



Disability Discrimination Act Access and Inclusion Action Plan 2010 - 2013

Adopted by Council in 2010

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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 Council provides fair and equitable access to services and facilities by people with disabilities.

The Plan has been developed in consultation with the community, including people with disabilities, service providers, Council officers and volunteers. From the information gathered, an action plan was created that demonstrates Council's commitment to 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 the Federal Disability Discrimination Act 1992 (DDA).

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

1st September 2010

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. Oyster and mussel farming are fast emerging as an industry of the future as is the growing of brine shrimp in the region's many salt pans.

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. A new facility has been completed and is operational at Wallaroo as part of the Copper Cove Marina Development.

The Copper Coast is fast emerging as a special place in which to live, conduct business and visit. Enjoying a Mediterranean 'just right' mild 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 assets.

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

"The District Council of the Copper Coast will provide for the social, environmental, economic and cultural needs of the Council area in partnership with our community"

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"

- 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 12,238 as identified in the 2007 Australian Bureau of Statistics Census data. 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 2006 the median age was 46, indicating an ageing population for the area.

Specific disability information for the Copper Coast District Council (DC) Local Government Area (LGA).

Source: ABS 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.

In 2006, 4.4% of the Australian population 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% 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 – 55% of all people with a need for assistance were aged 65 years and over, yet people that age made up just 13% of the population. This compares to the Copper Coast LGA which has 51% of all people in this age group needing assistance, yet this age group made up only 3.4% of the Copper Coast population.

Outer regional perspective.

In 2006, 15% of South Australia's population was aged 65 years or over, compared to 13% nationally. 22% 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% followed by Outer Regional areas at 4.5%. In South Australia the Outer Regional Area figure is 5.3%. With all of the Copper Coast LGA being located within an Outer Regional Area, 7% of its population report needing assistance with a core need.

Of the total population in the Copper Coast LGA, there are 178 indigenous people, equating to 1.5%. Of this indigenous population, 5.6% (10) need assistance with a core activity. 40% (4) of this core activity need group are aged between 15–19 years, 30% (3) persons are in the 35-44 years age group and the remaining 30% (3) persons, are 65 years and over. All the people in this group needing assistance are female.

Unpaid assistance to a person with a disability.

In Australia in 2006, 56% of people who needed assistance and who lived in a household had someone in their household providing unpaid assistance to a person with a disability. This figure is estimated at 49% in the Copper Coast LGA.

Of the family households numbering 3,229 within the Copper Coast LGA, 12% (382) have a person who has a core activity need for assistance. 56.5% (216) of those households are couples with no children, 24% (92) are couple families with children, 18.3% (70) are one parent families, and 1% are listed as other family.

In response to the question about unpaid assistance to a person with a disability, the Copper Coast LGA had 12.6% (1,082) respondents. 11.2% (1,331) of the Copper Coast LGA working population are employed as community and personal service workers.

Moreover, of the resident population who are providing unpaid assistance to a person with a disability, 50% are in the retired age group of 55–85+, 37% are aged between 35–54 years, and 13% are in the 15–34 year age bracket.

In the 2006 census, of the indigenous population for whom the question was answered, 12.7% 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, 60% (9) people providing assistance to their indigenous families are aged between 20–34 years, 20% (3) persons are in the age category 45–54 years and the remaining 20% (3) are over 65 years. 60% of the carers are female, and 40% are male.

Core activity need for assistance, by method of travel to work.

From the 2006 census count of employed people who need assistance to travel to work, in this category there were 75% (27) persons, and they all travelled by car.

PART 2 – DEVELOPING AN ACCESS AND INCLUSION ACTION PLAN

2.1 - DDA Project Group

To steer the development of this Action Plan, Council established a DDA Project Group, which consisted of Greg O'Connor (Manager Community Services), Peter Seal (Community Representative), Brian Kneebone (Environmental Services Building), Craig Costello (Elected Member), Vivian Pearce, Meagan Daniel.

Consultant to the Project Group is EnvironArc Design Pty Ltd ACAA, and in particular Mike Galea (DDA Action Planner EnvironArc Design), Chris Maddocks (Architectural Services Project Director & BCA Access Consultant EnvironArc Design), Mary-Ellen McMahon (Community Consultation Facilitator EnvironArc Design), David Machen (DDA Discipline Leader EnvironArc Design)

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 the Disability Discrimination Act 1992.

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 the Disability Discrimination Act, 1992
- 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
- Enhance 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 the Disability Discrimination Act (DDA) 1992, including:

- 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 Information
- 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 Human Rights and Equal Opportunity Commission (HREOC).

This plan also incorporated 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. Details of this audit are provided in Part 4 and the appendices of this Plan.

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.

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 Managers and the Disability Advisory Committee for action
- Registered with Human Rights and Equal Opportunity 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 six monthly reports on the achievement of the goals

Disability Advisory Committee responsible for:

- Facilitating the development of the plan
- Liaising with people with a disability in the community and their carers, Council staff, managers and Councillors
- Monitoring the implementation of the plan and completing six monthly reports
- 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:

- Every three months an internal meeting of officers and Disability Advisory Committee will be called to report on the outcomes against the performance indicators
- This will be documented and provided to Council and made available to the community via the website
- 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 Advisory 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 undertook an extensive community consultation process in September 2009. This process provided a forum for people with disabilities, people who care for people with disabilities (carers) and service organisations 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 March 2008".

