

**Alexandrina Council**

**ACCESS ACTION PLAN**

***Access Alexandrina***

Prepared by

**Elizabeth Jardine,  
Principal Consultant  
*Capable Consulting  
Human Services Consultants***

In Association with

**Margaret Ashton  
Consultant  
*Mashrob  
Equitable Access Consultancy***

**August 2000**

## **Preface to Access Action Plan for**

### **Alexandrina Council**

This Plan is based on recommendations of the Report of the Access Project (Jardine and Ashton, 2000). Members of the Alexandrina DDA Action Plan Steering Committee and key staff members of the Council reviewed the Report and their comments have been taken into account in development of the Action Plan.

It is expected that further development will proceed as follows:

- Circulate draft Action Plan for internal comment
- Collate and analyse staff, management and elected members' responses
- Amend Plan as necessary
- Circulate for public comment as deemed necessary
- Prepare final draft
- Lodge Council-Approved Plan with HREOC.

Elizabeth Jardine,  
Principal consultant,  
**Capable Consulting**

August 2000

*“[We] seek to promote the vision that, by 2000, all sectors of Australian society, including government, business and the general community, will automatically include the needs of people with disabilities when developing policy, in providing goods and services, and in all other aspects of community life.”*

**National Disability Advisory Council of Australia.**

**Strategic Plan 1997**

# Access Action Plan

For  
Alexandrina Council

# *Access Alexandrina*

## TABLE OF CONTENTS

<b>Item</b>	<b>Page</b>
<b>Introduction</b>	<b>1</b>
Demographic Data	2
Consistency with Corporate Plan	3
Communication of the Action Plan	3
Physical Access Notes	4
Access policy	5 - 6
Cross-reference to the Access Project Report	7
<b>The Action Plan</b>	<b>10</b>
Finance and Information Services	10
Corporate Services	12
Environment Services	23
Planning and Building	29
Technical services	31
Senior Management Group	42

# **Access Action Plan**

For

## **Alexandrina Council**

### *Access Alexandrina*

#### **1 Introduction**

Alexandrina Council has requested development of this Action Plan in response to requirements of the Disability Discrimination Act (DDA) 1992. The Act is based on the premise that people with disabilities have the same rights as any other members of the community, including the right to engage in all aspects of community life, and equitable access to goods, services and facilities.

This Plan was developed through a process of consultation and review. Submissions were sought from members of the public through publication of a discussion paper. This appeared both in Council's newsletter, which is distributed to all households in the area, health and aged care facilities, and the Victor Harbor *Times* newspaper. Two public meetings were held with opportunity for input through focus groups, and an access audit was carried out of 34 Council-owned facilities, buildings and streetscapes, as selected by Council.

In addition to the above measures, all staff members were surveyed by questionnaire, views were sought from senior staff and Council members and relevant documented policies were reviewed for possible discriminatory measures.

Senior Council staff and the DDA Action Plan Steering Committee reviewed and commented on the Access Report. This Plan's content is developed from either recommendations of the report or based on the audit of selected facilities. Exceptions to this are two items required under Section 61 of the DDA; those on broadcasting or advertising details of the Plan, and evaluation of the Plan.

Up to 15 years has been allowed to carry out some capital-intensive aspects of the Action Plan. The evaluation section of the Plan recommends, however, that implementation progress be reviewed biennially, and the entire plan extensively reviewed at each five-year milestone. Visible and systematic implementation of the Plan will help reduce the chances of a formal complaint being successful.

The Plan is set out in tabular form according to the Section/Department responsible for carrying the associated tasks, and specifies barriers/issues, goals to redress them, strategies to achieve them and performance indicators. Responsibility for achievement, resources necessary and timeframe for implementation are also addressed.

Members of the Reference Group suggested that 'no complaints' was an unreasonable requirement in any performance indicator in the Action plan, and suggested that 'minimal complaints' be substituted. 'Minimal complaints' may be taken to mean no more than four complaints per annum.

## **2 Demographic Data**

Over 22% of the South Australian population consists of people with disabilities (ABS 1998). In addition, South Australia has the highest proportion of elderly people in Australia. This fact is particularly significant, given that population fertility rates are declining, meaning that there will be fewer young people in the near future.

The Fleurieu area's population is amongst the oldest in Australia. The population of the Alexandrina Council area is predicted to increase markedly by 2020, with a corresponding increase in numbers of elderly people. At present almost 40% of residents are aged over 55. There is a strong positive correlation between disability and aging. Statistically, the incidence of disability in the 0–4 years age group is 4 %, that in the 60 –64 years 40%, and over 85 years, 80%.

People with disabilities will be increasingly amongst those requiring the services of local government agencies, and attending cultural, sporting and recreational events. Access issues are particularly important in the Alexandrina Council area, since the more populous parts of it are also popular seasonal tourist destinations for many people of all ages.

### **3 Consistency with Alexandrina Council's Corporate Plan**

Alexandrina Council aims to:

*Embrace the needs of the community by protecting and enhancing the natural environment, lifestyles, cultures and heritage.*

This Access Action Plan is fully consistent with the goals of Council's Corporate Plan, which include:

- *Ensuring open communication that incorporates ongoing consultation which fosters ownership by the community,*
- *Ensuring future development has a positive impact on the quality of life presently enjoyed by the community,*
- *Facilitating and coordinating community services having regard to social and cultural needs, and*
- *Being a customer service driven organisation that encourages Best Practice*

### **4 Communication of the Action Plan**

The Action Plan is intended to be used as a reference guide. It is not assumed that everyone will read it in its entirety. While the Chief Executive Officer has major carriage of the Action Plan, it will be the responsibility of sectional managers to inform their staff about sections of the plan that are of particular relevance to their area, and ensure implementation, as well as procedures for evaluation and monitoring. It is important that Council staff and elected members and, as far as possible, the community, are aware of the existence and purpose of the Action Plan.

The Plan will be integrated into the day to day business of each section of Council, and will be referred to in sectional strategic plans. The Plan will be promoted in the following ways:

- The Chief Executive Officer will present a copy of the draft Plan to Council for endorsement. Once this has been gained, the Plan will be bound in handbook form and distributed.
- A copy will be forwarded to HREOC for registration.
- Each staff member will receive a news-sheet about the plan, explaining its significance, purpose and direction.
- Each new staff member will receive a copy of the plan as part of his or her induction process.
- Each Manager will be responsible for explaining to his/her team(s) the details of how the Plan will be implemented and monitored, and ensuring each staff member understands their responsibility to address access issues in the course of their work.
- Council policy documents will incorporate reference to access issues and take into account the needs of people with disabilities.

