



DISABILITY ACCESS ACTION PLAN

Victor Harbor Achieving Access

Prepared by

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

In Association with

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

And Incorporating

Comments from Council staff, elected members
of the day, and members of the DDA Action Plan
Steering Committee

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

LIST OF ACRONYMS

ABS	Australian Bureau of Statistics
ALGA	Australian Local Government Association
AS	Australian Standard
BCA	Building Code of Australia
CBD	Central Business District
CEO	Chief Executive Officer
DDA	Disability Discrimination Act
EEO	Equal Employment Opportunity
HREOC	Human Rights and Equal Opportunity Commission
OH&S	Occupational Health and Safety

Disability Access Action Plan

For

CITY OF VICTOR HARBOR

Victor Harbor Achieving Access

TABLE OF CONTENTS

Item	Page
Introduction	1
Demographic Data	2
Consistency with Corporate Plan	3
Communication of the Action Plan	3
Physical Access Notes	4
Cross-reference to the Access Project Report	5
The Action Plan	7
Corporate Services	7
Finance and Administration	13
Community Services	19
Planning and Building	24
Technical services	26
Executive Group	34

Disability Access Action Plan

For

CITY OF VICTOR HARBOR

Victor Harbor Achieving Access

Introduction

The City of Victor Harbor 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.

Details relating to Council's obligations under the Disability Discrimination Act 1992 will be found in the Report of the Access Project: (Jardine and Ashton, September 1999) which also details the process used to gather information necessary for development of this Access Action Plan.

This Action 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. A public meeting was held with opportunity for input through focus groups, and an access audit was carried out of some 26 Council-owned facilities and buildings, as selected by Council, and streetscapes.

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 Access 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.

Some Staff members had reservations about aspects of the Action Plan contravening existing by-laws. It is important to note that where Council by-laws discriminate against people with disabilities, ie, preclude equitable access, Council is vulnerable to formal complaints (see 1.8, P10).

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 be extensively reviewed at each five-year milestone. Systematic implementation of the Plan will help reduce the chances of a successful formal complaint being made.

The Plan is set out in tabular form 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.

Issues in the Plan have been set out according to the Section/Department responsible for carrying the associated tasks, apart from those of monitoring and evaluating progress of implementation, which are accorded to the Executive Group.

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.

Victor Harbor's population is the oldest in Australia, with almost 30% of people aged over 65, and less than 20% under 15 years.

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%. The population of Victor Harbor is predicted to double by 2011, with a corresponding increase in numbers of elderly people.

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 Victor Harbor area, since it is a popular seasonal tourist destination for many people of all ages.

Consistency with the City's Corporate Plan (1997)

The Council aims to:

Identify, achieve, monitor and maintain a quality of life valued by all residents of the District Council of Victor Harbor and to encourage the tourist and visitor potential of the area."

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

- *Adopt sustainable development action plans in partnership with the community that reflect the community's aspirations for continued social, environmental and economic wellbeing of the community.*
- *Provide quality services and facilities to the community and visitors to Victor Harbor.*
- *Provide professional planning and engineering services.*
- *Provide quality leisure and recreational facilities and services.*
- *Provide for the future economic development of the Council area.*
- *Foster community development.*
- *Ensure adequate consultation and communication with the community.*

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 Directors 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 CEO 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 copy of the Plan with a cover note explaining its significance.
- Each new staff member will receive a copy of the plan as part of his or her induction process.
- Each Director 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 when established, 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.

Physical Access Notes

An access audit was carried out of 26 selected sites, including streetscapes (See section 11, Access Report). The report details where facilities audited are inconsistent with requirements of the DDA.

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. Although work is proceeding along these lines, 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. The Notes also provide a number of factors to help better understanding of design options in trying to achieve equitable access to and use of premises.

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.

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 'additional'.

