Disability Discrimination Act
Access and Inclusion
Action Plan
2014 - 2017

Adopted by Council 4th June 2014

The font used in this document is Arial, which is the preferred font of Vision Australia and the Australian Royal Society for the Blind to assist some people who have a visual impairment. This report is set at their recommended minimum size of 12pt. Their recommended ideal is 18pt; however this is subject to the preferences of each individual.

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Message from our Mayor

The District Council of Copper Coast'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 that demonstrates Council's commitment to addressing 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 State and Federal legislation.

Statistics indicate that almost 1 in 5 people have some type of disability. This is not difficult to understand considering our ageing population. Most people aged 70 and over have some form of disability. With our ageing population it is essential that we continue to plan for the future resources and services that can be provided by Council to our community.

Paul Thomas

Mayor

4th June 2014

PART 1 – INTRODUCTION

1.1 - About The Copper Coast Local Government Area

The Narungga people were the original inhabitants of the Yorke Peninsula. Their country extends as far north as Port Broughton and east to the Hummock Ranges.

European history of the area now known as the "Copper Coast" commenced with the leasing of land for pastoral purposes under the Waste Lands Act in 1851.

The discovery of copper near the present day settlement of Wallaroo Mines in 1857 led to the first major influx of European settlers. This was followed shortly thereafter with further discoveries of copper near the present day site of Moonta.

Located in the Copper Coast region of South Australia are the Yorke Peninsula's three largest urban centres of Kadina, Moonta and Wallaroo. Smaller towns and settlements are located throughout the Council area including the coastal towns of Port Hughes, North Beach and Moonta Bay and the rural settlement of Paskeville.

The Region's prosperity is largely attributed to the diversified arable farming activities based on cereal grains, oilseeds and pulses, together with livestock. The agriculture sector is a major employer within the region and is well supported by significant bulk grain handling and commodity facilities at the deep-sea port of Wallaroo. The region also hosts significant extractive industries, including limestone, granite, dolomite, gypsum, copper and sand mining.

The Copper Coast has a healthy fishing industry supporting scale fish, prawn, crab and abalone fisheries. Generous areas of foreshore reserve, with their sandy beaches and safe swimming are set-aside at Port Hughes, Moonta Bay, Wallaroo and North Beach. The Port Hughes, Moonta Bay and Wallaroo jetties provide popular recreational fishing venues. Excellent boat launching facilities are provided at Port Hughes, including a boat service pontoon, protective breakwater and extensive trailer parking.

The Copper Coast is fast emerging as a special place in which to live, conduct business and visit. Enjoying a Mediterranean type climate, the district's population, both permanent and visitor, continues to grow as people seek to enjoy the relaxed lifestyle and the region's many places to see and experience and things to do.

1.2 - Council Strategic and Business Plans

The key direction of Council's Strategic Plan focuses on successfully achieving objectives in five areas.

The first is a Social Objective which focuses on Wellbeing.

The first Goal of this objective is "To enhance the quality of life of our community by encouraging health, wellbeing and safety"

1.3 - Our Vision

To be "*South Australia's lifestyle location of choice to live and visit*"

1.4 - Our Mission

"To Enhance Community Lifestyle" by:

- Providing effective and affordable facilities and services
- Managing and protecting our environmental assets
- Encouraging growth through responsible development
- Fostering community achievement

1.5 - Our Values

"We Will"

- Listen
- Treat everyone with fairness and respect
- Work together to provide the best possible services
- Be open to new ideas while respecting our heritage

1.6 - Population and Disability Demographic Profile

The District Council covers an area of some 773 square kilometres, servicing a population of 13,041 as identified by the Australian Bureau of Statistics Census data 2011. In 1997, the population for the area was 10,180. This indicates a growth trend, which has the potential of increasing to 16,043 in 2017.

In 1991, the median age for the area was 39 and in 2011 the median age was 47.6 indicating an ageing population for the area.

Specific disability information for the Copper Coast District Council (DC) Local Government Area (LGA). **LATEST ISSUE** Released at 11:30 AM (AEST) 28/03/2013

Source: ABS 2011 Census Core Activity Need for Assistance Data – Copper Coast 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.

Core activity need for assistance.

Per the 2011 Census, 4.6% of the Australian population and 5.4% of the South Australian populations, 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 7.9% of the population within the Copper Coast LGA.

Across Australia, the higher rates for need of assistance among older people resulted in a disproportionate share of disability being in older age groups – 53% across Australia and 54% of all people in South Australia, with a need for assistance were aged 65 years and over, yet people that age made up just 14% and 16% of the population, respectively. This compares to the Copper Coast LGA which has 50% of all people in this age group in need of assistance, yet this age group made up only 3.9% of the Copper Coast population.

In general, the breakdown for the Copper Coast Core Activity Need for Assistance group, across the age groups of people responding is:

1.1%	0 – 4
5%	5 – 15
2.7%	15 – 19
2.6%	20 – 24
3%	25 – 34
7.2%	35 – 44
12.7%	45 – 54

16.2%	55 – 64
18%	65 -74
16%	75 – 84
15.5%	85 +

Outer regional perspective.

In 2011, 16% of South Australia's population was aged 65 years or over, compared to 14% nationally. 24% of the population in the Copper Coast LGA is aged over 65 years. The Copper Coast is rated as an Outer 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, Inner Regional areas had the highest rate of need at 5.4% followed by Outer Regional areas at 5%. In South Australia the Outer Regional Area figure is 5.2%. With all of the Copper Coast LGA being located within an Outer Regional Area, 7.9% of its population report needing assistance with a core need.

Of the total population in the Copper Coast LGA, there are 271 indigenous people, equating to 2.1% of the population, this compares with Australia 2.5% and South Australia 1.9%.

