Disability Discrimination Act
Access and Inclusion
Action Plan
2012 - 2015

Adopted by Council on 10 September 2012

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Message from our Mayor

The Mid Murray Council's Access and Inclusion Action Plan, has been developed in accordance with Council's Strategic Plan, ensuring that Council provides fair and equitable access to services and facilities by people with disabilities.

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

This Access and Inclusion Action Plan acknowledges that people with a disability have the same fundamental human rights as all other citizens, and has been developed to comply with the Federal Disability Discrimination Act 1992 (DDA).

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

Mayor Dave Burgess

10 September 2012

PART 1 - INTRODUCTION

1.1 - About The Mid Murray Local Government Area

For thousands of years, many Aboriginal peoples have relied on the Murray River's abundance. In parts of the Mid Murray Council Area, the Nganguraku and Ngarrindjeri people have their traditional homelands along the Murray and the Coorong, and maintain an intimate and detailed knowledge of the land, wildlife, seasons and climate. This vast body of knowledge continues to be passed from generation to generation.

In the 19th century the river opened the region to settlers, trade and communication, and provided irrigation for the agricultural industries that soon flourished. One of the most memorable symbols of the European history of the Murray is the paddle-steamer. Australia's first paddle steamer - the Mary Ann - was built locally and launched in 1853.

In 1997, the Mid Murray Council was formed from the amalgamation of the former South Australian District Councils of Mannum, Morgan, Ridley-Truro and part of the District Council of Mount Pleasant.

The Council spans the area from the Riverland through the Murraylands and to the eastern slopes of the Mount Lofty Ranges encompassing an area of 6272.4 sq/kilometers. It includes 220 km of the Murray River and incorporates the river towns of Mannum, Swan Reach, Blanchetown and Morgan and the hills towns of Truro, Palmer and Tungkillo to mention some.

1.2 - Council Strategic Management Plan

The Council Strategic Management Plan focuses on successfully achieving its Goals and Objectives within predetermined timeframes.

One Goal is to have "an enhanced, cooperative relationship within the community to achieve a shared vision".

Under this goal, is a strategy which commits Council to "continued consultation with the community and provide services and facilities for people with disabilities".

1.3 - Our Vision

We celebrate our rich and diverse country lifestyle that has been built on a strong economy.

Our aim is to encourage a continuing vibrant community, family spirit, the ongoing protection of the River Murray and maintain our precious natural, cultural and built heritage.

1.4 - Our Mission

We will be:

- Proactive in planning for and facilitating business and industry investment and economic growth;

- Committed to the protection of our natural and built environment;

- Open and inclusive in encouraging community involvement and partnership in Council plans and policies;

- Advocates for and providers of services and facilities that support community wellbeing;

- An efficient and responsible manager of Council assets, infrastructure and resources in partnership with the community;

- A professional organisation that attracts and retains high quality staff and Elected Members.

1.5 - Our Values

We will be known for our:

- Honesty, integrity and reliability;

- Professional, hard working and responsive approach;

- Positive and progressive attitude;

- Openness, balance and pragmatism when making decisions;

- Strong leadership in the best interests of the whole community.

1.6 - Population and Disability Demographic Profile

AUSTRALIAN NATIONAL OVERVIEW

People with a disability

4,200,000 Australians (approximately one in five or 18.5%) had a reported disability in 2009.

A further 21% had a long-term health condition that did not restrict their everyday activities.

Of those with a reported disability, 87% had a specific limitation or restriction; that is, an impairment restricting their ability to perform communication, mobility or self-care activities, or a restriction associated with schooling or employment.

Carers

In 2009, there were 2.6 million carers who provided assistance to those who needed help because of disability or old age.

Just under one third of these (29%) were primary carers; that is, people who provided the majority of the informal help needed by a person with a disability or aged 60 years and over.

Over two-thirds of primary carers (68%) were women.

MID MURRAY COUNCIL OVERVIEW

To plan for services provided by Council, it is imperative that the population demographic relevant to this plan, is known by Council.

The 2011 ABS indicates that the Mid Murray Council has a total population of 8599, of which:

38%	are over 55 years of age
12.7%	provide unpaid care, help or assistance to family members or others
6.7%	receive the Disability Support Pension
15%	receive the aged pension

In addition to this, 239,000 people visit the area each year, of which 61% visit for holiday or leisure (Tourism Research Australia).

Given the National data, one may assume that 36,500 visitors to the Mid Murray Council area may have a disability and or be a carer.

This action plan proactively guides services to our community and visitors.

