



# **Disability Discrimination Act Access and Inclusion Action Plan 2015 - 2018**

Adopted by Council 17<sup>th</sup> August 2015

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## Message from our Mayor

The Alexandrina Council's Access and Inclusion Action Plan has been developed in accordance with Council's Strategic Plan, ensuring that fair and equitable access to services and facilities provided by Council for people with disabilities and their carers is made available without discrimination.

This reviewed Plan has been developed in consultation with the community, including people with disabilities, service providers, Council officers and volunteers. From the information gathered, a reviewed action plan was created, which demonstrates Council's commitment to addressing access barriers and eliminating discrimination.

This Access and Inclusion Action Plan acknowledges that people with a disability have the same fundamental human rights as all other citizens, and has been developed to comply with all relevant statutes.

Statistics indicate that almost 1 in 5 people have some type of disability. A large proportion of people aged 70 and above, has some form of disability. With our ageing population it is essential that we continue to plan for future resources and services that can be provided by Council to our community.

Keith Parkes  
Mayor  
17<sup>th</sup> August 2015



## PART 1 – INTRODUCTION

### 1.1 - About The Alexandrina Local Government Area

*The Alexandrina Council and its communities acknowledge the Ngarrindjeri people as the traditional custodians of the lands and waters of our Council district.*

The Alexandrina Council was formed in 1997 with the amalgamation of the former District Council of Strathalbyn, the District Council of Port Elliot and Goolwa, and a portion of the District Council of Willunga.

The Alexandrina Council covers an area of 1,800 square kilometres on the Fleurieu Peninsula south of Adelaide encompassing townships from Strathalbyn and Mount Compass to Milang and Goolwa at the mouth of the River Murray to Port Elliot and Middleton.

Our area is supported by diverse range of industries including viticulture, general farming and dairying, fruit production, manufacturing, engineering and boat building. It is also close enough to Adelaide to make it an easily accessible and desirable holiday and visitor destination, underpinning a diverse tourism industry.



## 1.2 - Council Strategic and Business Plans

The Council Strategic Management Plan 2014 to 2023 is a living account of our community's aspirations, interests and priorities. It guides resourcing plans such as the Long-term Financial Plan, Infrastructure, Asset Management Plan and Annual Business Plans and Budgets.

The key priority of Council's Strategic Plan is a vision for 'connecting communities' with four aspirations of - Innovating throughout our Region; Participate in Wellbeing; Activate our Spaces and Thrive in Clean Green Futures.

Across Council's plans there is clear consideration of inclusive principles, directed to "access for all", demonstrated as an aspiration or priority under various relevant Community Strategic Priorities.

Derived from community consultation, these priorities reflect the voice, aspirations, and community interests for the collective benefit of the community.

In line with Council's whole community access and accessibility statements demonstrated throughout the Strategic Plan, "Connecting Communities", the key focal statements highlight:

- accessibility,
- enhancing amenity,
- creating innovation through the region,
- participation in wellbeing,
- activation of spaces,
- *access for all.*

Council's DDAP (Disability Discrimination Action Plan) will expand upon these Strategic long term visions as transcribed in the current Strategic Plan, identifying the needs **specific** to Disability within the community and communicate Council's planned actions and aspirations explicit to Disability Access to:

- premises,
- services,
- employment,
- community and social inclusion.

This information, translating the generic into the specific in the Disability Discrimination Action Plan, (DDAP) will then comfortably fit across all other plans, guiding and resourcing all plans, such as the Long Term Financial, Infrastructure and Asset Management and Annual Business Plans.



## 1.3 - Our Mission and Values

Councils Mission and Values are *'to be involved'* with the connection of our communities; living an inspiring vision; communicating our strategies and goals; developing, recognising and caring for our people; listening and adapting to our community needs; creating long term customer relationships and continuously improving our systems.

## 1.4 - Population and Disability Demographic Profile

**The Census population of Alexandrina (DC) LGA**, (residents usually residing), in 2011 was 23,699, living in 14,200 dwellings with an average household size of 2.31. Of these persons 48.7% were male and 51.3% were female.

The Alexandrina Council area includes the townships and localities of Angas Plains, Ashbourne, Belvidere, Blackfellows Creek, Bletchley, Bull Creek (part), Clayton, Currency Creek, Dingabledinga, Finniss, Gemmells, Goolwa, Goolwa Beach, Goolwa North, Goolwa South, Hartley, Hayborough (part), Highland Valley, Hindmarsh Island, Hope Forest, Kuitpo (part), Kuitpo Colony, Kyeema, Lake Plains, Langhorne Creek, Macclesfield (part), McHarg Creek, Middleton, Milang, Montarra, Mosquito Hill, Mount Compass (part), Mount Jagged (part), Mount Magnificent, Mount Observation, Mundoo Island, Nangkita, Nurragi, Pages Flat (part), Paris Creek (part), Point Sturt, Port Elliot, Prospect Hill (part), Red Creek, Salem, Sandergrove, Strathalbyn, The Range (part), Tolderol, Tooperang, Willunga Hill, Willyaroo, Woodchester and Yundi.

The median age of people in Alexandrina Council (DC) (Local Government Areas) was 47 years.

Alexandrina Council in 2011 compared to Regional SA shows that there was a lower proportion of people in the younger age groups (under 15) and a higher proportion of people in the older age groups (65+).

Overall, 16.8% of the population was aged between 0 and 15, and 23.6% were aged 65 years and over, compared with;

- 19.0% and 18.3% respectively for Regional SA.
- 8.0% and 16.1% respectively for South Australia.
- 19.3% and 14.0% respectively for Australia.



The major differences between the age structure of Alexandrina Council, compared to Regional SA, South Australia and Australia were:

A *larger* percentage of persons aged:

- 60 to 64 - 8.9% (compared to 7.0%, 6.1% & 5.6% respectively)
- 65 to 69 - 7.8% (compared to 5.7%, 4.7% & 4.3% respectively)

A *smaller* percentage of persons aged;

- 25 to 29 - 3.5% (compared to 5.1%, 6.6% & 7.0% respectively)

From 2006 to 2011, Alexandrina Council's population increased by 2,986 people (14.4%). This represents an average annual population change of 2.73% per year over the period.

The largest changes in age structure in this area between 2006 and 2011 were in the age groups:

- 60 to 64 (+531 persons)
- 65 to 69 (+511 persons)
- 70 to 74 (+421 persons)
- 50 to 54 (+289 persons)

The 2015 population forecast for Alexandrina Council is 25,132 and is forecast to grow to 34,324 by 2036, a 36.47% change.

**Specific disabled people's information for the Alexandrina Council (DC) Local Government Area (LGA). Source: ABS 2011 Census Core Activity Need for Assistance Data – Alexandrina LGA.**

The Core Activity Need for Assistance has been developed to measure the number of people with a profound or severe disability.

People with a profound or severe disability are defined as needing help or assistance in one or more of the three core activity areas of self-care, mobility or communication, because of a disability, long term health condition (lasting six months or more) or old age.



## Data Summary.

1,403 people or 5.9% of the population in Alexandrina Council in 2011 reported needing help in their day-to-day lives due to disability.

### Core activity need for assistance.

Referencing the 2011 Census, 4.6% of the Australian population and 5.5% of the South Australian populations, and 5.7% of Regional SA, for whom the question was answered, reported needing some assistance with core activities such as self-care, communication or mobility, due to a long-term health condition, disability or old age. This rate compares to 5.9% for the population within Alexandrina (DC) LGA.

The major differences in the age groups reporting a need for assistance in Alexandrina Council compared to Regional SA, South Australia and Australia were:

- A *larger* percentage of persons aged 85 and over - 50.8% (compared to 47.5%, 48.8% and 47.7% respectively)
- A *smaller* percentage of persons aged 75 to 79 - 12.0% (compared to 13.8%, 15.8% and 16.3% respectively)
- A *smaller* percentage of persons aged 65 to 69 - 6.1% (compared to 7.4%, 7.2% and 7.5% respectively)
- A *smaller* percentage of persons aged 70 to 74 - 7.6% (compared to 8.9%, 9.5% and 10.3% respectively)

The major differences in the age groups reporting a need for assistance between 2006 and 2011 in Alexandrina Council were in the age groups:

- 85 and over (+122 persons)
- 60 to 64 (+71 persons)
- 80 to 84 (+55 persons)
- 65 to 69 (+53 persons)

### Inner Regional perspective.

In 2011, 16% of South Australia's population was aged 65 years or over, compared to 14% nationally.

Moreover, 23.6% of the population at this time in Alexandrina LGA was aged 65 years and over. Alexandrina (DC) LGA is rated as an Inner Regional Area.

In general, people's migration patterns upon retirement reflect a higher proportion of older people living in Inner and Outer Regional Australia, giving these areas the greater relative need for assistance.



Across Australia, Outer Regional areas had the highest rate of need at 6% followed by Inner Regional areas at 5.4%. In South Australia the Outer Regional

Area figure is 6% and Inner Regional 5.2%. With all of Alexandrina (DC) LGA being located within an Inner Regional Area, 5.9% of its population report needing assistance with a core need.

### **Unpaid assistance to a person with a disability.**

To the 2011 Census question about unpaid assistance to a person with a disability, there were 13.3% (2612) of responders who reported providing such assistance. This compares to 10.9% Australia wide and 11.8% for South Australia.

13.6% (1347) of Alexandrina (DC) LGA working population are employed in the Health Care & Social Assistance workers Industry. Compared to 11.6% of the working population Australia wide and 13.6% for South Australia.

In Alexandrina (DC) (Local Government Areas), of people aged 15 years and over, 75.3% did unpaid domestic work at some level in the week before the Census.

The major differences between the share of the population performing unpaid domestic work in Alexandrina Council and Regional SA were:

- A *larger* percentage of persons who did domestic work (75.3% compared to 70.8%)
- A *larger* percentage of persons who did 30 hours or more of domestic work (16.0% compared to 14.1%)
- A *larger* percentage of persons who did between 15 and 29 hours of domestic work (26.9% compared to 25.5%)
- A *smaller* percentage of persons who did no unpaid domestic work (18.3% compared to 20.8%)

During the two weeks before the Census, 27.5% provided care for children and 13.3% assisted family members or others due to a disability, long term illness or problems related to old age. In the year before the Census, 26.8% of people did voluntary work through an organisation or a group.

Moreover, of the (2,612) resident population who are providing unpaid assistance to a person with a disability, (82) 3.1% are in the age bracket 15 – 19 years; (77), 2.9% are 20 – 24 years; (183), 7% are 25 – 34 years; (362), 14% are 35 – 44; (559), 21% are 45 – 54; (712), 27% are 55 -64 and (639), 24% in this unpaid assistance role are 65+.

The number of people who provided unpaid assistance to a person with a disability, long term illness or old age in Alexandrina Council increased by 565 between 2006 and 2011.

Overall, 11.0% of the male population provided unpaid care, compared with 9.4% for South Australia.

The number of males who provided unpaid assistance to a person with a disability, long term illness or old age in Alexandrina Council increased by 230 between 2006 and 2011.





## **PART 2 – DEVELOPING AN ACCESS AND INCLUSION ACTION PLAN**

### **2.1 - DDAP Project Group**

The review of this Action Plan was steered by the Council's Manager, Community Wellbeing, Colin Shackelford and Manager, Governance and Strategy, Anne Liddell.

Consultant to Council was EnvironArc Pty Ltd, with Team Leader - Mike Galea (ACI, ACAA, DDA Action Planner), Chris Maddocks (Architectural Services Project Manager & BCA Access Consultant), Mary-Ellen McMahon (Community Consultation Facilitator and Researcher).