The consultation process involved two activities. One included a community and Council staff survey, and the other a public workshop.

Community Survey

This survey incorporated two parts:

The first part aimed at understanding the needs of individuals and the community by asking questions directly about people with disabilities and their experiences.

The second part aimed to ascertain the thoughts and experiences regarding existing facilities and services or facilities and services that should be provided by the District Council of the Copper Coast.

Results from Community Consultation Survey

The main barriers identified in the survey included:

- Transport not accessible and does not meet everyone's needs
- Lack of adequate bus shelters
- Lack of adequate bus stops
- Access to public spaces is limited and not always accessible
- Lack of detailed communication about Council services on accessibility options
- Lack of detailed communication about Council properties and buildings
- Footpaths, kerb ramps, pedestrian walkways do not provide safe and accessible pathways of travel
- Lack of adequate toilets for people with disabilities
- Car parking for people with disabilities – lack of policing and signage to deter unlawful parking
- Inaccessible Council meetings always held in Kadina and not rotated between towns
- Kadina Council Chamber is on first level of building and there is no lift
- District Council of the Copper Coast not DDA advocates to other sectors of Government and to other service providers and local businesses
- No DDA voice at Council and suggest DDA reference group
- No social inclusion or access officer at Council to take up DDA issues
- No customer request system to act on DDA related complaints, Council take a long time to get back to you about when problems will be sorted out.
- Lack of concern by some Councillors in regard to issues and complaints made
- Council minutes not readily available unless you have a computer or access to one.
- Lack of information available through Council on disability services.

Staff Survey

This survey incorporated two parts:

The first part aimed at understanding the needs of elected members, individuals as an employee and their interface with the community by asking questions directly about people and their experiences.

The second part aimed to ascertain the thoughts and experiences regarding existing facilities and services or facilities and services that should be provided by the District Council of the Copper Coast.

The main barriers identified in the survey included:

Staff and staff knowledge of DDA requirements and accessibility issues

- More education of staff about DDA services in the community
- Lack of DDA training for Council staff
- 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.

Access to services and facilities

- Access to public toilets should be greatly improved
- No access map
- Council front counter not accessible to people in wheelchairs
- Footpaths, gutters and kerbing not access friendly
- Better access to Ascot theatre and concern about the cost of upgrades to buildings.
- Inadequate public transport throughout area
- Access to 1st floor of the Wallaroo town hall
- Heavy doors on some Council buildings
- Tourist Centre parking and pathways – are gravel and do not allow for safe access to building adjacent to Tourist centre
- Need for better access to regional tourist parks

Information and access to events/advocacy

- Website not that helpful, would benefit from links to appropriate sites
- More access friendly signage
- Mechanism required for Community feedback on DDA compliance – i.e. DDA reference group
- Event planning needs to be DDA friendly to meet the needs of people with a disability
- Audio access and symbols required on Website
- Council free phone help line for Council services

- Advocacy to business to improve access to shops and businesses

Public Workshop

Attendees of the public workshop held at Copper Coast Council chambers included Council staff, members of local community, local health professionals, service providers and other stakeholders.

The community consultation was held in the Council chambers at Kadina (Copper Coast Council) which is situated at 51 Taylor Street, Kadina.

The workshop was promoted publicly by Council within the local press, Council newsletters and on Council's web site

In addition to broad public notification, prior to the consultation workshop, Mary- Ellen McMahon of EnvironArc sent a list of potential stakeholders to the Manager of Community Services, Mr. Greg O'Connor. These potential stakeholders were invited to attend the community consultation workshop.

The stakeholders included:

Options Co-ordinations	Yorke Peninsula Division of General Practice
Bedford Northern Business Services	Families SA
Carer's Link Yorke Peninsula	Community Programs
Northern Yorke Peninsula Community Health Service	Copper Triangle Enterprises - Living Skills Inc.
Lymphoedema Support Group - YP Branch	IDSC Regional Team (Options Coordination)
Special Needs for Yorke Peninsula Inc. Yorke Peninsula	Carers Respite Centre
Disability – Transport Assistance	Job Network Member
Yorke Peninsula Employment (YPE)	Salvation Army Kadina branch
CRS Australia	Personal Placement Consultancy Kadina
MS Society support group	Community Progress Associations
Individuals	Living Skills-Copper Triangle Enterprises
Personnel Placement Consultancies-Kadina	Living Skills-RETS
Wilde Retreat (Job net Program)	
Kadina Growing Company-Kadina	SYP Leisure Options
Orana	Special Scouts
Interworks	Woodwerx

Family Advocacy	Country North Community Services
Country North Community Services	CSI(limited)
Carers Link(limited)	Riding for the Disabled
Hendercare	Community Accommodation and Respite Agency
Country North Community Services Inc	Disability SA-Copper Triangle Acc Support
Continance Aids Assistance Scheme Orana	Homelink
	Connexions tenancy support)

The attendees at the community workshop included:

Greg O'Connor, Peter Dinning, Cathy Vluggen, Helen Williamson, Doug Williamson, Sally Baldock, Graeme Kerkin, Pat Borlace, David Woodforde, Sarah Coombes, Peter Seal, Shari Faint, Margie Davies , Lyn Stranger and Bev Schultz.