All persons, Disability rates by age **-** 2003 and 2009
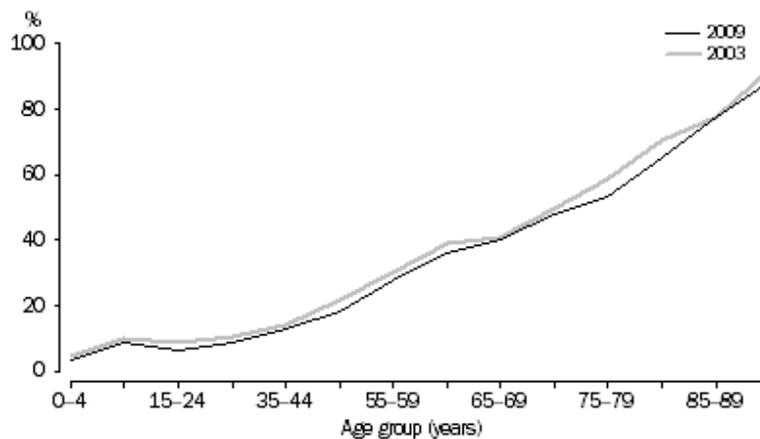
PART 2 – DEVELOPING AN ACCESS AND INCLUSION ACTION PLAN

2.1 - DDA Project Group

To steer the implementation of this Action Plan, Council has in place their Disability Access Review Advisory Committee, which consists of Mayor Dave Burgess, Cr Kevin Myers, Cr Kerry Yeates, Graham Barlow, Michael Essex, Jon Fry, Kelvin Goldstone, Christine Smith-Rowe, Jan Bock and Glen Virgin.

Note – As of 9 October 2012 the Committee comprises the following members, Mayor Dave Burgess, Cr Kevin Myers, Cr Kerry Yeates, Cr Peter Raison, Alexandra Devitt-Lansom, Joanne Dettloff and Jim Moss. Relevant staff members are Kelvin Goldstone, Mark Nevin, Michael Essex and Warren Couzens.

Consultant to the Disability Access Review Advisory Committee is EnvironArc Pty Ltd ACAA, and in particular Mike Galea (DDA Action Planner),

2.2 - Aim of This Access and Inclusion Action Plan

The aim of this Plan is to assist Council identify and remove barriers in policies, programs and services which exclude people with a disability, and to meet its obligations under the Disability Discrimination Act 1992.

In addition to this, the plan process shall:

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

2.3 - Objectives of This Access and Inclusion Action Plan

The objectives of this Plan are to:

- Assist Council to better meet the needs of people with a disability who live, work and visit the region
- Assist Council to meet its legislative requirements under the Disability Discrimination Act, 1992

- Foster a region where people with a disability are afforded the same opportunities as the broader community
- Improve access for people with a disability to Council's services and facilities
- Encourage participation by people, regardless of ability, in Council's activities
- Promote positive and inclusive images of people with a disability within Council and the community
- Enhance the relationship between Council and people with disabilities in the area
- Promote and increase awareness of Council staff and the broader community of the rights and needs of people with disabilities and
- Focus on practical, achievable and deliverable initiatives to enhance access to services, physical infrastructure and public places

2.4 - Establishing an Access and Inclusion Action Plan

All Council services are covered by the Disability Discrimination Act (DDA) 1992, including:

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

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

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

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

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

A Review of Current Activities

- The Council Strategic Plan
- The range of potential service users and employees in the Council area
- The changing profile of the local community and collection of information
- Numbers of people and their types of disabilities

Identify Physical Barriers

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

Communication Barriers

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

Attitudinal Barriers

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

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

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

2.5 - Relevant Legislative and Policy Framework

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

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

Commonwealth Government

Disability Discrimination Act (DDA) 1992

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

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

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

Disability Services Act 1986

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

Building Code of Australia

The Building Code of Australia, (BCA) in conjunction with the DDA, applies to new buildings undergoing significant refurbishment or alteration. The BCA is a comprehensive statement of the technical requirements relevant to the design and construction of buildings and other related structures. Australian Standard AS 1428 is directly referenced under the BCA. Compliance with a range of access provision is required.

Australian Standard 1428 – Design for Access and Mobility

AS 1428 is an important Building Code of Australia (BCA) reference standard which prescribes requirements for physical access which must be adhered to in the planning, development and construction of all buildings and facilities.

Other Australian and International Standards (AS and ISO)

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

The Australian Human Rights Commission

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

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

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

South Australian State Government

Local Government Act 1999

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

Equal Opportunity Act 1984

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

Disability Services Act, 1993

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

Development Act 1993

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

Mental Health Act 2009

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

2.6 - Disability Discrimination

Disability

The Federal Disability Discrimination Act 1992 (DDA) provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.

Disability discrimination happens when people with a disability are treated less fairly than people without a disability. Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

The definition of "disability" in the DDA includes:
- Physical
- Intellectual
- Psychiatric
- Sensory
- Neurological,
- Learning disabilities,
- Physical disfigurement,
- The presence in the body of disease-causing organisms

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

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

The Act also covers people with a disability who may be discriminated against because they:
- Are accompanied by an assistant, interpreter or reader
- Are accompanied by a trained animal, such as a guide or hearing dog, or use equipment or an aid, such as a wheelchair or a hearing aid

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

Discrimination

Discrimination can be direct or indirect.