Of the Copper Coast indigenous population, 8% (22) persons need assistance with a core activity. This compares to 5.4% in Australia and 6% across South Australia.

The age group breakdown for core activity need in the Copper Coast equates to, 41% (5) aged between 5 –19 years, 13.6% (3) persons are within 25 – 34 years,18% (4) persons are in the 35-44 years age group. 13.6% (3) persons, are 45 – 54 years and the remaining 13.5% (3) persons are aged 65 years and over. People in this group needing assistance are represented as 54.5% male and 45.5% female.

Unpaid assistance to a person with a disability.

To the 2011 Census question about unpaid assistance to a person with a disability, there were 12.7% (1369) of respondees who reported providing such assistance. This compares to 10.9% Australia wide and 11.8% for South Australia.

13.7% (665) of the Copper Coast LGA working population are employed as Health Care & Social Assistance workers. Compared to 11.6% of the working population Australia wide and 13.6% for South Australia.

Moreover, of the resident population who are providing unpaid assistance to a person with a disability, (692) persons, 50.5 % are in the retired age group of 55 - 85+, 37.5% (500) persons, are aged between 35–54 years, and 13% (177) persons, are in the 15–34 year age bracket. In this category of unpaid assistants,

In the 2011 census, of the indigenous population for whom the question was answered, 16.2% of people provided unpaid care, help or assistance to family members or others because of a disability, long term illness or problems related to old age. In this community, 11% (3) people providing assistance to their indigenous families are aged between 20–34years, 22% (6) persons are in the age category, 25 – 34 years, 22% (6) persons are aged 35 – 44 years, with 34% (9) people in the 45–54 years bracket and the remaining 11% (3) are over 65 years. Within this group, 59% of carers are female and 40% are male. This compares Australian wide to 62.5% of Carers being female and 37.5% males, whilst for South Australia the balance is 61% female and 39% male.

PART 2 – DEVELOPING AN ACCESS AND INCLUSION ACTION PLAN

2.1 - DDA Project Group

The review of this Action Plan, was steered by the Councils Disability Discrimination Committee, who included: Cathy Vluggen (Community Representative – Chair), Greg O'Connor (Director Community Services), Craig Costello (Elected Member), Peter Seal (Community Representative), Neil Cundy (Community Representative). This Committee has been very active in a considerable range of projects against barriers.

Consultant to the Committee and Council is *EnvironArc Pty Ltd* ACAA, and in particular Mike Galea (ACI, DDA Action Planner EnvironArc Design), Chris Maddocks (Architectural Services Project Director & BCA Access Consultant EnvironArc Design), Mary-Ellen McMahon (Community Consultation Facilitator and research assistant).

2.2 - Aim of This 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 legislation, 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 This 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 legislative 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 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 District Council of Copper Coast 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 Copper Coast 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 Directors
- 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).

This plan also reviewed a BCA and DDA audit of many Council buildings which identified actions which need to be undertaken to provide appropriate access for all, optimising the use of these community resources.

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

The Federal Disability Discrimination Act 1992 came into effect on the 1st March 1993.

It provides uniform protection against unfair or unfavourable treatment for people with disabilities in Australia, and seeks to fill the gaps in State and Territory legislation. Its objectives are to:

- eliminate, as far as possible, discrimination against persons on the grounds of disability;
- ensure, as far as practicable, that people with disabilities have the same rights to equality before the law as the rest of the community, and
- to promote recognition and acceptance within the community of the principles that people with a disability have the same fundamental rights as the rest of the community.

Disability Services Act 1986

Acknowledging the rights of people with a disability to access services and to be treated with dignity.

Building Code of Australia

The Building Code of Australia, (BCA) in conjunction with the DDA, applies to new buildings undergoing significant refurbishment or alteration. The BCA is a comprehensive statement of the technical requirements relevant to the design and construction of buildings and other related structures. AS (Australian Standards) 1428.1 is directly referenced under the BCA. Compliance with a range of access provision is required.

Australian Standard 1428 – Design for Access and Mobility

AS 1428 (Parts 1 to 4) is an important reference standard which prescribes the basic requirements for physical access which must be adhered to in the planning, development and construction of all buildings and facilities.

Other Australian and International Standards (AS and ISO)

Various Standards set out requirements that must be referred to when making decisions that impact on people with disabilities.

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

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

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

Directors/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 six monthly reports on the achievement of the goals

Disability Discrimination Committee 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 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 District Council of Copper Coast'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; a publically available and Council promoted / advertised - survey; interviewing Council Directors; interviewing selected service organisations, selected people with disabilities and selected carers, to raise issues of access to facilities and services provided by the District Council of the Copper Coast. 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.

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 District Council of the Copper Coast
- An assessment of Council's performance against the previous Action and Inclusion Plan.

