

# Annual Report 2019-2020



## DISABILITY INCLUSION ACTION PLAN REPORT

## About this report

The 2018/19 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 2017-2021. This report should also be read in conjunction with the Lithgow City Council Annual Report – A Year in Review, 2017/18 and 2018/19 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 2017-2021 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 Liveable 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

Key Performance Indicator	2017/18	2018/19	2019/20
Conduct access appraisals of Council's buildings and facilities to identify access issues.	An access appraisal of council's buildings and facilities is yet to be conducted.	Council commenced upgrade of the Union Theatre, which includes installation of a lift and accessible toilets.	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.
Upgrade access with the JM Robson Aquatic Centre, including installation	The purchase and installation of accessible aquatic equipment at the JM Robson Aquatic Centre was	A hoist has been installed next to the 50m outdoor pool to enable patrons in	Previously completed

of hoist, adult change table, water wheelchairs etc.	adopted as part of the 2018/19 Operational Plan.	wheelchairs to be lifted safely into the pool.  The adult change table was not installed due to lack of a suitable space.	
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## 1.2 Improve access to public toilets

Key Performance Indicator	2017/18	2018/19	2019/20
National Public Toilet Map is updated annually.	The National Public Toilet Map was updated.	The National Public Toilet Map is updated as required.	The National Public Toilet Map is updated as required
Number of toilets accessible to people with a disability.	Council provided 3 new fully accessible toilet facilities at Blast Furnace Park, Lithgow; Kremer Park, Portland and in Daintree Lane, Wallerawang.	Accessible toilets are being installed as part of the Union Theatre upgrade.	<ul style="list-style-type: none"> <li>• Accessible toilets have been installed at the Adventure Playground.</li> <li>• New accessible toilets have been commissioned for the skate parks in Wallerawang and Portland.</li> <li>• The toilets at Pioneer Park, Main Street, Lithgow have been demolished and a new exeloo toilet will be installed in 2020/21.</li> </ul>

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

Key Performance Indicator	2017/18	2018/19	2019/20
Review undertaken	A review of the number and location of parking spaces in the Lithgow LGA commenced in 2017/18. Top layer assets (i.e. Number of car parks in the LGA) have been identified and are being inputted into Council's Asset Management System.	Previously completed	Previously completed
Monitor and enforce non-compliant use of disability parking spaces.	A total of 7 infringements were issued in 2017/18 for non-compliant use of disability parking space.	A total of 15 infringements were issued in 2018/2019 for non-compliant use of disability parking space.	During 2019/2020 1 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

Key Performance Indicator	2017/18	2018/19	2019/20
Number of CAPT improved	<ul style="list-style-type: none"> <li>• Half of the access road at Lithgow Cemetery was sealed.</li> <li>• A shared footpath and cycleway along Farmers Creek, at a rate of approximately 70-80m per year is being constructed.</li> <li>• The footpaths along Rabaul Street, Lithgow the Great Western Highway, Lithgow and Barton Avenue, Wallerawang were renewed.</li> </ul>	<ul style="list-style-type: none"> <li>• Footpath was constructed along Wolgan Road Lidsdale from Skelly Road to Maddox Lane.</li> <li>• Footpath and pedestrian refuge were constructed in Wallerawang in the vicinity of Barton Avenue and the rail overbridge.</li> </ul>	<p>The following footpath assets were renewed in 2019/20:</p> <ul style="list-style-type: none"> <li>• Read Avenue, - 46m</li> <li>• Rabaul Street – 32m</li> <li>• Roy Street – 78m</li> <li>• Tank Street – 89m</li> <li>• Hayley Street – 18m</li> <li>• Evelyn Street – 45m</li> <li>• Bridge Street – 78m</li> <li>• Barton Street – 92m</li> <li>• Willewa Street – 750m</li> </ul> <p>Portland Footpath Garden Beds</p> <p>Wolgan Street and Willewa Sts Portland.</p> <ul style="list-style-type: none"> <li>• Removal of Mop Tops and installation of Crepe Myrtles.</li> </ul>

			<ul style="list-style-type: none"> <li>Removal of a number of high maintenance gardens and caused accessibility issues for pedestrians.</li> </ul> <p>Construction of a footbridge over Farmers Creek at Sandford Avenue and footpath linking Sandford Avenue and Albert Street.</p>
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## 1.5 Increase the number of accessible bus stops and shelters

Key Performance Indicator	2017/18	2018/19	2019/20
Audit in progress	<p>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</p>		



	valuation). The system also identifies if the bus shelter is disability compliant.		
Number of upgrades to bus stops and shelters.	In conjunction with the local bus company one bus shelter was installed at the hospital near the Scots School.	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.	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"> <li>• Pipers Flat Road (near Range Road),</li> <li>• Cullen Bullen (Castlereagh Highway)</li> </ul> 1 additional frame purchased for installation in 2020/21.