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

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

2.7 - Implementation

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

- Distributed to Council elected members, staff and the Disability Access Review Advisory Committee for action
- Registered with Human Rights and Equal Opportunity Commission
- Notified to the public and made available online and at library services

Responsibilities of implementation

The Council is responsible for:

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

Council Staff and Volunteers are responsible for:

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

Disability Access Review Advisory Committee responsible for:

- Facilitating the development of the plan
- Liaising with people with a disability in the community and their carers, Council elected members, employees and volunteers
- Monitoring the implementation of the plan and presenting regular reports
- Endorsing the plan
- Advising and commenting on the implementation of the plan as required
- Assisting in the evaluation of the plan

2.8 - Evaluation and Review

The plan will be evaluated through the following processes:

- Regular meetings of officers and Disability Access Review Advisory Committee will be called to report on the outcomes against the performance indicators
- This will be documented and provided to Council and made available to the community via the website
- The opportunity for the community to provide feedback in relation to the progress of the plan will be given by open invitation to a Disability Access Review Advisory Committee Meeting convened for evaluative purposes close to the plan's completion. This will also serve the function of preparing for the next plan
- Community members throughout the term of the plan can lodge comments to the Council about its progress. Council's response will be made according to the community contacts, correspondence and customer services guidelines.

The overall Action and Equity Plan will be reviewed by an independent ACA Accredited body after three years to ensure that legislative intent and statutory requirements are being satisfied. This will also be incorporated into The Mid Murray Council's Strategic and Business Plans.

2.9 - Wider Community and Stakeholder Consultation

In order to develop the DDA Action Plan in partnership with the local community, the Council undertook a community consultation process which provided a forum for people with disabilities, people who care for people with disabilities (carers) and service organisations to raise issues of access to facilities and services provided by the Mid Murray Council.

The consultation process also involved a workshop of people interested in the content of the Council plan at which minutes were taken and were used as a foundation for this plan.

3.1 – The Mid Murray Council ACCESS AND INCLUSION POLICY

GENERAL STATEMENT OF POLICY

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

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

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

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

STATEMENT OF COMMITMENT

The elected members and management of Council has a firm commitment to fair treatment principles, and will ensure that no discriminatory policies, practices or procedures exist in any aspect of its operations, and when:

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

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

- Age (people of all ages)
- Sex (whether a person is female or male)
- Race (This includes colour, descent, ethnic origin or nationality. It also applies if you are treated unfairly because of the race of the people you live with or associate with.)

- Physical Disability (This includes the total or partial loss of any function of the body, or the loss of a limb, or the malfunctioning of a part of a person's body, or any malformation or disfigurement—whether temporary or permanent. Thus, a wide range of disabilities is covered, such as partial or total blindness, deafness, epilepsy, AIDS, amputation, diabetes, asthma, heart conditions, paraplegia, skin conditions, cerebral palsy and so on.)
- Intellectual Impairment (This includes permanent or temporary loss or imperfect development of mental faculties, resulting in reduced intellectual capacity. However, it excludes mental illness, which may be covered by Federal law but is not covered by the SA Equal Opportunity Act.)
- Sexuality (whether a person is heterosexual, homosexual, bisexual or transgender.)
- Marital Status (This refers to whether a person is single, married, divorced, separated, widowed, or living in a de-facto relationship
- Pregnancy (This includes whether a woman is pregnant, is suspected of being pregnant, or is expected to become pregnant in the future.)

Council acknowledges that potential and current employees have:

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

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

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

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

- Free of discrimination and harassment
- And they have a legal responsibility to take all reasonable steps to make sure this happens

Russell Peate
Chief Executive Officer

10 September 2012

PART 4 – ACCESS AND INCLUSION PLAN *ACTIONS*

Action Plan Priorities

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

4.5	Recreation and Leisure Services	5.1	Recreation programs
		5.2	Recreation needs
		5.3	Public open spaces
		5.4	Recreational infrastructure
4.6	Administration	6.1	Customer services
		6.2	Eliminate discrimination
4.7	Information Technology	7.1	Council IT systems
		7.2	Council website
4.8	Organisational Development	8.1	Awareness of legislative requirements
		8.2	Develop a database of the relevant agencies, services and specialist information
		8.3	Code of conduct
		8.4	Disability training programs
4.9	Finance	9.1	Providing funds to satisfy action plan
		9.2	Proactive with disability access grant fund opportunities
		9.3	Payment options and processes
		9.4	Council Community Grant applications
4.10	Governance	10.1	Decision making processes
		10.2	Statistics and data
		10.3	Council contracts
4.11	Parks and Gardens	11.1	Play spaces
4.12	Construction	12.1	Staff awareness of infrastructure users
		12.2	Footpaths and kerbs
		12.3	Adequate signage
		12.4	Cars overhang onto footpaths
		12.5	Tactile pavers
		12.6	Median island crossings
		12.7	Overhanging vegetation

		12.8	Direction signage and information
		12.9	"A" frame advertising signs
		12.10	Street furniture
		12.11	Resting points
4.13	**Waste Management**	13.1	Home waste collection options
4.14	**Public Safety and Community Health**	14.1	Emergency response plans
		14.2	Respite services
		14.3	Outreach
4.15	**Transport and Parking**	15.1	Accessible transport options
		15.2	Motorised wheelchairs
		15.3	Car parking bays for the disabled
		15.4	Signage
		15.5	Promotion of accessibility to facilities and services
4.16	**Building and Planning Services**	16.1	Council's Development Plan
		16.2	Advise builders and developers
		16.3	Development to be well planned and is responsive to access and equity
		16.4	Accessible housing
4.17	**Council Properties/Assets**	17.1	Council owned buildings and facilities
		17.2	Council leased buildings
		17.3	Access doors
4.18	**Environment and Compliance**	18.1	Opportunities to experience the natural environment
		18.2	Increase understanding of the natural environment which is accessible to all residents and visitors

Key Performance Indicators (KPI's)

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

High

Those areas which are identified as an urgent need (because they are frequently used by members of the community who are disabled), and should be completed between 2012 - 2013

Medium

Those areas identified which are not as urgent but would still benefit people with a disability and other population groups if the recommendations were carried out. They should be completed by the year 2014.