Results from Community Consultation Survey
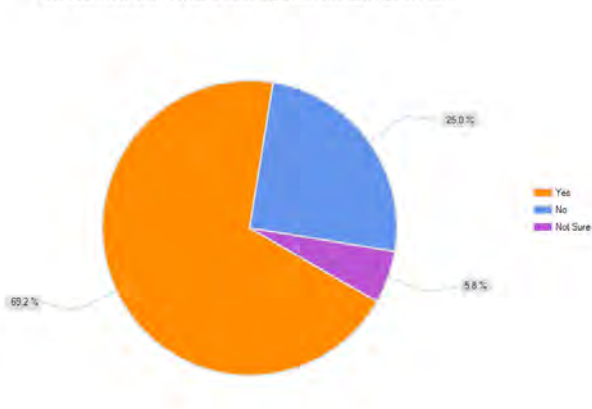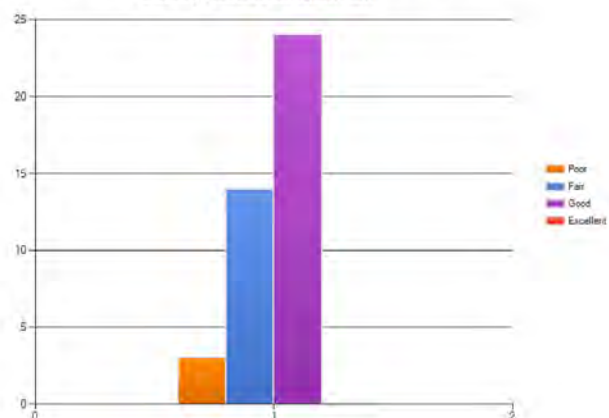
Since 2010, have you noticed any improvement in Council's "Consultation Processes" in respect to Council facilities, information and services for:
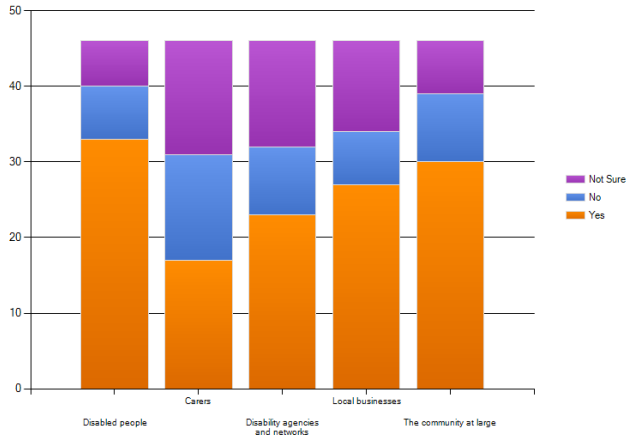
Since 2010, have you noticed any improvements in Council's advocacy for people with a disability in respect to Council facilities, information and services relating to:
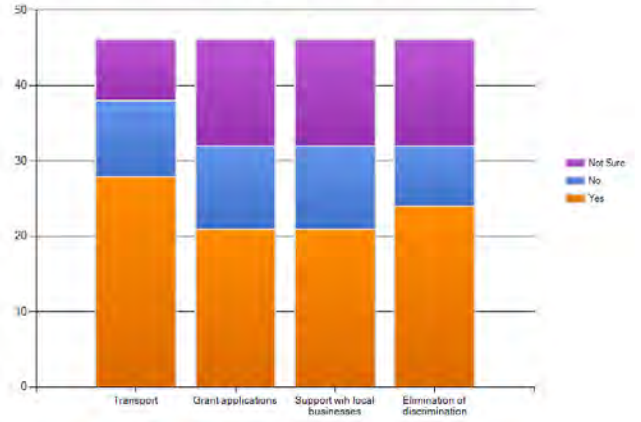
Since 2010, have you noticed any improvements for people with a disability in relation to Council responsibilities for public space, vehicular and pedestrian access to:
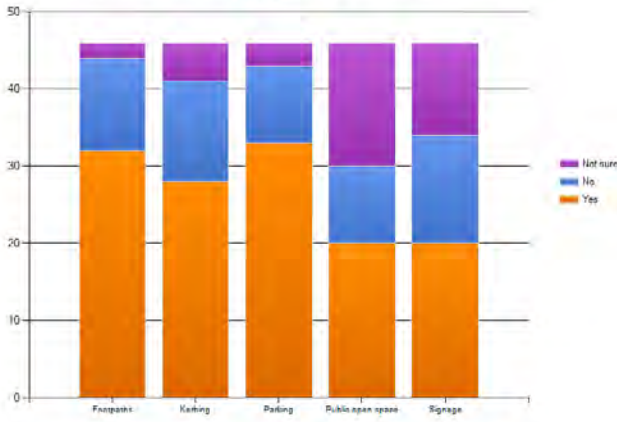
Since 2010, have you noticed any improvements for people with a disability in relation to tourism and broader access for locals and visitors to your region for:
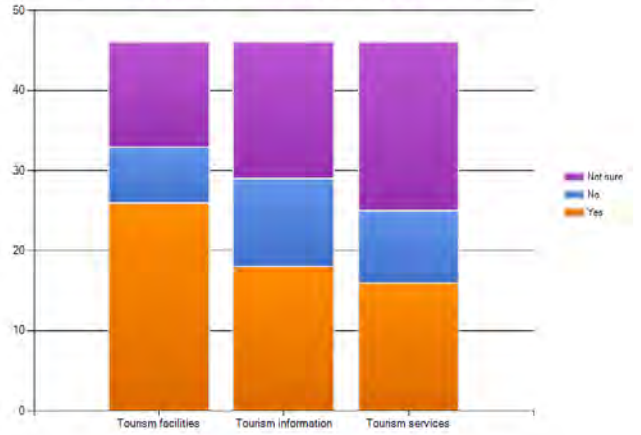
Since 2010, have you noticed any improvements in access for people with a disability in relation to Council:
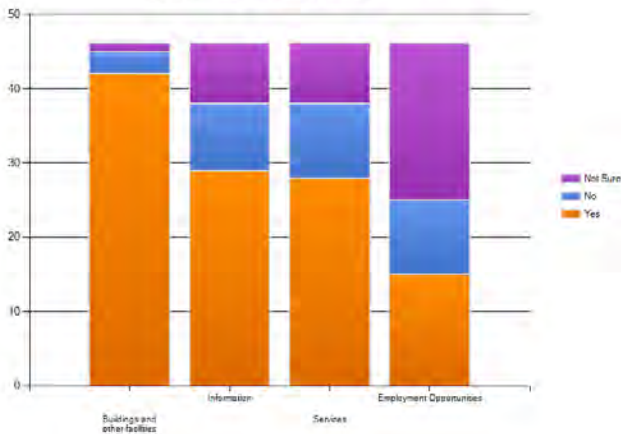
Since 2010, have you noticed any improvements in access for people with a disability in relation to Council:
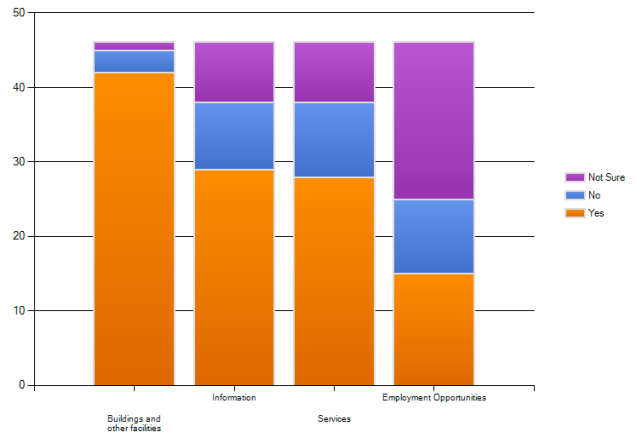
Fundamentally, the survey suggested that overall; improvements have been made as a consequence of the previous Council Action and Inclusion plan. Minutes from the meetings of the Disability Discrimination Committee also reinforces the commitment of Council; however the survey also displays that continuous improvement is necessary.