### **2.2 - Aim of our Access and Inclusion Action Plan**

The aim of this Plan is to assist Council identify and remove barriers in policies, programs and services which exclude people with a disability, and to meet its obligations under relevant disability statutes, including legislation and Building Standards, both South Australian State and Federal.

In addition to this, the plan process shall:

- Promote and improve access for all
- Build an inclusive community for all people which respects the dignity and values the diversity of individuals
- Strengthens our community
- Ensure the protection of equal rights, the right to participate in all aspects of community life and to ensure the right of equal access to services, resources and facilities provided by Council, in its roles as a purchaser, service provider, policy adviser, planner, regulator and responsible employer.



## 2.3 - Objectives of our Access and Inclusion Action Plan

The objectives of this Plan are to:

- Assist Council to better meet the needs of people with a disability who live, work and visit the region,
- Assist Council to meet its statutory requirements under relevant disability legislation, both South Australian State and Federal,
- Foster a region where people with a disability are afforded the same opportunities as the broader community,
- Improve access for people with a disability to Council's services and facilities,
- Encourage participation by people, regardless of ability, in Council's activities
- Promote positive and inclusive images of people with a disability within Council and the community,
- Develop the relationship between Council and people with disabilities in the area,
- Promote and increase awareness of Council staff and the broader community of the rights and needs of people with disabilities and
- Focus on practical, achievable and deliverable initiatives to enhance access to services, physical infrastructure and public places.

## 2.4 - Establishing an Access and Inclusion Action Plan

All Council services are covered by relevant disability building standards and legislation, both South Australian State and Federal.

- Public facilities such as parks, Council offices, community centres etc,
- Child care centres,
- Maintenance of road networks and footpath systems,
- Library and information services,
- Planning and approval mechanisms,
- Council meetings,
- Council employment practices,
- Tourism facilities,
- Caravan Parks etc.

The development of an Access and Inclusion Policy and Action Plan represents a commitment by the Alexandrina Council which will help ensure social inclusion and access for all our residents and visitors.



The Policy and Action Plan clearly identifies Council's commitment, operational framework and stated intent towards facilitating and providing an inclusive community.

This can provide many benefits including increased opportunities for social inclusion, improved physical access to facilities and buildings, enhanced community and individual wellbeing and a greater recognition of the diversity of the Alexandrina residents and visitors.

In developing this Plan, the following was included, but not limited to:

### **A Review of Current Activities**

- Collection of Council documentation and information
- The development and promotion of a survey throughout the Council area
- Interviewing Council Managers
- Interviewing selected people who have a disability and their carers
- The range of potential service users and employees in the Council area
- The changing profile of the local community
- Numbers of people and their types of disabilities

### **Identify Physical Barriers**

- All the areas to which service users and employees should be entitled to have access
- Physical structures which may act as barriers to people with limited mobility
- Structures designed to deliver services, such as customer information counters and display units
- Décor which may be confusing or disorientating to people with a disability affecting their vision
- Non visual guides to assist people with a disability in using Council premises
- Ways of assisting people with a disability to move through a space in times of emergency and evacuation, including such things as visual fire alarms for people who are deaf or hearing impaired

### **Communication Barriers**

- Alternatives for the advertising of Council services in ways that ensure accessibility to people with disabilities
- Alternative presentation of standard Council forms
- Access to computer technology in ways which can be used by people with disabilities
- Use of current technology to ensure that groups who attend Council meetings and functions have access to the visual and audio enhancements



## **Attitudinal Barriers**

- Commit to a process for the understanding by all staff and elected members, of the implications of the DDA Action Plan
- Ensure all relevant Council Policies are DDA inclusive
- Set realistic, measurable goals and targets with achievable timelines based on collected data and allocate responsibility in liaison with the DDA Project Team

In order to fulfil the requirements of the Disability Discrimination Act 1992, the Policy and Action Plan will also be submitted to the Australian Human Rights Commission (AHRC).

## **2.5 - Relevant Legislative and Policy Framework**

Federal and State Legislation require the planning, development and implementation of processes which fulfil Council's legal and moral obligations to provide access to all citizens and visitors of the Council area.

Relevant Federal and State legislation is outlined below, but is not limited to:

### **Commonwealth Government**

- Disability Discrimination Act (DDA) 1992
- Disability Services Act 1986
- Disability (Access to Premises – Buildings) Standards 2010 - (DAPS)
- Disability Standards for Accessible Public Transport 2010 - (DSAPT)
- Guideline on the Application of the Premises Standards Version 2 February 2013
- National Construction Code - Building Code of Australia (most recent)
- Liveable Housing Design Guidelines – Revision 2 May 2012 and
- National Dialogue on Universal Housing Design - Strategic Plan
- AS 1428.1:2009 New building work
- AS 1428.2:1992 Enhanced and additional requirements
- AS/NZ 1428.4 .1:2009 Tactile ground surface indicators
- AS1428.5:2010 Communication for people who are deaf or hearing impaired
- AS/NZ 2890.6:2009 Parking Part 6: Facilities for off street parking
- AS 1735.12 Lifts, Escalators and Moving Walks
- AS 4299:1995 Adaptable Housing



## **The Australian Human Rights Commission**

The Australian Human Rights Commission Act 1986 (formerly called the Human Rights and Equal Opportunity Commission Act 1986) established the Human Rights and Equal Opportunity Commission (now known as the Australian Human Rights Commission) and gives it functions in relation to the following international instruments:

- International Covenant on Civil and Political Rights (ICCPR)
- Convention Concerning Discrimination in Respect of Employment and Occupation
- Convention on the Rights of Persons with Disabilities
- Convention on the Rights of the Child
- Declaration of the Rights of the Child
- Declaration on the Rights of Disabled Persons
- Declaration on the Rights of Mentally Retarded Persons, and
- Declaration on the Elimination of All Forms of Intolerance and of Discrimination Based on Religion or Belief.

The AHRC is responsible for administering the Disability Discrimination Act 1992, and has developed notes and guidelines on Access to Premises.

## **South Australian State Government**

### **Local Government Act 1999**

Detailing the statutory obligations of Local Government in relation to its role, functions and objectives Chap 1 Sec 3, Chap 2, Sect 6 and 7.

### **Equal Opportunity Act 1984**

The purpose of the *Equal Opportunity Act 1984* (SA) is to promote equality of opportunity for all South Australians. It aims to prevent discrimination against people and to give them a fair chance to take part in economic and community life.

### **Disability Services Act, 1993**

Act to provide for the principles that are to be applied with respect to people with disabilities; funding and provision of disability services.



## **Disability Services (Rights, Protection and Inclusion) Amendment Act 2013**

Important provisions introduced through this Act are:

- Referencing the United Nations Convention on the Rights of People with Disabilities.
- Enshrining the right of people with disability to exercise choice and control in relation to decision-making in their lives
- Accessible and well publicised complaints and grievance procedures
- Protecting those who complain
- Referencing state and national discrimination legislation
- Mandating safeguarding policies in all government and government-funded disability service providers
- New powers to make regulations requiring the sector to report on outcomes for clients

### **Development Act 1993**

Part 1 Sec 3 (f) (g) to regulate the design and construction of buildings.

### **Mental Health Act 2009**

An Act which provides for the treatment, care and rehabilitation of people with serious mental illness with the goal of bringing about their recovery as far as is possible; to confer powers to make orders for community treatment, or detention and treatment of such people where required; to provide protections of the freedom and legal rights of mentally ill people.



## 2.6 - Disability Discrimination Overview

### Disability

The Federal Disability Discrimination Act 1992 (DDA) provides protection for everyone in Australia against discrimination based on disability.

It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.

Disability discrimination happens when people with a disability are treated less fairly than people without a disability.

Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability

The definition of "disability" in the DDA includes:

- Physical
- Intellectual
- Psychiatric
- Sensory
- Neurological,
- Learning disabilities,
- Physical disfigurement,
- The presence in the body of disease-causing organisms

This broad definition is meant to ensure that everyone with a disability is protected from discrimination.

Additionally, the DDA covers disability which people:

- Have now
- Had in the past (for example: a past episode of mental illness)
- May have in the future (eg: a family history of a disability which a person may also develop)
- Are believed to have (for example: if people think someone has HIV/AIDS)

The Act also covers people with a disability who may be discriminated against because they:

- Are accompanied by an assistant, interpreter or reader
- Are accompanied by a trained animal, such as a guide or hearing dog, or use equipment or an aid, such as a wheelchair or a hearing aid

Further the DDA protects people who have some form of personal connection with a person with a disability, like relatives, friends, carers and co-workers, if they are discriminated against because of that connection or relationship.

### **Discrimination**

Discrimination can be direct or indirect.

**Direct** Discrimination occurs when a person with a disability receives less favourable treatment than a person without a disability would receive in the same or similar circumstances.

**Indirect** Discrimination occurs when there is a requirement, condition or practice in force that applies to everyone but unfairly excludes or disadvantages people with a disability because they are unable, or find it difficult, to comply with the requirement, condition or practice due to the disability.





## 2.7 – Implementation of a Disability Discrimination Action Plan

Following Council's adoption of the plan it will be:

- Distributed to elected members, and relevant Directors and the Disability Discrimination Committee for action
- Registered with the Australian Human Rights Commission
- Notified to the public and made available online and at library services

### Responsibilities of implementation

The Council is responsible for:

- Ensuring that all Councillors are aware of the plan as part of their induction
- Overseeing the development and implementation of the plan
- Ensuring that there is an equitable allocation of resources
- Ensuring that all Council decisions reflect the plan's principles and priorities

Managers/Team Leaders are responsible for:

- Facilitating the provision of information about the plan and its implementation;
- Ensuring that the plan is implemented across all Council's activities and that goals are achieved
- Coordinating the implementation within their areas of responsibilities
- Nominating and releasing relevant officers to attend disability awareness and training programs
- Ensuring that people with disabilities are consulted effectively
- Ensuring that budgets are allocated equitably on needs-based planning
- Providing regular quarterly reports on the achievement of the goals

Disability Discrimination Action Plan Advisory Group responsible for:

- Facilitating the development of the plan
- Liaising with people with a disability in the community and their carers
- Monitoring the implementation of the plan
- Endorsing the plan
- Advising and commenting on the implementation of the plan as required
- Assisting in the evaluation of the plan



## 2.8 - Evaluation and Review

The plan will be evaluated through the following processes:

- The opportunity for the community to provide feedback in relation to the progress of the plan will be given by open invitation to a Disability Discrimination Action Plan Committee Meeting convened for evaluative purposes close to the plan's completion. This will also serve the function of preparing for the next plan
- Community members throughout the term of the plan can lodge comments to the Council about its progress. Council's response will be made according to the Citizens Contacts, Correspondence and Customer Services Guidelines.

The overall Action and Equity Plan will be reviewed by an independent ACA Accredited body after three years to ensure that legislative intent and statutory requirements are being satisfied.

This will also be incorporated into The Alexandrina Council's Strategic and Business Plans.

## 2.9 - Wider Community and Stakeholder Consultation

In order to develop the DDA Action Plan in partnership with the local community, the Council consulted with its community and associated stakeholders.

This process incorporated a public meeting at Goolwa and at Strathalbyn; a publically available and Council promoted/advertised - survey; interviewing Council Managers and staff; interviewing selected service organisations, selected people with disabilities and selected carers, to raise issues of access to facilities and services provided by the Alexandrina Council.

The consultation was undertaken in accordance with the SA Government and Local Government Association "*Community Engagement Handbook*" revised June 2012.



## **Consultative Survey**

The questions in the survey were developed by EnvironArc Consultants, and were based on the previous Council Action and Inclusion plan, which was written in 2000.