Low or Ongoing

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

As needs basis only: Those areas which are rarely if ever accessed by people with disability, and have a narrow focus of people who access it. Upgrades only assessed on an as needs basis. This category also includes facilities/services for which upgrades would cause unjustifiable hardship. It also includes buildings which may be sold and abandoned in the very near future; therefore extensive upgrades are not feasible. If not ongoing, actions should be addressed by 2015.

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

4.1	Executive Services , Strategic Planning, Council Secretariat and Senior Management						
	Barriers (issues)	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
1	**Council's Strategic Plan** is seen as minimalistic with regard to Disability Discrimination Act (DDA) obligations	Link the DDA Action plan to all sections of Council and ensure that Council's resource planning includes necessary budgetary allocations.	a) Compile the Strategic Plan so it is precise with regard to obligations under the DDA, the Australian Human Rights Commission (AHRC)guidelines plus all relevant statutes and standards b) Senior Management will require people responsible for actions, to report on performance.	Executive Management and appropriate elected members and staff Director Development & Environmental Services	H O	Staff time Staff time	By 2013 then ongoing Ongoing
2	**Consultation with Disability Agencies and Networks** by Council is negligible	Council will consult with relevant Disability Agencies and Networks in the development, implementation and review of Strategic Planning Initiatives.	Council will consult with relevant Disability Agencies and Networks when developing: a) Community, Public Health, Youth and Transport plans.	Executive Management and Manager Community Development	M	Staff Time	Ongoing
3	The responsibility for DDA social inclusion and access at Council is unclear.	Clarify roles and responsibilities for DDA social inclusion and access risk management	a) Incorporate DDA social inclusion and access risk management responsibilities into an existing position within Council	Executive Management	M	Staff Time	By June 2013

4.2	Tourism						
	Barriers (issues)	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
1	Tourism in the Council area is not marketed as accessible to all.	Encourage and support **tourism infrastructure, services and information** which are accessible to the community and visitors.	a) Incorporate a commitment to access in Councils Tourism Policy. b) Develop access guides which promote the economic and social benefits of accessible tourism in the Mid Murray Region.	Executive Management, Events & Tourism Manager and Disability Access Review Advisory Committee	M	Staff Time	Review Tourism Guides Ongoing
2	**Disability access** to the Mid Murray Council area can be improved.	Provide DDA compliant access to all Council visitor services properties and facilities.	a) Investigate adequacy of disabled facilities at peak visitor times. b) Where appropriate, integrate recommendations in the South Australian Accessibility Tourism Plan into Council's DDA Action Plan. c) All staff and volunteers to be aware of Council DDA Policies and obligations through training and induction.	Executive Management, Events & Tourism Manager and Disability Access Review Advisory Committee	M	Staff Time	Ongoing

4.2	Tourism						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			d) Contractors to be inducted in DDA policies and risk management, to ensure compliance with DDA obligations e) Ensure that all disabled parking areas provided at Council facilities meet all appropriate standards. f) Improve access to Council Tourism facilities by upgrading pathways, walkways and signage. g) Tourist brochure and public computer resources to be accessibility friendly.				
3	Council not proactive enough regarding accessible tourism.	Council can advocate for a **higher accessibility profile** with the region's tourism industry.	a) Encourage and support tourism operators to provide accessible services. b) Advocate to the Development and Tourism Sector, the importance of providing accommodation, entertainment and services that meet the needs of our ageing population and visitors with special needs.	Executive Management, Events & Tourism Manager and Disability Access Review Advisory Committee	M	Staff Time	Council to advocate region as disability accessible

4.2	Tourism						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
4	Some tourist operators have limited knowledge of DDA obligations.	Council can be a leader of **accessible tourism** in the Mid Murray area.	a) Work with local tourism related businesses and inform them of obligations under the DDA and the benefits of being inclusive and access friendly.	Executive Management, Events & Tourism Manager and Disability Access Review Advisory Committee	M	Staff Time	Ongoing

4.3	**Human Resources**						
	Barriers (issues)	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
1	**Employment practices** may not conform to requirements of the DDA.	Ensure that Council recruitment and employment processes are transparent, accessible for all and DDA compliant.	a) Review Council's Employment Manual to incorporate AHRC best practice guidelines. b) Council employment interview panels to be aware of DDA obligations and Council Policies. c) Ensure that physical access and communication assistance is provided in interview processes as required. d) Job descriptions should specify requirements to ensure access for people with disabilities.	Director Corporate and Financial Services and Human Resources	H	Staff Time	Ongoing
2	Limited **staff and volunteer awareness** of the DDA and disability issues.	Maximise Council's capabilities to best service people with disabilities.	a) Induct and educate staff and volunteers with an understanding of disabilities and DDA obligations.	Human Resources	H	Staff Time	Ongoing