In addition to the survey, the following issues and barriers were identified by holding a public meeting; interviewing Council Directors; interviewing selected service organisations, selected people with disabilities and selected carers:

Council services and facilities:

- Accessible public toilets should be increased and/or improved further
- Council should have an access map
- Council inquiry counters should be more accessible to people in wheelchairs
- Heavy doors on some Council buildings need to be addressed
- Tourist Centre parking and pathways – are gravel and do not allow for easy access to building adjacent to Tourist centre
- Communication about Council services and facilities regarding accessibility options needs to improve
- Need for better access to regional tourist parks
- Access to public spaces is not always accessible
- Review ALL Council policies which should have references to DDA, ie access, support, awareness
- Risk Management: Assess all events and make disability access broader and more detailed
- Potentially develop a walking/running track around Kadina, to make safety more of a priority for people with disabilities. The only option presently is to walk/run on the roads or attend a gym (expensive)

Information and access / advocacy:

- Website not that helpful, would benefit from links to appropriate sites
- Website does not have the capability to increase the font size
- More access friendly signage
- Event planning needs to be more DDA friendly to meet the needs of people with a disability
- Audio access and symbols required on Website
- Communication about Council services and facilities regarding accessibility options needs to improve
- No customer request system to act on DDA specific complaints exists
- Lack of information available through Council on local disability services
- Investigate voice recognition software in the Library

- Council website does not have the capacity to change font size – all publications need to be available in a font size that conforms to national standards
- Develop "Talking News" further
- Develop iPhone and iPad apps detailing Council disability services in the Copper Coast Council region, including the location of disabled car parks
- Advocacy to business to improve access to shops and businesses
- Talk to the low vision group for ideas of how Council could assist with their lives
- Council should advocate more to other sectors of Government and to other service providers and local businesses for better services for people with a disability

Footpaths and Walkways difficult to traverse:

- Uneven surfaces
- Damaged by tree roots
- Some not having ramps on or off
- Some steep grades and high guttering making it difficult to get on and off the footpath, understanding that this has been an inheritance of time
- Suggestion made for grab rails to be fitted in difficult areas
- Footpaths and pram ramps require further review throughout Council, with an emphasis on shopping areas. Policy referring to footpaths does not specifically detail disability access
- Rear alighting vehicles have particular difficulty for passengers to access footpaths
- Council should advocate with assisting businesses to improve access to their premises and/or services

Lighting, pedestrian crossings, mobility scooters, parking and ramps:

- The poor standard of street lighting – this seemed to be a particular concern in Port Hughes. The resulting visibility for both the pedestrian and driver is inherently unsafe
- Use of the road traffic for mobility scooters is proving to be unsafe, and may be improved by Council organized public education workshops
- Inadequate ramps and unsuitable locations of ramps for access to public facilities
- Parking for people with a disability is inadequate and unmanaged. Some form of regulatory policing seems necessary due to the high rate of unauthorised parking

Transport:

- Ensure transport is accessible and can meet the needs of people with a disability
- Lack of adequate bus shelters

Building access, heritage aspects, access assessments:

- All Council assets and heritage buildings need an access audit review
- Access to upper levels of old Council buildings was raised as a barrier
- It was noted that as part of the Disability Action Plan process, access audits were currently being carried out to meet the Building Code of Australia (BCA) and DDA guidelines. The results would be given a priority rating and reviewed through Council
- Access to parks and gardens limited due to crusher dust surface
- Need empowerment of recommendation and advocacy role for the Disability Discrimination Committee to enable change
- Inadequate allied health facilities. As there is no pool for hydrotherapy and other community usage, consideration for the future of this service was requested. It was also mooted to investigate the expanded possibilities in relation to an existing privately owned pool facility

Staff and staff knowledge of DDA requirements and accessibility issues

- More regular training for Council staff and volunteers about DDA awareness and available services in the community
- Lack of literature from Council for people with a disability
- Better education and communication to the community around access and facilities for people with disabilities.
- Improve staff culture and awareness of DDA related issues
- Better consultation with the community around DDA related issues and complaints
- Better consultation with DDA networks and local service providers.
- Lack of knowledge around service standards for people with a disability.

Conclusion

The outcomes from the community and staff consultation process should help to form the foundation for this Plan.