Access Plan			Report	
Issue	Page	Topic	Recommend'n-	Page
1	7	Corporate Services		
1.1	7	Provision for Access Plan capital expenditure not included in budget	1	19
1.2	7	Wording of Corporate Plan	2	19,20
1.3	7	Access to Council premises	16	27
1.4	8	Access to customer Service Centre (See also Audit Report P8)	16	27
1.5	9	Community consultation re accessible Council offices	17	27
1.6	9	Access to other Council properties	49	44
1.7	10	Auditing of other Council owned properties	50	44
1.8	10	Council by-laws	Additional	
1.9	11	Information technology	27	30
1.10	12	Access Policy for Council	19	28
2	13	Finance and Administration		
2.1	13	Reference to DDA in HR documents	8	21
2.2	13	Selection procedures	Additional	
2.3	14	Employment practices	Additional	
2.4	15	Job and Person Specifications/Responsibility	12	22
2.5	15	Job and Person Specifications/Awareness	12	22
2.6	16	Staff and volunteer training in disability awareness	18	28
2.7	17	Occupational Health and Safety Policy	9	22
2.8	17	Grievance procedure	10	22
2.9	18	Leasing of Council property	32	32
3	19	Community Services		
3.1	19	Community Grants Scheme	13	22
3.2	19	Tourist and community information	15	23
3.3	20	Use of alternative information formats	20	28
3.4	20	Specialised library equipment for people with vision impairment	26	30
3.5	21	Library volunteer service	25	30
3.6	21	Community transport scheme	21	28
3.7	21	Availability of information about SCOTS	22	29
3.8	22	Volunteer Services	23	29
3.9	22	Community disability awareness campaign	Additional	
3.10	24	Business community awareness of access issues	45,46	36,37

Cross-reference to the Access Project Report (cont)

Access Plan			Report	
Issue	Page	Topic	Recommend'n-	Page
4	24	Planning and Building		
4.1	24	Workforce resourcing	38	33
4.2	24	Development assessment	Additional	
4.3	24	Staff knowledge of DDA and implications	18,33	28,32
4.4	25	DDA and implications for developers and builders	37	33
5	26	Technical Services		
5.1	26	Granite Island Causeway	36	33
5.2	26	Horse tram	44	36
5.3	26	Policing of dedicated parking spaces	41	34
5.4	27	Numbers of dedicated parking spaces	42	34
5.5	27	Footpath encroachment	39,40	34
5.6	28	Minimum Works Standard	34,53	32, 33
5.7	29	Paving and Kerb Ramps	3,4,47	20, 44
5.8	30	Handrails for public use	5	20
5.9	30	Pedestrian crossings	47	43
5.10	31	Street and directional signs	7	21
5.11	31	Refuse collection	6	21
5.12	32	Beach access	29-31	31
5.13	33	Public toilets	43	36
5.14	33	Sport and Recreation Committee	46	37
6	34	Executive		
6.1	34	Monitoring implementation of and evaluating effectiveness of the Action Pan	Additional	
6.2	36	Broadcasting/Communication of the Action Plan	Additional	

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* (p 36 above).

CITY OF VICTOR HARBOR DISABILITY ACCESS ACTION PLAN

1 Corporate Services

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
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 Strategic Plan, 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	Chief Executive Officer.	Staff time	By June 2001
1.2	Wording of Corporate Plan.	To achieve organisational policy and planning consistent with requirements of the DDA.	Amend wording of Corporate Plan according to Recommendation 2 of the Access Project Report (P18).	Council planning processes are inclusive of the needs of people with disabilities.	Chief Executive Officer.	Staff time	By October 2000
1.3	Limited access to Council premises	To achieve maximum access to Council premises for elected members, members of the public, and Council staff.	Budget to begin to make provision for accessible Council Offices and Council Chamber. Continue to work towards achieving accessibility.	People with disabilities and the elderly are able to easily access Council Offices and the Council Chamber. A person with any disability could work in any Council premises	Chief Executive Officer.	Staff time/ Capital funding	Immediate and ongoing 2010