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

4.3	Human Resources						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			e) All Council employment and advertising material to promote Council as an EEO Employer.				
4		Provide a range of **work experience and training** opportunities for people with disabilities where possible.	a) To actively promote and support work experience and training opportunities for people with disabilities.	Executive Management and Human Resources	H	Staff Time	Ongoing
5		Raise the profile of the Mid Murray Council as an **Equal Opportunity** Employment Organisation.	a) Promote the profile of the Mid Murray Council as an Equal Employment Opportunity employer in employment advertisements and in information packs.	Human Resources	H	Staff Time	Ongoing
6		Associate workplaces with available **resources** as required.	a) Ensure the availability of resources that can be utilised when employing people with disabilities, such as workplace training, workplace support, and financial assistance for workplace modifications.	Human Resources and Disability Access Review Advisory Committee	H	Staff Time	Ongoing

4.3	Human Resources						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
7		Advocate to **local business**, so they may be employers of people with a disability.	a) Educate local business associations and business on the benefits of inclusive employment practices and the benefits of being accessible businesses. b) Offer incentives and/or awards to businesses showing leadership in inclusive employment practices.	Executive Management and Disability Access Review Advisory Committee	M	Staff Time	Ongoing

4.4	Social , Community and Communication Services						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
1	Potentially limited **accessibility to Council services and resources.**	Improve Council communication resources and services for the community and visitors.	a) Provide electronic access for people with disabilities, removing barriers to Council communication b) Ensure Council publications, documentation, forms and media are in accessible formats. c) Promote and advertise all Council accessible communications via website, newsletters, at reception areas and with relevant service providers. d) Incorporate user friendly accessibility initiatives where appropriate, including: i. Arranging for Auslan interpreters ii. Processes for transferring documents into alternative formats e.g. Braille, audio, electronic, etc iii. Website iv. Computer Systems v. Telephone Systems	Disability Access Review Advisory Committee and Director Corporate and Financial Services	M	Staff and Volunteer Time	Ongoing

4.4	Social , Community and Communication Services						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			vi. Hearing Systems vii. Maps viii. Community Directories ix. Touch screens x. VOIP xi. Installation of hearing loops xii. Council advertisement and news to be placed on website and local media xiii. Explore option of keeping database of community communication needs. e) Be aware of AHRC guidelines, the UN charter on disability and national disability standards.				
2	People with disabilities not aware of **support and services provided by Council.**	To make people with disabilities more aware of support and services provided by Council.	a) To do regular advertising and promotion of how Council can provide support to people with disabilities.	Disability Access Review Advisory Committee and Executive Management	M	Staff and Volunteer Time	Ongoing

4.4	Social , Community and Communication Services						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
3	Lack of **accessible equipment** in Libraries and at Community Centres.	Ensure Libraries and Community Centres are accessible to all.	a) Continue to increase a range of alternative media, e.g. large print books, audio visual, Braille texts, audio tapes, CDs and other software. b) Undertake an access assessment of libraries across the Council and recommend improvements. c) Investigate adaptive technology that increases access to the internet at libraries. d) All new chairs, tables and computer desks to be accessible and conform to relevant standards e.g. Australian Standards and guidelines AHRC guidelines.	Disability Access Review Advisory Committee and Library Management	H	Staff and Volunteer Time	Ongoing

4.4	Social , Community and Communication Services						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
4	Difficulties in **assessing existing community services.**	Incorporate the needs of people with disabilities into existing services.	a) Review the policy and procedure manuals of all community services and incorporate the access needs of people with disabilities into these documents. To be done in consultation with community members, including people with disabilities and an access auditor. b) Collect and provide information on accessible facilities within the Council area. c) Provide a suitable range of accessible activities and programs for people with disabilities.	Director Corporate and Financial Services and Disability Access Review Advisory Committee	H	Staff and Volunteer Time	Ongoing

4.4	Social , Community and Communication Services						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
5	Lack of **positive recognition** of people with disabilities in the workforce and in the community.	Council can demonstrate that they recognise the achievements of people with disabilities in the community and workforce that can be taken to the wider community.	a) Develop a public relations and human resource strategy to acknowledge the abilities of volunteers and workers and consider an award for achievements which is recognised within the community.	Executive Management and Disability Access Review Advisory Committee	H	Staff Time	Ongoing
6	There is a lack of **information** available to people with a disability needing support and other health services.	Ensure people with a disability have access to information about support services.	a) Develop and regularly update the Community Services Directory disability section. b) Ensure that Community Service Directory is broadly promoted. c) Integrate Community Services Disability directory onto website.	Director Corporate and Financial Services and Disability Access Review Advisory Committee	M	Staff Time	Ongoing
7	**Community consultation** not always in formats that meet the needs of people with disabilities.	Consult with the community in a manner that meets the needs of people with disabilities.	a) All Council public consultation meetings/forums to be held in accessible venues, and the venues to be promoted as accessible.	Executive Management and Disability Access Review Advisory Committee	H	Staff Time	Ensure PC Policy is compliant