Barriers Discussed at the Workshop

The following is a community representation from across the Copper Coast District Council areas of:

- Moonta
- Port Hughes
- Wallaroo
- Kadina

Within a workshop and community consultation process the following issues were cited:

Footpaths and Walkways difficult to traverse:

- Uneven surfaces
- Damaged by tree roots
- Not having ramps on or off.
- Graves Street in Kadina was one example steep grades and high guttering making it difficult to get on and off the footpath
- Another example was footpaths leading to Victoria square
- Suggestion made for grab rails to be fitted in difficult areas
- Placement of the Moonta pedestrian crossing next to Foodland. As a busy thoroughfare this crossing is viewed as being too close to the corner for safe pedestrians navigation

- The CCDC CEO, Mr. Peter Dinning sought the view of those present as to whether the current process for footpath reclamation should be reviewed to ensure a more strategic approach. He mooted the concept of a plan to work outwards in a logical manner, beginning from the busy city centre, (the area most used), to the perimeters. The process would hope to address the current ad hoc, knee jerk reaction to complaint driven requests. Areas of urgent and high need would continue to be addressed
- Mr. Dinning also put forward the strategy of addressing, in the first instance, at least one side of a street, ensuring that as budgets permit, more could be done. At least access would be possible with more streets be able to be addressed

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
- High steps and steep grades continued to be an issue throughout the District Council area, understanding that this has been an inheritance of time
- Use of the road for mobility scooters is a resulting practice, proving to be unsafe
- Inadequate ramps and unsuitable locations of ramps for access to public facilities
- Particular note of ramps at Hamilton and Dew Street at the Foodland. A ramp has been built but access to ramp presents a problem
- Parking for people with a disability is inadequate and unmanaged
- Regulatory policing seems necessary due to the high rate of unauthorised parking

Central business district:

- Access to trading facilities. Although not a direct responsibility of Council it was identified that Council does have a role of advocacy and business development in assisting businesses to improve their services

Transport:

- Community services organisations in attendance raised the issue of a lack of transport for people with disabilities. It is a known blight on rural communities
- A major employer and service provider in Bedford Industries supported the case expressing the struggle Bedford clients have finding suitable transport to enable participation in work and community activities
- Access to community bus limited
- Discussions ensued directed at a community and local government approach to partnering for studies and funds to review and solve this situation

- Current arrangements rest with YPE (Yorke Peninsula Employment) with resources and access to service appearing to be limited

Building access, heritage aspects, access assessments:

- Council assets and heritage buildings need review
- Requirement for an audit of significant buildings for usage and accessibility
- Accesses to upper levels of old buildings were raised, in particular the Wallaroo Town Hall
- Increased usage of these buildings has been noticed
- 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
- Improvements required to accessible communication to rate payers
- Request for representation on current disability advisory committee by people with disabilities
- Need allowance for adequate powers of recommendation and advocacy role for the disability advisory 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

Conclusion

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

PART 3 – ACCESS AND INCLUSION POLICY

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

GENERAL STATEMENT OF POLICY

The District Council of Copper Coast (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 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 has 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, 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 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 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

Peter Dinning
Chief Executive

1st September 2010

PART 4 – ACCESS AND INCLUSION PLAN ACTIONS

Action Plan Priorities

4.1	Executive Services, Strategic Planning, Council Secretariat and Senior Management	1.1	Council's Strategic Plan
		1.2	Consultation with Disability Agencies and Networks
		1.3	DDA Advisory Committee
		1.4	Responsible officer for DDA social inclusion and access
4.2	Tourism	2.1	Tourism infrastructure, services and information
		2.2	Disability access
		2.3	Higher accessibility profile
		2.4	Accessible tourism
4.3	Human Resources	3.1	Employment practices
		3.2	Staff and volunteer awareness
		3.3	Employment opportunities
		3.4	Work experience and training
		3.5	Equal opportunity
		3.6	Resources
		3.7	Local business
4.4	Social, Community and Communication Services	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	Positive recognition
		4.6	Information
		4.7	Community consultation
		4.8	Services and programs
		4.9	Council events

4.5	Recreation and Leisure Services	5.1	Recreation programs
		5.2	Recreation needs
		5.3	Public open spaces
		5.4	Recreational infrastructure
4.6	Administration	6.1	Customer services
		6.2	Eliminate discrimination
4.7	Information Technology	7.1	Council IT systems
		7.2	Council website
4.8	Organisational Development	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
4.9	Finance	9.1	Providing funds to satisfy action plan
		9.2	Proactive with disability access grant fund opportunities
		9.3	Payment options and processes
		9.4	Council Community Grant applications
4.10	Governance	10.1	Decision making processes
		10.2	Statistics and data
		10.3	Council contracts
4.11	Parks and Gardens	11.1	Play spaces
4.12	Construction	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
		12.11	Resting points
4.13	Waste Management	13.1	Home waste collection options
4.14	Public Safety and Community Health	14.1	Emergency response plans
		14.2	Respite services
		14.3	Outreach
4.15	Transport and Parking	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
4.16	Building and Planning Services	16.1	Council's Development Plan
		16.2	Advise builders and developers
		16.3	Development to be well planned and is responsive to access and equity
		16.4	Accessible housing
4.17	Council Properties/Assets	17.1	Council owned buildings and facilities
		17.2	Council leased buildings
		17.3	Access doors
4.18	Environment and Compliance	18.1	Opportunities to experience the natural environment
		18.2	Increase understanding of the natural environment which is accessible to all residents and visitors



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 2010 and 2011.