- Articles about the Plan, including its timeframe and implementation, will be placed in Council's Newsletter, and *The Times* newspaper.
- A summary of the plan will be placed on Council's Internet page, the *Common Ground* electronic Bulletin Board at the Disability Information and Resource Centre, Adelaide, and displayed in the Council foyer.
- As the Plan is periodically reviewed, updates will be distributed to staff and elected members, and appear in the external channels listed above.

## 5 Physical Access Notes

An access audit was carried out of 34 selected sites, including streetscapes (See Section 9, Access Report). The report details where facilities audited are inconsistent with requirements of the DDA. Issues relating specifically to the Access Audit will be found in section 3 of this Plan.

The DDA is not specific in its requirements for access. While DDA Standards have been developed and adopted in some access areas, this has not yet occurred in relation the built environment. There can be as yet no certainty about the level of access legally required.

The *Advisory Notes on Access to Premises* developed by the Disability Discrimination Commissioner "are not regulations or 'deemed to satisfy' building requirements". They offer advice about what level of access may reduce the chances of a successful complaint being made. They provide a checklist of all the issues the Commissioner believes should be considered when designing premises to ensure access for people with disabilities.

*Neither the proposed new BCA nor [the] advisory notes represent the final word in the debate about access. All that can be said is that the better the level of access provided the less likely it is that premises will be the subject of complaints (HREOC 1998).*

Similarly, while implementation of this Action Plan will help reduce the likelihood of a successful formal complaint being made under the DDA, it cannot guarantee compliance.

## 6 Access Policy

### **The Policy**

*Alexandrina Council accepts its responsibilities under the Commonwealth Disability Discrimination Act (DDA) 1992 to provide facilities, and implement services and programs which provide equitable access for people with disabilities and the elderly.*

*Council recognises that equitable access to services, premises, facilities and employment is a right for people with disabilities, and the advantages of improved access will benefit the community as a whole.*

*Council recognises that the needs of people with disabilities and the elderly should be determined in consultation with them, as a means of facilitating inclusive community participation*

*Council recognises that policies, practices and procedures must be inclusive as well as non-discriminatory, and that particular measures may be required to enable equitable access and participation for people with disabilities.*

*Council recognises that as a community leader, it has a responsibility to encourage the public and private sectors to address access and equity issues through a process of cooperation, education and consultation.*

*Council will facilitate changes to the physical environment and the culture of the Alexandrina Council District by enforcing legislative powers where they exist, and through education and information, encouraging the community to consider the needs of the elderly and people with disabilities.*

1 of 2 pages

## **Access Policy (cont): Strategies to Implement)**

### **1 Public Works and Infrastructure:**

All new public works undertaken on Council properties and all new infrastructure works are required to demonstrate compliance as far as possible with the Disability Discrimination Act 1992

### **2 The Private Sector**

Council will promote the need for access with people lodging applications under the Development Act to undertake new building work or prescribed alterations to retail or commercial property. This will be done by:

- (a) Encouraging due consideration of access issues and compliance with HREOC *Advisory Notes on Access to Premises* (pro tem) and the new *Standard for Building Access* when it is enacted.
- (b) Distributing a general information pamphlet outlining ways to improve access to and within properties and the advantages of doing so, and on request, providing technical advice about access.

### **3 Ensuring Ongoing Awareness**

To ensure ongoing awareness of access issues Council will:

- (a) Provide Council staff, volunteers and elected members with access awareness information and any other specific training relevant to their position,
- (b) Conduct inclusive community consultation on access issues,
- (c) Establish a procedure for registration and systematic addressing of complaints and/or suggestions regarding access in and around the Alexandrina Council District,
- (d) Maintain an ongoing reference group with Council and community representatives to provide advice to Council about ways of improving access.

## **The Definition**

The definition of 'disability' as used in the Act is intentionally broad. It includes:

- *physical, psychiatric, intellectual, sensory and learning disabilities,*
- *physical disfigurement and the presence in the body of an organism causing, or capable of causing, disease;*
- *total or partial loss of part of the body and malfunction or disfigurement of part of a person's body.*
- *a disability that presently exists, existed in the past but has now ceased to exist, or may exist in the future,*
- *a disability that is imputed or presumed to a person (DDA 1992).*

*The Act also makes it unlawful to discriminate against an associate of a person with a disability based on the person's disability.*

## 7 Cross-reference to the Access Project Report

The following section links Plan 'issues' with recommendations of the Access Project Report. Some issues listed in the Action Plan did not arise in the context of the Report, but needed to be included in the Plan. These are indicated below as 'augmented'.

### Cross-reference to the Access Project Report

Access Plan			Report	
Issue	Page	Topic	Recommend	Page
<b>1</b>	<b>9</b>	<b>Finance and Information Services</b>		
1.1	9	Access Plan Resources Planning	22	58
1.2	10	Electronic Communication System	24	59
<b>2</b>	<b>11</b>	<b>Corporate Services</b>		
2.1	11	Corporate Plan	1	27-28
2.2	12	Formal Access Policy	2	28
2.3	12	Human Resources documents and DDA	4	6
2.4	13	Human Resources Function spread	25	59
2.5	14	Employment/Selection Practices	6-7	29-30
2.6	15	Job Specifications: requirement for EEO and DDA knowledge	3	
2.7	15	Staff knowledge of application of DDA	4	29
2.8	16	Job specifications: specific additional requirements	5	29
2.9	16	Staff and Volunteer knowledge of Disability Awareness issues.	26-27	60
2.10	17	Lack of coordination of Regional Community Services	28	60
2.11	17	EEO policy	8-9	30
2.12	18	Tourist and Community Directories	21	34
2.13	18-19	Accessible information	23	59
2.14	19	Specialised equipment for people with disabilities in libraries.	31	61
2.15	19	Community Transport.	33	61
2.16	20	Community knowledge of community transport options.	33	61
2.17	21	Community awareness of Disability Issues.	34	62
2.18	22	Private Enterprise and the DDA	34	62
<b>3</b>	<b>23</b>	<b>Environment Services</b>		<b>62</b>
3.1	23	Access to Council Premises	36, 40	64
3.2	24	Access to Customer Service Centres	37-38-39	64
3.3	24	Access to Council-owned tourist properties.	42	65
3.4	25	Audit of Council owned properties.	Augmented	
3.5	25	Tourist operators and DDA requirements	43-46	65-66
3.6	26	Perceived housing mix in some areas.	47	66
3.7	26	Busy roads in residential areas.	48	66