PART 3 – ACCESS AND INCLUSION POLICY

3.1 – The District Council of Copper Coast
ACCESS AND INCLUSION POLICY

Function: DISABILITY SERVICES	**Adopted:** 4TH JUNE 2014
Policy Number: ADM008	**Resolution No.:** C106:14
Version Number: 1	**Last Review:** **Resolution No.:**
Frequency of Review: As Required	**Next Review:** TBA

DDA ACCESS AND INCLUSION POLICY

Policy Statement

1. Introduction

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 to 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 that 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 limited to – unfair treatment, equal opportunity, direct and indirect discrimination, sexual harassment or harassment of any kind, victimisation and bullying.

2. Applicable Legislation

Commonwealth Government

Disability Discrimination Act 1992

Disability Services Act 1986

Australian Standard 1428 – Design for Access and Mobility

The Australian Human Rights Commission

lifestyle location of choice

South Australian State Government

Local Government Act 1999

Equal Opportunity Act 1984

Disability Services Act 1993

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

Development Act 1993

Mental Health Act 2009

3. Integration with Corporate Objectives

Social Objective - Wellbeing

To enhance the quality of life of our community by encouraging health, wellbeing and safety.

To assist with facilities and programmes to enable the community to access appropriate essential services.

4. Definitions

DDA – Disability Discrimination Act

5. Statement of Commitment

The elected members and management of Council has a firm commitment to fair treatment principles, and shall 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 training

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)

lifestyle location of choice

- 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, or the loss of a limb, or the malfunctioning of a part of a person's body, or any malformation or disfigurement – whether temporary or permanent. Thus, a wide range of disabilities is covered, such as partial or total blindness, deafness, epilepsy, AIDS, amputation, diabetes, asthma, heart conditions, paraplegia, skin conditions, cerebral palsy and so on.)

- 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 Opportunities 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 and 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 and its staff and volunteers are:

- Free of discrimination and harassment

- And they have a legal responsibility to take all reasonable steps to make sure this happens

lifestyle location of choice

6. Delegation

For further information in relation to this policy please contact the Director of Community Services.

7. Adoption and Review
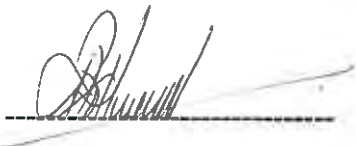
This Policy will be reviewed as required, with the review being undertaken by the Community Services Department and a report provided to Council for consideration and adoption.

8. Availability of Policy

This Policy will be available for inspection without charge at the Council's Principal Office, and on Council's website.

A copy of this Policy may be obtained on payment of a nominated fee from Councils' principal office or may be down loaded from Councils' website.

Signed _____

Mayor

Date 22nd July 2014

Signed _____

Chief Executive Officer

lifestyle location of choice

PART 4 – ACCESS AND INCLUSION PLAN *ACTIONS*

Action Plan Priorities

4.1	Corporate Services	4.1.1	Corporate Services General
		4.1.2	Customer Services
		4.1.3	Human Resources
		4.1.4	Financial Services
		4.1.5	Risk Management
		4.1.6	Administration
		4.1.7	Governance
		4.1.8	Information Technology
4.2	Community Services	4.2.1	Community Services General
		4.2.2	DDA Advisory Committee
		4.2.3	Libraries
		4.2.4	Volunteers
		4.2.5	Tourism
		4.2.6	Sport and Recreation
		4.2.7	Respite Services
		4.2.8	Health Services
		4.2.9	Events
4.3	Infrastructure Services	4.3.1	Infrastructure Services General
		4.3.2	Parks and Gardens
		4.3.3	Town Maintenance and Civil Projects
		4.3.4	Construction
		4.3.5	Waste Collection
		4.3.6	Assets
4.4	Developmental Services	4.4.1	Developmental Services General

		4.4.2	Town Planning
		4.4.3	Building Code of Australia (BCA) Compliance
		4.4.4	Statutory Compliance
		4.4.5	Fire Prevention and Safety

Key Performance Indicators (KPI's)

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

High (H)

Those areas which are identified as an urgent need (because they are frequently used by members of the community who are disabled), and may be completed between 2014 and 2015.

Medium (M)

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 may be completed by the year 2016.

Low (L)

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 abandoned in the very near future; therefore extensive upgrades are not feasible. If not ongoing, actions may be addressed by 2017.

Ongoing (O)

These are actions which must be maintained as an committed change in the organisations culture.

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

KPI's are dynamic and may change as the priority of the action changes.

4.1	Corporate Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
4.1.1	Corporate Services General	Maximise awareness of DDA obligations with Council Staff and Volunteers	a) Increase skills and confidence of Customer Service Officers by conducting disability awareness and communication training for staff.	Director & Responsible Officers	H	STAFF TIME	2014/2015
4.1.2	Customer Services	Eliminate the risk of discrimination and facilitate ease of access by people with disabilities to customer service facilities.	b) Train staff in use of TTY service and provide a directory of local disability agencies that can assist with sign language and interpreters. c) Provide flexible workplace arrangements for staff, so they can best manage issues they may be confronted with and personally challenged.	Director & Responsible Officers	M M	STAFF TIME	2015/2016 2015/2016

4.1	Corporate Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			d) Liaise with disability organisations and other relevant services to develop a comprehensive database of disability access services and organisations in the area, which all staff can utilise and readily inform stakeholders of this information if they need it.		M		2015/2016
4.1.3	Human Resources	Ensure that Council recruitment and employment processes are transparent, accessible for all and DDA compliant	a) Review Council's Employment Manual to incorporate AHRC best practice guidelines. b) Induct and educate new staff and volunteers with an understanding of disabilities and Council DDA obligations. c) Provide resources in a	Director & Responsible Officers	H O O	STAFF TIME	2014/2015 ONGOING ONGOING