4.4	Social , Community and Communication Services						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			b) All public consultation documents to be available in alternative formats on request for people with disabilities.				
8	Limited accountability for Council services and programs	**Services and programs** will be made available to the community on a fair and equitable basis.	a) Ensure Council's fees and charges to community groups include equity and accountability. b) Assess Council's annual grant programs and ensure unbiased distribution of funds to incorporate access and equity in the selection criteria used for assessment. c) Develop a funding program to assist local community groups to improve access to facilities and services or that deliver programs which enhance social inclusion for all members of the community.	Director Corporate and Financial Services and Disability Access Review Advisory Committee	M	Staff Time	Ongoing

4.4	Social , Community and Communication Services						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
9	Council event planning is not inclusive.	**Council events** to be more inclusive.	a) Develop an access checklist to assist in planning events. b) Facilitate the use of the Companion Card program through brochures and community information. c) Support and promote arts events that showcase works by people with a disability.	Disability Access Review Advisory Committee and Executive Management (including Events & Tourism Manager and Arts & Cultural Development Officer)	M	Staff Time	Ongoing

4.5	Recreation and Leisure Services						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
1	A lack of participants with disabilities involved in **recreation programs.**	Increase public awareness of accessible integrated recreation programs.	a) Encourage people with disabilities to be participants in integrated recreation programs. b) Promote the accessibility of programs and actively encourage people with disabilities as participants in all promotional material. c) Where available, identify transport to programs for people with disabilities. d) Investigate sponsorship initiatives with industry and businesses that would enable increased participation in leisure and arts through reducing costs and improving equity and accessibility.	Manager Community Development and Disability Access Review Advisory Committee	M	Staff Time & Other Agencies	Ongoing

4.5	Recreation and Leisure Services						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
2	Know the **recreation needs** of your disabled community.	Assess access for all when considering the community's recreation needs.	a) Have a community survey, as part of a recreation strategy, to identify recreation needs of people with disabilities.	Manager Community Development and Disability Access Review Advisory Committee	M	Staff Time	Ongoing
3	Lack of access at existing **public open spaces** and to the facilities provided.	Improve access to and within public open spaces.	a) Conduct an access audit of public open spaces to identify a program of work required to improve access. b) All new park facilities to provide access for people with disabilities.	Manager Community Development and Disability Access Review Advisory Committee	M	Staff Time	Ongoing
4	**Recreational infrastructure** may not be equitably accessible for people with disabilities.	Incorporate access and equity principles in the development of strategies and Master Plans for recreation infrastructure.	a) Planning, design and construction of all new Council facilities for sports, leisure and arts to incorporate access and equity needs, and respond to legislative obligations of the DDA.	Manager Community Development and Disability Access Review Advisory Committee	M	Staff Time	Ongoing

4.5	Recreation and Leisure Services						
	Barriers (issues)	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
			b) Youth facilities and recreational events can be designed, planned and delivered to a cross section of young people. c) Facilities for young people to be accessible, safe and have appropriate levels of amenities to fulfil the needs of young people. d) Existing services and resources provided by Council to be maintained and enhanced, in particular information and services provided by Council libraries. e) Provide information to community organisations to assist in auditing of facilities which improve accessibility.				

4.5	Recreation and Leisure Services						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			f) Promote accessible recreational facilities as educational, rehabilitation and fitness opportunities for all.				

4.6	Administration						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
1	Council's commitment to **Customer Services** for people with disabilities needs to effectively addressed.	Increase skills and confidence of Customer Service Officers by conducting disability awareness/communication training for reception staff.	a) Implement a training calendar for all customer service staff in communication/ disability awareness. b) Investigate all available technologies including SMS, web accessibility, and workplace modifications to accommodate people with a range of disabilities, ie: sensory, neurological, hearing impaired, physical, psychiatric, Intellectual etc. c) Train staff in use of TTY service and provide a directory of local disability agencies thatcan assist with sign language and interpreters.	Executive Management and Disability Access Review Advisory Committee	H	Staff Time	Ongoing

4.6	Administration						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			d) Provide flexible workplace arrangements to staff, so they can best manage any issues by which they could be confronted and personally challenged.				
2		**Eliminate discrimination** and facilitate ease of access by people with disabilities to customer service facilities.	a) Purchase support chairs to be placed in the reception area for customers. b) Ensure that front counters are lowered to enable access by wheelchair users.	Director Corporate and Financial Services and Disability Access Review Advisory Committee	H	Staff Time	Audit and Ongoing

4.7	Information Technology						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
1	**Council IT systems** and website should be accessible to everyone.	Ensure Council's IT is provided in accessible formats.	a) Provide and promote a range of information that is available in a variety of formats on accessible and safe public places and amenities within the Council area. b) Ensure hardware resources are accessible to all. c) Consider installing Assistive Listening System device in the Council Chambers. d) Consider allowing internet access at council front counter for disabled services information access.	Disability Access Review Advisory Committee and IT Manager	M	Staff Time	Investigation & Ongoing
2		Ensure the **Council web site** conforms to access standards and guidelines and provides an effective service to all.	a) Website developer and IT Manager to become familiar with latest W3C guidelines on Web accessibility.	Disability Access Review Advisory Committee and Executive Management	M	Staff Time	Ongoing

4.7	Information Technology						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			b) Ensure the format of Council's website meets the World Wide Web Consortium W3C access standards. c) Council website and Community Information Service to include links to suitable health services. d) Council's website to provide a web based customer satisfaction/ feedback survey service enabling dissatisfied people with a disability to place a complaint for action prior to the involvement of AHRC.				

