion Action Plan Survey

Lismore Council

7. Which town/locality do you live in? (Lismore City Shire) Please select from drop down list:

Disability Inclusion Action Plan Survey

Richmond Valley Council

8. Which town/locality do you live in? (Richmond Valley Shire) Please select from drop down list:

Other (please specify)

Disability Inclusion Action Plan Survey

Demographics

*** 9. How old are you? (Please select one option)**

- 17 or under
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+

10. What is your gender? (Please select one option)

- Woman
- Man
- Transgender
- Intersex
- Prefer not to answer
- Another answer (please specify)

11. Do you identify as any of the following? - Please select those that apply to you:

- Person with Aboriginal heritage
- Person with Torres Strait Islander heritage
- Person with both Aboriginal and Torres Strait Islander heritage
- Person from a culturally and linguistically diverse background
- None of the above
- Another answer (please specify)

*** 12. Are you answering this survey on behalf of an organisation, or as an individual? Please select an option.**

- Organisation
- Individual
- Both on behalf of an organisation, and as an individual

Disability Inclusion Action Plan Survey

Organisations

13. Please select one or more options - If you are answering on behalf of an organisation, is your organisation a:

- Disability service
- Advocacy organisation
- Employment service
- Community group
- Other (please describe)

14. Please list the local government areas that you/your organisation work in:

- Ballina Shire Council
- Byron Shire Council
- Clarence Valley Council
- Coffs Harbour City Council
- Kyogle Council
- Lismore City Council
- Richmond Valley Council
- Another council (please list all here, e.g. Tweed City Council)

Disability Inclusion Action Plan Survey

Demographics (continued)

15. Do you identify as any of the following? - You may choose more than one option

- Person with a disability
- A carer, family member or friend of a person with a disability
- An interested member of the community
- None of the above
- Other (please specify)

16. Do you identify with any of the following? Please select those that apply to you:

- I have hearing impairment / use a hearing aid
- I have vision impairment
- I use a mobility aid (wheely walker, cane, wheelchair)
- I have a mental health issue
- I have an intellectual impairment
- Another answer (please specify)

Disability Inclusion Action Plan Survey

Attitudes, community liveability, employment and systems and processes

*** 17. What is most important for changing attitudes and behaviours towards people with disabilities in the community? Please select three items:**

- Involving people with disability in developing communication campaigns regarding inclusion
- Developing public messages and campaigns that highlight inclusion and recognise the rights and contribution of people with disabilities in the community
- Ensuring public events are accessible
- Positive images of people with disability in publications and promotion
- Integrating staff training on access and inclusion into induction practices
- Other (please specify)

*** 18. What is most important for making communities liveable and accessible for people with disabilities? Please select three items:**

- Providing accessible toilets in all public buildings
- Providing change tables (including adult change tables and hoists) in appropriate locations
- Providing continuous accessible paths of travel between facilities and services in town centres and public areas e.g. accessible matting at beaches
- Encouraging promotion of accessible-for-all design (universal design) in the planning of new housing, infrastructure and buildings
- Ensuring community programs and events are accessible through early consideration of venues, transport, toilets, parking
- Other (please specify)

*** 19. What is most important for improving employment opportunities for people with disabilities? Please select three items:**

- Flexible working hours and locations
- Inclusive recruitment processes
- Accessible workplaces
- Changing people's attitudes
- Designing roles suitable for people with disabilities
- Other (please specify)

*** 20. What is most important for improving accessibility of systems and processes? Please select three items:**

- Ensuring all information is available in different formats for all abilities
- Access to communication supports such as hearing loops, touch screens, and translation services
- Ensuring feedback and complaint mechanisms are accessible for people with disability
- Knowing that there are ways to provide feedback and mechanisms for inclusion and accessibility eg. Council access advisory committees
- Ensuring workplaces' internal systems and processes are accessible
- Other (please specify)

21. What do you think needs to be done to change behaviours and attitudes in the community towards people with disabilities? Please tell us in your own words:

Disability Inclusion Action Plan Survey

Councils

22. Do you know if your Council has an Access Advisory Committee or other method for feedback on accessibility? Please select one option:

- Yes
- No
- Not sure
- Other (please specify)

Disability Inclusion Action Plan Survey

Councils (continued)

23. What is your Council's method for feedback on accessibility? Please select as many options as apply:

- Access Advisory Committee or similar
- Disability Access Officer or similar
- Another method (please specify):

Disability Inclusion Action Plan Survey

Businesses

*** 24. How would you rate the accessibility of businesses in your community? Please select one option:**

- Very good
- Good
- Average
- Poor
- Very poor

25. If you experience barriers, what are your biggest concerns when accessing local businesses? Please select as many options as you have experienced:

- Not physically accessible
- No clear signage
- No accessible toilets
- Lack of staff awareness
- Information not available in accessible formats
- Other (please specify)

Disability Inclusion Action Plan Survey

Community and Additional Comments - Final page

26. What are some good examples of accessibility in your community?

Businesses (e.g. buildings, websites)

Council facilities (e.g. parks, infrastructure)

Anywhere or anything else

*** 27. Accessibility in my community is important to me**

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

*** 28. More could be done to improve access in our community**

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

29. Do you have any other comments?

30. Optional: If you would like to be contacted for further community consultations on accessibility, please enter your contact details below:

Name	<input type="text"/>
Phone number	<input type="text"/>
Email address	<input type="text"/>