1 Corporate Services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
1.3	Limited access to Council premises (cont)	To achieve maximum access to Council premises for community members	Consider options for new accessible library premises. Provide new premises or alternatively, upgrade as necessary to achieve accessibility (See Access Audit Report).	People with disabilities and the elderly are able to easily access, and use facilities of, the Library.	Chief Executive Officer.	Capital funding	By June 2001 By end 2009
1.4	Limited access to Customer Service Centre	Ease of access by people with disabilities to customer service facilities.	In the short term, demolish and rebuild present access ramp to AS1428.2 specifications. Install automatic entry doors. Lower section of service counter to allow access by wheelchair users. Give consideration to any necessary security features, eg, glass screen.	People with disabilities are able to access Council's customer services independently.	Chief Executive Officer.	Capital funding	By end 2001

1 Corporate Services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
1.5	Lack of public awareness of need for new/upgraded Council premises.	Community support for new/upgraded Council premises	Plan and implement a community and business education campaign about community benefits of new accessible Council premises.	There are minimal complaints concerning proposed new Council premises.	Chief Executive Officer/ Director, Planning and Community Services	Staff time/ operating budget/ production resources	Consistent with timing for accessible Premises
1.6	Limited access to Council-owned properties (see audit report and notes).	To achieve maximum access for community members to Council owned and operated premises	Refer to the Access Audit report to determine where access problems exist. Refer to AS1428.2 to rectify inaccessibility, and to the prioritisation model (Section 9, Access Project Report) to determine priority for upgrading.	People with disabilities and the elderly are able to easily access, and use facilities of, Council owned and operated premises.	Chief Executive Officer.	Capital funding	Finish by end 2015

1 Corporate services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
1.7	Incomplete audit of Council owned property (see audit report notes re training/ orientation of 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.	Chief Executive Officer.	Staff time	Finish by end 2002
1.8	Some By-laws inconsistent with requirements of the DDA.	To avoid discrimination.	By-law no 4 (garbage removal) may need amendment to include provision for people with disabilities unable to position garbage bins (see 5.11 below). By-law no 7 (Caravans etc) S3 (4) should include the words "and meet requirements of the DDA".	By-laws are amended as indicated.	Chief Executive Officer	Staff time	End 2000

1 Corporate services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
1.9	Lack of consistent electronic communication system.	<p>To improve communication between Council Sections.</p> <p>To ensure electronic access for people with disabilities.</p> <p>To improve communication with community members.</p> <p>To handle communication economically.</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>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>	<p>Staff members express satisfaction with consistency and availability of electronic means of communication.</p> <p>Community members, including people with disabilities, state satisfaction with availability of Council electronic information.</p> <p>There is an increase in tourist access through the Internet.</p>	Chief Executive Officer	Staff time, Capital funding	<p>By end 2000</p> <p>April 2001</p> <p>Ongoing</p> <p>Ongoing</p>

1 Corporate Services (Cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
1.10	Council has no formal Access Policy.	Adoption of a formal Access Policy which is linked to, and informs, all other relevant policies.	Develop, adopt and implement a specific policy for access (See draft policy –Section 8 Access Report). Link the policy to all other relevant Council policies and adopt 'access' as a principle in development of new policies.	All Council policy is consistently inclusive in approach to disability issues.	Chief Executive Officer/ Director Planning and Community Services	Staff time/ Production resources	End 2000
		To provide an example of best practice for other organisations.	Advertise the existence of the Access Policy amongst community organisations and make copies available to them as part of a model of good practice.	Community organisations can express knowledge of Council's Access Policy	Chief Executive Officer/ Director, Planning and Community Services	Staff time/ Production resources.	End 2000

2 Finance and Administration (Human Resources)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
2.1	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'.	Director, Finance and Admin.	Staff time	By March 2001
2.2	There is no provision for eliminating disability discrimination from job selection.	To avoid discrimination and ensure conformity with the DDA.	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: (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).	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.	Director, Finance and Admin	Staff time	By March 2001