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

Key Performance Indicator	2017/18	2018/19	2019/20
Universal Access Guidelines considered and incorporated into works and promoted in newsletter.	1. The Main Street Revitalisation Program has seen improvements in Cook Street Plaza and Eskbank Street Precinct. These	The Adventure Playground, completed in March 2019, includes a number of universal access features and equipment.	

	<p>include enhancing accessibility and functionality of public spaces for all abilities to enjoy.</p> <p>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.</p> <p>3. Media releases promoting new facility upgrades and design features are distributed to local and regional media and made available via social media channels, on councils' website and eNewsletters.</p>	<p>Media releases were produced regarding the construction of the playground and its design features.</p> <p><a href="http://council.lithgow.com/?s=adventure+playground">http://council.lithgow.com/?s=adventure+playground</a></p>	
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<p>Number of plans and people consulted.</p>	<p>Council aims to include the needs of people with disability in the development of its plans. However, Council did not develop any town and village plans, master plans or precinct plans during 2017/18.</p>	<p>Council continues to consult with its community on a wide range of plans and strategies. All plans are promoted to the community through a variety of channels including <a href="http://www.haveyoursay.lithgow.com">www.haveyoursay.lithgow.com</a> See pp23-26.</p>	<p>Council's Community development committee have invited the community to nominate to represent the disability community on the CDC. There are 2 dedicated seats on this committee.</p>
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## 1.7 Increase access and inclusions to the Library and Eskbank House Museum

Key Performance Indicator	2017/18	2018/19	2019/20
<p>Maintain partnerships with disability providers</p>	<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>	<p>In 2018/19 Council attended the Community Interagency on a quarterly basis to maintain partnerships with key providers in town, including disability providers</p>	<p>Community development Officer regularly attends interagency meetings to maintain and develop partnerships.</p>
<p>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.</p>	<p>In 2017/18 at 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 are distributed via the Home Library Service to residents of local</p>	<p>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 are distributed via the Home Library Service to residents of local Nursing Homes and</p>	<p>In 2019/20 a total of 4349 large print books and 2194 audio books were loaned out from the inclusive collection A large number of these loans are distributed via the Home Library Service to residents of local Nursing Homes and</p>

	Nursing Homes and private homes for people with mobility issues. Furthermore, 1,047 eBooks and eAudio loans were made.	private homes for people with mobility issues. Furthermore, 1,580 eResources were loaned. Our eResources have grown to include; eBooks, eAudio, eMagazines & eFilms.	private homes for people with mobility issues. Furthermore, 5164 eResources were loaned. Our eResources have continued to include; eBooks, eAudio, eMagazines & eFilms and the online study platform Linda has been added.
Continue providing Maker Space, Lego Club and/or other play therapy programs for children with disability.	Throughout 2017/18 Maker Space was made available during Library operating hours.  A total of 26 Lego Club sessions were held at the library.	Throughout 2018/19 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.	The Library continues to host the Maker Space during operating hours.

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

Key Performance Indicator

2017/18

2018/19

2019/20

<p>Host events and develop programs that celebrate and recognise inclusion and diversity at the Library and/or Eskbank House Museum.</p>	<p>The Ukulele Group was held every Tuesday during school term.</p> <p>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>	<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>	<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>
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## 1.8 Increase recreational opportunities for young people with disability

Key Performance Indicator

2017/18

2018/19

2019/20

<p>Work with local community organisations and government to enhance recreational opportunities for young people with disability.</p>	<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>	<p>See Salvaged Sounds program above.</p>	<p>Council continue to collaborate with local organisations including Headspace and Uniting Care to enhance opportunities for recreation for young people with disabilities.</p>
<p>Ensure the planning and delivery of recreational assets takes into account the needs of young people with disability.</p>	<p>There were no consultations with young people with disability in 2017/18.</p>	<p>There were no consultations with young people with disability in 2018/19.</p>	<p>Young people are encouraged to join the Youth council in order to contribute their diverse lived experiences including disability.</p>

# 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

Key Performance Indicator	2017/18	2018/19	2019/20
Audit Council's Hartley and Administration Centre Buildings to identify barriers to physical access.	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.		
Develop a priority list of required changes to Council's buildings and workplaces to improve our ability to employ people with disabilities.	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	Access audit of the Tourist Information Centre and Library was conducted by Melissa James -Access consultant – to highlight areas of	

	includes improving access for people with disability.	improvement for staff and customers.	
Review recruitment procedures to support non-discrimination of people with disability and include in Council's Workforce Plan.	Council has reviewed its Workforce Plan and has promoted itself as an Equal Opportunity Employer in 2017/18.		