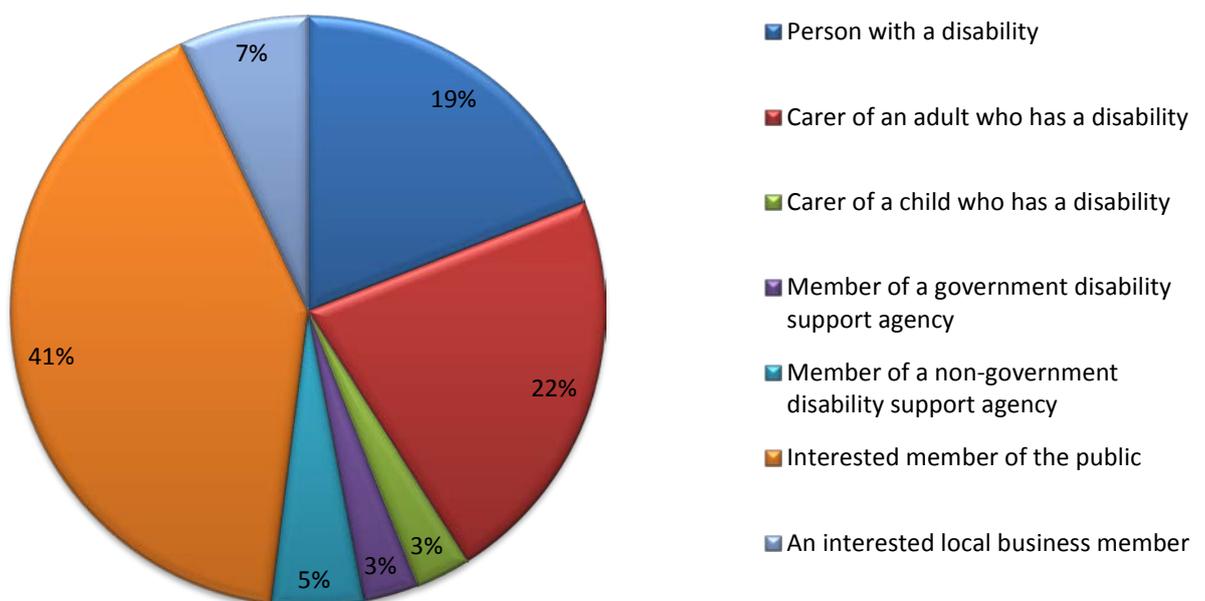
Essentially, the survey was designed to determine:

- The potential needs of individuals and the community by asking questions directly about people with disabilities and their experiences
- The thoughts and experiences of people who have a disability and/or their carers, regarding existing facilities and services or facilities and services that should be provided by the Alexandrina Council
- An assessment of Council's performance against the previous Action and Inclusion Plan.

## **Results from Community Consultation Survey**

Of the people surveyed and consulted, the following charts identify outcomes as a guide for the basis of this new plan.

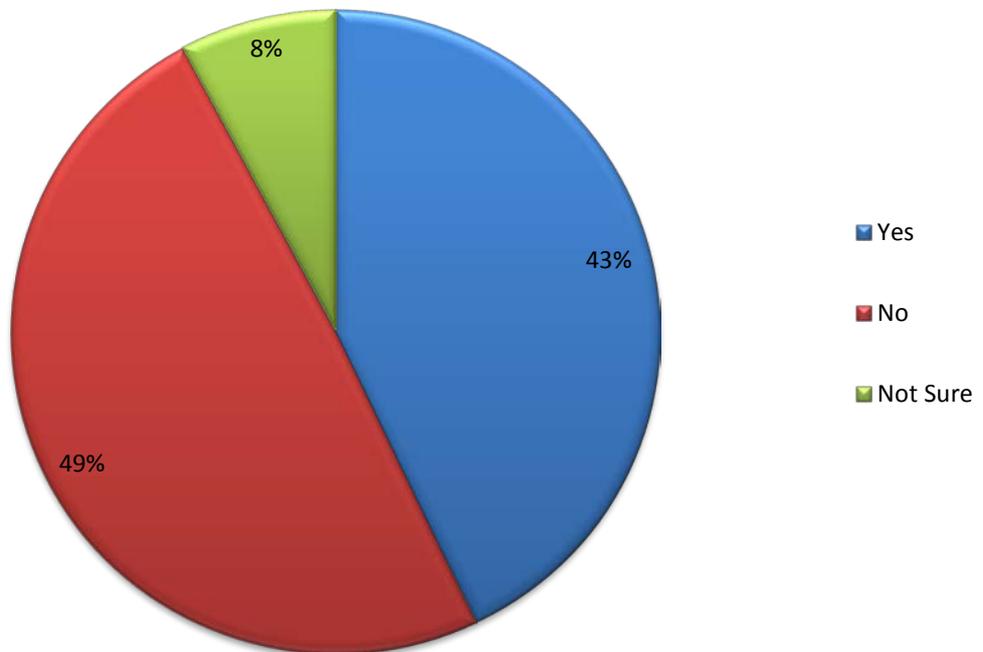
### **PROFILE OF PEOPLE WHO RESPONDED TO THE SURVEY BY PERCENTAGE.**



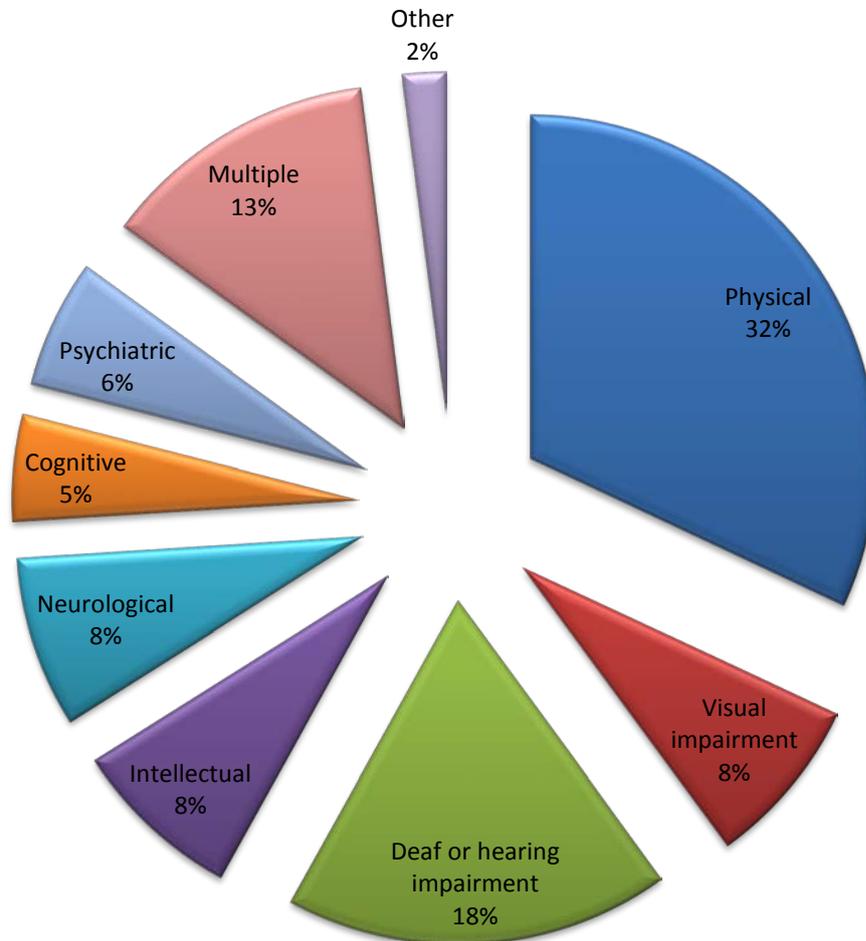
### WHAT AGE GROUP ARE YOU IN?