2 Finance and Administration (Human Resources) cont

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
2.3	Employment Practices do not conform to requirements of the DDA.	To ensure conformity with the DDA and avoid discrimination.	Use the <i>Employment Manual, developing best practice, HREOC (1995a)</i> to inform revision of the <i>Human Resources Manual</i> , and Council's general employment practices.	There are no complaints from people with disabilities about employment discrimination.	Director, Finance and Admin	Staff time	Start March 2001, Ongoing
		To facilitate employment of people with disabilities.	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 with disabilities. People with disabilities express satisfaction with Council's customer service.	Director, Finance and Admin	Staff time	Start March 2001, Ongoing
		To ensure effective customer service					
		To avoid discrimination.	Ensure all job and person specifications include, as essentials, only the actual <i>inherent requirements</i> of the job in question.	No extraneous factors are included in job and person specifications.	Director, Finance and Admin	Staff time	March 2001

2 Finance and Administration (Human Resources) cont

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
2.4	Job and person specifications/ Responsibility for Action Plan implementation.	To ensure effective implementation of the Access Action Plan.	Ensure that all management position descriptions specify a requirement to implement the Access Action Plan. Ensure that all other position descriptions, where relevant, specify that employees are required to implement their Access Action Plan responsibilities.	Sections implement relevant areas of the Access Action Plan according to the specified timeframe.	Director, Finance and Admin	Staff time	By March 2001
2.5	Job and Person Specifications/ Limited staff knowledge of the DDA.	To demonstrate Council's commitment to equitable access. To serve as provisional protection in case of a complaint.	Include on all job and person specifications a requirement that the employee has an understanding of the DDA and its implications.	Staff members can state understanding of their obligations under the DDA.	Director, Finance and Admin	Staff time	By March 2001

2 Finance and Administration (Human Resources) cont

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
2.6	Limited staff and volunteer awareness of the DDA and disability issues.	<p>To demonstrate Council's commitment to equitable access and ensure that people with disabilities receive appropriate customer service.</p> <p>To ensure compliance with the DDA.</p>	<p>Ensure that adequate and appropriate training in disability awareness is provided for staff and volunteers on a regular ongoing basis, administered and documented in the same way as OH&S training, and included in orientation of new staff.</p> <p>Ensure DDA briefing for elected members at regular intervals. Include in orientation of new members.</p> <p>Include training presentations by people with disabilities.</p>	<p>Staff members and volunteers express Knowledge and understanding of disability issues.</p> <p>Elected members state awareness of Council's responsibilities under the DDA.</p>	Director, Finance and Admin	Staff time/ Training resources.	Start October 2000. Ongoing.
		<p>To provide ease of access in the built environment.</p> <p>To minimise complaints.</p>	<p>Implement regular periodic training for field staff and their supervisors in disability awareness and the importance of adherence to Standards. Training should include disability simulation exercises and employ people with disabilities as trainers.</p>	Field staff can state understanding of disability issues, and their work reflects this understanding.	Director, Finance and Admin/ Director, Technical Services Director, Planning and Community Services	Staff time/ training resources	Start March 2001, ongoing.

2 Finance and Administration (Human Resources) cont

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
2.7	Inadequate Occupational Health and Safety Policy.	To ensure safety of Council members, workers and members of the public.	Amend OH&S Policy to read: ensure that Council's premises are safe [with adequate provision for equitable access and egress of all persons.]	Council's OH&S Policy is amended as indicated.	Director, Finance and Admin	Staff time	By End 2000
2.8	Inequitable grievance procedure.	To ensure an inclusive grievance procedure	Include in Council's Grievance Procedure that a person may, if they wish, be accompanied by an advocate/support person of their choice at any grievance discussion or disciplinary procedure.	Advocates/ support persons are welcome and their participation encouraged.	Director, Finance and Admin	Staff time	By End 2000
			Include 'home/personal conditions' as factors that may affect work performance,	Workers' home/personal conditions are recognised as relevant factors.	Director, Finance and Admin	Staff time	