4.1	Corporate Services						
	Sections in which Barriers (issues) need action	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
			dignified way to staff members who have a disability.				
			d) Ensure processes are in place that do not discriminate against people with a disability who seek employment with Council.		O		**ONGOING**
4.1.4	**Financial Services**	**Secure funds for works aimed at DDA compliance activities.**	a) Link identified DDA compliance priorities to Council's business plan.	**Director & Responsible Officers**	**H**	**STAFF TIME**	**FOR THIS PLAN**
			b) Investigate and apply for grant fund opportunities appropriate to disability access.		O		**ONGOING**
			c) To support Council's Community Health responsibilities, Council can apply for HACC funding and the like.		O		**ONGOING**
					O		**ONGOING**

4.1	Corporate Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			d) Encourage applicants for Council Community Grants to demonstrate measures taken or planned to include people with disabilities in group/organisation activities.				
4.1.5	Risk Management	Minimise risk to Council by ensuring appropriate processes are in place.	a) Review all Council contracts so they require contractors to agree to Council's DDA and Inclusion policy. b) Require evidence from all contractors undertaking works for Council, that they understand their DDA obligations. c) Require evidence from all contractors that they understand what	Director & Responsible Officers	M O O	STAFF TIME	2015/2016 ONGOING ONGOING

4.1	Corporate Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			disabilities are. d) All contractors to be inducted in DDA policies and risk management, to ensure compliance with DDA obligations.		O		ONGOING
			e) Investigate the processes of legal support in the event of a complaint, and inform the executive, Council and Central Records accordingly.		H	LEGAL COSTS	2014/2015
			f) Review of Councils reporting procedure for public complaints about Disability Discrimination.		H	STAFF TIME	2014/2015
4.1.6	Administration	Maintain Appropriate Demographic Statistics and Data.	a) Staff to maintain data on the number of people with disabilities accessing Council services, to enable the findings to be	Director & Responsible Officers	O	STAFF TIME	ONGOING

4.1	Corporate Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			incorporated into Council's Strategic and Business Plans. b) Central Records to have in place a complaints procedure, which tracks a complaint from start to conclusion.		O		ONGOING
4.1.7	Governance	Maintain non-discriminatory plans and policies in accordance with the DDA and all other relevant statutes.	a) Compile corporate plans so they are precise with regard to obligations under the DDA, the Australian Human Rights Commission (AHRC) guidelines plus all relevant statutes and standards. b) All appropriate Council Policies to reflect access and inclusion in the	Director & Responsible Officers	O H	STAFF TIME	ONGOING 2014/2015

4.1	Corporate Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			review process. c) The Council Access and Inclusion Policy should be ratified and published on-line with all other Council policies.		H		2014/2015
			d) Encourage participation of people with disabilities, service providers and community members on the Disability Access Advisory Committee.		O		ONGOING
4.1.8	Information Technology	Ensure Council's IT is provided in accessible formats.	a) Provide and promote information which is available for people who have a disability and/or their carer, in a variety of formats on accessible and safe public places and	CEO, Directors & Responsible Officers	O	STAFF TIME	ONGOING

4.1	Corporate Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			amenities within the Council area.				
			b) Ensure hardware resources are accessible to all.		M		2015/2016
			c) Website developer and IT Manager to adopt the latest W3C guidelines on Website accessibility.		H	STAFF TIME	2014/2015
			d) Council website to include links to suitable health services.		H	STAFF TIME	2014/2015

4.2	Community Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
4.2.1	Community Services General	Maintain a high standard of awareness by Council Staff of the statutory obligations required to be met by Council.	a) All staff and volunteers to be aware of Council DDA Policies and obligations through training and induction.	Director & Responsible Officers	H	Staff Time	2014/2015
			b) Consult with relevant Disability Agencies and Networks in the development, implementation and review of strategic, corporate and community Service planning initiatives.		M	Staff Time	2015/2016
			c) Maintain and support a proactive *Disability Advisory Group*, assist the Director to inform Council of necessary actions to support people with a disability, within the bounds of Council's statutory obligations, in addition to a suggested priority for action.		O		Ongoing

4.2	Community Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			d) Provide support for Councils Social Inclusion and Access Officer.		O	Staff Time	Ongoing
			e) Review the policy and procedure manuals of all Council community services and incorporate the access needs of people with disabilities into these documents, which is to be done in consultation with community stakeholders, including people with disabilities and an access auditor.		O	Staff Time	Ongoing
			f) Educate local business associations and business on the benefits of inclusive employment practices and the benefits of being an accessible business.		O	Staff Time	Ongoing
			g) Offer incentives and/or		O	Staff	Ongoing

4.2	Community Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			awards to businesses showing leadership in inclusive employment practices.			**Time**	
			h) All Council public consultation meetings/forums to be held in accessible venues, and the venues to be promoted as accessible.		**O**	**Staff Time**	**Ongoing**
			i) All public consultation documents to be available in alternative formats on the request of people with disabilities.		**O**	**Staff Time**	**Ongoing**
4.2.2	**DDA Advisory Committee**	**Proactively consult with all stakeholders, and be aware of statutory obligations so as to advise Council accordingly.**	a) Council DDAAC to report to the Director Community Services.		**O**	**Staff Time**	**Ongoing**
			b) Council DDAAC must be aware of all appropriate statutory		**O**	**Staff Time**	**Ongoing**

4.2	Community Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			obligations and standards relevant to Council's obligations.				
			c) Council DDAAC to liaise with the community to fully understand the scope and priority of barriers and issues which need to be addressed.		O	Staff Time	Ongoing
			d) Constantly review and advocate the need for assistive transport for people with a disability.		O	Staff Time	Ongoing
4.2.3	Libraries	Make the libraries of Council, accessible and inclusive.	a) Ensure staff and volunteers are trained in Disability Discrimination Awareness.	Director & Responsible Officers	H	$	2014/2015
			b) Maintain a comprehensive access to large print books and hearing books.		O	$	Ongoing
			c) Assist visually impaired people with large print		O	$	Ongoing

