

Annual Report

Disability Inclusion Action Plan



2021-2022

About this report

The 2017-2022 Disability Inclusion Action Plan Annual Report provides a summary of performance against key Indicators actions in relation to inclusion and accessibility issues and the objectives identified by the community of the Lithgow Local Government Area in the Disability Inclusion Action Plan 2017-2022. This report should also be read in conjunction with the Lithgow City Council Annual Report – A Year in Review, 2017/18, 2018/19, 2019/20, 2020/21 and 2021/22 available on Council's website <http://council.lithgow.com/ipr/>

Legislation

In 2014, the NSW Government passed the NSW Disability Inclusion Act 2014 (DIA), which required all local government organisations to develop a Disability Inclusion Action Plan by 1 July 2017. By developing a Disability Inclusion Action Plan, Council is better placed to remove barriers and enable people with disability to participate equally in their communities.

Lithgow Disability Inclusion Action Plan Reporting

In 2017/18, Lithgow City Council's Annual Report – A Year in Review was changed to include progress against the Disability Inclusion Action Plan 2017-2022 Indicators available for viewing on Council's website <http://council.lithgow.com/ipr/>.

Guiding Principles

The aim of the Disability Inclusion Action Plan is to outline precise strategies and actions that will help Council achieve its inclusion goals over the next four years. This will allow people with disability to have better access to the services, information and facilities offered by Council.

The Plan takes a holistic approach and includes actions for all areas of Council. By implementing the actions in the Plan, not only will people with disability benefit, but older people, people with acute or short-term injuries, and parents with young children will also benefit. Therefore, this Plan is based on the broader guiding principles outlined in the United Nations Convention on the Rights of Persons with Disabilities, which includes:

- Full and effective participation and inclusion in society
- Accessibility
- Equality of opportunity
- Non-discrimination
- Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- Principles of Universal Design

The Case for Inclusion

In addition to the human rights imperative the case for an inclusive community is strong:

- As a community, we are poorer without a diverse range of viewpoints and individual perspectives.
- Exclusion leads to disadvantage and discrimination, which have far reaching negative impacts across all aspects of life, including health, welfare, education and employment.

These impacts are felt beyond the individual, with families and the broader community being negatively impacted by a non-inclusive community.

- There is a strong economic imperative for increasing the inclusiveness of our society. Employment can provide independence, reduce reliance on government income support and improve the living standards of people with disability. This can also have positive health impacts and contribute to a greater sense of self-worth.
- Providing physical access to businesses benefits not only people with disability, but older people, parents with prams and business owners by expanding their business reach.
- With an ageing population there is a growing need to not simply create places for older people, but to ensure that all places are designed to support people regardless of age.

Focus Area 1 -Building Livable Communities

Liveable communities are places people can move about easily to access services and facilities and participate in community life.

1.1 Enhance access to Council's building and facilities

Conduct access appraisals of Council's buildings and facilities to identify access issues.

2017/18	An access appraisal of council's buildings and facilities is yet to be conducted.
2018/19	Council commenced upgrade of the Union Theatre, which includes installation of a lift and accessible toilets.
2019/20	Back of stage works including dressing rooms have been completed except for the installation of the lift which has been delayed and is now due for installation by August/September 2020.
2020/21	In 2019/20 a new two level back of stage wing was constructed incorporating new change, storage and amenity rooms and elevators making much of the theatre wheelchair accessible. New industry standard technical systems were installed making the venue able to support the needs of contemporary performances and diverse events. These works were funded by the NSW Regional Cultural Fund and Lithgow City Council.
2021/22	There were no access appraisals conducted during 2021/22.

1.1 Enhance access to Council's building and facilities

Upgrade access with the JM Robson Aquatic Centre, including installation of hoist, adult change table, water wheelchairs etc.

2017/18	The purchase and installation of accessible aquatic equipment at the JM Robson Aquatic Centre was adopted as part of the 2018/19 Operational Plan.
2018/19	A hoist has been installed next to the 50m outdoor pool to enable patrons in wheelchairs to be lifted safely into the pool.
2019/20	No additional equipment has been purchased.
2020/21	
2021/22	

1.2 Improve access to public toilets

National Public Toilet Map is updated annually.

The National Public Toilet Map was updated as required.

Number of toilets accessible to people with a disability.