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 the year 2012.

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 abandoned in the very near future; therefore extensive upgrades are not feasible. If not ongoing, actions should be addressed by 2013.

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	Council's Strategic Plan 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	Manager of Strategic Planning, CEO and appropriate elected members and staff	H	Staff time	By 2011 then ongoing
			b) Senior Management will require people responsible for actions, to report on performance every three months.	General Manager Corporate and Community Services	O	Staff time	Ongoing
1.2	Consultation with Disability Agencies and Networks 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	Corporate & Community Services	M	Staff Time	Ongoing
1.3		Establish a DDA Advisory Committee to advise, monitor, evaluate and review Council's DDA	a) Develop Council DDA Advisory Committee (DDAAC) terms of reference.	Corporate & Community Services	H	Staff Time	Committee established



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
		Action Plan and make recommendations to Council for inclusion into Councils Strategic Plan.	<ul style="list-style-type: none"> b) Council to approve and support the DDAAC terms of reference. c) Recruit DDAAC membership from elected members, management, staff, the community ensuring people with and those representing disability are engaged to participate. d) Council DDAAC to understand UN Charter and Disability Discrimination Act e) Council DDAAC to liaise with the community to fully understand the scope of barriers and issues which need to be addressed. f) Council DDAAC to report to Council every three months on the action plan progress. 				



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
1.4	The responsibility for DDA social inclusion and access at Council is unclear.	There is no Council officer formally responsibly 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	Manager Community Services / Human Resources	M	Staff Time	To be included in MCS responsibilities

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 accessible to all.	Encourage and support tourism infrastructure, services and information which are accessible to the community and visitors.	<ul style="list-style-type: none"> a) Incorporate a commitment to access in Councils Tourism Policy. b) Develop access guides which promote the economic and social benefits of accessible tourism in the Copper Coast Region. 	GM CCS Tourism Coordinator	M	Staff Time	Review DA in Tourism Guides
2.2	Disability access to the Copper Coast Council area can be improved.	Provide DDA compliant access to all Council visitor services properties and facilities.	<ul style="list-style-type: none"> a) Investigate adequacy of disabled facilities at peak visitor times. b) Where appropriate, integrate recommendations in the South Australian Accessibility Tourism Plan 2007-2010 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 	Infrastructure Services	M	Staff Time	Ongoing



4.2 Tourism							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			ensure compliance with DDA obligations e) Ensure that all disabled parking areas provided at Council facilities meet all appropriate standards. f) Improve access to Council Tourism facilities by upgrading pathways, walkways and signage. g) Tourist brochure and public computer resources to be accessibility friendly.				
2.3	Council not proactive enough regarding accessible tourism.	Council can advocate for a higher accessibility profile with the region's tourism industry.	a) Encourage and support tourism operators to provide accessible services. b) Advocate to the Development and Tourism Sector, the importance of providing accommodation, entertainment and services that meet the needs of our ageing population and visitors with special needs.	GM CCS / Tourism Coordinator	M	Staff Time	Council to advocate region as DA Accessible



4.2 Tourism							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
2.4	Some tourist operators have limited knowledge of DDA obligations.	Council can be a leader of accessible tourism in the Copper Coast 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.	Tourism Coordinator	M	Staff Time	Ongoing



4.3 Human Resources							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
3.1	Employment practices 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"> a) Review Council's Employment Manual to incorporate AHRC best practice guidelines. b) Council employment interview panels to be aware of DDA obligations and Council Policies. c) Ensure that physical access and communication assistance is provided in interview processes as required. d) Job descriptions should specify requirements to ensure access for people with disabilities. e) Offer job supports & accommodations when and as required. 	Human Resources	H	Staff Time	Ongoing
3.2	Limited staff and volunteer awareness of the DDA and disability issues.	Maximise Council's capabilities to best service people with disabilities.	<ul style="list-style-type: none"> a) Induct and educate staff and volunteers with an understanding of disabilities and DDA obligations. 	Human Resources	H	Staff Time	Ongoing



4.3 Human Resources							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			b) Implement disability awareness/ communication training enabling staff to properly manage appropriate customer service commitments.				
3.3	A lack of employment opportunities exist for people with disabilities.	Increase and actively encourage the employment of people with disabilities in the work force.	a) Refer to the ALGA publication "Accessible workplaces: best practice for the employment of people with disabilities in local government." b) Advertise employment opportunities in alternative formats/ locations e.g. Council noticeboards, and via disability employment agencies. c) Ensure that all staff and volunteers abide by Council's EEO Policy. d) Develop best practice guides and have resources available to staff.	MCS / HR	H	Staff Time	Ongoing

