

TABLE SUMMARISING SUBMISSIONS ON DRAFT ACCESS AND INCLUSION PLAN

Name of Submitter & ECM Number	Comment	Amendment to Access and Inclusion Plan documentation
Phia Damsma ECM 84079332	<p>Page 18, Strategic Outcome 1: Access to Information: Incorrect terminology referring to "Individuals with communication difficulties such as hearing, vision or speech impairment are at a significant social disadvantage."</p> <p>Comment: Change sentence to "Individuals with hearing, vision or speech impairment are at a significant social disadvantage if information in accessible formats is not available."</p>	Y
	<p>The plan does not have enough focus on access and inclusion for people with low vision or who are blind. Tactile paving or Braille signage is not mentioned or colour contrast and proper lighting.</p> <p>Comment: The use of Tactile Ground Surface Indicators (TGSIs), Braille signage, luminance contrast and lighting will be covered in recommendations from the proposed access audits of buildings and parks covered in Strategic Outcome 2.</p> <p>Two additional actions in relation to TGSIs have been added to Strategic Outcome 2, <i>Action 11</i>: Develop a protocol for the installation of Tactile Ground Surface Indicators in the pedestrian environment (road reserve) with reference to AS/NZS 1428.4.1:2009. <i>Action 12</i>: Following the adoption of the TGSi protocol review existing TGSi installations and remove those that do not comply. to develop a specific guideline on the use of TGSIs outside the mandatory requirements in the Disability (Access to Premises - Buildings) Standards.</p> <p>The <i>Visual Standards Manual</i> has been included in Annexure A: Relevant Policies, Protocols, Standards or Templates for review.</p>	Y

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	<p>Universal Design includes access to online information (web accessibility)</p> <p>Comment: Strategic Outcome 1, Action 3: "Public information provided by Council will be accessible by design or with adaptive technologies" has been extended to include "this includes printed information and web accessibility."</p>	Y
	<p>Providing accessible facilities is not enough to ensure people with disability are included. It also has to do with attitude and respect.</p> <p>Comment: Include equal reference to physical access and respectful service delivery where appropriate in the document to reinforce the elements of universal access and social inclusion and the notion that barriers can be experienced physically and attitudinally.</p>	Y
	<p>Make sure Council's Disaster Management considers the needs and requirements of people with disability.</p> <p>Comment: This will be included as an additional action under Strategic Outcome 4: Partnership, as <i>Action 7: Review Emergency Management Plan</i> and information provided to the public and make recommendations where necessary to improve access and inclusion for people with disability.</p>	Y
<p>Equal Access Advisory Committee ECM 85384526</p>	<p>Members are pleased with the overall draft Plan including the language of universal access and social inclusion</p>	N
	<p>Hearing loops need to be installed in large venues and provided in smaller meeting room and customer service contexts</p> <p>Comment: This will be included as an additional action in Strategic Outcome 2, as <i>Action</i></p>	Y

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	<p>22: Undertake a staged installation process of permanent hearing loops for Murwillumbah and Tweed Heads Auditoria, and mobile hearing loops for Murwillumbah and Tweed Heads Customer Service counters, Tweed, Kingscliff and Murwillumbah libraries and aquatic centres and Murwillumbah and Pottsville Beach Community Centres customer service counters and for Banora Point Seniors Information Hub.</p>	
	<p>Strategic Outcome 2, Action 8: <i>Review number, location and standard of accessible Council owned public toilets in Tweed</i> and add - in accordance with AS 1428.1 - 2009. To be included in the review, investigate inclusion of adult change facility in a public toilet in Tweed Heads area</p> <p>Comment: The addition of the relevant Australian Standard will guide the access audit recommendations</p>	Y
	<p>Strategic Outcome 3, Action 3: Research project to improve the health and safety of guide dogs, assistance animals and their owners scheduled for 2017/2018 there was concern that facilities for dog walking may be reduced or changed before the research can advise Council.</p> <p>Comment: It is out of the scope of the document to make decisions about the provision of facilities however the words "the Terms of Reference for the consultancy will be recommended by the Equal Access Advisory Committee" have been added to the Action.</p>	Y
<p>Bev Kelso ECM 84080338</p>	<p>On my "first read" this looks tremendous. You are to be congratulated. I particularly like the format...very easy to read, and the information is readily accessible. Great pictures too.</p>	N
<p>Bill McKennarley ECM 84080339</p>	<p>Pleased to see there are issues listed as ongoing and would like to express interest in being involved in any work to bring these issues to a satisfactory outcome. Issues that</p>	N

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	need more work to improve access for people with disability and to become truly involved with this community include:	
	<p>1. Transport</p> <p>Comment: Include an additional action in Strategic Outcome 4, Partnerships and Collaborative Projects, Action 6: Support Tweed Byron Ballina Community Transport provide services to vulnerable members of the community by continuing to service and garage the two buses at the Murwillumbah Depot.</p>	Y
	<p>2. Infrastructure:</p> <p>Comment: Include an additional action in Strategic Outcome 2, Action 21: Undertake a review of current transport infrastructure for which Council is responsible such as bus stops and recommend progressive upgrade to meet accessible Transport Standards with appropriate links to the draft PAMP</p>	Y
	<p>3. Access to information.</p> <p>Comment: Strategic Outcome 1, Action 3: refers to Councils responsibility to provide information in accessible formats. Communications and Customer Services Unit has undertaken a number of changes to printed information and TSC website to align with access guidelines in 2013/14 however additional improvements may be needed. Include additional action in Strategic Outcome 1 as Action 9: Undertake an access review of current information platforms and make recommendations for changes that increase accessibility for people with vision impairment.</p>	Y
	<p>4. Use of Tactile Ground Surface Indicators</p> <p>Comment: This has been covered in response to Phia Damsma's submission.</p>	Y

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Christine Vannucci Alzheimer's NSW ECM 85385678	<p>Were inclusion issues raised in the community consultations that would highlight the need for community education to raise awareness and change attitudes about respectful and equal treatment of people with disability?</p> <p>Comment: Three surveys were used in the consultation designed for service providers, people with disabilities and family members/carers. Questions included experiences of access and inclusion. Information about barriers to social inclusion was collected from these three perspectives. The results of analysis of the surveys, focus groups and interviews are reported in detail in the <i>Issues Paper</i> and summarised in the Plan. Broader community education to make sure people with disabilities, their families and carers have equal and dignified access and inclusion is covered in Strategic Outcome 5.</p>	N
	<p>The words "inclusive service" or similar term will be added where "accessible environment" is mentioned in the text of the document to reinforce that accessible environments are not just about physical access.</p>	Y
	<p>Strategic Outcome 1, Action 1: <i>Develop training modules on access and inclusion for staff induction</i> suggests making sure that the modules outline issues experienced by people across a range of disabilities to increase staff competence and ability to provide inclusive service</p> <p>Comment: This content would be included in training modules on access and inclusion</p>	Y