## 2.2 Incorporate workforce diversity as part of everyday Council business

Key Performance Indicator	2017/18	2018/19	2019/20
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.	Council has implemented flexible work practices including working from home.	Council continues to design work flexibly including the expansion of working remotely, variable hours, flexible leave arrangements, and the use of mobile technology.	Council continues to design work flexibly including the expansion of working remotely, variable hours, flexible leave arrangements, and the use of mobile technology



## 2.3 Increase employment opportunities for people with disability

Key Performance Indicator	2017/18	2018/19	2019/20
Work with community, government and businesses to support local employment for people with disabilities.	Council was in discussion with Uniting Care in 2017/18 to address the transport and employment gap for people with disability in Lithgow.	Accessible tourism workshop and audits were conducted by Melissa James – Access consultant – and offered free of charge to Lithgow businesses.	

# 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

Key Performance Indicator	2017/18	2018/19	2019/20
Include images of people with disability in publications and promotional material for events.	Images of people with disability were included in the following publications and promotional material for events:  Disability Inclusion Action Plan  Lithgow Ability Awards 2017	Images of people with disability were included in the following publications and promotional material for events:  Lithgow Ability Awards 2018	

International Day of People with Disability 2017

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

Key Performance Indicator

2017/18

2018/19

2019/20

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

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/>).

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

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.

The ability awards has moved to a biannual event and will be celebrated in November 2020.

	improve the lives of people with disability (see pages 119-120 <a href="http://council.lithgow.com/download/12707/">http://council.lithgow.com/download/12707/</a> ).		
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### 3.2 Undertake programs to promote access and inclusion

Key Performance Indicator	2017/18	2018/19	2019/20
Implement a Dignity & Respect in the Workplace Plan through conducting team-based training sessions.	A total of 14 training sessions were implemented over the course of three months in 2017/18.	Council's Health & Wellbeing Committee promotes Dignity & Respect in the Workplace.	Council's Health & Wellbeing Committee promotes Dignity & Respect in the Workplace.
Partner with community organisations to deliver projects that support inclusion.	Council partnered with Ability Lines/Uniting to deliver the Lithgow Ability Awards in 2017/18 during Social Inclusion Week (see pages 119-120	The Mayors Mental Health Taskforce has worked with a number of community organisations to improve the mental health and wellbeing of the community. See over p13.	The Mayors Mental Health Taskforce has worked with a number of community organisations to improve the mental health and wellbeing of the community.

	<a href="http://council.lithgow.com/download/12707/">http://council.lithgow.com/download/12707/</a> ).		
Involve people with disability in the development of communication campaigns regarding inclusion.	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.		
Review events and implement strategies to improve access.	Council conducted a debrief session after Halloween 2017 to identify areas for improvement, which included the provision of additional disability parking spaces.		Council continue to assess events and incorporate the need for accessibility using our DIAP as a guiding document.
Include information about access in marketing and promotional material of all events.	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.		Council continue to use website and communications to highlight accessibility and inclusion at events.

# Focus Area 4.

## Enhancing Systems and 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

Key Performance Indicator	2017/18	2018/19	2019/20
Distribute information widely and in a variety of formats, large print, electronic, radio etc.	According to the 2015/16 Community Satisfaction Survey 'Word of Mouth'(85%) was the most popular method used to source information on services and	Council continues to improve how it communicates with the community. See pp 23-26.	Council continues to improve how it communicates with the community. Strong social media presence and regular media releases to promote

	<p>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>		<p>events and programs. Target disability sector through the Interagency mailing list.</p>
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## 4.1 Enable easy access to information

Key Performance Indicator	2017/18	2018/19	2019/20
<p>Create an online map on council's website showing disability parking spaces and toilets in the Lithgow LGA.</p>	<p>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.</p>		<p>This was determined to be a duplication of a much used service the Public toilet map.</p>

<p>Support local groups and/or organisations working to improve information distribution for the disability section.</p>	<p>Council supported the Lithgow Cares Coalition to update the Children's Services Directory.</p> <p>Council funded Nanna's Touch \$1,000 to host the Accessible Lifestyle Expo.</p>		<p>Council continue to engage with the Interagency meetings bimonthly to improve information distribution for the disability sector.</p>
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## 4.2 Increase participation in Councils community engagement processes

Key Performance Indicator	2017/18	2018/19	2019/20
<p>Engage people with disability in consultation processes and include their ideas in plans for Council services, facilities and activities.</p>	<p>Additional disability parking spaces were made available during Halloween 2018 and this information was publicised on the Lithgow Halloween website.</p> <p>Council's weekly eNewsletter, Council Connections, also promoted the JM Robson Aquatic Centre and Adventure Playground proposal.</p>		<p>Dedicated seats on the community development committee have been assigned however, we have not yet had any applicants for those seats. We will continue to encourage participation.</p>



## 4.2 Increase participation in Councils community engagement processes

Key Performance Indicator	2017/18	2018/19	2019/20
Promote access upgrades to services and facilities in our newsletter.	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		Media releases providing information on upgrades to services are distributed via local and regional media, social media, Council's website and eNewsletter.
Keep website and tourism app up to date with information about access.	The tourism app and the website have yet to be upgraded to include information about access.		Current tourism app is being phased out and is scheduled to be relaunched in the 21/22 year





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