### DID YOU KNOW COUNCIL HAS A DISABILITY DISCRIMINATION ACTION PLAN?

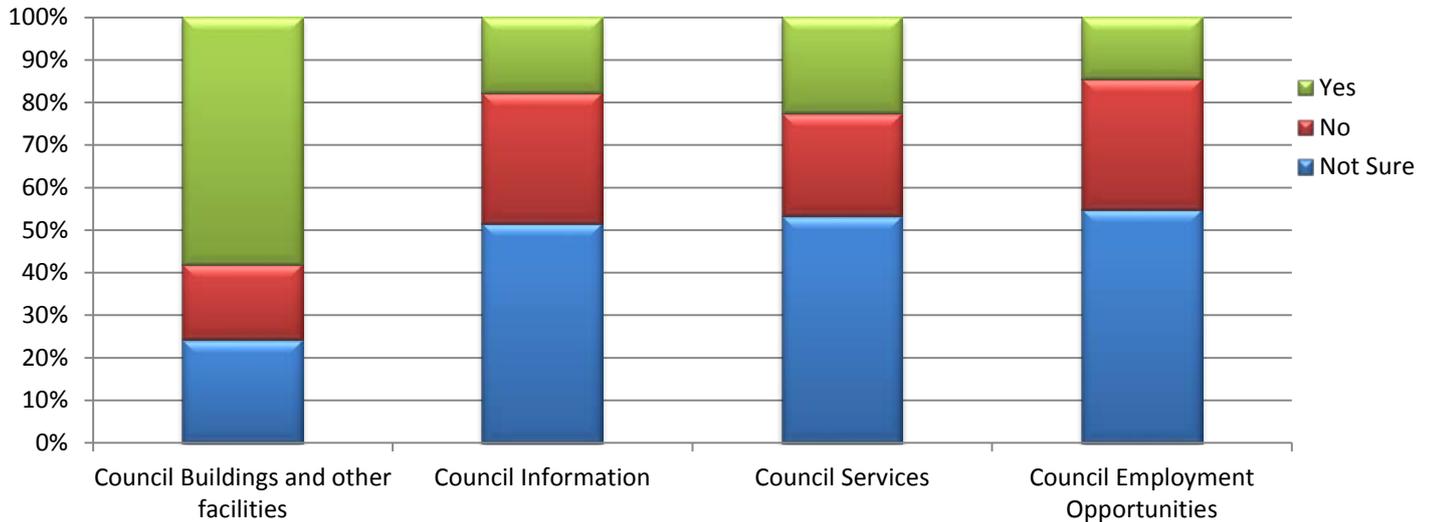


## WHAT IS THE NATURE OF YOUR DISABILITY OR THAT OF THE PERSON YOU CARE FOR?

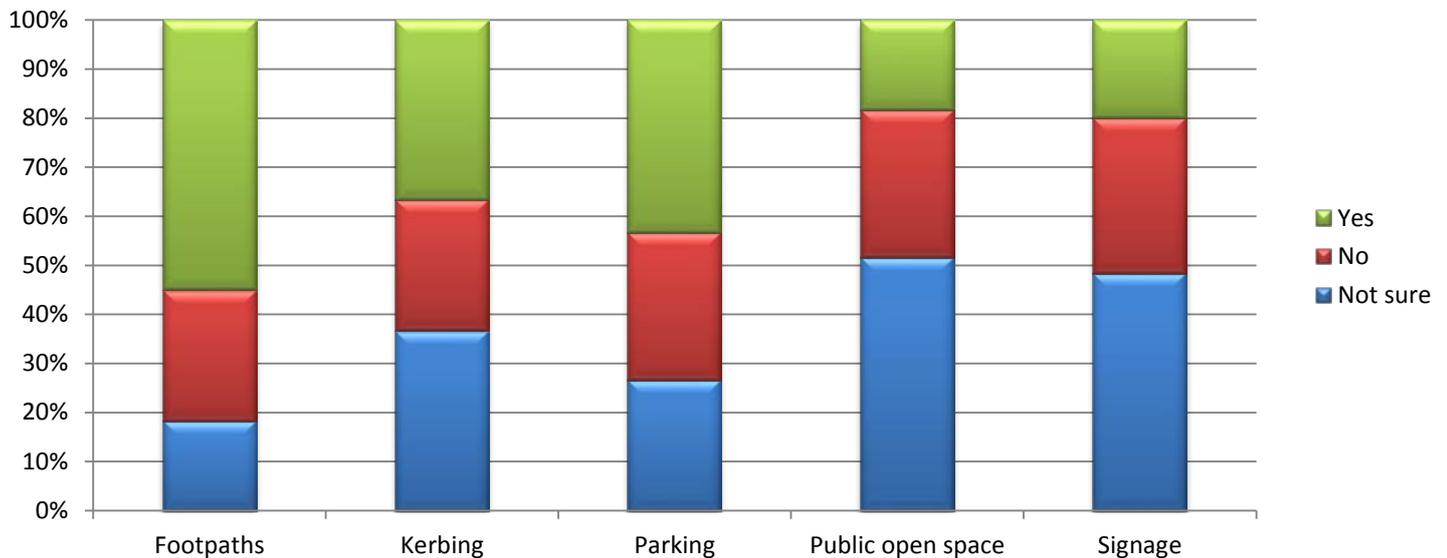




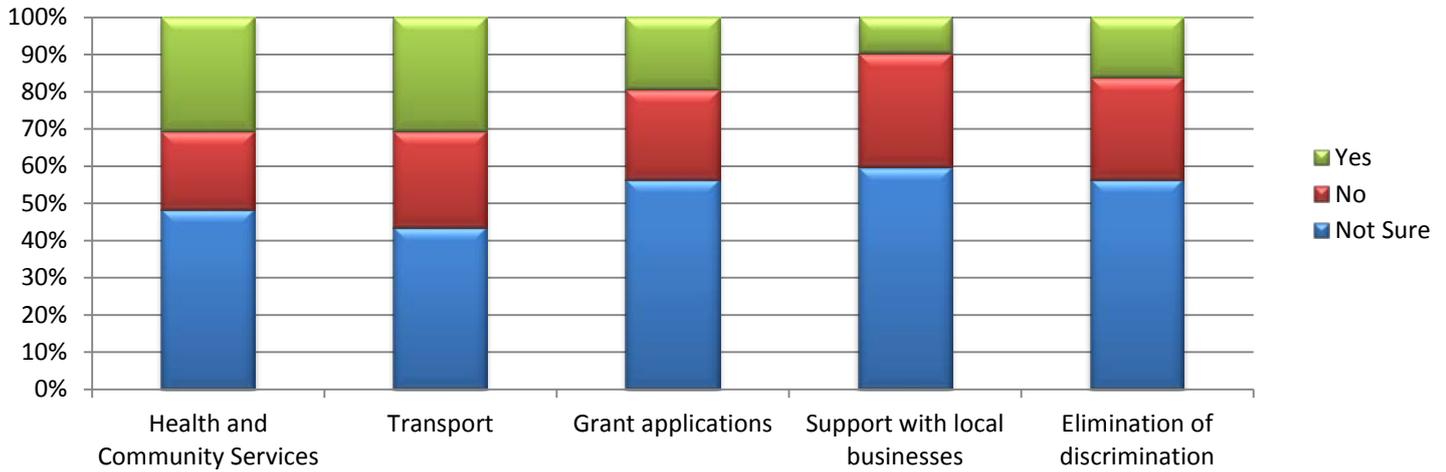
**IN THE LAST TEN YEARS, HAVE YOU NOTICED ANY IMPROVEMENTS IN "ACCESS" FOR PEOPLE WITH A DISABILITY IN RELATION TO:**



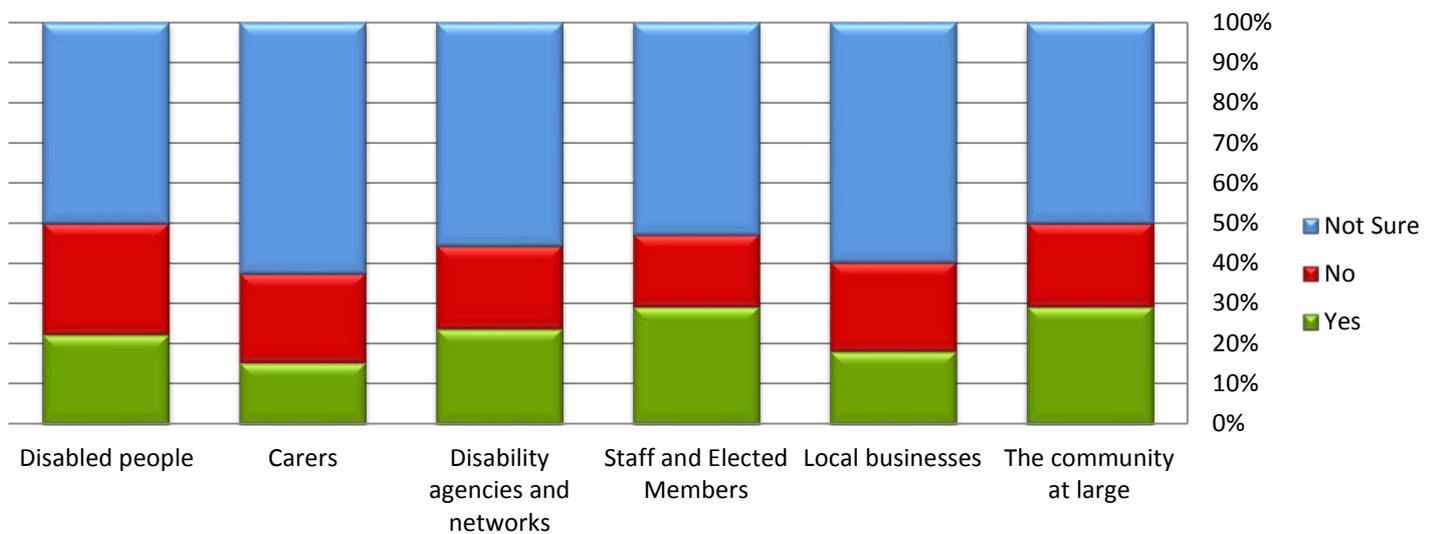
**IN THE LAST TEN YEARS, HAVE YOU NOTICED ANY IMPROVEMENTS FOR PEOPLE WITH A DISABILITY IN RELATION TO COUNCIL RESPONSIBILITIES FOR:**



**IN THE LAST TEN YEARS, HAVE YOU NOTICED ANY IMPROVEMENTS IN COUNCIL'S "ADVOCACY" FOR PEOPLE WITH A DISABILITY IN RESPECT TO:**

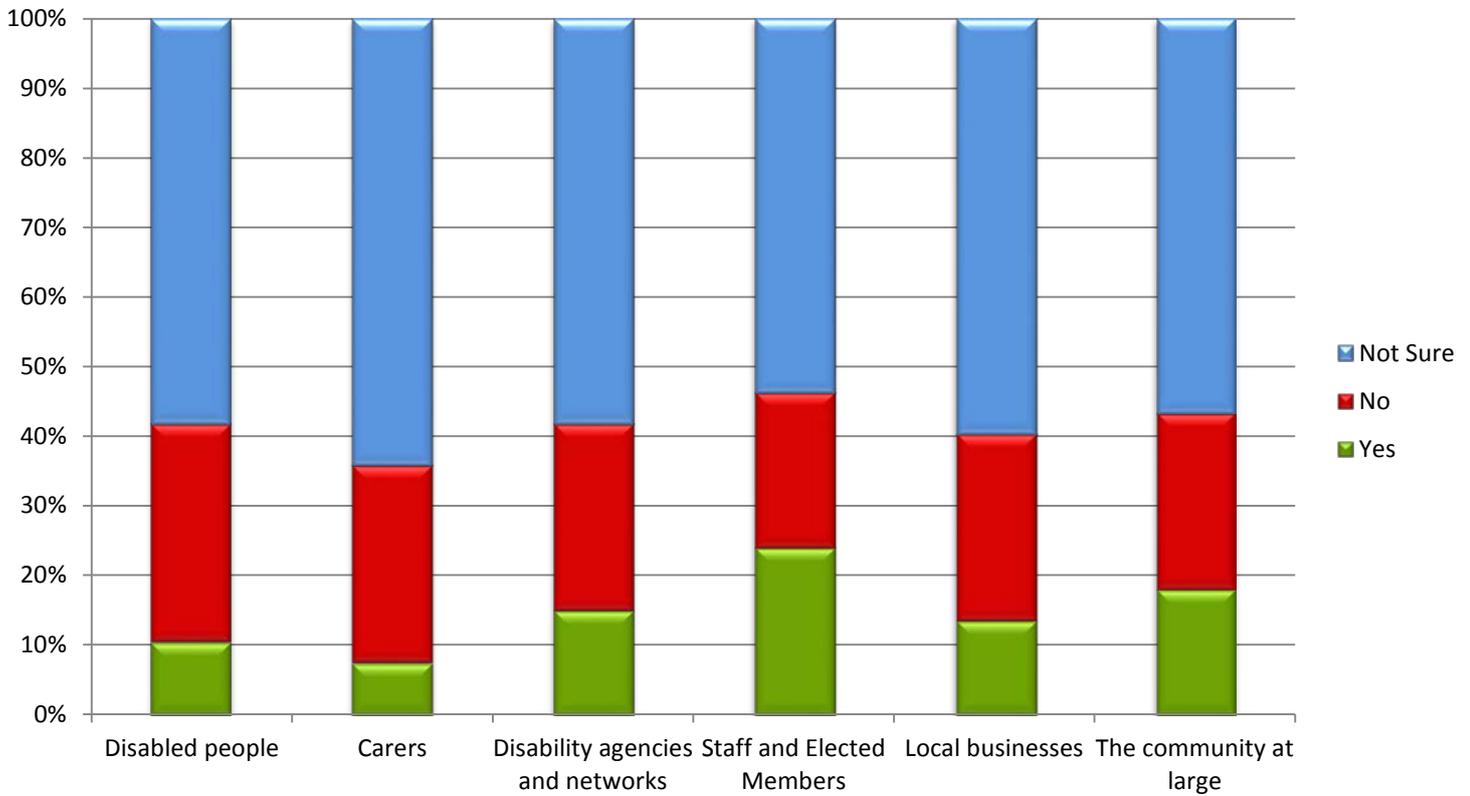


**ACCESS TO COUNCIL FACILITIES: IN THE LAST TEN YEARS, HAVE YOU NOTICED ANY IMPROVEMENT IN COUNCIL'S "CONSULTATION PROGRAM" WITH:**