## Cross-reference to the Access Project Report (cont)

Access Plan			Report	
Issue	Page	Topic	Recommend-	Page
3.8	27	By-law 22 (Lodging Houses)	14-15	31-32
3.9	27	Leasing of Council property	41	64
<b>4</b>	<b>28</b>	<b>Planning and Building</b>		
4.1	28	Development assessment	35	63
4.2	28	Staff knowledge of DDA and requirements	Augmented	
4.3	28	Developers and builders and the DDA	Augmented	
<b>5</b>	<b>29</b>	<b>Technical Services</b>		<b>66</b>
		Footpath construction /maintenance	50	67
5.1	29	By-law: Footpaths, kerbs and watertable	16	32
5.2	29	Pedestrian safety and construction works	20	33
5.3	29	Playgrounds	19	33
5.4	30	Street Signs	18	32
5.5	30	Designated Parking Zones	51	67
5.6	32	Moveable signs/footpath encroachments	53	68
5.7	32	Accessible toilets	54	68
5.8	33	Street Trees	55	69
5.9	33	Contracting-out of work	56	69
5.10	34	Minimum Works Standards	57	70
5.11	36	Paving Surfaces	17	32
5.12	36	Pedestrian Crossings	52	68
5.13	37-38	Weekly Refuse Collection	10	30-31
5.14	38	By-law: footpaths etc (weed control)	16	32
5.15	38	By-law (tents, camping etc)	11	31
5.16	39	By-law: Dogs	12	31
5.17	39	By-law 21 (change rooms)	13	31
5.18	39	Beach Access	49	67
<b>6</b>	<b>40</b>	<b>Senior Management Group</b>		
6.1	40	Monitoring implementation of the Action Plan	Augmented	
6.2	42	Communication of the Action Plan	Augmented	

The section of the Action Plan dealing with implementation, monitoring and review of the Plan is a specific requirement under the DDA, and was not addressed in the Access Report.

The last section of the Plan, broadcasting, or communication, of the Action Plan both within Council, and to the wider community, is also mandatory under the Act. Recommendations dealing with this will be found in the section *Communication of the Action Plan* (P3 above).

## Access Alexandrina: Access Action Plan

---

### Alexandrina Council:

#### 1 Finance and Information Services

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
1.1	Provision for Access Plan capital expenditure not included in Council's overall planning process.	To ensure effective implementation of the Access Action Plan.	Link this Action Plan to Council's Resources Planning process, and make provision for annual and triennial budgetary allocations where necessary to achieve accessibility.	Council's overall planning process includes provision for Access Plan capital expenditure	Manager, Finance and Information Services	Staff time	By March 2001
1.2	Lack of consistent electronic communication system.	<p>To improve communication between Council Sections.</p> <p>To ensure electronic access for people with disabilities and remove discrimination.</p> <p>To increase the tourist market.</p>	<p>Update the computer system for consistency across all Council activity areas. Allow Internet access to at least one computer in each section.</p> <p>Establish website and ensure accessibility to people with disabilities.</p>	<p>Staff members express satisfaction with consistency and availability of electronic means of communication.</p> <p>There is an increase in tourist access through the Internet.</p>	Manager, Finance and Information Services	Capital Budget	<p>By June 2002</p> <p>By end 2000</p>

## Access Alexandrina: Access Action Plan

---

### 1 Finance and Information Services (cont)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
1.2	Lack of consistent electronic communication system (cont).	<p>To improve communication with community members.</p> <p>To handle communication economically.</p>	<p>Ensure regular updating of the Web-site, and checking e-mail on a daily basis.</p> <p>Publicly advertise the availability of electronic access.</p>	Community members, including people with disabilities, state satisfaction with availability of Council electronic information.	Manager, Finance and Information Services	Staff time, Capital funding	By end 2001

## Access Alexandrina: Access Action Plan

### 2 Corporate Services (Corporate plan)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
2.1	Corporate Plan may be seen as non-inclusive, and render Council liable to complaints of discrimination.	Council vision and policy inclusive of all residents and visitors.	<p>Amend wording of Objective 1 to read "<i>open and inclusive communication</i>".</p> <p>Amend wording of Objective 2 to read "quality of life presently enjoyed by <i>all members of the community</i>".</p> <p>Add Additional action under 2.3 "<i>ensure compliance with all relevant legislation including the DDA</i>".</p> <p>Add additional action under 2.4 "<i>Establish inclusive consultancy mechanism</i>".</p> <p>Objective 3: (see under 2.3).</p> <p>Objective 4: amend wording to read "to meet the needs of <i>all members of the community</i>".</p> <p>Add additional action under 4.2 "<i>audit for accessibility</i>".</p> <p>Objective 6: amend wording to read "social and cultural needs of <i>all members of the community</i>".</p> <p>Objective 7: amend wording of 7.1.3 to read "Develop customer service training requirements <i>including disability awareness</i>".</p>	<p>Corporate Plan is amended as recommended.</p> <p>There are minimal complaints about exclusion from Council vision, policy, planning and procedures.</p>	Manager, Corporate Services	Staff time	By Dec. 2000

## Access Alexandrina: Access Action Plan

---

### 2 Corporate Services (Access policy/human resources)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
2.2	Council has no formal Access Policy.	Adoption of A formal Access Policy which is linked to, and informs, all other relevant policies.  To provide an example of best practice for other organisations.	Develop, adopt and implement a specific policy for access (See 7 above) Link the policy to all other relevant Council policies and adopt 'access' as a principle in development of new policies.  Advertise the existence of the Access Policy amongst community organisations and make copies available to them as part of a model of good practice.	All Council policy is consistently inclusive in approach to disability issues.  Community organisations can express knowledge of Council's Access Policy	Chief Executive Officer/ Manager, Corporate Services  Chief Executive Officer/ Manager, Corporate Services	Staff time/ Production resources  Staff time/ Production resources.	Dec. 2000  March 2001
2.3	Council's Human Resources documents do not refer to the DDA.	To ensure staff understanding of the term 'disability'.	Include in Council's EEO Policy the DDA definition of disability.	Relevant staff members can state their understanding of the legal meaning of 'disability'.	Manager, Corporate Services	Staff time	By March 2001