4.3 Human Resources							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			e) All Council employment and advertising material to promote Council as an EEO Employer.				
3.4		Provide a range of work experience and training opportunities for people with disabilities.	a) To actively promote and support work experience and training opportunities for people with disabilities.	MCS / HR	H	Staff Time	Ongoing
3.5		Raise the profile of the District Council of the Copper Coast as an Equal Opportunity Employment Organisation.	a) Promote the profile of the District Council of the Copper Coast as an Equal Employment Opportunity employer in employment advertisements and in information packs.	CCS / CLO / DDA Committee	H	Staff Time	Ongoing
3.6		Associate workplaces with available resources 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.	CCS / HR / DDA Committee	H	Staff Time	Ongoing



4.3 Human Resources							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
3.7		Advocate to local business , so they may be employers of people with a disability.	a) Educate local business associations and business on the benefits of inclusive employment practices and the benefits of being accessible businesses. b) Offer incentives and/or awards to businesses showing leadership in inclusive employment practices.	CCS / CLO	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 communication resources and services for the community and visitors.	<ul style="list-style-type: none"> a) Provide electronic access for people with disabilities, removing barriers to Council communication b) Ensure Council publications, documentation, forms and media are in accessible formats. c) Promote and advertise all Council accessible communications via website, newsletters, at reception areas and with relevant service providers. d) Incorporate user friendly accessibility initiatives where appropriate, including: <ul style="list-style-type: none"> i. Arranging for Auslan interpreters ii. Processes for transferring documents into alternative formats e.g. Braille, audio, electronic, etc iii. Website iv. Computer Systems v. Telephone Systems 	DDA Committee	M	Staff and Volunteer Time	Ongoing



4.4 Social , Community and Communication Services							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			<ul style="list-style-type: none"> vi. Hearing Systems vii. Maps viii. Community Directories ix. Touch screens x. VOIP xi. Installation of hearing loops xii. Council advertisement and news to be placed on website and local media xiii. Explore option of keeping database of community communication needs. <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 support and services provided by Council.	To make people with disabilities more aware of support and services provided by Council.	a) To do regular advertising and promotion of how Council can provide support to people with disabilities.	DDA Committee	M	Staff and Volunteer Time	Ongoing

4.4 Social , Community and Communication Services							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
4.3	Lack of accessible equipment in Libraries and at Community Centres.	Ensure Libraries and Community Centres are accessible to all.	<ul style="list-style-type: none"> a) Continue to increase a range of alternative media, e.g. large print books, audio visual, Braille texts, audio tapes, CDs and other software. b) Undertake an access assessment of libraries across the Council and recommend improvements. c) Investigate adaptive technology that increases access to the internet at libraries. d) All new chairs, tables and computer desks to be accessible and conform to relevant standards e.g. Australian Standards and guidelines HREOC guidelines. 	DDA Committee / Library Coordinator	H	Staff and Volunteer Time	Ongoing



4.4 Social , Community and Communication Services							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
4.4	Difficulties in assessing existing community services.	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 auditor. b) Collect and provide information on accessible facilities within the Council area. c) Provide a suitable range of accessible activities and programs for people with disabilities.	DDA Committee	H	Staff and Volunteer Time	Ongoing

4.4 Social , Community and Communication Services							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
4.5	Lack of positive recognition of people with disabilities in the workforce and in the community.	Council can demonstrate that they recognise the achievements of people with disabilities in the community and workforce that can be taken to the wider community.	a) Develop a public relations and human resource strategy to acknowledge the abilities of volunteers and workers and consider an award for achievements which is recognised within the community.	CCS & DDA Committee	H	Staff Time	Ongoing
4.6	There is a lack of information available to people with a disability needing support and other health services.	Ensure people with a disability have access to information about support services.	a) Develop and regularly update the Community Services Directory disability section. b) Ensure that Community Service Directory is broadly promoted. c) Integrate Community Services Disability directory onto website.	MCS	M	Staff Time	Ongoing
4.7	Community consultation 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.	a) All Council public consultation meetings/forums to be held in accessible venues, and the venues to be promoted as accessible. b) All public consultation	CCS	H	Staff Time	Ensure PC Policy is compliant



4.4 Social , Community and Communication Services							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			documents to be available in alternative formats on request for people with disabilities.				
4.8	Limited accountability for Council services and programs	Services and programs will be made available to the community on a fair and equitable basis.	a) Ensure Council's fees and charges to community groups include equity and accountability. b) Assess Council's annual grant programs and ensure unbiased distribution of funds to incorporate access and equity in the selection criteria used for assessment. c) Develop a funding program to assist local community groups to improve access to facilities and services or that deliver programs which enhance social inclusion for all members of the community.	MCS / DDA	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
4.9	Council event planning is not inclusive.	Council events to be more inclusive.	a) Develop an access checklist to assist in planning events. b) Facilitate the use of the Companion Card program through brochures and community information. c) Support and promote arts events that showcase works by people with a disability.	CCS / Events Coordinator	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 recreation programs.	Increase public awareness of accessible integrated recreation programs.	<ul style="list-style-type: none"> a) Encourage people with disabilities to be participants in integrated recreation programs. b) Promote the accessibility of programs and actively encourage people with disabilities as participants in all promotional material. c) Where available, identify transport to programs for people with disabilities. d) Investigate sponsorship initiatives with industry and businesses that would enable increased participation in leisure and arts through reducing costs and improving equity and accessibility. 	DDA Committee	M	Staff Time & Other Agencies	Ongoing