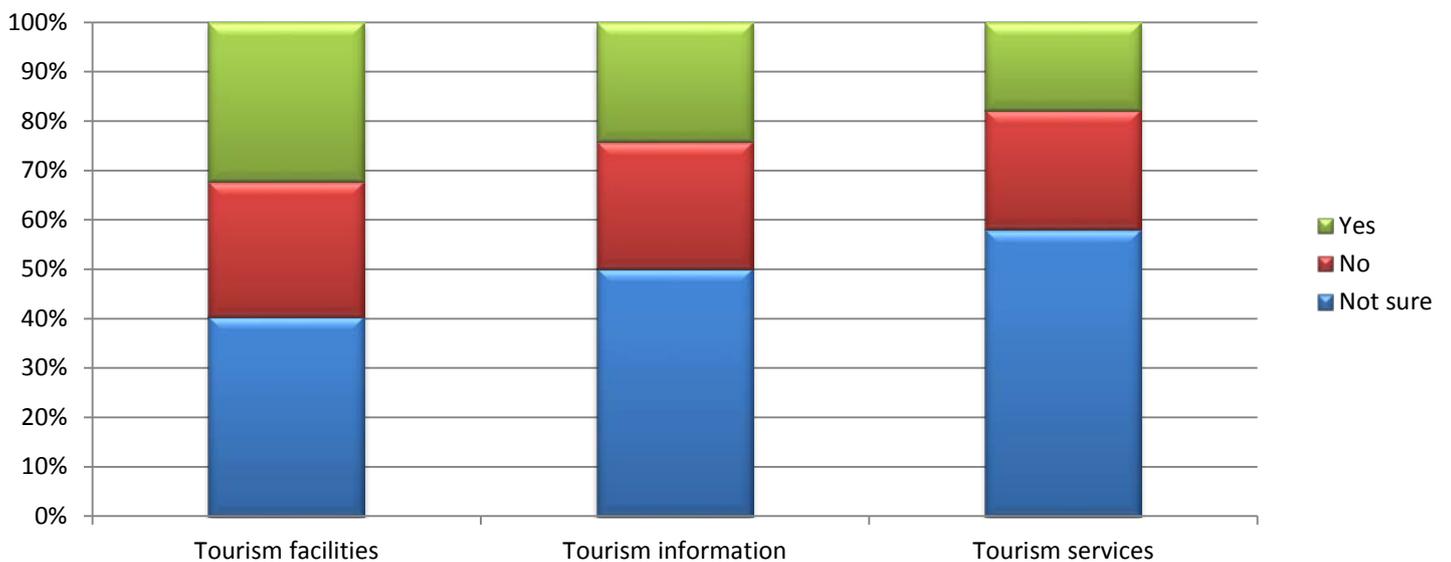




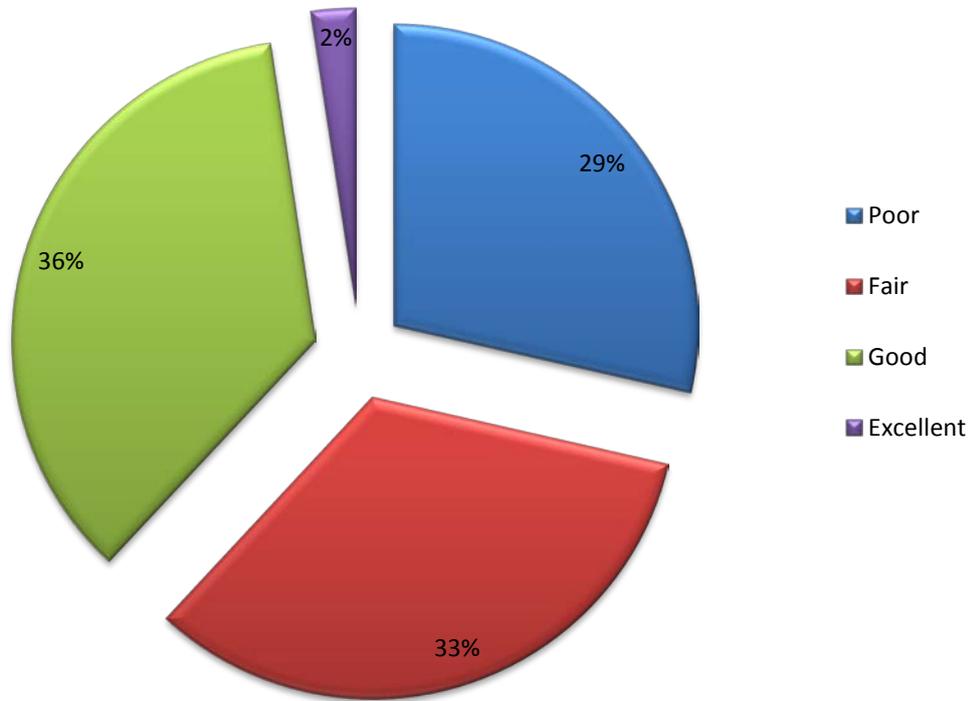
**COUNCIL COMMUNICATIONS: IN THE LAST TEN YEARS, HAVE YOU NOTICED ANY IMPROVEMENT IN COUNCIL'S ACCESS "CONSULTATION PROGRAM" WITH:**



**IN THE LAST TEN YEARS, HAVE YOU NOTICED ANY IMPROVEMENTS FOR PEOPLE WITH A DISABILITY IN RELATION TO ACCESS TO YOUR REGION'S:**



## HOW WOULD YOU RATE COUNCIL'S IMPLEMENTATION OF THEIR PREVIOUS DDA ACTION PLAN



## Conclusion

Fundamentally, the survey and consultation workshops/interviews suggest that some improvements have been made as a consequence of general Council operational activities, however in discussion with all stakeholders who knew about the Council DDAP, minimal improvements may have been made as a consequence of the previous plan.

It is suggested that this was as a consequence of no driving force and minimal accountability.

This revised plan recommends the re-establishment of a DDAP Advisory Group to Council in addition to a more robust accountability procedure.

The significant range of contributions from the consultation process, including public meetings, workshops, interviews and survey answers have been collated and included in the Action Plan, which should help form the foundation for this Plan. The main categories encompass:

- Council services, facilities, communication and processes,
- Information and access / advocacy,
- Footpaths and Walkways difficult to traverse,
- Lighting, pedestrian crossings, mobility scooters, parking and ramps,
- Transport,
- Building access, heritage aspects, access assessments,
- Staff and staff knowledge of DDA requirements and accessibility issues,
- Re-establishing the DDAP Advisory Group to Council in addition to an effective accountability procedure





## **PART 3 – ALEXANDRINA COUNCIL ACCESS AND INCLUSION STATEMENT**

### **STATEMENT OF INTENT**

The Alexandrina Council (Council) is committed to ensuring that all staff, contractors, subcontractors and the general public has access to non-discriminatory facilities, services and outcomes enabling all to develop knowledge and skills to enhance life and work opportunities.

Council recognises that access and inclusion means giving everyone a fair go in life and that everyone has responsibilities under the law.

Council is not only committed to ensuring that all legislative requirements are met but also maintaining a position of excellence in its handling of disability and equal opportunity matters by endeavouring to respond quickly, seriously and effectively to any complaints which may arise and to take all reasonable steps to prevent discrimination and harassment from occurring in the first place.

Such discrimination will not be tolerated and shall include but not be limited to - unfair treatment, equal opportunity, direct and indirect discrimination, sexual harassment or harassment of any kind, victimisation and bullying.

### **STATEMENT OF COMMITMENT**

The Elected Members and Management of Council have a firm commitment to fair treatment principles, and will ensure that no discriminatory policies, practices or procedures exist in any aspect of its operations, and when:

- Providing goods and services to our clients
- Offering or providing education
- Giving approval to qualifications

Council acknowledges that it is unlawful to discriminate on the grounds of:

- Age (people of all ages)
- Sex (whether a person is female or male)
- Race (This includes colour, descent, ethnic origin or nationality. It also applies if you are treated unfairly because of the race of the people you live with or associate with.)
- Physical Disability (This includes the total or partial loss of any function of the body, whether temporary or permanent).
- Intellectual Impairment (This includes permanent or temporary loss or imperfect development of mental faculties, resulting in reduced intellectual capacity. However, it excludes mental illness, which may be covered by Federal law but is not covered by the SA Equal Opportunity Act.)
- Sexuality (whether a person is heterosexual, homosexual, bisexual or transgender.)



- Marital Status (This refers to whether a person is single, married, divorced, separated, widowed, or living in a de-facto relationship)
- Pregnancy (This includes whether a woman is pregnant, is suspected of being pregnant, or is expected to become pregnant in the future.)

Council acknowledges that potential and current employees have:

- The right for decisions about who should be offered a job to be made on merit
- The right not to be sexually harassed by other employees or by the employer
- The right to be protected by their employers from sexual harassment by the people to whom they provide goods and services
- The right to work in an environment free of discrimination and harassment
- The responsibility not to discriminate against, or harass, other employees or clients
- The responsibility not to harass other employees or people to whom they are providing goods or services

People who are being offered or provided with goods or services have:

- The right not to be harassed by the providers of those goods or services

Council management has the responsibility to ensure that the workplace and the services given to the community, its staff and volunteers are:

- Free of discrimination and harassment , and
- Have a legal responsibility to take all reasonable steps to make sure this happens

**Peter Dinning**  
**Chief Executive**

Date



## PART 4 – ACTION PLAN PRIORITIES



<b>Action Plan Priorities</b>	
<b>4.1 Executive Services, Strategic Planning, Council Secretariat and Senior Management</b>	1.1 Council's Strategic Plan
	1.2 Consultation with Disability Agencies and Networks
	1.3 DDAP Advisory Group
	1.4 Responsible officer for DDA social inclusion and access
<b>4.2 Tourism</b>	2.1 Tourism infrastructure, services and information
	2.2 Disability access
	2.3 Higher accessibility profile
	2.4 Accessible tourism
<b>4.3 Human Resources</b>	3.1 Employment practices
	3.2 Staff and volunteer awareness
	3.3 Employment opportunities
	3.4 Work experience and training
	3.5 Workplace Resources
	3.6 Local business
<b>4.4 Social, Community and Communication Services</b>	4.1 Accessibility to Council services and resources
	4.2 Support and services provided by Council
	4.3 Accessible equipment
	4.4 Assessing existing community services
	4.5 Information
	4.6 Community consultation
	4.7 Services and programs
	4.8 Council events
<b>4.5 Recreation and Leisure Services</b>	5.1 Recreation programs
	5.2 Recreation needs
	5.3 Public open spaces



<b>Action Plan Priorities</b>	
	5.4 Recreational infrastructure
<b>4.6 Administration</b>	6.1 Customer services
	6.2 Eliminate discrimination
<b>4.7 Information Technology</b>	7.1 Council IT systems
	7.2 Council website
<b>4.8 Organisational Development</b>	8.1 Awareness of legislative requirements
	8.2 Develop a database of the relevant agencies, services and specialist information
	8.3 Code of conduct
	8.4 Disability training programs
<b>4.9 Finance</b>	9.1 Providing funds to satisfy action plan
	9.2 Proactive with disability access grant fund opportunities
	9.3 Council Community Grant applications
<b>4.10 Governance</b>	10.1 Decision making processes
	10.2 Statistics and data
	10.3 Council contracts
<b>4.11 Parks and Gardens</b>	11.1 Play spaces
<b>4.12 Construction</b>	12.1 Staff awareness of infrastructure users
	12.2 Footpaths and kerbs
	12.3 Adequate signage
	12.4 Cars overhang onto footpaths
	12.5 Tactile pavers
	12.6 Median island crossings
	12.7 Overhanging vegetation
	12.8 Direction signage and information
	12.9 "A" frame advertising signs
	12.10 Street furniture



<b>Action Plan Priorities</b>	
	12.11 Resting points
<b>4.13 Waste Management</b>	13.1 Home waste collection options
<b>4.14 Public Safety and Community Health</b>	14.1 Emergency response plans
	14.2 Respite services
	14.3 Outreach
<b>4.15 Transport and Parking</b>	15.1 Accessible transport options
	15.2 Motorised wheelchairs
	15.3 Car parking bays for the disabled
	15.4 Signage
	15.5 Promotion of accessibility to facilities and services
<b>4.16 Building and Planning Services</b>	16.1 Council's Development Plan
	16.2 Builders and developers
	16.3 Development to be well planned and is responsive to access and equity
	16.4 Accessible housing
<b>4.17 Council Properties/Assets</b>	17.1 Council owned buildings and facilities
	17.2 Council leased buildings
<b>4.18 Environment and Compliance</b>	18.1 Opportunities to experience the natural environment



## Key Performance Indicators (KPI's)

Each action has been delegated a KPI rating which follow the guidelines below:

### High

Those areas which are identified as an urgent need (because they are frequently used by members of the community who are disabled), and should be completed between 2015 and 2016.