## Access Alexandrina: Access Action Plan

### 3 Corporate Services (Human Resources)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
2.4	Human resources function is spread across all managers and overseers.	<p>To avoid discrimination and ensure consistency and conformity with the DDA.</p> <p>To eliminate disability discrimination from job selection.</p>	<p>Employ a person with a dedicated human resources function to take over all duties relating to personnel issues within Council.</p> <p>Include in the <i>Human Resources Manual</i>: Role of the Selection Panel, and any associated documentation eg. forms for completion by a medical practitioner, the clause: <i>any decision to exclude a person with a disability on the grounds of a medical examination must be based on criteria which are job-related and consistent with business necessity.</i></p>	<p>Employment practices are consistent and non-discriminatory.</p> <p>Any person refused employment on grounds of their disability is refused solely because they are unable to carry out the inherent requirements of the job.</p> <p>There are no complaints from job applicants about discrimination related to disability.</p>	Manager, Corporate Services	Salary resources, Staff time	<p>By March 2002</p> <p>March 2001</p>

## Access Alexandrina: Access Action Plan

### 2 Corporate Services (Human Resources) cont

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
2.4	Human resources function is spread across all managers and overseers (cont).	To avoid discrimination and ensure consistency and conformity with the DDA.  To eliminate disability discrimination from job selection.	Develop and implement a policy for uniform and non-discriminatory selection procedures through all sections of Council.	Policy is developed and implemented	Manager, Corporate Services	Staff time	By June 2001
2.5	Employment Practices may not conform to requirements of the DDA.	To ensure conformity with the DDA and avoid discrimination.	Use the <i>Employment Manual, developing best practice</i> , HREOC (1995a) to inform revision of the <i>Human Resources Manual</i> , and Council's general employment practices.	There are minimal complaints from people with disabilities about employment discrimination.	Manager, Corporate Services	Staff time	Start Jan 2001, Ongoing
		To facilitate employment of people with disabilities.  To ensure effective customer service	Refer to the ALGA publication <i>Accessible workplaces: best practice Resources for the employment of people with disabilities in local government</i> in both developing policy and carrying out customer service training.	Council employs suitably qualified people regardless of disability status.  People with disabilities express satisfaction with Council's customer service.	Manager, Corporate Services	Staff time	Start Jan 2001. Ongoing

## Access Alexandrina: Access Action Plan

---

### 2 Corporate Services (Human Resources) cont

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
2.6	Job and person specifications do not specify responsibility for Action Plan implementation.	To ensure effective implementation of the Access Action Plan.	<p>Ensure that all management position descriptions specify a requirement to implement the Access Action Plan.</p> <p>Ensure that all other position descriptions, where relevant, specify that employees are required to implement their Access Action Plan responsibilities.</p>	Sections implement relevant areas of the Access Action Plan according to the specified timeframe.	Manager, Corporate Services	Staff time	By March 2001
2.7	Limited staff knowledge of the DDA.	<p>To demonstrate Council's commitment to equitable access.</p> <p>To serve as provisional protection against vicarious liability in case of a complaint.</p>	Include on all job and person specifications a requirement that the employee has an understanding of the DDA and its implications, and ensure relevant information is supplied as part of the orientation process.	Staff members can state understanding of their obligations under the DDA.	Manager, Corporate Services	Staff time	By June 2001

## Access Alexandrina: Access Action Plan

---

### 2 Corporate Services (Human Resources) cont

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
2.8	Where appropriate, job descriptions should specify requirements to ensure access for people with disabilities.	Maximal access provisions are available to people with disabilities.	Parks and gardens supervisor: Add to objective 1: <i>and achieve optimal access for all.</i> Information technology/assets officer: add to key task 7: <i>ensuring website accessibility for people with disabilities.</i>	There are minimal complaints concerning access in stated areas.	Manager, Corporate Services	Staff time	By end 2000
2.9	Limited staff and volunteer awareness of the DDA and disability issues.	To demonstrate Council's commitment to equitable access and ensure that people with disabilities receive appropriate customer service.  To ensure compliance with the DDA.	Ensure that adequate and appropriate training in disability awareness is provided for staff <u>and volunteers</u> on a regular ongoing basis, administered and documented in the same way as OH&S training, and included in orientation of new staff.  Ensure DDA briefing for elected members at regular intervals. Include in orientation of new members.  Include training presentations by people with disabilities.	Staff members and volunteers express Knowledge and understanding of disability issues.  Elected members are aware of and understand Council's responsibilities under the DDA.	Manager, Corporate Services	Staff time/ Training resources.	Start by June 2001, Ongoing annually and as orientation

## Access Alexandrina: Access Action Plan

### 2 Corporate Services (Human Resources) cont

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
2.9	Limited staff and volunteer awareness of the DDA and disability issues (cont).	To provide ease of access in the built environment.  To minimise discrimination and complaints.	Implement regular periodic training for field staff and their supervisors in disability awareness and adherence to Standards. Training should include disability simulation exercises and employ people with disabilities as trainers.	Field staff can state understanding of disability issues, and their work reflects this understanding.	Manager, Technical services	Staff time/ training resources	Start by June 2001, ongoing annually and as orientation
2.10	Lack of coordination of regional community Services	Consistency and efficiency of community Services and avoidance of discrimination.	Encourage cooperation across community services with other regional councils	Council is committed to active involvement in the Fleurieu Regional Advisory Committee	Manager, Corporate Services	Staff time Salary resources	Ongoing
2.11	Council's EEO policy does not include people with all kinds of disabilities.	Inclusive EEO policy consistent with requirements of the DDA	Amend Council's EEO policy to include the DDA definition of disability (see P6 above)  Include in Council's EEO policy disability as an area where harassment is prohibited.	Council's EEO policy is non-discriminatory.	Manager, Corporate Services	Staff time	By end 2000

## Access Alexandrina: Access Action Plan

### 2 Corporate Services: (Community Services)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
2.12	Lack of access information in tourist and community directories.	To provide readily accessible local information for residents and visitors.  To ensure ease of use by people with disabilities.	(a) Work with other regional councils to investigate means, eg, negotiate with SA Tourism, to produce one community information map/directory that includes in addition to general information, an indication of disability access to facilities, including toilets, telephones, car parks, ATMs, public information directories, etc. (b) Publicise the guide and ensure distribution of it to all households in the Alexandrina council area. (c) Include access information on Councils website and on the Signal Point information board.  Divide the community information map into separate area sections and make up in booklet form (see City of Adelaide example).	People with disabilities state satisfaction with equity of access to community map/information.  See above.	Manager, Corporate Services	Staff time/production resources	By June 2001  As above