2017/18	Council provided 3 new fully accessible toilet facilities at Blast Furnace Park, Lithgow; Kremer Park, Portland and in Daintree Lane, Wallerawang
2018/19	Accessible toilets are being installed as part of the Union Theatre upgrade.
2019/20	<ul style="list-style-type: none">• Accessible toilets have been installed at the Adventure Playground.• New accessible toilets have been commissioned for the skate parks in Wallerawang and Portland.• The toilets at Pioneer Park, Main Street, Lithgow have been demolished and a new accessible toilet will be installed in 2020/21.
2020/21	<p>Self-cleaning and accessible public toilets were installed at the Wallerawang and Portland Skateparks.</p> <p>Access ramps will be installed in 1st quarter 2021/22 to complete this project.</p> <p>New fully accessible and self-cleaning toilets were installed at:</p> <ul style="list-style-type: none">• Pioneer Park in Main Street, Lithgow.• Kremer Park, Portland• Tweedie Park, Wallerawang
2021/22	Accessible public toilets have been installed at Watsford/Conran Ovals.



1.3 Ensure there are sufficiently well-located disability parking spaces in the LGA

Review undertaken

2017/18	A review of the number and location of parking spaces in the Lithgow LGA was undertaken in 2017/18. Top layer assets (i.e. Number of car parks in the LGA) have been identified and inputted into Council's Asset Management System.
2018/19	
2019/20	
2020/21	
2021/22	

Monitor and enforce non-compliant use of disability parking spaces.

2017/18	A total of 7 infringements were issued in 2017/18 for non-compliant use of disability parking space.
2018/19	A total of 15 infringements were issued in 2018/2019 for non-compliant use of disability parking space.
2019/20	During 2019/2020 1 infringement notice was issued for non-compliant use of disability parking spaces.
2020/21	The Car park at the Lithgow Visitor Information Centre was upgraded.
2021/22	During 2021/2022 7 infringement notice was issued for non-compliant use of disability parking spaces.

1.4 Improve the number of accessible paths of travel to key destinations

Number of CAPT improved

2017/18	<ul style="list-style-type: none"> • Half of the access road at Lithgow Cemetery was sealed. • A shared footpath and cycleway along Farmers Creek, at a rate of approximately 70-80m per year is being constructed. <p>The footpaths along Rabaul Street, Lithgow the Great Western Highway, Lithgow and Barton Avenue, Wallerawang were renewed.</p>
2018/19	<ul style="list-style-type: none"> • Footpath was constructed along Wolgan Road Lidsdale from Skelly Road to Maddox Lane. • Footpath and pedestrian refuge were constructed in Wallerawang in the vicinity of Barton Avenue and the rail overbridge.
2019/20	<p>The following footpath assets were renewed in 2019/20:</p> <ul style="list-style-type: none"> • Read Avenue, - 46m • Rabaul Street – 32m • Roy Street – 78m • Tank Street – 89m

- Hayley Street – 18m
- Evelyn Street – 45m
- Bridge Street – 78m
- Barton Street – 92m
- Williwa Street – 750m

Portland Footpath Garden Beds

Wolgan Street and Williwa St Portland.

- Removal of Mop Tops and installation of Crepe Myrtles.
- Removal of a number of high maintenance gardens and caused accessibility issues for pedestrians.

Construction of a footbridge over Farmers Creek at Coalbrook Street and footpath linking Sandford Avenue and Albert Street.

2020/21

Footpaths were renewed in Martini Parade and Main Street, Lithgow.

620 lineal metres of 1.2-metre-wide footpath was constructed along James Parade from the intersection of Barton Avenue to end.

Lake Pillans Boardwalk, which had been burnt in the 2019 bushfires was replaced with a new boardwalk.

Council continued to develop the Farmers Creek Walkway/Cycleway and installed 2 new footbridges over the Creek.

Lake Wallace - Accessible Fishing Platform was constructed and installation commenced. The Platform will be completed in the 1st quarter of 2021/22.

2021/22

The official opening of the Farmers Creek Shared Pathway Project was held in August 2022. With 2,500 metres of new shared pathway constructed. Combine with existing sections of pathway, the shared path network now extends from Lake Pillans Wetlands to near Chivers Close Lithgow – a distance of nearly 6 kilometres.