### Medium

Those areas identified which are not as urgent but would still benefit people with a disability and other population groups if the recommendations were carried out. They should be completed by 2017.

### Low or Ongoing

Those areas which require ongoing action to meet the needs of our diverse community.

As needs basis only: Those areas which are rarely if ever accessed by people with disability, and have a narrow focus of people who access it. Upgrades only assessed on an as needs basis. This category also includes facilities/services for which upgrades would cause unjustifiable hardship. It also includes buildings which may be sold and/or abandoned in the very near future; therefore extensive upgrades are not feasible. If not ongoing, actions should be addressed by 2018.

**KPI's will also provide comments on achievements based on actions.**



4.1 Executive Services , Strategic Planning, Council Secretariat and Senior Management							
	Barriers (issues )	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
1.1	<b>Council's Strategic Plan</b> is seen as imprecise with regard to Disability Discrimination Act (DDA) obligations	Link the DDA Action plan to all sections of Council and ensure that Council's resource planning includes necessary budgetary allocations.	a) Compile the Strategic Plan so it is precise with regard to obligations under the DDA, the Australian Human Rights Commission (AHRC) guidelines plus all relevant statutes and standards	GM Org and Culture/ CE and appropriate elected members and staff	H	Staff time	By 2016 then ongoing
			b) Senior Management will require people responsible for actions, to report on performance every three months.	Executive Management Team	O	Staff time	Ongoing
1.2	<b>Consultation with Disability Agencies and Networks</b> by Council is negligible	Council will consult with relevant Disability Agencies and Networks in the development, implementation and review of Strategic Planning Initiatives.	Council will consult with relevant Disability Agencies and Networks when developing: a) Community Plans, Public Health Plan, Early Years Plans, Multicultural Plans, Youth Plans, Transport Plans and Housing Strategies	GM Org and Culture/ DDAP Advisory Group	M	Staff Time	Ongoing





1.4	The responsibility for DDA social inclusion and access at Council is unclear.	There is no Council officer formally responsible for DDA social inclusion and access risk management.	a) Establish a position description for a Council social inclusion and access officer, or add these responsibilities to an existing position within Council.	GM Org and Culture/ Human Resources	M	Staff Time	To be included in a suitable staff member's responsibilities
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4.2 Tourism							
	Barriers (issues )	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
2.1	Tourism in the Council area is not marketed as <i>accessible to all</i> .	Encourage and support <b>tourism infrastructure, services and information</b> which are accessible to the community and visitors.	a) Incorporate a commitment to access within Council's Tourism Policy. b) Develop access guides which promote the economic and social benefits of accessible tourism in the Council area.	GM Org and Culture / Tourism Manager/ Governance and Strategy	M	Staff Time	Review DDAP in Tourism activities and systems
2.2	<b>Disability access</b> to the Council area can be improved.	Provide DDA compliant access to all Council visitor services properties and facilities.	a) Investigate adequacy of disabled facilities at peak visitor times. b) Where appropriate, integrate recommendations in the South Australian Accessibility Tourism Plan 2009-2014 into Council's DDA Action Plan. c) All staff and volunteers to be aware of Council DDA Policies and obligations through training and induction. d) All contractors to be inducted in DDA policies and risk management, to ensure compliance with DDA obligations	GM Org and Culture / GM Env and Inf / GM Eng and Open Space / Tourism Manager / Governance and Strategy	M	Staff Time	Ongoing



			<ul style="list-style-type: none"> <li>e) Ensure that all disabled parking areas provided at Council facilities meet all appropriate standards.</li> <li>f) Improve access to Council Tourism facilities by upgrading pathways, walkways and signage.</li> <li>g) Tourist brochure and public computer resources to be access friendly.</li> </ul>				
2.3	Council not proactive enough regarding accessible tourism.	Council can advocate for a <b>higher accessibility profile</b> with the region's tourism industry.	<ul style="list-style-type: none"> <li>a) Encourage and support tourism operators to provide accessible services.</li> <li>b) Advocate to the Development and Tourism Sector, the value of providing facilities, entertainment and services for our ageing population and visitors with special needs.</li> </ul>	GM Org and Culture / Tourism Manager/ Communications and Engagement	M	Staff Time	Council to advocate that the Council area is accessible for people with a disability



2.4	Some tourist operators have limited knowledge of DDA obligations.	Council can be a leader of <b>accessible tourism</b> in the Council area.	a) Work with local tourism related businesses and inform them of obligations under the DDA and the benefits of being inclusive and access friendly.	DDAP Advisory Group/ GM Org and Culture / Tourism Manager/ Communications and Engagement	M	Staff Time	Ongoing
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4.3 Human Resources							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
3.1	<b>Employment practices</b> may not conform to requirements of the DDA.	Ensure that Council recruitment and employment processes are transparent, accessible for all and DDA compliant.	<ul style="list-style-type: none"> <li>a) Review Council's employment processes to incorporate AHRC best practice guidelines.</li> <li>b) Council employment interview panels to be aware of DDA obligations and Council Policies.</li> <li>c) Ensure that physical access and communication assistance is provided in interview processes as required.</li> <li>d) Job descriptions should specify requirements to ensure access for people with disabilities.</li> <li>e) Offer job supports &amp; accommodations when and as required.</li> </ul>	Human Resources and Risk/ Governance and Strategy	H	Staff Time	Ongoing
3.2	Limited <b>staff and volunteer awareness</b> of the DDA and disability issues.	Maximise Council's capabilities to best serve people with disabilities.	<ul style="list-style-type: none"> <li>a) Induct and educate staff and volunteers with an understanding of disabilities and DDA obligations.</li> </ul>	Human Resources and Risk/ Governance and Strategy	H	Staff Time	Ongoing



			b) Implement disability awareness/ communication training enabling staff to properly manage appropriate customer service commitments.				
3.3	A lack of <b>employment opportunities</b> exist for people with disabilities.	Increase and actively encourage the employment of people with disabilities.	<p>a) Refer to the ALGA publication “Accessible workplaces: best practice for the employment of people with disabilities in local government”.</p> <p>b) Advertise employment opportunities in alternative formats/ locations e.g. relevant notices, and via disability employment agencies.</p> <p>c) Ensure that all staff and volunteers abide by Council’s Equal Opportunity (EO) and Access and Equity Policies.</p> <p>d) Develop best practice guides and have resources available to staff.</p>	GM Org and Culture/ Human Resources and Risk/ Governance and Strategy	H	Staff Time	Ongoing



			e) All Council employment and advertising material to promote Council as an EO Employer.				
3.4		Provide a range of <b>work experience and training</b> opportunities for people with disabilities.	a) To actively promote and support work experience and training opportunities for people with disabilities.	Human Resources and Risk	H	Staff Time	Ongoing
3.5		Associate workplaces with available <b>resources</b> as required.	a) Ensure the availability of resources that can be utilised when employing people with disabilities, such as workplace training, workplace support, and financial assistance for workplace modifications.	Human Resources and Risk / DDAP Advisory Group	H	Staff Time	Ongoing
3.6		Advocate to <b>local business</b> , so they may be employers of people with a disability.	a) Educate local business associations and business leaders on the benefits of inclusive employment practices.	Communications and Engagement/ DDAP Advisory Group	M	Staff Time	Ongoing



4.4 Social , Community and Communication Services							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
4.1	Potentially limited accessibility to Council services and resources.	Improve Council accessible communication resources and services for the community and visitors.	<ul style="list-style-type: none"> <li>a) Provide electronic access for people with disabilities, removing barriers to Council communication</li> <li>b) Ensure Council publications, documentation, forms and media are in accessible formats.</li> <li>c) Promote and advertise all Council accessible communications via website, newsletters, at reception areas and with relevant service providers.</li> <li>d) Incorporate user friendly accessibility initiatives where appropriate, including:               <ul style="list-style-type: none"> <li>i. Arranging for Auslan interpreters</li> <li>ii. Processes for transferring documents into alternative formats e.g. Braille, audio, electronic, etc</li> </ul> </li> </ul>	DDAP Advisory Group/ GM Org and Culture/ IT Services/ Communications and Engagement	M	Staff and Volunteer Time	Ongoing



			<ul style="list-style-type: none"> <li>iii. Website</li> <li>iv. Computer Systems</li> <li>v. Telephone Systems</li> <li>vi. Hearing Systems</li> <li>vii. Maps</li> <li>viii. Community Directories</li> <li>ix. Touch screens</li> <li>x. VOIP</li> <li>xi. Installation of hearing loops</li> <li>xii. Council advertisement and news to be placed on website</li> <li>xiii. Explore option of keeping database of community communication needs.</li> </ul> <p>e) Be aware of AHRC guidelines, the UN charter on disability and national disability standards.</p>				
4.2	People with disabilities not aware of <b>support and services provided by Council.</b>	Make people with disabilities more aware of support and services provided by Council.	a) Regular communication about how Council can provide support to people with disabilities.	DDAP Advisory Group/ Communications and Engagement	M	Staff and Volunteer Time	Ongoing
4.3	Lack of <b>accessible equipment</b> in Libraries and at Community Centres.	Ensure Libraries and Community Centres are accessible to all.	a) Continue to increase a range of alternative media, e.g. large print books, audio visual,	DDAP Advisory Group/Library Services/ GM Org and Culture	H	Staff and Volunteer Time	Ongoing



			<p>Braille texts, audio tapes, CDs and other software.</p> <p>b) Undertake an access assessment of libraries across the Council and recommend improvements.</p> <p>c) Investigate adaptive technology that increases access to the internet at libraries.</p> <p>d) All new chairs, tables and computer desks to be accessible and conform to relevant standards e.g. Australian Standards and guidelines HREOC guidelines.</p>				
4.4	Difficulties in <b>assessing existing community services.</b>	Incorporate the needs of people with disabilities into existing services.	a) Review the policy and procedure manuals of all community services and incorporate the access needs of people with disabilities into these documents. To be done in consultation with community members, including people with disabilities and an access	DDAP Advisory Group/ Communications and Engagement/ Community Wellbeing	H	Staff and Volunteer Time	Ongoing



			<p>auditor.</p> <p>b) Collect and provide information on accessible facilities within the Council area.</p> <p>c) Provide a suitable range of accessible activities and programs.</p>				
4.5	There is a lack of <b>information</b> available to people with a disability needing support and other health services.	Ensure people with a disability have access to information about support services.	<p>a) Develop and regularly update the Community Services Directory disability section.</p> <p>b) Ensure that the Community Service Directory is broadly promoted.</p> <p>c) Integrate Community Services Disability directory onto website.</p>	DDAP Advisory Group/ Community Wellbeing/ IT Services	M	Staff Time	Ongoing
4.6	<b>Community consultation</b> not always in formats that meet the needs of people with disabilities.	Consult with the community in a manner that meets the needs of people with disabilities.	<p>a) All Council public consultation (PC) meetings/forums to be held in accessible venues, and the venues to be promoted as accessible.</p> <p>b) All public consultation documents to be available in alternative formats on</p>	DDAP Advisory Group/ Communications and Engagement	H	Staff Time	Ensure PC Policy is compliant



			request for people with disabilities. c) Standardise access friendly style guidelines for Council's print and web materials.				
4.7	Non specific support for Council DDAP services and programs	<b>Services and programs</b> will be made available to the community on a fair and equitable basis.	a) Develop a funding program to assist local community groups improve access to facilities and services, or deliver programs which enhance social inclusion for all members of the community.	DDAP Advisory Group/ GM Org and Culture	M	Staff Time	Ongoing
4.8	Council event planning is not inclusive.	<b>Council events</b> to be more inclusive.	a) Develop an access checklist to assist in planning events. b) Encourage the use of the Companion Card program through brochures and community information. c) Support and promote events that showcase works by people with disabilities.	DDAP Advisory Group/ Council Events Coordinator/ Tourism Officer	M	Staff Time	Ongoing