2 Finance and Administration (Leasing of Council Property)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
2.9	Leasing of Council Property	To protect Council and lessees from liability under the DDA.	<p>Provide lessees with information about their obligations under the DDA and relevant guidelines for increasing access.</p> <p>Encourage and assist lessees to develop and implement their own Access Action Plans.</p> <p>Make new or renewed leases conditional upon lessees having an appropriate Access Action Plan in place and being systematically implemented.</p> <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>Lessees are fully aware of their obligations under the DDA.</p> <p>Complaints about lack of access to lessees' premises are minimised.</p> <p>Lessees implement effective DDA Action Plans</p> <p>Audit reports exist for leased premises.</p> <p>Any alterations to Council owned facilities are consistent with requirements of the DDA</p>	<p>Director, Finance and Admin/ Director, Planning and Community Services</p> <p>Director, Finance and Admin</p> <p>Director, technical Services</p>	<p>Staff time/ Production resources</p> <p>Staff time.</p> <p>Staff time</p> <p>Staff time</p> <p>Staff time</p>	<p>By End 2000</p> <p>Start end 2000, ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

3 Community Services

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
3.1	Limited accessibility of Community Grants Scheme.	To ensure equity in access to the Community Grants scheme.	Include in the Guidelines, reference to availability of assistance if required, to complete the form. Include a statement that alternative formats are acceptable for people unable to complete the written form. Ensure an audio version of the guidelines is available on request.	People with disabilities state satisfaction with equity of access in applying for community grants.	Director, Planning and Community Services	Staff time	Before next call for applications
3.2	Lack of access information in tourist and community directories.	To provide readily accessible local information for residents and visitors.	Negotiate with <i>The Times</i> to produce one community information map/directory that includes in addition to general information, an indication of disability access to facilities, including toilets. Alternatively, investigate other means of producing a guide.	People with disabilities state satisfaction with equity of access to community map/information. See above.	Director, Planning and Community Services	Staff time/production resources	By June 2001
		To ensure ease of use by people with disabilities.	Divide the community information map into separate area sections and make up in booklet form. Include information on disability access to facilities.		Director, Finance and Admin		By June 2001

3 Community Services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
3.2	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.	Director, Finance and Admin	Staff time/ production resources	By June 2001
3.3	Lack of alternative information formats.	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.	People with disabilities and the elderly state satisfaction with equitable access to information and library resources.	Director, Finance and Admin	Staff time	By June 2001 March 2001
3.4	Lack of specialised equipment in the library 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 no complaints from people with disabilities regarding access to information.	Director, Finance and Admin	Staff time	June 2001

3 Community Services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
3.5	Library volunteer program inconsistent with other Council programs.	Ensure effective running of the volunteer service.	Contact South Coast Volunteer Service for advice on running the program. See also 3.8 (below)	People with disabilities state satisfaction with library volunteer services.	Director, Finance and Admin	Staff time	By March 2001
3.6	Limited accessibility of community and public transport and infrastructure.	Community transport accessible to all users.	Short term: Fit low retractable step to present buses. Long term: Lease buses with both low steps and ramped access. Redesign and construct accessible bus stop according to relevant standards.	There are no complaints about lack of access to community transport.	Director, Finance and Admin Director Technical Services	Operating budget	By end 2000 When next new buses leased. End 2001
3.7	Lack of community knowledge of community transport options.	To increase public awareness of community transport options.	Regularly advertise throughout the region, details of availability of community transport facilities and options.	There are no complaints concerning lack of information about community transport.	Director, Planning and Community Services	Production costs	Immediate start, periodic ongoing