4.5 Recreation and Leisure Services							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
5.2	Know the recreation needs of your disabled community.	Assess access for all when considering the community's recreation needs.	a) Have a community survey, as part of a recreation strategy, to identify recreation needs of people with disabilities.	DDA Committee	M	Staff Time	Ongoing
5.3	Lack of access at existing public open spaces and to the facilities provided.	Improve access to and within public open spaces.	a) Conduct an access audit of public open spaces to identify a program of work required to improve access. b) All new park facilities to provide access for people with disabilities.	GM Infrastructure & Environmental Services / DDA Committee	M	Staff Time	Ongoing
5.4	Recreational infrastructure 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.	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. b) Youth facilities and recreational events can be designed, planned and delivered to a cross section of young people.	GM IES	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
			c) Facilities for young people to be accessible, safe and have appropriate levels of amenities to fulfil the needs of young people. d) Existing services and resources provided by Council to be maintained and enhanced, in particular information and services provided by Council libraries. e) Provide information to community organisations to assist in auditing of facilities which improve accessibility. f) Promote accessible recreational facilities as educational, rehabilitation and fitness opportunities for all.				



4.6 Administration							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
6.1	Council's commitment to Customer Services for the disabled, needs to effectively addressed.	Increase skills and confidence of Customer Service Officers by conducting disability awareness/communication training for reception staff.	a) Implement a training calendar for all customer service staff in communication/ disability awareness. 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. c) Train staff in use of TTY service and provide a directory of local disability agencies who can assist with sign language and interpreters.	MCS / HR	H	Staff Time	Ongoing



4.6 Administration							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			d) Provide flexible workplace arrangements to staff, so they can best manage any issues by which they could be confronted and personally challenged.				
6.2		Eliminate discrimination and facilitate ease of access by people with disabilities to customer service facilities.	a) Purchase support chairs to be placed in the reception area for customers. b) Ensure that front counters are lowered to enable access by wheelchair users.	MCS / HR / GM EIS	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	Council IT systems and website should be accessible to everyone.	Ensure Council's IT is provided in accessible formats.	<ul style="list-style-type: none"> a) Provide and promote a range of information that is available in a variety of formats on accessible and safe public places and amenities within the Council area. b) Ensure hardware resources are accessible to all. c) Install Assistive Listening System device in the Council Chambers. d) Consider allowing internet access at council front counter for disabled services information access. 	MCS / IT Coordinator	M	Staff Time	Investigation & Ongoing
7.2		Ensure the Council web site conforms to access standards and guidelines and provides an effective service to all.	<ul style="list-style-type: none"> a) Website developer and IT Manager to become familiar with latest W3C guidelines on Web accessibility. 	MCS / IT Coordinator	M	Staff Time	Ongoing



4.7 Information Technology							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			b) Ensure the format of Council's website meets the World Wide Web Consortium W3C access standards. c) Council website and Community Information Service to include links to suitable health services. d) 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.				

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 awareness of legislative requirements and available resources for human resource staff, supervisors and managers.	b) Conduct a promotional campaign that outlines responsibilities. c) Provide information for Council's internal newsletter which informs staff on access issues.	MCS	M	Staff Time	Ongoing
8.2	Staff are unaware of specific services and resources that can be utilised by the disabled.	Develop a database of the relevant agencies, services and specialist information 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.	MCS / DDA Committee / IT	M	Staff Time	Ongoing
8.3	Not all senior decision-makers are fully aware of or supportive of access issues and legislative requirements.	All councillors and senior decision makers to commit to a code of conduct which includes accepting Council's DDA policies and procedures.	a) Review Council's Code of Conduct policies to include the acceptance of Council's DDA policies and procedures. b) Councillors and senior decision makers to attend disability awareness training.	GM CCS	M	Staff Time	Review Code of Conduct



4.8 Organisational development							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			c) Councillors to be invited to 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 disability training programs 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 CCS / HR	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	Providing funds to satisfy action plan obligations 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"> a) Prioritise the work that needs to be done. b) Link priorities to business plan. c) Investigate grant fund opportunities. 	GM CCS	H	Staff Time	Annually reviewed
9.2	Council could be more proactive with disability access grant fund opportunities.	Ensure accessibility obligations are included in applications for grant funds.	<ul style="list-style-type: none"> a) Investigate and apply for grant fund opportunities appropriate to disability access. b) To support Council's Community Health responsibilities, Council can apply HACC funding and the like. 	MCS	M	Staff Time	Inclusion in annual Community Grants allocation
9.3	Ensure payment options and processes are accessible.	Establish E-payments and accessibility options for residents of the region.	<ul style="list-style-type: none"> a) Assess the format of notices to improve readability for the visually impaired. c) Link to IT strategy to provide alternative methods of on-line payment options. 	MCS	L	Staff Time	Currently Available