4.5 Recreation and Leisure Services							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
5.1	A lack of participants with disabilities involved in <b>recreation programs</b> .	Increase public awareness of accessible integrated recreation programs.	<ul style="list-style-type: none"> <li>a) Encourage people with disabilities to be participants in integrated recreation programs.</li> <li>b) Promote the accessibility of programs and actively encourage people with disabilities as participants in all promotional material.</li> <li>c) Where available, identify transport to programs for people with disabilities.</li> <li>d) Investigate sponsorship initiatives with industry and businesses that would enable increased participation by people with a disability in leisure and arts.</li> </ul>	DDAP Advisory Group/ Communications and Engagement	M	Staff Time & Other Agencies	Ongoing
5.2	Know the <b>recreation needs</b> of your disabled community.	Assess access for all when considering the community's recreation needs.	<ul style="list-style-type: none"> <li>a) Have a community survey, as part of a recreation strategy, to identify recreation needs of people with disabilities.</li> </ul>	DDAP Advisory Group/ Communications and Engagement	M	Staff Time	Ongoing



5.3	Lack of access at existing <b>public open spaces</b> and to the facilities provided.	Improve access to and within public open spaces.	<ul style="list-style-type: none"> <li>a) Conduct an access audit of public open spaces</li> <li>b) Identify a program of work required to improve access</li> <li>c) All new park facilities to provide access for people with disabilities.</li> </ul>	GM Engineering and Open Space / DDAP Advisory Group	M	Staff Time	Ongoing
5.4	<b>Recreational infrastructure</b> may not be equitably accessible for people with disabilities.	Incorporate access and equity principles in the development of strategies and Master Plans for recreation infrastructure.	<ul style="list-style-type: none"> <li>a) Planning, design and construction of all new Council facilities for sports, leisure and arts to incorporate access and equity needs, and respond to legislative obligations of the DDA.</li> <li>b) Youth facilities and recreational events can be designed, planned and delivered to a cross section of young people.</li> <li>c) Facilities for young people to be accessible, safe and have appropriate levels of amenities to fulfil the needs of young people.</li> <li>d) Provide information to community organisations to assist in auditing of</li> </ul>	GM Environment and Infrastructure/ GM Engineering and / DDAP Advisory Group	M	Staff Time	Ongoing



			facilities which improve accessibility. e) Promote accessible recreational facilities as educational, rehabilitation and fitness opportunities for all.				
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4.6 Administration							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
6.1	Council's commitment to <b>Customer Services</b> for the disabled needs to become part of Council's culture.	Increase skills and confidence of Customer Service Officers by conducting disability awareness/communication training for reception staff.	<ul style="list-style-type: none"> <li>a) Implement communication/ disability awareness training for all customer service staff.</li> <li>b) Investigate all available technologies including SMS, web accessibility, and workplace modifications to accommodate people with a range of disabilities, ie: sensory, neurological, hearing impaired, physical, psychiatric, intellectual etc.</li> <li>c) Train staff in use of TTY service and provide a directory of local disability agencies that can assist with sign language and interpreters.</li> <li>d) Provide flexible workplace arrangements to staff, so they can best manage any issues by</li> </ul>	CE/ GM Org and Culture/ DDAP Advisory Group	H	Staff Time	Ongoing



			which they could be confronted and personally challenged.				
6.2		<b>Eliminate discrimination</b> and facilitate ease of access by people with disabilities to customer Service facilities.	a) Lower a portion of front counters to enable access by wheelchair users.	GM Environment and Infrastructure / DDAP Advisory Group	H	Staff Time	Audit and Ongoing



4.7 Information Technology							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
7.1	<b>Council IT systems</b> and website should be accessible to everyone.	Ensure Council's IT is provided in accessible formats.	<ul style="list-style-type: none"> <li>a) Provide and promote a range of information that is available in a variety of formats in accessible and safe public places within the Council area.</li> <li>b) Ensure hardware resources are accessible to all.</li> <li>c) Maintain Assistive Listening System device in the Council Chambers.</li> <li>d) Consider internet access at council front counter for access to disabled services information.</li> </ul>	GM Org and Culture/ DDAP Advisory Group / Council IT	M	Staff Time	Investigation & Ongoing
7.2		Ensure the <b>Council website</b> conforms to access standards and guidelines and provides an effective service to all.	<ul style="list-style-type: none"> <li>a) Ensure the format of Council's new website meets the Australian Government Standards of Web Content, Accessibility Guidelines for government websites.</li> <li>b) Council website and Community Information Service to include links to</li> </ul>	Governance and Strategy	M	Staff Time	Ongoing



			<p>suitable health services.</p> <p>c) Council's website to provide a web based customer satisfaction/ feedback survey service enabling dissatisfied people with a disability to place a complaint for action prior to the involvement of AHRC.</p>				
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4.8 Organisational development							
	Barriers (issues )	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
8.1	Managers and supervisors not fully aware of DDA legislative requirements and/or available resources.	Raise <b>awareness of legislative requirements</b> and available resources for human resource staff, supervisors and managers.	<ul style="list-style-type: none"> <li>b) Conduct a promotional campaign that outlines responsibilities.</li> <li>c) Provide information for Council's internal newsletter which informs staff on access issues.</li> </ul>	GM Org and Culture/ DDAP Advisory Group	M	Staff Time	Ongoing
8.2	Staff are unaware of specific services and resources that can be utilised by people with disabilities.	<b>Develop a database of the relevant agencies, services and specialist information</b> that may be needed.	a) Liaise with disability organisations and other relevant services to develop a comprehensive database that all staff can utilise, including information on how to provide universal access, and integrated services.	DDAP Advisory Group/ Community Wellbeing	M	Staff Time	Ongoing
8.3	Not all senior decision-makers are fully aware of access issues and legislative requirements.	All councillors and senior decision makers to commit to a <b>code of conduct</b> which includes accepting Council's DDA policies and procedures.	<ul style="list-style-type: none"> <li>a) Promote Council's Code of Conduct policies to include the acceptance of Council's DDA policies and procedures.</li> <li>b) Councillors and senior decision makers to attend disability awareness training.</li> <li>c) Councillors to be invited to</li> </ul>	DDAP Advisory Group/ Elected Members/ Governance and Strategy	M	Staff Time	Review Code of Conduct



			attend Disability Access Consulting Committee meetings.				
8.4	Lack of awareness of the needs of people with disabilities leading to a lack of confidence and attitudinal problems when dealing with people with disabilities.	To continue to implement staff <b>disability training programs</b> to increase staff awareness and customer service skills.	a) Regular refresher courses to be held for staff, including any new legislative requirements. The training program includes an evaluation of the effectiveness of the program.	GM Organisation and Culture/HR and Risk/ DDAP Advisory Group	M	Staff Time	Ongoing Training



4.9 Finance							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
9.1	<b>Funds to satisfy action plan obligations</b> not included in Council overall financial planning process.	Link the DDA Action Plan to Council's Business Plan planning process, and make provision for appropriate funding allocations where necessary.	<ul style="list-style-type: none"> <li>a) Prioritise the work that needs to be done.</li> <li>b) Link priorities to business plan.</li> <li>c) Investigate grant fund opportunities.</li> </ul>	Executive Management Group/ DDAP Advisory Group	H	Staff Time	Review annually
9.2	Council could be more <b>proactive with disability access grant fund opportunities.</b>	Ensure accessibility obligations are included in applications for grant funds.	<ul style="list-style-type: none"> <li>a) Investigate and apply for grant fund opportunities appropriate to disability access.</li> <li>b) Apply for appropriate Community Health grant opportunities.</li> </ul>	GM Organisation and Culture / DDAP Advisory Group	M	Staff Time	Inclusion in annual Community Grants allocation
9.3	<b>Council Community Grant applications</b> not access inclusive.	Where appropriate, Council Community Grant funds may be conditional upon DDA access compliance.	<ul style="list-style-type: none"> <li>a) Council will encourage applicants for Community Grants to demonstrate measures taken/planned to include people with disabilities in group/organisation activities.</li> </ul>	GM Organisation and Culture / DDAP Advisory Group	M	Staff Time	Review Community Grants conditions



4.10 Governance							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
10.1	Decision making processes must be provided in accessible formats.	<b>Decision making processes</b> to be available in alternative formats.	a) Investigate all appropriate options of communicating all Council and Committee meetings. b) Encourage participation of people with disabilities, service providers and community members on the Disability Access Consulting Committee.	DDAP Advisory Group/ IT Services/ Communications and Engagement	H	Staff Time	Investigate then ongoing
10.2	Lack of statistics on numbers of people with disabilities accessing integrated services.	<b>Statistics and data</b> need to be collected.	a) Staff to gather data on the number of people with disabilities accessing integrated services, to enable entry into Council's Strategic and Business Plans.	DDAP Advisory Group/ Community Wellbeing	M	Staff Time	Ongoing
10.3	<b>Council contracts</b> not DDA inclusive.	All appropriate Council contracts, licences, leases and work orders with must be DDA inclusive.	a) Review all Council contracts to require contractors to agree to Council's DDA and Inclusion policy. b) Require evidence from all contractors, that they understand their DDA obligations.	All Departments	M	Staff Time	Review then ongoing



4.11 Parks and Gardens							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
11.1	<b>Play spaces</b> in the Council area need to be accessible to all.	Encourage the development of disability friendly facilities to encourage the use by children with a disability, their parents and carers.	<ul style="list-style-type: none"> <li>a) Promote accessible facilities which are currently available.</li> <li>b) Upgrades to existing equipment should be considered against the Good Play Space Guide (Dept Rec &amp; Sport Vic).</li> <li>c) Existing equipment and construction be checked for accessibility by an accredited auditor.</li> </ul>	GM Engineering & Open Space/ DDAP Advisory Group	H	Staff Time	Ongoing

4.12 Construction							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
12.1	Staff awareness of infrastructure users with a disability is limited.	Staff to be aware of access issues for people with disabilities and ensure alternative and safe passage is considered when works are being carried out.	a) Provide training and ongoing refresher training for maintenance and construction workers to increase the workers' awareness of access requirements.	GM Environment & Infrastructure/ DDAP Advisory Group	M	Staff Time	Ongoing
12.2	Footpaths and kerbs do not consistently meet access standards for people with disabilities.	Identify a program of works to improve access.	a) Develop an access checklist for a footpath access assessment across all towns within the Council. b) Conduct an access audit of footpaths including ramps and median island crossings and establish priorities for an upgrading construction program. c) Gravel footpaths should be better compacted for ease of use with wheel chairs etc.	GM Engineering & Open Space/ DDAP Advisory Group	M	Staff Time	Ongoing
12.3	Road and footpath maintenance must have adequate signage.	Ensure all road and footpath maintenance is signposted for maximum safety.	a) Visible barriers to be used when construction is in progress and Para-Webbing to be installed if work is not completed.	GM Engineering & Open Space	M	Staff Time	Ongoing



			b) Liaise with utility providers for adequate safety barriers during works.				
12.4	<b>Cars overhang onto footpaths</b> when parked.	Implement a device or widen footpaths where appropriate, to prevent parked cars from overhanging the footpath.	a) Identify problem areas as a part of a footpath access audit. b) Ensure relevant parking signage is in place.	GM Engineering & Open Space	M	Staff Time	Ongoing
12.5	<b>Tactile Pavers</b> may not meet Australian Standards for installation.	Staff to be aware of the relevant Australian Standards for tactile pavers.	a) All footpath designs must satisfy Australian Standard 1428.4.	GM Engineering & Open Space	M	Staff Time	Ongoing
12.6	<b>Some median island crossings</b> are not wide or long enough to accommodate access for people with disabilities.	Ensure median islands satisfy appropriate standards.	a) Identify where median islands do not meet standards as part of the footpath audit. b) Plan to widen and lengthen crossings to meet relevant standards. c) Consider disability access pedestrian crossings with lights in key locations	GM Engineering & Open Space /DDAP Advisory Group	M	Staff Time	Ongoing/ Investigation
12.7	<b>Overhanging vegetation</b> from private properties obstructing access on footpaths.	To develop public awareness scheme regarding clear access on footpaths.	a) Develop an information flyer for the public requesting pruning of vegetation. b) Raise public awareness by having articles in local media.	GM Engineering & Open Space	M	Staff Time	Ongoing