4.2	Community Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			computer screens. d) Consider reading times for "special needs" children.		M	**Staff Time**	**2015/2016**
			e) Consider the delivery of books etc to housebound people via a Council mobile library.		O	**Staff Time**	**Ongoing**
			f) Ensure minutes and agendas of all appropriate Council and Council committee meetings are easily accessible for people who have a disability.		O	**Staff Time**	**Ongoing**
4.2.4	**Volunteers**	**Support and Reward Volunteers.**	a) Ensure Volunteers are made aware of DDA obligations and commitments of Council.	**Director & Responsible Officers**	M	**Staff Time**	**2015/2016**
			b) Develop a public relations strategy to acknowledge the abilities of disabled volunteers and/or		M	**Staff Time**	**2015/2016**

4.2	**Community Services**						
	Sections in which Barriers (issues) need action	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
			carers and consider an award for achievements				
4.2.5	**Tourism**	**Proactively encourage, advocate and support tourism infrastructure, services and information which is accessible to the community and visitors.**	a) Develop and maintain an access map of accessible facilities in the area.	**Director & Responsible Officers**	**H**	**Staff Time**	**2014/2015**
			b) Improve access to Council Tourism facilities by upgrading pathways, walkways and signage.		**O**		**Ongoing**
			c) Adopt appropriate recommendations in the SA Accessibility Tourism Plan 2007-2010.		**M**	**$**	**2015/2016**
			d) Ensure the Council area is "accessible to all", then market it.		**O**		**Ongoing**
			e) Encourage and support tourism operators to provide accessible services.		**O**		**Ongoing**
			f) Advocate to the Development and Tourism Sector, the		**O**		**Ongoing**

4.2	Community Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			importance of providing accommodation, entertainment and services that meet the needs of our ageing population and visitors with special needs. g) Work with local tourism related businesses and inform them of obligations under the DDA and the benefits of being inclusive and access friendly. h) Apply for any appropriate grants which may assist Council with more accessible tourism.		O O		Ongoing Ongoing
4.2.6	Sport and Recreation	Increase public awareness of accessible integrated recreation programs.	a) Encourage people with disabilities to be participants in integrated recreation programs. b) Where available,	Director & Responsible Officers	O O		Ongoing Ongoing

4.2	Community Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			identify transport to programs for people with disabilities. c) Investigate sponsorship initiatives with industry and businesses that would enable increased participation in leisure and arts through reducing costs and improving equity and accessibility.		O		Ongoing
4.2.7	Respite Services	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.	Director & Responsible Officers	O		Ongoing
4.2.8	Health Services	Encourage outreach and community centres to have	a) Promote the use of outreach services/centres for	Director & Responsible Officers	O		Ongoing

4.2	Community Services						
	Sections in which Barriers (issues) need action	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
		specialised health services to meet the needs of people with a disability.	health service provision, particularly in outlying areas.				
4.2.9	**Events**	**Council events to be more inclusive.**	a) Develop an access checklist to assist in planning events.	**Director & Responsible Officers**	**H**	**Staff Time**	**2014/2015**
			b) Undertake a detailed risk assessment for people with disabilities, regarding access to Council events.		**O**		**Ongoing**
			c) Facilitate the use of the Companion Card program through brochures and community information.		**H**	**Staff Time**	**2014/2015**
			d) Support and promote arts events that showcase works by people with a disability.		**M**	**$**	**2015/2016**

4.3	Infrastructure Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
4.3.1	Infrastructure Services General	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.	Director & Responsible Officers	M		2015/2016
4.3.2	Parks and Gardens	Provide equitable and accessible opportunities to experience the natural environment.	a) Design/ maintain and/or provide a variety of adequate and appropriate public infrastructure amenities (including shade, BBQ's, toilets) in parks and opens paces to maximum access use.	Director & Responsible Officers	O		Ongoing
			b) Encourage the provision of adequate infrastructure and equipment that enables greater access to foreshores,		O		Ongoing

4.3	Infrastructure Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			beaches, parks, playgrounds and the natural environment by people with disabilities.		O		**Ongoing**
			c) Youth facilities and recreational events can be designed, planned and delivered to a cross section of young people.		O		**Ongoing**
			d) Facilities for young people to be accessible, safe and have appropriate levels of amenities to fulfil the needs of all young people.		O		**Ongoing**
			e) Existing services and resources provided by Council to be maintained and enhanced, in information services provided by Council.				
			f) Provide information to community		M	$	**2015/2016**

4.3	Infrastructure Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			organisations to assist in the auditing of facilities which improve accessibility. g) Promote accessible recreational facilities as educational, rehabilitation and fitness opportunities for all.		O		Ongoing
4.3.3	Town Maintenance & Civil Projects	Maintenance and Projects to be conscious of access needs and priorities.	a) Develop an access checklist for a footpath access assessment. b) Conduct an access audit of footpaths including gutter heights, ramps, access into businesses and median island crossings and to establish priorities for action, and/or upgrading. c) Establish and implement a footpath construction program	Director & Responsible Officers	H H O	Staff Time	2014/2015 2014/2015 Ongoing

4.3	Infrastructure Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			for towns within the Copper Coast Council area.				
			d) All footpath designs must satisfy relevant standards.		O		Ongoing
			e) Identify where median islands do not meet standards as part of the footpath audit.		O		Ongoing
			f) Plan to widen and lengthen crossings to meet relevant access standards.		O		Ongoing
			g) Develop an information flyer for the public requesting pruning of vegetation allowing access along footpaths and raise public awareness of this with local media.		H	Staff Time	2014/2015
			h) Implement a disability directional signage audit to determine inadequacies		L	Staff Time	2016/2017