## Access Alexandrina: Access Action Plan

### 2 Corporate Services: (Community services) cont

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
2.12	Lack of access information in tourist and community directories (cont).	To facilitate ease of use by people with disabilities.	Include a category heading of 'disability' in the list of contents under which services of specific interest to people with disabilities are listed.	People with disabilities and/or their associates state they can easily access relevant information.	Manager, Corporate Services	Staff time/ production resources	By March 2001
2.13	Lack of alternative information formats for council/ community information.	To ensure equitable access to information by people with disabilities.	Carry out an assessment of the need for alternative formats to meet both general information and library needs of people with disabilities and the elderly. Investigate means of providing any required equipment.	Assessment Report is available.  People with disabilities and the elderly state satisfaction with equitable access to information and library resources.	Manager, Corporate Services	Staff time	By June 2001  Sept 2001
2.14	Lack of specialised equipment in libraries for use of people with disabilities	To ensure Independent and private access to information for people unable to access the written format.	Carry out a community survey to ascertain the level of need for special equipment and investigate means of obtaining necessary funding.  Provide equipment as required.	There is a report on need for specialised equipment.  Funding is obtained.  There are minimal complaints from people with disabilities regarding access to information.	Manager, Corporate Services	Staff time  Capital budget	By March 2001  By end 2004

## Access Alexandrina: Access Action Plan

### 2 Corporate Services: Community Services) cont

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
2.15	Limited accessibility of community transport.	Community transport accessible to all users.	Short term: fit low retractable step to present buses.  Long term: Hire buses with both low steps and ramped access.	There are minimal complaints about lack of access to community transport.	Manager, Corporate Services	Operating budget	By Jan 2000  When next new buses hired
2.16	Limited community knowledge of community transport options.	Increased public awareness of community transport options.	Regularly advertise throughout the region, details of availability of community transport facilities and options.	There are minimal complaints concerning lack of information about community transport.	Manager, Corporate Services	Production costs	Start ASAP periodic ongoing

## Access Alexandrina: Access Action Plan

---

### 2 Corporate Services: (Community Services) cont

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
2.17	Limited community awareness of disability issues.	To raise awareness of disability issues in the local community.  For Council to provide an example of good practice, and facilitate increased access for all.	Consult with service organisations in the area, to mount a local campaign ensuring promotion of disability awareness in the community.  Involve an optimal number of community segments, including schools, service providers, businesses, service clubs and churches.	Community survey shows knowledge, understanding and acceptance of disability issues.	Manager, Corporate Services	Staff time	By end 2001

## Access Alexandrina: Access Action Plan

### 2 Corporate Services: (Community Services) cont

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
2.18	<p>Limited knowledge of local business people about implications of the DDA, and advantages of providing access.</p> <p>Inaccessibility of many business premises.</p>	To achieve access for people with disabilities and the elderly to the majority of local businesses	<p>Implement and publicise an annual Access Awards scheme and invite participation from local businesses.</p> <p>Investigate other means of encouraging local businesses to increase access provisions.</p> <p>Encourage local businesses to participate in disability awareness training.</p> <p>Disseminate information about market share advantages of increasing accessibility of premises and information to people with disabilities and the elderly.</p> <p>Examine ways of working with other agencies, eg, the SA Tourism Commission to increase local access.</p>	<p>Local business people state awareness of the need for inclusive access.</p> <p>300% increase in number of accessible businesses in CBD. (will yield approx 80% overall).</p> <p>Community survey reveals minimal complaints about access to business premises.</p> <p>Additional resources to achieve access are available.</p>	Manager, Corporate Services	Staff time, production costs	<p>Ongoing</p> <p>2010</p> <p>March 2000</p>

## Access Alexandrina: Access Action Plan

---

### 3 Environment Services (Council Premises)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
3.1	Limited access to Council premises	<p>To achieve maximum access to Council premises for elected members, members of the public, and Council staff.</p> <p>To achieve maximum access to Council premises for community members</p>	<p>Upgrade Council premises according to Recommendation 36 (P14) of the Access Report. Install an audio loop in the Goolwa Council chamber and acquire a portable audio loop for use at out-of-house meetings.</p> <p>Provide designated adjacent parking and a continuous path of travel at the Goolwa office</p> <p>Provide an accessible toilet at the Strathalbyn office.</p> <p>Consider options for new accessible library premises.</p> <p>Alternatively, upgrade as necessary to achieve accessibility (See Access Audit Report).</p>	<p>People with disabilities and the elderly are able to easily access Council Offices</p> <p>A suitably qualified person with any disability could work in any Council premises</p> <p>People with disabilities and the elderly are able to easily access, and use facilities of, the Library.</p>	<p>Manager, Technical Services</p> <p>Manager, Corporate Services</p>	<p>Staff time/ Capital funding</p> <p>Capital funding</p>	<p>Begin March 2001</p> <p>Finish 2005</p> <p>By end 2010</p>

## Access Alexandrina: Access Action Plan

---

### 3 Environment Services (Council Premises)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
3.2	Limited access to Customer Service Centres	Eliminate discrimination and facilitate ease of access by people with disabilities to customer service facilities.	Provide a lowered section of the front counter at both Council offices.  Provide an overload system for incoming telephone calls at Goolwa.	People with disabilities are able to access Council's customer services independently.	Manager, Technical Services	Capital funding	By end 2002
3.3	Limited access to Council-owned properties (see audit report and notes).	Maximum access for community members and visitors to Council owned and operated premises, <u>including tourist facilities</u>	Refer to the Access Audit report to determine where access problems exist. Refer to AS1428.2 to rectify inaccessibility, and to the prioritisation model (Appendix 1) to determine priority for upgrading.	People with disabilities or the elderly are able to easily access, and use facilities of, Council owned and operated premises. There are minimal complaints concerning lack of access.	Manager, Technical Services	Capital funding	Finish by end 2015

## Access Alexandrina: Access Action Plan

### 3 Environment Services (Council Premises/Tourism)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
3.4	Incomplete audit of Council owned property (see Audit Report notes re training and orientation of Council employees as auditors).	To achieve maximum accessibility of all Council owned property.	Continue to audit all Council owned property, and facilities for which Council has responsibility for access. Include streetscapes.  List facilities in order of priority for alterations.  Include provision for accessibility adjustments in the Works program.	There is an audit report on all Council owned and managed facilities, listed in priority order. Upgrading of facilities is included in the works program.  People with disabilities express satisfaction with access.	Manager, Environment Services / Manager, Technical Services.	Staff time	Finish by end 2003
3.5	Some tourist operators have limited knowledge of DDA requirements	Inclusion of, and lack of discrimination against, people with disabilities and the elderly.	Work with local business and tourist operators to inform them of their obligations under the DDA and increased market share advantages of improving access for people with disabilities and the elderly.  Ensure that consideration is given to physical accessibility of tourism events. Include information about accessibility on any publicity material (see 2.12 above re alternative information formats).	There are minimal complaints concerning lack of access to tourist facilities and events.	Manager, Environment Services	Staff time/ production costs	Start ASAP Ongoing biennially  Start ASAP, ongoing.