12.8	<p>Clear <b>direction signage and information</b> needs to be provided throughout the Council area and in Council buildings.</p>	<p>All new signs to meet International or Australian Standards and to give clear directions and information.</p>	<ul style="list-style-type: none"> <li>a) Implement a disability directional signage audit to determine inadequacies throughout the Council area.</li> <li>b) Plan to improve disability signage throughout the Council area and at all Council facilities.</li> <li>c) Ensure all signage satisfies international and/or Australian Standards.</li> </ul>	<p>GM Engineering &amp; Open Space/ GM Environment &amp; Infrastructure /DDAP Advisory Group</p>	M	Staff Time	Ongoing
12.9	<p><b>“A” Frame advertising signs</b> placed on footpaths by shop owners can obstruct access.</p>	<p>Council to develop enforceable policies and guidelines relating to “A” frame advertising sign access and safety.</p>	<ul style="list-style-type: none"> <li>a) Council to liaise with stakeholders of “A” frame advertising signs with regard a new access and safety policy and procedure.</li> <li>b) Council to inform the community about policies and procedures for “A” frame advertising sign access and safety.</li> <li>c) Staff to actively enforce Council policies and guidelines relating to “A” frame advertising sign access and safety.</li> </ul>	<p>GM Environment &amp; Infrastructure /DDAP Advisory Group</p>	M	Staff Time	Ongoing



12.10	<b>Street Furniture</b> can obstruct the path of disabled pedestrians.	Council to develop a safe street furniture policy.	<ul style="list-style-type: none"> <li>a) Develop a street furniture policy in accordance with Australian Standards and statutes.</li> <li>b) Position street furniture so it is safe for pedestrians.</li> <li>c) Ensure all new street furniture is positioned in accordance with Council's Street Furniture Policy.</li> </ul>	GM Engineering & Open Space /DDAP Advisory Group	M	Staff Time	Ongoing
12.11	There can be a lack of seats or <b>resting points</b> for people with disabilities unable to walk far.	Council to assess access ways for the disabled, as part of their Urban Design Strategy.	<ul style="list-style-type: none"> <li>a) Locate the areas that require additional seating.</li> <li>b) Provide shelter and shade at seating locations.</li> <li>c) Include seating for people with disabilities in proposed Street Furniture Policy.</li> <li>d) Place seats at bus stops etc that do not already have them and in areas of high pedestrian activity or need.</li> </ul>	GM Engineering & Open Space /DDAP Advisory Group	M	Staff Time	Ongoing



4.13 Waste Management							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
13.1	<b>Home waste collection options</b> for people with disabilities.	Ensure community awareness of alternative waste management options for people with disabilities.	<ul style="list-style-type: none"> <li>a) Develop a waste collection assistance agreement with contractors.</li> <li>b) Develop and distribute a brochure detailing alternative services using the Council's waste management services.</li> <li>c) Promote waste collection assistance measures and implement where necessary.</li> </ul>	GM Environment & Infrastructure /DDAP Advisory Group	H	Staff and Volunteer Time	Investigate/ Implement



4.14 Public Safety and Community Health							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
14.1	Council's <b>Emergency Response plans</b> do not include access services.	Identify access barriers in Council's emergency response procedures.	a) Revise current procedures and evacuation plans to ensure that people with a disability are considered in Council-wide emergency plans.	Governance and Strategy/ Human Resources, & Risk	H	Staff Time	Implement
14.2	Lack of <b>respite services</b> for people with disabilities, including weekend respite and respite for carers of children with disabilities.	Council to lobby for increased respite services in the Council area.	a) Council to liaise with government and non-government agencies to encourage the provision of, and increase in, respite services, and to apply for funding of services where applicable.	DDAP Advisory Group	M	Staff Time	Investigation
14.3	Health services are limited to major hospitals and can be either inaccessible or difficult to access, for people with disabilities.	Encourage <b>outreach</b> and community centres to have specialised health services to meet the needs of people with a disability.	a) Promote the use of outreach centres for health service provision, <i>particularly in outlying areas</i> .	DDAP Advisory Group	M	Staff and Volunteer Time	Ongoing



4.15 Transport and Parking							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
15.1	There are limited transport options for people with a disability in the Council area.	<b>Accessible transport options</b> for the disabled need to be available where appropriate.	a) Investigate public transport opportunities including private sector services, to connect communities with facilities and services. b) Advocate for improved local public transport options which can proactively respond to community needs.	DDAP Advisory Group/ Community Wellbeing	H	Staff and Volunteer Time	Liaise with Adelaide Hills Transport/ Bus SA
15.2	<b>Discrimination against motorised wheelchairs/ gophers</b>	Ensure Part 1, Section 8 of the Disability Discrimination Act 1992 is not contravened in regard to motorised wheelchairs.	a) Identify equitable use of motorised wheelchairs and inform the community of their obligations under the DDA. b) Develop a Guideline which allows the safe and equitable use of motorised wheelchairs at all Council facilities.	DDAP Advisory Group/ Infrastructure and Assets Building Manager	H	Staff & Volunteer Time	Ongoing
15.3	All access <b>car parking bays for the disabled</b> must meet Australian	Conduct an assessment of Council access car parking bays in the Council area.	a) Ensure dignified and equitable car parking access to Council, retail and tourism facilities.	GM Engineering & Open Space/ GM Environment & Infrastructure	H	Staff Time	Ongoing



	Standards.		<ul style="list-style-type: none"> <li>b) Develop an internal process that ensures the implementation of new access car parking bays, both on Council land or private property, adheres to Australian Standards AS 1428 (Access to premises).</li> <li>c) Develop a plan to upgrade non-compliant access car parking bays.</li> </ul>	/DDAP Advisory Group)			
15.4	Access car parking spaces are often illegally used.	Ensure access car parking bays are appropriately <b>sign posted</b> and policed.	<ul style="list-style-type: none"> <li>a) Review access car parking bay signage so it allows for expiation notices to be issued.</li> <li>b) Police the wrongful use of access car parking bays.</li> <li>c) Campaign against the wrongful use of access car parking spaces.</li> </ul>	GM Engineering & Open Space/ GM Environment & Infrastructure /DDAP Advisory Group	H	Staff Time	Ongoing
15.5	Limited <b>promotion of accessibility to facilities and services.</b>	Positively promote services for people with disabilities.	<ul style="list-style-type: none"> <li>a) Develop Access and Mobility Maps for the major town centres in the Council area.</li> <li>b) Promote accessibility (transport and parking options, access to the venue, availability of hearing loops etc) when</li> </ul>	DDAP Advisory Group	H	Staff Time	Ongoing



			advertising events, public meetings, workshops or forums.				
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4.16 Building and Planning Services							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
16.1	Development Assessment (Planning) does not always consider DDA Obligations.	<b>Council's Development Plan</b> to be inclusive and non discriminatory.	a) Develop guidelines of Council's accessible and equitable planning requirements for development applicants. b) Ensure that where public access is involved, that all development approvals are accompanied by advice from Council about the developer's obligations under Council's planning requirements and relevant legislation, including the DDA.	GM Environment & Infrastructure /DDAP Advisory Group	M	Staff Time	To be included in review
16.2	Limited awareness on the part of developers and builders of their obligations under the DDA.	Advise <b>builders and developers</b> of their obligations under the DDA.	a) Inform builders and developers of access obligations pursuant to the DDA and the BCA. b) Council planning staff to be aware of all relevant access standards when they are developed or revised.	GM Environment & Infrastructure	M	Staff Time	Education then ongoing



<p><b>16.3</b></p>	<p>Council's Development Plan is limited, when considering DDA requirements.</p>	<p>Ensure that business and industry centre <b>development is well planned and is responsive to access and equity</b> issues.</p>	<p>a) Ensure that Council's Development Plan promotes accessible and equitable development when planning for the community into the future. b) Ensure that a high quality of accessible and equitable business and community infrastructure is provided to meet the needs and expectations of future and existing communities.</p>	<p>GM Environment &amp; Infrastructure /DDAP Advisory Group</p>	<p>M</p>	<p>Staff Time</p>	<p>Education then ongoing</p>
<p><b>16.4</b></p>	<p>Lack of <b>accessible housing</b> in the community.</p>	<p>Advocate for adaptable housing during the design and building process of prospective building developers.</p>	<p>a) Encourage the use of universal and adaptable access standards by prospective building developers.</p>	<p>DDAP Advisory Group</p>	<p>M</p>	<p>Staff Time</p>	<p>Investigation</p>



4.17 Council Properties							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
17.1	Access to all <b>Council owned buildings and facilities</b> infrastructure may be limited.	Ensure all Council buildings, facilities and infrastructures are access compliant.	<ul style="list-style-type: none"> <li>a) Complete an audit of all Council owned buildings to ensure they are access compliant and conform to the BCA, AS1428 and DDA obligations.</li> <li>b) Prioritise identified works within the Council's Property Management budget and develop an implementation plan for the prioritized works.</li> <li>c) Ensure that all evacuation plans cater for special needs clients.</li> </ul>	GM Environment & Infrastructure	H	Staff Time	DDA Compliance Report
17.2	Equitable access to all <b>Council leased buildings</b> may not be DDA compliant.	Identify and implement a program of works which modifies access to all Council leased facilities so they are access compliant.	<ul style="list-style-type: none"> <li>a) Identify Council owned/ leased buildings and ensure all are access compliant.</li> <li>b) Assist lessees of Council facilities develop access compliant auditing processes.</li> <li>c) Instruct lessees of all Council facilities to undertake access</li> </ul>	GM Environment & Infrastructure/ Governance & Strategy	M	Staff Time	Ongoing



			<p>improvement works.</p> <p>d) Council is to monitor lessee DDA plans and ensure they are being actioned.</p> <p>e) Ensure all new alterations and building works are carried out in accordance with Council Policies, Procedures, Australian/ International Standards and obligations under the DDA.</p>				
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4.18 Environment and Compliance							
	Barriers (issue)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
18.1	Access to the greater outdoors is limited for people with disabilities.	Provide equitable and accessible <b>opportunities to experience the natural environment.</b>	<ul style="list-style-type: none"> <li>a) Provide a variety of adequate and appropriate public infrastructure and amenities (including shade, BBQs, toilets) in parks and open spaces to facilitate greater access.</li> <li>b) Encourage the provision of adequate infrastructure and equipment that enables access to the natural environment.</li> <li>c) Review safe access, egress and security for gophers and bikes.</li> </ul>	GM Engineering & Open Space	M	Staff Time	Ongoing