2 Community Services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
3.8	Lack of consistency in Council provided or auspiced volunteer services.	Uniform guidelines for conditions of engagement and comparable practice across Council operations involving volunteers.	<p>Determine a means of ensuring consistency across the various volunteer programs.</p> <p>Ensure that the <i>Caring Neighbourhood Volunteer Handbook</i> is adapted for use by, and distributed to, all volunteers associate with Council programs.</p> <p>Ensure that all relevant sections strictly adhere to Council's recently ratified Volunteer Policy.</p>	Council programs involving volunteers operate on a consistent basis with uniform guidelines.	Director, Planning and Community Services	Staff time Production resources.	By March 2001
3.9	Lack of community awareness of disability issues.	<p>To raise awareness in the local community.</p> <p>For Council to provide an example of good practice, and facilitate increased access for all.</p>	<p>Consult with service organisations in the area, to mount a local campaign ensuring promotion of disability awareness in the community.</p> <p>Involve an optimal number of community segments, including schools, service providers, businesses, service clubs and churches.</p>	Community survey shows knowledge, understanding and acceptance of disability issues.	Director, Planning and Community Services	Staff time	By end 2001

3 Community Services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
3.10	<p>Limited knowledge by local business people about implications of the DDA, and advantages of providing access.</p> <p>Inaccessibility of many business premises.</p>	<p>To achieve access for people with disabilities and the elderly to the majority of local businesses</p>	<p>Consider implementing 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.</p> <p>Community survey reveals minimal complaints about access to business premises</p> <p>Additional resources to achieve access are available.</p>	<p>Director, Planning and Community Services</p>	<p>Staff time, production costs</p>	<p>Ongoing</p> <p>2010</p> <p>March 2001</p>

4 Planning and Building

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
4.1	Inadequate resources to carry out all required Planning and Building duties.	To ensure that site inspections are carried out. Protect Council from liability under the DDA.	Allocate appropriate resources. Work with staff members to ensure a balanced workload and ensure that site inspections are carried out in a timely and effective fashion.	Developments (new or refurbished) proposed for use by the public conform <i>as far as possible</i> with requirements of the DDA (See Introduction Access Audit Report).	Director, Planning and Community Services	Staff time	By end 2000, ongoing.
4.2	Development assessment does not always pay regard to DDA requirements.	To avoid discrimination and complaints.	Ensure that all development approvals are accompanied by advice about the developer's obligations under relevant legislation, including the DDA. See also 4.3 and 4.4 (below).	Developers and builders are aware of their obligations under the DDA.	Director, Planning and Community Services	Staff time	Immediate start, ongoing
4.3	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.	Director, Planning and Community Services	Staff time	Immediate start, ongoing

4 Planning and Building (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
4.4	Lack of awareness by developers and builders of their obligations under the DDA.	To acquaint builders and developers with their obligations under the DDA.	<p>Inform builders and developers on access issues.</p> <p>Update as developments occur in the relationship between the DDA and the BCA.</p> <p>Update as relevant Standards are developed/revised.</p>	Builders and developers are aware of their obligations under the DDA.	Director, Planning and Community Services	Staff time	Immediate start, ongoing

5 Technical Services

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
5.1	Unsafe surface on Granite Island Causeway.	Ease of access for all to Granite Island.	Negotiate with Dept of Transport to make surface of Causeway safe.	There are no complaints regarding the Causeway surface.	Director, Technical Services/ Director Planning and Community Services	Staff time Capital funding	June 2001
5.2	Difficulties in accessing the Horse Tram.	Ease of access for all to the Horse Tram.	Investigate, and implement means of increasing access to the Horse Tram (see suggestions in Access Project Report P36).	100% increase in people with disabilities using the horse tram.	Director, Technical Services	Staff time, Capital funding	By 2002
5.3	Difficulties in accessing dedicated parking spaces.	Ease of parking for disability permit holders.	Maintain regular and consistent policing of dedicated spaces. Amend as necessary, and enforce compliance with, relevant legislation. Commit to policy of voluntary signage in accordance with Australian Standards in addition to pavement markings as required under legislation.	Greater community awareness of use of dedicated spaces	Director Planning and Community Services	Staff time	Immediate start, ongoing.