## Access Alexandrina: Access Action Plan

---

### 3 Environment Services (Urban Planning)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
3.6	Inappropriate housing mix in some areas for changing population composition and increasing numbers of elderly people requiring smaller housing allotments.	A more flexible and appropriate mix of housing options in all parts of the Alexandrina Council area.	Consult with community members to determine subdivision needs.  Negotiate with SA Planning to amend sections of the Development Plan to achieve greater flexibility in the housing mix.	The Development Plan has sufficient flexibility to meet residents' and prospective residents' needs without imposing onerous conditions on others.	Manager, Environment Services	Staff time	By end 2001
3.7	Busy roads with increasing traffic volumes abut several schools and residential areas.	Safety for people with disabilities, the elderly and all other citizens.	Consider how to reconfigure through roads in the district and negotiate with relevant government departments to achieve acceptable safety levels.	There are no casualties on through roads in the district. There are no complaints about road safety.	Manager, Technical Services	Staff time/ Capital Budget	Start ASAP. finish 2015

## Access Alexandrina: Access Action Plan

### 3 Environment Services (Lodging Houses)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
3.8	By-law 22 (Lodging Houses etc) is inconsistent with provisions of the DDA	Safety of residents  Clarity concerning Council's responsibilities regarding SRFs	Amend By-law 22 (Lodging houses etc) to ensure provision of adequate emergency egress.  Obtain legal advice to clarify Council responsibilities under the SRF Act regarding safety of SRF premises.	By-law is amended as recommended. All Lodging House etc have provision for safe egress for elderly residents and people with all kinds of disabilities.	Manager, Environment Services	Staff time	By march 2001
3.9	Leasing of Council Property	To protect Council and lessees from liability under the DDA.	Provide lessees with information about their obligations under the DDA and relevant guidelines for access.  Encourage and assist lessees to develop and implement their own Access Action Plans.  Make new or renewed leases conditional upon lessees having an appropriate Access Action Plan in place and being systematically implemented.	Lessees are fully aware of their obligations under the DDA.  Complaints about lack of access to lessees' premises are minimised.  Lessees implement effective DDA Action Plans	Manager, Technical Services	Staff time/ Production resources  Staff time.  Staff time	By March 2001  Start March 2001, ongoing  Ongoing

## Access Alexandrina: Access Action Plan

---

### 3 Environment Services (Leasing of Council Property)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
3.9	Leasing of Council Property (cont)		<p>Assist lessees to audit their facilities for access according to requirements of AS1428.2</p> <p>Ensure that any alterations and building work are carried out in accordance with provisions of the DDA.</p>	<p>Audit reports exist for leased premises.</p> <p>Alterations to Council owned facilities are consistent with requirements of DDA</p>	Manager, Environment Services	Staff time	Ongoing

### 4 Planning and Building

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
4.1	Development assessment does not always pay regard to DDA requirements.	To avoid discrimination and complaints.	Ensure that where public access is required, all development approvals are accompanied by advice about the developer's obligations under relevant legislation, including the DDA. See also 4.2 and 4.3 (below).	Developers and builders fulfil their obligations under the DDA.	Manager, Environment Services	Staff time	Start ASAP, ongoing.

## Access Alexandria: Access Action Plan

### 4 Planning and Building (cont)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
4.2	Limited staff awareness of the DDA and HREOC requirements.	As above	Access HREOC Website (disability discrimination) on a regular basis. Ensure that relevant staff members acquaint themselves with the HREOC <i>Advisory Notes on Access to Premises</i> .	Staff members state knowledge of content of <i>Advisory Notes</i> and any updated regulatory material.	Manager, Environment Services	Staff time	Start ASAP, ongoing
4.3	Limited awareness on the part of developers and builders of their obligations under the DDA.	To acquaint builders and developers with their obligations under the DDA.	Inform builders and developers on access issues.  Update as developments occur in the relationship between the DDA and the BCA.  Update as relevant Standards are developed/revised.	Builders and developers fulfil their obligations under the DDA.	Manager, Environment Services	Staff time	Start ASAP, ongoing

## Access Alexandrina: Access Action Plan

---

### 5 Technical Services

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
5.1	By-law: Footpaths, kerbs and watertable may be seen as discriminatory.	To avoid discrimination.	Develop and implement a policy that over time, and where practicable, lawn footpath surfaces within town areas will be replaced with suitable hard surface material.	By-law is amended as recommended and systematically implemented.	Manager, Environment Services/ Manager, Technical Services	Staff time	Amend by March 2001
5.2	There is no policy provision for pedestrian safety around construction works (roads, paving, etc).	Pedestrian safety, particularly for people with disabilities and the elderly.	Develop and implement a policy to ensure optimal pedestrian safety and convenience around Council infrastructure works.	Policy is developed, promulgated and implemented.	Manager, Environment Services/ Manager, Technical Services	Staff time	As above
5.3	Playgrounds are unsafe and inaccessible to people with disabilities.	Playgrounds that are safe and accessible to all.	Develop and implement a playground policy that includes current legislative safety requirements and specifies access for people with disabilities.  Have existing equipment and construction checked for safety by an accredited auditor	Policy is developed and systematically implemented	Manager, Environment Services/ Manager, Technical Services	Staff time  Operating budget	Policy written by Dec 2000  By June 2001

## Access Alexandrina: Access Action Plan

---

### 6 Technical Services (cont)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
5.4	Street signs are often unclear, and inconsistent in type, size and placement. In some cases, they are non-existent.	Consistency and clarity of street signage throughout the district.	<p>Develop and implement a policy stating that street signs through out the district are consistent in type and placement and lettering is sufficiently large and clear as to be easily discernible.</p> <p>Observe the new policy and ensure appropriate signage for all streets within the central areas.</p>	<p>Policy is developed as recommended promulgated and implemented.</p> <p>There are minimal complaints regarding street signs.</p>	Manager, Technical Services	Staff time	By Dec. 2000.
5.5	Scarcity of designated parking spaces for people with disabilities.	Convenient parking for disability permit holders to permit ease of access to shops, council chambers, Post Office, Medical Centre etc	<p>Carry out a survey of parking needs for disability permit holders.</p> <p>Mark out and sign according to AS1428 designated parking spaces for people with disabilities.</p> <p>Refer to Austroads guide to traffic engineering pt 13 pedestrians for relative numbers.</p>	People with disabilities area able to park their cars easily and conveniently at places of high usage.	Manager, Technical Services/ Manager Environment Services	Staff time Operating budget	By June 2001