4.9 Finance							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
9.4	Council Community Grant applications not access inclusive.	Where appropriate, Council Community Grant funds may be conditional upon DDA access compliance.	a) Council will encourage applicants for Community Grants to demonstrate measures taken/planned to include people with disabilities in group/organisation activities.	MCS	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.	Decision making processes 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.	DDA Committee / IT	H	Staff Time	Investigate then ongoing
10.2	Lack of statistics on numbers of people with disabilities accessing integrated services.	Statistics and data need to be collected.	a) Staff to gather data on the number of people with disabilities accessing integrated services, to enable findings to be incorporated into Council's Strategic and Business Plans.	GM CCS	M	Staff Time	Ongoing
10.3	Council contracts not DDA inclusive.	All appropriate Council contracts, licences, leases and work orders with must be DDA inclusive.	a) Review all Council contracts so they require contractors to agree to Council's DDA and Inclusion policy.	GM CCS / Governance	M	Staff Time	Review then ongoing



4.10 Governance							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			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 disabilities are.				



4.11 Parks and Gardens							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
11.1	Play spaces in the Copper Coast 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"> a) Promote accessible facilities which are currently available. b) Upgrades to existing equipment should be considered against the Good Play Space Guide (Dept Rec & Sport Vic). c) Existing equipment and construction be checked for accessibility by an accredited auditor. 	GM IES	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 IES	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. b) Conduct an access audit of footpaths including ramps and median island crossings and to establish priorities for upgrading. c) Establish and implement a footpath construction program for towns within the Copper Coast Council area.	GM IES	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. b) Liaise with utility providers e.g.: Telstra, ETSA, SA Water etc in regards to	GM IES	M	Staff Time	Ongoing

4.12 Construction							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			their obligations to ensure adequate safety barriers during their works.				
12.4	Cars overhang onto footpaths 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 IES	M	Staff Time	Ongoing
12.5	Tactile Pavers 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 IES	M	Staff Time	Ongoing
12.6	Median island crossings are not all wide/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.	GM IES	M	Staff Time	Ongoing
12.7	Overhanging vegetation from private properties obstructs 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 with through local media	GM IES	M	Staff Time	Ongoing

4.12 Construction							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
12.8	Clear direction signage and information needs to be provided throughout the Council area and in Council buildings.	All new signs to meet International or Australian Standards and to give clear directions and information.	<ul style="list-style-type: none"> a) Implement a disability directional signage audit to determine inadequacies throughout the Council area. b) Plan to improve disability signage throughout the Council area and at all Council facilities. c) Ensure all signage satisfies international and/or Australian Standards. 	GM IES	M	Staff Time	Ongoing
12.9	"A" Frame advertising signs placed on footpaths by shop owners can obstruct access.	Council to develop enforceable policies and guidelines relating to "A" frame advertising sign access and safety.	<ul style="list-style-type: none"> a) Council to liaise with stakeholders of "A" frame advertising signs with regard a new access and safety policy and procedure. b) Council to inform the community about policies and procedures for "A" frame advertising sign access and safety. c) Staff to actively enforce Council policies and guidelines relating to "A 	GM IES	M	Staff Time	Ongoing

4.12 Construction							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			"frame advertising sign access and safety.				
12.10	Street Furniture can obstruct the path of disabled pedestrians.	Council to develop a safe street furniture policy.	<ul style="list-style-type: none"> a) Position street furniture so it is safe for pedestrians. b) Ensure all new street furniture is positioned in accordance with Council's Street Furniture Policy. 	GM IES	M	Staff Time	Ongoing
12.11	There can be a lack of seats or resting points for people with disabilities who are 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"> a) Locate the areas that require additional seating. b) Provide shelter and shade at seating locations. c) Include seating for people with disabilities in proposed Street Furniture Policy. d) Place seats at bus stops that do not already have them and in areas of high pedestrian activity or need. 	GM IES	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	There need to be home waste collection options for the disabled.	Ensure community awareness of alternative waste management options for the disabled.	a) Develop a waste collection assistance agreement with contractors, for people with disabilities. b) Develop and distribute a brochure detailing alternative services available to people with a disability, using the Council's waste management services. c) Promote waste collection assistance measures for the disabled and implement where necessary.	GM EIS / DDA Committee	H	Staff and Volunteer Time	Investigation / Implementation

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 Emergency Response plans are not inclusive of services for the disabled.	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.	Risk Management Officer	H	Staff Time	Implementation
14.2	Lack of respite services 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.	DDA Committee	M	Staff Time	Investigation
14.3	Health services are limited to major hospitals and can be inaccessible to people with disabilities.	Encourage outreach 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, particularly in outlying areas.	DDA Committee	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 Copper Coast area.	Accessible transport options for the disabled need to be provided where appropriate.	a) Investigate public transport opportunities including private sector services, which can connect communities with facilities and services. b) Advocate for improved local public transport options which can proactively respond to community needs.	DDA Committee	H	Staff and Volunteer Time	YP Transport Board and Ongoing
15.2	Motorised wheelchairs are often discriminated against.	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 policy which allows the safe and equitable use of motorised wheelchairs at all Council facilities.	DDA Committee	H	Staff & Volunteer Time	Ongoing
15.3	All car parking bays for the disabled must meet Australian Standards.	Conduct an assessment of Council disabled car parking bays in the Copper Coast area.	a) Ensure dignified and equitable car parking access to Council, retail and tourism facilities.	GM EIS / Planning Department	H	Staff Time	Ongoing