5 Technical Services

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
5.3	Difficulties in accessing dedicated parking spaces (continued).	Ease of parking for disability permit holders.	Provide ongoing community and education in regard to use of permits, including provision of relevant information with permit applications. Continue to encourage private carpark owners to allow Council to enforce dedicated parking spaces.	Greater community awareness of use of dedicated spaces	Director Planning and Community Services	Staff time	Immediate start, ongoing.
5.4	Insufficient numbers of dedicated parking spaces.	To ensure convenient parking for disability permit holders.	Carry out consultation in regard parking needs for disability permit holders and examine means of providing additional dedicated parking spaces in Ocean Street, along the Esplanade and other sites as appropriate.	There are no complaints about lack of dedicated parking spaces in popular areas.	Director, Planning and Community Services Director Technical Services	Staff time	End 2000
5.5	Footpath encroachments.	To ensure a clear path of travel for all. To avoid discrimination and complaints.	Institute regular and consistent policing of footpath encroachments. Consider policy development in relation to footpath encroachments to ensure safe and appropriate access.	People with disabilities state satisfaction with clear paths of travel in CBD streets.	Director, Community Services and Environment/ Director, Technical Services	Staff time	Immediate start, ongoing. June 2001

5 Technical Services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
5.6	Lack of minimum Works Standards.	To ensure consistency in infrastructure construction. To increase accessibility and safety for the public.	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. Develop a standards checklist for use by field staff and supervisors. Train relevant staff in use of the standards document and the checklist.	Council has developed a minimum standards document. Council has developed a minimum standards checklist. Staff can demonstrate effective use of the document and checklist.	Director, Technical Services Director, Technical Services	Staff time Staff time Staff time, Training resources	By March 2001 By March 2001 By June 2001. Repeat biennially

5 Technical Services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
5.6	Lack of minimum Works standards (cont).	To ensure consistency in infrastructure construction and increase safety of the public.	Include compliance with Council's minimum standards in any contractual arrangements with outside workers.	There are fewer complaints concerning infrastructure work.	Director, Technical Services	Staff time	By end 2001
5.7	Unsafe paving surfaces.	To ensure ease of access for all	Delete the words 'lawn or crushed rock' from Policy F 11 and enforce the policy over time.	Policy amended	Director, Technical Services	Staff time	By End 2000, enforce on ongoing basis.
			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".	There are minimal complaints about uneven paving surfaces.	Director, Technical Services	Operating Budget	By End 2000, ongoing
			Make adequate provision for footpath maintenance, with particular attention to paving surfaces and kerb ramps. See also section on Minimum Standards (above).	There are minimal complaints regarding unsafe footpaths and kerb ramps.	Director, Technical Services	Operating budget	Ongoing

5 Technical Services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
5.8	Unsafe handrails	To ensure safety of community members and visitors.	<p>Amend the wording of Policy R4 to read "A steel handrail shall be erected on both sides of the steps and comply with requirements of AS1428.2".</p> <p>Apply this provision to any handrails erected in public spaces.</p> <p>Upgrade existing handrails according to Access audit report</p>	Handrails in public places comply with AS1428.2.	Director, Technical Services	<p>Staff time</p> <p>Capital funding</p>	<p>By end 2000</p> <p>Ongoing</p>
5.9	Lack of pedestrian crossings.	To ensure safety of community members and visitors.	<p>Investigate need for and assess priority for pedestrian crossings at:</p> <ul style="list-style-type: none"> ~Intersection of Seaview Road, Torrens Street and Ocean Street, ~Adjacent to Hospital and Bay Village in Bay Road, ~Intersection of Ocean Street and Coral street, ~Albert Place and Ocean St. - Victoria Street <p>Act on information gathered.</p>	<p>There are no complaints regarding lack of pedestrian crossings.</p> <p>There are no pedestrian casualties resulting from lack of street crossings.</p>	Director, Technical Services	<p>Staff time</p> <p>Operating Budget</p>	<p>June 2001</p> <p>Ongoing</p>