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4.3	Infrastructure Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			throughout the Council area.		L	Staff Time	2016/2017
			i) Plan to improve access signage throughout the Council area and at all Council facilities.		O		Ongoing
			j) Ensure all access signage satisfies international and/or Australian Standards.		O		Ongoing
			k) Locate the areas that require additional seating.		O		Ongoing
			l) Provide shelter and shade at appropriate seating locations.		O		Ongoing
			m) Include seating for people with disabilities in proposed developments.		O		Ongoing
			n) Place seats at bus stops that do not already have them and in areas of high pedestrian activity or need.		O		Ongoing

4.3	Infrastructure Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			o) Review Angle Parking bays and correct where appropriate, to allow access by people who have a disability. p) Some yellow "caution" lines are not painted in accordance with the standards for safe public access.		O		Ongoing
4.3.4	Construction	Council Construction Projects to be safe for all.	a) Visible barriers to be used when construction is in progress and Para-Webbing to be installed if work is not completed. b) Liaise with utility providers e.g.: Telstra, ETSA, SA Water etc in regards to their obligations to ensure adequate safety barriers during their works. c) Consider the	Director & Responsible Officers	O O O		Ongoing Ongoing Ongoing

4.3	Infrastructure Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			construction of an accessible running/walking track in Kadina (Refer DDAC)				
4.3.5	Waste Collection	Inform the community of alternative waste management options for the disabled.	a) Develop and distribute a brochure detailing alternative services available to people with a disability, using the Council's waste management services.	Director & Responsible Officers	M	Staff Time	2015/2016
			b) Develop a waste collection assistance agreement with new contractors, for people with disabilities.		L	Staff Time	2016/2017
			c) Promote waste collection assistance measures for the disabled and implement where necessary.		M		2015/2016
			d)				

4.3	Infrastructure Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
4.3.6	Assets	Council built assets need to be access friendly and compliant.	a) Complete audits of all Council owned facilities to ensure they are access compliant and conform to the BCA, DDA obligations.	Director & Responsible Officers	M		2015/2016
			b) Prioritise identified works within the Council's Property Management budget and develop an implementation plan for the prioritized works.		M		2015/2016
			c) Ensure that all evacuation plans cater for special needs people.		O		Ongoing
			d) Identify which owned/ leased buildings Council is responsible for and ensure they are all access compliant.		O		Ongoing
			e) Assist lessees of Council facilities develop access		O		Ongoing

4.3	Infrastructure Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			compliant auditing processes.				
			f) Instruct lessees of all Council facilities to undertake access improvement works.		O		**Ongoing**
			g) Council is to monitor lessee DDA plans and ensure they are being actioned.		L		**2016/2017**
					O		**Ongoing**
			h) Ensure all new alterations and building works are carried out in accordance with Council Policies, Procedures, Australian/ International Standards and obligations under the DDA.				
					O		**Ongoing**
			i) New automatic sliding entrance doors to be designed, costed and constructed to priority use built assets.				
					O		**Ongoing**

4.3	Infrastructure Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			j) Existing automatic sliding doors to be maintained in an appropriate working order.				

4.4	Developmental Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
4.4.1	Developmental Services General	Raise community awareness of legislative requirements and available resources for stakeholders	a) Conduct a promotional campaign that outlines responsibilities. b) Regular refresher courses to be held for staff, including any new legislative requirements.	Director & Responsible Officers	O O		Ongoing Ongoing
4.4.2	Town Planning	When reviewing Council's Development Plan, consideration should be given to more inclusive development.	a) Council to establish disability access guidelines for developers wishing to lodge development applications. b) Encourage the use of universal and adaptable access standards by prospective developers. c) Members of the Development Assessment Panel, should be made aware of Government	Director & Responsible Officers	L L O		2016/2017 2016/2017 Ongoing

4.4	Developmental Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			obligations regarding people with a disability				
4.4.3	Building Code Australia (BCA) Compliance	Inform builders and developers of their obligations under the BCA with regard Access.	a) Inform builders and developers of access obligations pursuant to the DDA and the BCA. b) Appropriate Council staff to be educated of all relevant access standards as the BCA is revised.	Director & Responsible Officers	O O		Ongoing Ongoing
4.4.4	Statutory Compliance	Ensure Statutory requirements are communicated and policed by Council for the benefit of the community.	a) Identify equitable use of motorised wheelchairs and inform the community of their obligations under the DDA. b) Develop a policy which allows the safe and equitable use of motorised wheelchairs at all Council facilities. c) Ensure Part 1, Section 8 of the Disability Discrimination Act 1992 is not	Director & Responsible Officers	O M M		Ongoing 2015/2016 2015/2016

4.4	Developmental Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			contravened in regard to motorised wheelchairs.				
			d) Ensure dignified and equitable car parking access to Council, retail and tourism facilities.		O		Ongoing
			e) Develop an internal process that ensures the implementation of new car parking bays for people with disabilities, both on Council land or private property, adheres to Australian Standards AS 1428 (Access to premises).		O		Ongoing
			f) Develop a plan to upgrade non-compliant car parking bays for people with disabilities.		H		2014/2015
			g) Review car parking bay signage so it		H		2014/2015

4.4	Developmental Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			allows for expiation notices to be issued to people who do not have a need to use them, or who do not have a suitable parking permit.		H		2014/2015
			h) Police the wrongful use of car parking bays for people with disabilities.		H		2014/2015
			i) Campaign against the wrongful use of car parking spaces for people with disabilities.		H		2014/2015
			j) Council to liaise with stakeholders of "A" frame advertising signs with regard Council access and safety policies, procedures. And permits.		H		2014/2015
			k) Council to inform the community about policies and procedures for "A" frame advertising sign		H		2014/2015

4.4	Developmental Services						
	Sections in which Barriers (issues) need action	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			access and safety. l) Staff to actively enforce Council policies and procedures relating to "A "frame advertising sign access and safety.				
4.4.5	Fire Prevention and Safety	Identify barriers of access 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.	Director & Responsible Officers	O		Ongoing