## Access Alexandrina: Access Action Plan

### 5 Technical Services (cont)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
5.6	Footpath encroachments.	To ensure a clear path of travel for all.  To avoid discrimination and complaints.	Institute regular and consistent policing of footpath encroachments, and where appropriate, enforce compliance with the relevant legislation and by-laws.  Investigate alternative means of advertising to substitute for A-frame signs, and work with the local business community to implement such means.	People with disabilities state satisfaction with clear paths of travel in CBD streets.	Manager, Corporate Services/ Manager, Technical services	Staff time	Istart ASAP, ongoing.
5.7	Limited numbers of accessible toilets, poor access to many existing facilities.	To provide, over time, sufficient unisex accessible toilets with adequate paths of access according to AS1428.1.	Make sufficient budget provision to permit planned upgrade of toilets to ensure accessibility.  Ensure provision of accessible pathways to toilets.	There are minimal complaints from people with disabilities regarding numbers of, and access to, accessible toilets.	Manager, Technical Services/ Manager Environment Services	Capital Funding	Start ASAP, Ongoing

## Access Alexandrina: Access Action Plan

### 5 Technical Services (cont)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
5.8	Street trees may be unsuitable and create hazards.	Safety and comfort where trees are planted in streets and car-parks.	Contact Waite Arboretum to determine varieties of street trees unlikely to create hazards. Use these varieties when planting/replanting. Install underground root guards when planting/replanting. Ensure regular clearing of overhanging vegetation of less than 2 metres high.	Street trees do not create hazards for pedestrians, ie, no toxic berries, no lifted pavers, no fruit or hard berries underfoot.  There are minimal complaints about incidents/accidents caused by street trees.	Manager Environment Services/ Manager, Technical Services.	Staff time/ Operating budget	Start ASAP/ Ongoing.
5.9	Contracting work out may result in incomplete results.	To ensure appropriate completion of projects	Where possible, contract out whole job to a single contractor. Where not possible, designate one member of Council staff to be responsible for overseeing entire project and ensuring quality control.	Construction projects are completed appropriately.  There are minimal complaints arising from incomplete projects, eg, no access paths to facilities	Manager Environment Services/ Manager, Technical Services.	Capital/ Operating Budget	Ongoing

## Access Alexandrina: Access Action Plan

---

### 5 Technical Services (cont)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
5.10	Lack of minimum Works Standards allows for inconsistency in application of relevant Standards and quality of work.	<p>To ensure consistency in infrastructure construction.</p> <p>To increase accessibility and safety for the public.</p>	Set Council's own standards for minimum requirements in relation to safe and accessible infrastructure. Include reference to roads, footpaths, signage, vegetation, pedestrian crossings, and any other relevant factors. Enforce use of Standards rigorously.	Council has developed a minimum standards document.	Manager, Technical Services	Staff time	By end 2002

## Access Alexandrina: Access Action Plan

### 5 Technical Services (cont)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
5.10	Lack of minimum Works Standards (cont).	<p>To ensure consistency in infrastructure construction.</p> <p>To increase accessibility and safety for the public.</p> <p>Staff familiarity with and compliance with, minimum standards document and checklist.</p> <p>Compliance by Contractors with minimum standards document.</p>	<p>Develop a standards checklist for use by field staff and supervisors.</p> <p>Train relevant staff in use of the standards document and the checklist.</p> <p>Include compliance with Council's minimum standards in any contractual arrangements with outside workers.</p>	<p>Council has developed a minimum standards checklist.</p> <p>Staff can demonstrate effective use of the document and checklist.</p> <p>There are minimal complaints concerning infrastructure work.</p>	<p>Manager, Technical Services</p> <p>Manager, Technical Services</p>	<p>Staff time</p> <p>Staff time, Training resources</p> <p>Staff time</p>	<p>By end 2002</p> <p>By April 2003. Repeat biennially</p> <p>By end 2003</p>

## Access Alexandrina: Access Action Plan

### 7 Technical Services (cont)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
5.11	Unsafe paving surfaces.	To ensure ease of access for all	<p>Delete the words 'lawn or crushed rock" from Policy F 11 and enforce the policy over time.</p> <p>Add to 'paving blocks' section of Policy F11 "All paved surfaces shall be inspected twice annually for lifting, and pavers replaced as necessary to achieve a smooth surface".</p> <p>Make adequate resource provision for footpath maintenance, with particular attention to paving surfaces and kerb ramps. See also section on Minimum Standards (above).</p>	<p>There are no lawn or crushed rock paving surfaces.</p> <p>There are minimal complaints about uneven paving surfaces.</p> <p>There are minimal complaints regarding unsafe footpaths and kerb ramps.</p>	<p>Manager, Technical Services</p> <p>Manager, Technical Services</p> <p>Manager, Technical Services/ Chief Executive officer</p>	<p>Staff time</p> <p>Operating Budget</p> <p>Operating budget</p>	<p>By March 2001, enforce on ongoing basis.</p> <p>By March 2001, ongoing</p> <p>By March 2001</p>

## Access Alexandrina: Access Action Plan

### 5 Technical Services (cont)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
5.12	Lack of pedestrian crossings.	To ensure safety of community members and visitors.	<p>Monitor usage, and assess priority for pedestrian crossings in the main shopping area of Cadell Street, and the Post Office corner.</p> <p>Act on information gathered.</p> <p>In the short-term negotiate with Transport SA to construct kerb extensions in the above locations.</p> <p>Negotiate with Transport SA to install regulated crossings</p>	<p>There are minimal complaints regarding lack of safety in crossing roads.</p> <p>There are no pedestrian casualties resulting from lack of street crossings.</p>	Manager, Technical Services	<p>Staff time</p> <p>Operating Budget</p>	Start by March 2000
5.13	Discriminatory service provision (weekly refuse collection).	To eliminate indirect discrimination.	<p>Under By-law 6:(3, kind of container) add words in italics – capacity of 240 litres <i>or standard 120 litres, height dimension to match 240 litre bin</i></p>	<p>Policy is amended as recommended, advertised and implemented.</p>	Manager, Technical Services	Staff time	