Lake Wallace – Accessible Fishing Platform was completed with an add on ramp and pathway. The official opening was held in October 2022.



1.5 Increase the number of accessible bus stops and shelters

Audit in progress

2017/18	Council has commenced data collection and identification of Council owned assets for input into the new Asset Management System, this includes bus shelters. The information collected includes the asset attributes (such as physical location (including school routes) length, width, height, materials, condition rating and valuation). The system also identifies if the bus shelter is disability compliant.
2018/19	
2019/20	
2020/21	
2021/22	

Number of upgrades to bus stops and shelters.

2017/18	In conjunction with the local bus company one bus shelter was installed at the hospital near the Scots School.
2018/19	1 new bus shelter was installed at the intersection of Willis Street & Sutcliff Street. Existing shelters were improved to meet the needs of the community.
2019/20	Demolition of the bus shelter at Pioneer Park, Main Street, Lithgow. A new bus shelter will be installed in 2020/21. Bus Shelters were replaced at: <ul style="list-style-type: none"> • Pipers Flat Road (near Range Road), • Cullen Bullen (Castlereagh Highway) 1 additional frame purchased for installation in 2020/21.
2020/21	Bus shelter was installed at Pioneer Park.
2021/22	There were no upgrades in 2021/2022. All required maintenance was carried out during the year and the cleaning schedule is back in place with Councils newly appointed cleaning team.

1.6 Improve Council's policy and planning tools to create better access

Universal Access Guidelines considered and incorporated into works and promoted in newsletter.

2017/18	<ol style="list-style-type: none"> 1. The Main Street Revitalisation Program has seen improvements in Cook Street Plaza and Eskbank Street Precinct. These include enhancing accessibility and functionality of public spaces for all abilities to enjoy. 2. The design for the Adventure Playground (to be constructed in 2018/19) incorporates accessible pathways, facilities and amenities, contrasting colour and texture in materials to aid navigation, extension of seating areas to accommodate wheelchairs, strollers and walking frames. Accessible harnesses on swings and flying fox and accessible play equipment.
---------	--

2018/19	<p>The Adventure Playground, completed in March 2019, includes a number of universal access features and equipment.</p> <p>Media releases were produced regarding the construction of the playground and its design features. http://council.lithgow.com/?s=adventure+playground</p>
2019/20	
2020/21	<p>Lake Wallace - Accessible Fishing Platform was constructed and installation commenced. The Platform will be completed in the 1st quarter of 2021/22.</p>
2021/22	<p>Lake Wallace – Accessible Fishing Platform was completed with an add on ramp and pathway. The official opening was held in October 2022.</p>



1.7 Increase access and inclusions to the Library and Eskbank House Museum

Maintain partnerships with disability providers

2017/18	<p>In 2017/18 Council attended the Community Interagency on a quarterly basis to maintain partnerships with key providers in town, including disability providers.</p>
---------	--

2018/19	In 2018/19 Council attended the Community Interagency on a quarterly basis to maintain partnerships with key providers in town, including disability providers
2019/20	Community development Officer regularly attends interagency meetings to maintain and develop partnerships.
2020/21	The Community Development Officer regularly attends interagency meetings to maintain and develop partnerships. Due to Covid-19 attendance is via video conferencing.
2021/22	Community development Officer regularly attends interagency meetings to maintain and develop partnerships.

1.7 Increase access and inclusions to the Library and Eskbank House Museum

Provide a range of resources to meet the diversity of needs of people with disability such as large print books and audio books both in the library and online.