4.8	Organisational development						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
1	Managers and supervisors not fully aware of DDA legislative requirements and/or available resources.	Raise **awareness of legislative requirements** and available resources for human resource staff, supervisors and managers.	a) Conduct a promotional campaign that outlines responsibilities. b) Provide information for Council's internal newsletter which informs staff on access issues.	Executive Management and Disability Access Review Advisory Committee	M	Staff Time	Ongoing
2	Staff are unaware of specific services and resources that can be utilised by the disabled.	**Develop a database of the relevant agencies, services and specialist information** that may be needed.	a) Liaise with disability organisations and other relevant services to develop a comprehensive database that all staff can utilise, including information on how to provide universal access, and integrated services.	Executive Management and Disability Access Review Advisory Committee	M	Staff Time	Ongoing
3	Not all senior decision-makers are fully aware of access issues and legislative requirements.	All councillors and senior decision makers to commit to a **code of conduct** which includes accepting Council's DDA policies and procedures.	a) Review Council's Code of Conduct policies to include the acceptance of Council's DDA policies and procedures. b) Councillors and senior decision makers to attend disability awareness training.	Executive Management	M	Staff Time	Review Code of Conduct

4.8	Organisational development						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			c) Councillors to be invited to attend Disability Access Consulting Committee meetings.				
4	Lack of awareness of the needs of people with disabilities leading to a lack of confidence and attitudinal problems when dealing with people with disabilities.	To continue to implement staff **disability training programs** to increase staff awareness and customer service skills.	a) Regular refresher courses to be held for staff, including any new legislative requirements. The training program includes an evaluation of the effectiveness of the program.	Executive Management and Disability Access Review Advisory Committee	M	Staff Time	Ongoing Training

4.9	Finance						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
1	**Providing funds to satisfy action plan** obligations not included in Council overall financial planning process.	Link the DDA Action Plan to Council's Business Plan planning process, and make provision for appropriate funding allocations where necessary.	a) Prioritise the work that needs to be done. b) Link priorities to business plan. c) Investigate grant fund opportunities.	Executive Management	H	Staff Time	Annually reviewed
2	Council could be more **proactive with disability access grant fund opportunities.**	Ensure accessibility obligations are included in applications for grant funds.	a) Investigate and apply for grant fund opportunities appropriate to disability access. b) To support Council's Community Health responsibilities, Council can apply HACC funding and the like.	Executive Management and Grants Funding Coordinator	M	Staff Time	Inclusion in annual Community Grants allocation
3	Ensure **payment options and processes** are accessible.	Establish E-payments and accessibility options for residents of the region.	a) Assess the format of notices to improve readability for the visually impaired. b) Link to IT strategy to provide alternative methods of on-line payment options.	Director Corporate and Financial Services	L	Staff Time	Currently Available

4.9	Finance						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
4	**Council Community Grant applications** not access inclusive.	Where appropriate, Council Community Grant funds may be conditional upon DDA access compliance.	a) Council will encourage applicants for Community Grants to demonstrate measures taken/planned to include people with disabilities in group/organisation activities.	Executive Management and Grants Funding Coordinator	M	Staff Time	Review Community Grants conditions

4.10	Governance						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
1	Decision making processes must be provided in accessible formats.	**Decision making processes** to be available in alternative formats.	a) Investigate all appropriate options of communicating all Council and Committee meetings. b) Encourage participation of people with disabilities, service providers and community members on the Disability Access Review Advisory Committee.	Executive Management and Disability Access Review Advisory Committee	H	Staff Time	Investigate then ongoing
2	Lack of statistics on numbers of people with disabilities accessing integrated services.	**Statistics and data** need to be collected.	a) Staff to gather data on the number of people with disabilities accessing integrated services, to enable findings to be incorporated into Council's Strategic and Business Plans.	Manager Community Development	M	Staff Time	Ongoing
3	**Council contracts** not DDA inclusive.	All appropriate Council contracts, licences, leases and work orders with must be DDA inclusive.	a) Review all Council contracts so they require contractors to agree to Council's DDA and Inclusion policy.	Executive Management	M	Staff Time	Review then ongoing

4.10	Governance						
	Barriers (issues)	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
			b) Require evidence from all contractors undertaking works for Council, that they understand their DDA obligations. c) Require evidence from all contractors that they understand what disabilities are.				