4.15 Transport and Parking							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			<ul style="list-style-type: none"> b) 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). c) Develop a plan to upgrade non-compliant car parking bays for people with disabilities. 				
15.4	Car parking spaces for people with a disability are often wrongfully used.	Ensure car parking bays for people with a disability are appropriately sign posted and policed.	<ul style="list-style-type: none"> a) Review car parking bay signage so it allows for expiation notices to be issued to people who do not have a need to use them, or who do not have a blue parking permit. b) Police the wrongful use of car parking bays for people with disabilities. c) Campaign against the wrongful use of car parking spaces for people with disabilities. 	GM EIS	H	Staff Time	Ongoing



4.15 Transport and Parking							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
15.5	Limited promotion of accessibility to facilities and services.	To positively promote services for people with disabilities.	a) Develop Access and Mobility Maps for the major town centres in the Copper Coast Council area. b) Conduct advertising when events, public meetings, workshops or forums occur; and incorporate promoting the accessibility of the venue, transport and parking options, and if there are access requirements, such as audio loop or an interpreter.	DDA Committee	H	Staff Time	Ongoing

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.	Council's Development Plan to be inclusive and non discriminatory.	a) Council to develop guidelines for development applicants of Councils accessible and equitable planning requirements. b) Ensure that where public access is involved, that all development approvals are accompanied by advice from Council about the developer's obligations under Councils planning requirements and relevant legislation, including the DDA.	Manager Environmental Services	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 builders and developers 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 EIS / Planning Staff	M	Staff Time	Education then ongoing



4.16 Building and Planning Services							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
16.3	Council's Development Plan is limited, when considering DDA requirements.	Ensure that business and industry centre development is well planned and is responsive to access and equity issues.	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.	GM EIS / Planning Staff	M	Staff Time	Education then ongoing
16.4	Lack of accessible housing in the community.	Advocate for adaptable housing during the design and building process of prospective builders.	a) Encourage the use of universal and adaptable access standards by prospective builders.	GM CCS	M	Staff Time	Investigation



4.17 Council Properties							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
17.1	Access to all Council owned buildings and facilities infrastructure may be limited for either aged people or people with disabilities.	Ensure all Council buildings, facilities and infrastructures are access compliant.	<ul style="list-style-type: none"> a) Complete an audit of all Council owned buildings to ensure they are access compliant and conform to the BCA, AS1428 and DDA obligations. b) Prioritise identified works within the Council's Property Management budget and develop an implementation plan for the prioritized works. c) Ensure that all evacuation plans cater for special needs clients. 	DDA Committee & Senior Staff	H	Staff Time	DDA Compliance Report
17.2	Equitable access to all Council leased buildings 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"> a) Identify which owned/ leased buildings Council is responsible for and ensure they are all access compliant. b) Assist lessees of Council facilities develop access compliant auditing processes. 	GM CCS	M	Staff Time	Ongoing

4.17 Council Properties							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			<ul style="list-style-type: none"> c) Instruct lessees of all Council facilities to undertake access improvement works. d) Council is to monitor lessee DDA plans and ensure they are being actioned. 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. f) Ensure that all new lease documents are conditional upon lessees having a DDA Action Plan in place. 				
17.3	Access doors to some Council public buildings are difficult to open.	Identify, assess and modify entrance doors to Council facilities so people with disabilities or aged people can	a) New automatic sliding entrance doors to the Ascot Theatre are to be designed, costed and constructed.	DDA Committee & Senior Staff	M	Staff Time	Ongoing



4.17 Council Properties							
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
		access the buildings with unrestricted ease.	b) New automatic sliding entrance doors to the Farm Shed are to be redesigned, costed and constructed. c) New automatic sliding entrance doors to the Wallaroo Council Office & Library are to be redesigned, costed and constructed.				



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 opportunities to experience the natural environment.	<ul style="list-style-type: none"> a) Provide a variety of adequate and appropriate public infrastructure and amenities (including shade, BBQ's, toilets) in parks and opens paces to facilitate greater access use. b) Encourage the provision of adequate infrastructure and equipment that enables greater access to foreshores, beaches and natural environment for people with disabilities. c) Endorse the provision of open space and associated infrastructure as detailed in the Open Space Plan. 	DDA Committee & Senior Staff	M	Staff Time	Ongoing



4.18 Environment and Compliance							
	Barriers (issue)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
18.2	There is limited access to the Copper Coast Natural Environment, for people with disabilities.	Ensure that information, programs and services which are designed to increase understanding of the natural environment which is accessible to all residents and visitors.	a) Information and promotional material produced by Council regarding environment issues is to incorporate information on accessibility and it shall be available in a variety of formats and media. b) Encourage greater participation in environmental programs through the delivery of programs appropriate to coastal and rural communities. c) Investigate innovative options that enable a wide cross section of the community to experience nature based activities.	DDA Committee & Senior Staff	M	Staff Time	Ongoing