2017/18	In 2017/18 a total of 5,747 large print books and 2,848 audio books were loaned out from the inclusive collection. A large amount of these loans is distributed via the Home Library Service to residents of local Nursing Homes and private homes for people with mobility issues. Furthermore, 1,047 eBooks and eAudio loans were made.
2018/19	In 2018/19 a total of 5,513 large print books and 2,990 audio books were loaned out from the inclusive collection. A large amount of these loans is distributed via the Home Library Service to residents of local Nursing Homes and private homes for people with mobility issues. Furthermore, 1,580 eResources were loaned. Our eResources have grown to include eBooks, eAudio, eMagazines & eFilms.
2019/20	In 2019/20 a total of 4,349 large print books and 2,194 audio books were loaned out from the inclusive collection. A large number of these loans is distributed via the Home Library Service to residents of local Nursing Homes and private homes for people with mobility issues. Furthermore, 5,164 eResources were loaned. Our eResources have continued to include eBooks, eAudio, eMagazines & eFilms and the online study platform Linda has been added.
2020/21	In 2020/21 a total of 3,810 large print books and 1,578 audio books were loaned out from the inclusive collection. A large number of these loans is distributed via the Home Library Service to residents of local Nursing Homes and private homes for people with mobility issues. Furthermore, 6,393 eResources were loaned. Our eResources have continued to include eBooks, eAudio, eMagazines & eFilms
2021/22	In 2021/22 a total of 2,797 large print books and 1,297 audio books were loaned out from the inclusive collection. A large number of these loans is distributed via the Home Library Service to residents of local Nursing Homes and private homes for people with mobility issues. Furthermore, 4,702 eResources were loaned. Our eResources have continued to include eBooks, eAudio, eMagazines & eFilms

1.7 Increase access and inclusions to the Library and Eskbank House Museum

Maintain partnerships with disability providers

Continue providing Maker Space, Lego Club and/or other play therapy programs for children with disability

2017/18	Throughout 2017/18 a Maker Space was made available during Library operating hours. A total of 26 Lego Club sessions were held at the library.
2018/19	Throughout 2018/19 a Maker Space was made available during Library operating hours. During the year pilot programs were run to meet the needs of children with special needs including Sensory story time & Maths is Fun.
2019/20	The library continues to host the Maker Space during operating hours.
2020/21	Due to the changing health guidelines and restrictions on gathering due to Covid-19 all activities at the library have been temporarily discontinued.
2021/22	In November 2021 and through grant funding, the library purchased a Tovertafel or Magic Table designed to be used by those with dementia or cognitive disabilities to provide stimulation, exercise and social interaction.



1.7 Increase access and inclusions to the Library and Eskbank House Museum

Host events and develop programs that celebrate and recognise inclusion and diversity at the Library and/or Eskbank House Museum.

2017/18	<p>The Ukulele Group was held every Tuesday during school term. This became a regular event that was attended by support workers accompanying clients with disability as a social outing.</p> <p>A volunteer from the community, a local woman with disability, was invited to host a monthly story-time session with pre-schoolers.</p> <p>Lithgow Library celebrated International Day of People with a Disability at the Story time session on 6 December 2017. The guests read stories and answered questions about living with a disability.</p>
2018/19	<p>The Ukulele Group was held regularly every Tuesday.</p> <p>Lithgow Library held a morning tea on the 11 December 2018 for our Home Library Service Clients, to provide an opportunity for social inclusion.</p> <p>Salvaged Sounds used storytelling and musical instruments to explore ideas around waste and reusing materials in creative ways. With funding from Country Arts Support Program, Lithgow City Council collaborated with Mitchell Conservatorium to deliver workshops with local disability service providers. The participants worked with Mitchell Conservatorium facilitators over a 10-week period to make their own instruments, write a narrative piece and devise a performance. The performance, entitled "A Rainy Night" was presented to friends, family, carers and the community at Eskbank House Museum.</p>
2019/20	<p>The library continues to develop programs that include and celebrate diversity. These include the ukulele group, which meets weekly, the colouring in group that meets weekly that is hosted by a young person with a disability and promoted to local disability services as an activity.</p> <p>The library team also encourage and support volunteers from within the disability community to participate in programs such as Story time.</p>
2020/21	<p>Due to the changing health guidelines and restrictions on gathering due to Covid-19 all activities at the library have been temporarily discontinued.</p>
2021/22	<p>Disability Afternoon Tea at the Lithgow Library Learning Centre is held every second Thursday of the month.</p>

1.8 Increase recreational opportunities for young people with disability

Work with local community organisations and government to enhance recreational opportunities for young people with disability.