5 Technical Services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
5.10	Inconsistent provision of street and directional signs	Ensure ease of navigating the local area for residents and visitors.	Amend wording of Policy S3 to read "clear and unambiguous street signs and directional signs shall be displayed within the Council district." Observe the amended policy and ensure appropriate signage for all streets within the central area.	Policy is amended as indicated. There are no complaints regarding lack of appropriate signage.	Director, Technical Services Director, Technical Services	Staff time Operating budget	By end 2000 Immediate start, ongoing.
5.11	Discriminatory service provision (weekly refuse collection).	To eliminate indirect discrimination.	Add to Policy R6 (c) the words "except where a householder, for reasons of disability, is unable to place the bin on the kerb and requests assistance". (This may require amendment to By-Law 4, S5 (a) and (b). Advertise in Council's newsletter that on documented evidence of disability, assistance is available. Implement assistance measures.	Policy is amended as indicated. There are no complaints about difficulties in accessing the weekly refuse collection.	Director, Technical Services Director, Technical Services	Staff time Operating budget	By end 2000 Immediate start

Victor Harbor Achieving Access: Disability Access Action Plan

5 Technical Services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
5.12	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>Investigate short-term means of access at popular points.</p> <p>Research alternative means of providing beach access for people with disabilities and the elderly.</p> <p>Carry out access audit of likely access points to determine where access will be obtained most cost effectively.</p> <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>All beach access points are indicated by appropriate signage.</p> <p>Limited beach access available.</p> <p>There is a report on alternative means of providing beach access.</p> <p>There is an audit report on beach access.</p> <p>Upgrading of facilities is included in the works program.</p> <p>There are fewer complaints about lack of or dangerous access to local beaches.</p>	Director, Technical Services/ Director Planning and Community Services	<p>Staff time/ Production resources</p> <p>Operating budget</p> <p>Staff time</p> <p>Staff time</p> <p>Staff time</p> <p>Capital Funding</p>	<p>End 2000</p> <p>March 2001</p> <p>May 2001</p> <p>May 2001</p> <p>May 2001</p> <p>By end 2015</p>

5 Technical Services (cont)

	Barriers and issues	Goals	Strategies to address	Performance indicators	Person(s) responsible	Resources	Timing
5.13	Limited numbers of accessible toilets	To provide, over time, sufficient unisex accessible toilets.	Make sufficient budget provision to permit planned upgrade of toilets to ensure accessibility. Ensure provision of accessible pathways to toilets.	There are no complaints from people with disabilities regarding numbers of, and access to, accessible toilets.	Director, Technical Services	Capital Funding	Immediate start, ongoing.
5.14	No disability representation on Sport and Recreation Committee.	To facilitate inclusion of the needs of people with disabilities in the sport and recreation areas.	Advertise for interested participants who have an understanding of disability issues. Ensure a balance of knowledge covering different disability groups. Request disability-specific information from disability resource groups (See Resources list, Appendix 10, Access Project Report).	There are no complaints regarding disability discrimination in access to sport and recreation opportunities.	Director, Technical Services	Staff time	By end 2000

6 Executive 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>Executive will require those people responsible for various sections of the Plan to report six-monthly to Executive on the Initiatives and projects that have been undertaken.</p> <p>Establish an Access Reference Group to provide advice on disability issues.</p> <p>The Director, Environment and Community 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>Directors 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, Executive.</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 Executive</p>	Executive	Staff time	<p>First reports June 2001</p> <p>October 2000</p> <p>Immediate start, ongoing.</p>

6 Executive 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 Executive.</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 Executive.</p>	<p>Community survey questionnaire is developed, distributed and results analysed.</p> <p>Staff survey questionnaire is developed, distributed and results analysed.</p>	Director, Planning and Community Services.	<p>Staff time</p> <p>Staff time</p>	<p>Start end 2001</p> <p>Start end 2002</p>

6 Executive (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	End 2004, end 2009, end 2014
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.	Executive	Staff time/ Production costs	Start end 2000 and ongoing

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