## Access Alexandrina: Access Action Plan

### 5 Technical Services (cont)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
5.13	Discriminatory service provision (weekly refuse collection cont)	To eliminate indirect discrimination.	Add to 4 (5) Collections, the words " <i>except where a householder, for reasons of disability (documented by eg medical certificate) is unable to place the bin on the kerb and requests assistance</i> ". Advertise assistance measures and implement as necessary	Policy is amended as recommended.  There are minimal complaints about difficulties in accessing the weekly refuse collection.	Manager, Technical Services	Staff time/ Operating budget	By March 2001
5.14	By-law: Footpaths, kerbs and watertable (weed control)	Safety for people sensitive to herbicides	Amend By-law 16 to indicate how residents may be notified and, where necessary, make prior arrangements with council regarding alternative means of weed control.	By-law is amended as indicated, advertised and implemented.	Manager, Technical Services	Staff time	By Dec. 2000
5.15	Inherent discrimination in by-law 10 (tents and camping)	As above	To 4(d) add words in italics – cater for the needs of <i>and be accessible to every person etc</i>	Policy is amended as recommended. There are minimal complaints concerning inaccessibility of camping ground facilities.	Manager, Environment Services	Staff time	By dec. 2000

## Access Alexandrina: Access Action Plan

### 5 Technical Services (cont)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
5.16	By-law 25: Dogs	To ensure safe and clean pathways for pedestrians.	Add additional section to by-law 25 stating that <i>in public areas, dog owners are responsible for ensuring that dog faeces are picked up and disposed of appropriately.</i>	By-law is amended as recommended, and implemented. Public areas are clean of dog faeces.	Manager, Environment Services	Staff time	Amend by Dec. 2000
5.17	By-law 21 indirectly discriminates against people with disabilities	To eliminate indirect discrimination.	Amend by-law 21 to allow for unisex section of change rooms.	Change rooms are available to a person with a disability with a carer of the opposite sex.	Manager, Environment Services	Staff time	Amend by Dec. 2000
5.18	Lack of beach access for the elderly and people with disabilities.	To ensure ease of access for all to local beaches	<p>Indicate any present and future access points with clear signage.</p> <p>Obtain short-term means of access at popular points.</p> <p>Carry out an audit of likely access points to determine cost-effective means, and research alternative means of providing beach access for people with disabilities and the elderly.</p>	<p>All beach access points are indicated by appropriate signage.</p> <p>Limited beach access available.</p> <p>Report on alternative means of access is prepared.</p>	Manager, Technical Services	<p>Staff time/ Production resources</p> <p>Operating budget</p> <p>Operating budget</p> <p>Staff time</p>	<p>By June 2001</p> <p>By Sept, 2001</p> <p>By Dec. 2001</p>

## Access Alexandrina: Access Action Plan

### 5 Technical Services (cont)

	<b>Barriers and issues</b>	<b>Goals</b>	<b>Strategies to address</b>	<b>Performance indicators</b>	<b>Person(s) responsible</b>	<b>Resources</b>	<b>Timing</b>
5.18	Lack of beach access for the elderly and people with disabilities (cont).	To ensure ease of access for all to local beaches	<p>Prioritise sites for access upgrade.</p> <p>Include provision for accessibility upgrades in the Works program.</p> <p>Carry out necessary works.</p>	<p>Report on alternative means of access is prepared and tabled at Council meeting.</p> <p>Upgrading of facilities is included in the works program.</p> <p>There are minimal complaints about lack of access/ dangerous access to local beaches.</p>	Manager, Technical Services/ Manager Environment Services	<p>Operating budget/ Staff time</p> <p>Capital Funding</p>	<p>Jan 2001</p> <p>March 2001</p> <p>Up to end 2015</p>

## Access Alexandrina: Access Action Plan

### 6 Senior Management Group

	Issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
6.1	Monitoring and evaluation of implementation of the Access Action Plan.	To ensure systematic implementation of the Action Plan.	<p>Senior management will require people responsible for various sections of the Plan to report six-monthly to Senior management on initiatives and projects undertaken.</p> <p>Establish an Access Reference Group to provide advice on disability issues.</p> <p>The Manager, Corporate Services will ensure that a report is presented to the Access Reference Group.</p> <p>The Chief Executive Officer will report 6-monthly to Council on Plan implementation.</p> <p>Managers will ensure recording of complaints concerning access issues, and forward this to Executive annually.</p>	<p>Six-monthly reports are presented to, and noted by, Senior Management.</p> <p>Access Reference Group is established.</p> <p>Six monthly reports are presented to the Access Reference Group</p> <p>Council receives DDA Access implementation reports 6-monthly.</p> <p>Complaints are recorded and presented to Senior Management</p>	Senior Management	Staff time	<p>First reports June 2001</p> <p>Start ASAP, ongoing.</p>

## Access Alexandrina: Access Action Plan

### 6 Senior Management Group (cont)

	Issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
6.1	Monitoring and evaluation of implementation of the Action Plan (cont).	To ensure systematic implementation of the Action Plan.	<p>Ensure development and distribution of a survey questionnaire to elicit community responses to community-related performance indicators in this Action Plan. The questionnaire will be administered biennially for 6 years, and reports forwarded to Senior Management</p> <p>Ensure development of a questionnaire to elicit responses about staff-related performance indicators in this plan. The questionnaire will be administered biennially for 6 years and reports forwarded to Senior Management.</p>	<p>Community survey questionnaire is developed, distributed and results analysed.</p> <p>Staff survey questionnaire is developed, distributed and results analysed.</p>	Manager, Corporate Services.	<p>Staff time</p> <p>Staff time</p>	<p>Start Sept 2001</p> <p>Start Dec 2002</p>

## Access Alexandrina: Access Action Plan

### 6 Senior management (cont)

	Issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
6.1	Monitoring and evaluation of implementation of the Action Plan (cont).	To ensure systematic implementation of the Action Plan.	Ensure a complete review of the Action Plan at each five-year milestone. Ensure that the report is forwarded to the Access Reference Group. In consultation with the Access group, make any necessary adjustments to the Plan.	The Action Plan is progressively implemented according to the timeframe set out in this document.	Chief Executive Officer	Staff time	Dec 2005  Dec 2010  Dec 2015
6.2	Communication of the Action Plan.	To publicise the existence of the Plan.	See Introduction P3 for strategies.	Staff members and people with disabilities can state their awareness of the existence and intent of Council's Access Action Plan.	Senior Management	Staff time/ Product' costs	Start March 2001

**NB. The DDA requires that the existence of the Action Plan be communicated as broadly as possible.**