2017/18	<p>Council supported a local disability provider, Me3, to provide a drop-in centre of young people with disability. Lithgow Hangout at Me3 was held every Tuesday during school term from 3.30 - 6pm.</p>
----------------	---

2018/19	See Salvaged Sounds program above.
2019/20	Council continued to collaborate with local organisations including Headspace and Uniting Care to enhance opportunities for recreation for young people with disabilities.
2020/21	Council continues to collaborate with local organisations including Headspace and Uniting Care to enhance opportunities for recreation for young people with disabilities. The changing restrictions and guidelines due to the covid-19 pandemic many of these opportunities became virtual offerings with activities and workshops offered online.
2021/22	Council continued to collaborate with local organisations including LINC to enhance opportunities for recreation for young people with disabilities.
Ensure the planning and delivery of recreational assets takes into account the needs of young people with disability.	
2017/18	There were no consultations with young people with disability in 2017/18.
2018/19	There were no consultations with young people with disability in 2018/19.
2019/20	Young people are encouraged to join the Youth Council to contribute their diverse lived experiences including disability.
2020/21	The Community Development Officer meets with young people through Lithgow and Portland Youth Councils to ensure the needs of young people with disabilities are considered. The Community Development Officer's attendance at interagency meetings ensures connection with service providers and other organisations in the region
2021/22	There were no consultations with young people with disability in 2021/22.

Focus Area 2 - Creating Meaningful Employment

Employment opportunities contribute to independence and feelings of self-worth, social interaction and mental health, and increases opportunities to support individual choice and control.

2.1 Improve Council's preparedness to employ people with disability

Audit Council's Hartley and Administration Centre Buildings to identify barriers to physical access.

2017/18	An investigation was undertaken of the Hartley Building and based on the age of the building it was determined that accessible upgrades were not feasible.
2018/19	
2019/20	

2020/21	
2021/22	
Develop a priority list of required changes to Council's buildings and workplaces to improve our ability to employ people with disabilities.	
2017/18	Council Administration Centre has been identified as a priority for upgrade. Subsequently, Council has allocated funding for a modification and refit of the admin building which includes improving access for people with disability.
2018/19	Access audit of the Tourist Information Centre and Library was conducted by Melissa James -Access consultant – to highlight areas of improvement for staff and customers.
2019/20	No further works have been commenced
2020/21	
2021/22	
Review recruitment procedures to support non-discrimination of people with disability and include in Council's Workforce Plan.	
2017/18	Council has reviewed its Workforce Plan and has promoted itself as an Equal Opportunity Employer in 2017/18.
2018/19	
2019/20	
2020/21	
2021/22	

2.2 Incorporate workforce diversity as part of everyday Council business

Design all work as flexibly as possible, with a focus on achieving the desired outcomes rather than starting from required work methods, location and hours.

2017/18	Council continues to design work flexibly including the expansion of working remotely, variable hours, flexible leave arrangements, and the use of mobile technology.
2018/19	
2019/20	
2020/21	
2021/22	

2.3 Increase employment opportunities for people with disability

Work with community, government and businesses to support local employment for people with disabilities.

2017/18	Council was in discussion with Uniting Care in 2017/18 to address the transport and employment gap for people with disability in Lithgow.
2018/19	Accessible tourism workshop and audits were conducted by Melissa James – Access consultant – and offered free of charge to Lithgow businesses.
2019/20	
2020/21	Council has held discussions with local Disability services to address the lack of meaningful employment opportunities for people with disability. The development of a resource recovery centre has highlighted the opportunity to develop employment which will be explored further on completion of the facility.
2021/22	

Focus Area 3 - Promoting Positive Attitudes and Behaviours

People's attitudes impact all aspects of community life. The attitudes and behaviours of the community towards people with disability have been described as the single biggest barrier to participation and inclusion.

3.1 Raise awareness about the contribution people with disability make to our community

Include images of people with disability in publications and promotional material for events.

2017/18	Images of people with disability were included in the following publications and promotional material for events: <ul style="list-style-type: none">• Disability Inclusion Action Plan• Lithgow Ability Awards 2017• International Day of People with Disability 2017
2018/19	Images of people with disability were included in the following publications and promotional material for events: <ul style="list-style-type: none">• Lithgow Ability Awards 2018

2019/20	
2020/21	Images and footage of people with disability were used to promote the Ability Awards 2020.
2021/22	<p>Images of people with disability were included in the following publications and promotional material for events:</p> <ul style="list-style-type: none"> • Women's Health Week • International Day of People with Disability 2021 <p>https://www.facebook.com/LithgowCityCouncil/posts/pfbid0a8VXeyP7HweBVNKfFoVDmtiXnw5Cf9f2gQHTgLuK9pJm5y2AwVGzGzsMzLR5oh3AI</p> <p>https://www.facebook.com/photo/?fbid=447751850731500&set=a.146437764196245</p>

3.1 Raise awareness about the contribution people with disability make to our community

Celebrate International Day of People with Disability and other significant days to recognise the contribution of people with disability.

2017/18	<p>IDoPwD was celebrated at Lithgow Library with a story time session. Special guests read stories to children, sang songs, enjoyed a group morning tea and answered questions about living with disability (see p26 http://council.lithgow.com/download/12707/).</p> <p>Council also hosted the inaugural Lithgow Ability Awards as part of Social Inclusion Week in 2017. The event highlighted and recognised the contributions made to our community by people with disability and other groups the work to improve the lives of people with disability (see pages 119-120 http://council.lithgow.com/download/1707/).</p>
2018/19	Council hosted the second Lithgow Ability Awards. The event highlighted and recognised the contributions made to our community by people with disability and other groups the work to improve the lives of people with disability – see pp11-12.
2019/20	The ability awards have moved to a biannual event and will be celebrated in November 2020.
2020/21	Lithgow Ability Awards 2020 was held to celebrate the contribution of people with disability to the community. Due to the restrictions of Covid-19 a virtual celebration was held to coincide with the International Day of Disability. Videos were made outlining the contribution of each nominee and were played on Council's website as well as through our Facebook page.
2021/22	<p>Lithgow celebrated International Day of People with Disability at Lithgow Library in December 2021.</p> <p>The activities planned included a screening of the Ability Award short films, demonstrations and games on the library's new Tovertafel – a magic table of interactive games, art workshop spaces, a free sausage sizzle prepared by LINC's disability services team and Lithgow's first ever Silent Disco.</p>

3.2 Undertake programs to promote access and inclusion

Implement a Dignity & Respect in the Workplace Plan through conducting team-based training sessions.

2017/18	A total of 14 training sessions were implemented over the course of three months in 2017/18.
2018/19	Council's Health & Wellbeing Committee promotes Dignity & Respect in the Workplace.
2019/20	Council's Health & Wellbeing Committee promotes Dignity & Respect in the Workplace.
2020/21	Council's Health & Wellbeing Committee promotes Dignity & Respect in the Workplace. Due to COVID-19 restrictions Planned Dignity & Respect Training for the organisation has been deferred to 2021/22.
2021/22	Council's Health & Wellbeing Committee promotes Dignity & Respect in the Workplace

Partner with community organisations to deliver projects that support inclusion.

2017/18	Council partnered with Ability Lines/Uniting to deliver the Lithgow Ability Awards in 2017/18 during Social Inclusion Week (see pages 119-120 http://council.lithgow.com/download/12707/).
2018/19	The Mayors Mental Health Taskforce has worked with a number of community organisations to improve the mental health and wellbeing of the community.
2019/20	Council partnered with Ability Lines/Uniting to deliver the Lithgow Ability Awards in 2017/18 during Social Inclusion Week (see pages 119-120 http://council.lithgow.com/download/12707/).
2020/21	Council partnered with LINC's disabilities service to design a weekly social inclusion drop in space, the project was postponed due to covid-19 but will commence as soon as restrictions allow.
2021/22	Lithgow City Council and LINC (Lithgow information and Neighbourhood Centre) created a new community gathering space at Lithgow City Library. This space has been created to promote positive community attitudes and behaviours in relation to people with a disability. People living with disability, their families, carers, and friends are invited to share stories, experiences and enjoy community life every second Thursday of the month.

Involve people with disability in the development of communication campaigns regarding inclusion.

2017/18	As part of the Mayor's Mental Health Taskforce, Council engaged a youth ambassador with disability to speak at the opening ceremonies of the Mental Health Forum and Meet Your Neighbour events.
2018/19	
2019/20	
2020/21	
2021/22	

Review events and implement strategies to improve access.

2017/18	Council conducted a debrief session after Halloween 2017 to identify areas for improvement, which included the provision of additional disability parking spaces.
2018/19	Council continues to assess events and incorporate the need for accessibility using the DIAP as a guiding document.
2019/20	
2020/21	
2021/22	

Include information about access in marketing and promotional material of all events.

2017/18	As part of the planning for Halloween 2018, Council identified additional disability parking spaces to be allocated in the Eskbank Street Carpark to allow easy access to the festival. This information was promoted on the website.
2018/19	Council continues to use website and communications to highlight accessibility and inclusion at events.
2019/20	
2020/21	
2021/22	

Processes to Improve Access

Accessible systems, options for communicating, and information help remove barriers to participation and support people to live independently.

4.1 Enable easy access to information

Distribute information widely and in a variety of formats, large print, electronic, radio etc.

2017/18	<p>According to the 2015/16 Community Satisfaction Survey 'Word of Mouth' (85%) was the most popular method used to source information on services and facilities. This was followed by 'Council brochures in the letterbox' (76%), 'Direct mail/letters' (75%) and 'Lithgow Mercury' (73%).</p> <p>Subsequently, throughout 2016/17 and 2017/18 Council has been more proactive in the distribution and circulation of information. Council Connections, an eNewsletter is now produced on a weekly basis to subscribers.</p>
2018/19	Council continues to improve how it communicates with the community. See pp 23-26.
2019/20	<p>Council continues to improve how it communicates with the community.</p> <p>Strong social media presence and regular media releases to promote events and programs. Target disability sector through the Interagency mailing list.</p>
2020/21	Council continues to improve how it communicates with the community.

	Strong social media presence and regular media releases to promote events and programs. Target disability sector through the Interagency mailing list. As a response to the covid-19 pandemic council's online communication has developed to be an even more important tool with increased media and social media dissemination of information.
2021/22	Council continues to improve how it communicates with the community. Strong social media presence and regular media releases to promote events and programs. Target disability sector through the Interagency mailing list.

4.1 Enable easy access to information

Create an online map on council's website showing disability parking spaces and toilets in the Lithgow LGA.

2017/18	An online map of Council's disability parking spaces and toilets is yet to be created. Council's online mapping system will be upgraded in 2020. This will allow for specialised maps to be created for public access.
2018/19	This was determined to be a duplication of a much-used service the public toilet map.
2019/20	
2020/21	
2021/22	
Support local groups and/or organisations working to improve information distribution for the disability section.	
2017/18	Council supported the Lithgow Cares Coalition to update the Children's Services Directory. Council funded Nanna's Touch \$1,000 to host the Accessible Lifestyle Expo.
2018/19	Council continues to engage with the Interagency meetings bimonthly to improve information distribution for the disability sector.
2019/20	
2020/21	
2021/22	

4.2 Increase participation in Councils community engagement processes

Engage people with disability in consultation processes and include their ideas in plans for Council services, facilities and activities.

2017/18	Additional disability parking spaces were made available during Halloween 2018 and this information was publicised on the Lithgow Halloween website. Council's weekly eNewsletter, Council Connections, also promoted the JM Robson Aquatic Centre and Adventure Playground proposal.
---------	--

2018/19	The Community Development Committee includes 2 positions for people with a disability or people representing the disability sector. There have not been applicants for those positions. Council will continue to encourage participation.
2019/20	Council continues to seek representation from people with a disability or people representing the disability sector.
2020/21	
2021/22	

4.2 Increase participation in Councils community engagement processes

Promote access upgrades to services and facilities in our newsletter.

2017/18	The upgrades to Blast Furnace Park have improved access to significant parts of the site. This information was included in media releases which were distributed to local and regional media outlets, Council Connections eNewsletter and placed on Council's website, social media platforms and
2018/19	Media releases providing information on upgrades to services are distributed via local and regional media, social media, Council's website and eNewsletter.
2019/20	
2020/21	
2021/22	

Keep website and tourism app up to date with information about access.

2017/18	The tourism app and the website have yet to be upgraded to include information about access.
2018/19	Current tourism app is being phased out and is scheduled to be relaunched in the 21/22 year.
2019/20	
2020/21	
2021/22	The old tourism app is now redundant, and the new app is a combined app with all the VIC's across Australia. The tourism website has yet to be upgraded to include information about access.

180 Mort Street (PO Box 19)

Lithgow NSW 2790

Tel: 1300 661 033 or 6354 9999

Fax 02 6351 4259

council@lithgow.nsw.gov.au

www.council.lithgow.com