4.11	Parks and Gardens						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
1	**Play spaces** in the Mid Murray Council area need to be accessible to all.	Encourage the development of disability friendly facilities to encourage the use by children with a disability, their parents and carers.	a) Promote accessible facilities which are currently available. b) Upgrades to existing equipment should be considered against the Good Play Space Guide (Dept Rec & Sport Vic). c) Existing equipment and construction be checked for accessibility by an accredited auditor.	Disability Access Review Advisory Committee and Director Infrastructure Services	H	Staff Time	Ongoing

4.12	Construction						
	Barriers (issues)	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
1	**Staff awareness of infrastructure users** with a disability is limited.	Staff to be aware of access issues for people with disabilities and ensure alternative and safe passage is considered when works are being carried out.	a) Provide training and ongoing refresher training for maintenance and construction workers to increase the workers' awareness of access requirements.	Director Infrastructure Services	M	Staff Time	Ongoing
2	**Footpaths and kerbs** do not consistently meet access standards for people with disabilities.	Identify a program of works to improve access.	a) Develop an access checklist for a footpath access assessment. b) Conduct an access audit of footpaths including ramps and median island crossings and to establish priorities for upgrading. c) Establish and implement a footpath construction program for towns within the Mid Murray Council area.	Disability Access Review Advisory Committee and Director Infrastructure Services	M	Staff Time	Ongoing
3	Road and footpath maintenance must have **adequate signage.**	Ensure all road and footpath maintenance is signposted for maximum safety.	a) Visible barriers to be used when construction is in progress and Para-Webbing to be installed if work is not completed.	Director Infrastructure Services	M	Staff Time	Ongoing

4.12	Construction						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			b) Liaise with utility providers e.g.: Telstra, ETSA, SA Water etc in regards to their obligations to ensure adequate safety barriers during their works.				
4	**Cars overhang onto footpaths** when parked.	Implement a device or widen footpaths where appropriate, to prevent parked cars from over-hanging the footpath.	a) Identify problem areas as a part of a footpath access audit. b) Ensure relevant parking signage is in place.	Disability Access Review Advisory Committee and Director Infrastructure Services	M	Staff Time	Ongoing
5	**Tactile Pavers** may not meet Australian Standards for installation.	Staff to be aware of the relevant Australian Standards for tactile pavers.	a) All footpath designs must satisfy Australian Standard 1428	Director Infrastructure Services	M	Staff Time	Ongoing
6	**Median island crossings** are not all wide/long enough to accommodate access for people with disabilities.	Ensure median islands satisfy appropriate standards.	a) Identify where median islands do not meet standards as part of the footpath audit. b) Plan to widen and lengthen crossings to meet relevant standards.	Director Infrastructure Services	M	Staff Time	Ongoing

4.12	Construction						
	Barriers (issues)	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
7	**Overhanging vegetation** from private properties obstructs access on footpaths.	To develop public awareness scheme regarding clear access on footpaths.	a) Develop an information flyer for the public requesting pruning of vegetation. b) Raise public awareness with through local media	Executive Management and Disability Access Review Advisory Committee	M	Staff Time	Ongoing
8	Clear **direction signage and information** needs to be provided throughout the Council area and in Council buildings.	All new signs to meet International or Australian Standards and to give clear directions and information.	a) Implement a disability directional signage audit to determine inadequacies throughout the Council area. b) Plan to improve disability signage throughout the Council area and at all Council facilities. c) Ensure all signage satisfies international and/or Australian Standards.	Disability Access Review Advisory Committee and Director Infrastructure Services	M	Staff Time	Ongoing
9	**"A" Frame advertising signs** placed on footpaths by shop owners can obstruct access.	Council to develop enforceable policies and guidelines relating to "A" frame advertising sign access and safety.	a) Council to liaise with stakeholders of "A" frame advertising signs with regard a new access and safety policy and procedure.	Disability Access Review Advisory Committee and Director Development & Environmental Services	M	Staff Time	Ongoing

4.12	Construction						
	Barriers (issues)	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
			b) Council to inform the community about policies and procedures for "A" frame advertising sign access and safety. c) Staff to actively enforce Council policies and guidelines relating to "A "frame advertising sign access and safety.				
10	**Street Furniture** can obstruct the path of disabled pedestrians.	Council to develop a safe street furniture policy.	a) Position street furniture so it is safe for pedestrians. b) Ensure all new street furniture is positioned in accordance with Council's Street Furniture Policy.	Disability Access Review Advisory Committee and Executive Management	M	Staff Time	Ongoing
11	There can be a lack of seats or **resting points** for people with disabilities who are unable to walk far.	Council to assess access ways for the disabled, as part of their Town Design Strategy.	a) Locate the areas that require additional seating. b) Provide shelter and shade at seating locations. c) Include seating for people with disabilities in proposed Street Furniture Policy.	Disability Access Review Advisory Committee and Executive Management	M	Staff Time	Ongoing

4.12	Construction						
	Barriers (issues)	**Strategies**	**Actions**	**Responsible for Actions**	**Priority** **H M L O**	**Resource**	**KPI / Actions**
			d) Place seats at bus stops that do not already have them and in areas of high pedestrian activity or need.				

4.13	Waste Management						
	Barriers (issues)	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
1	There need to be **home waste collection options** for the disabled.	Ensure community awareness of alternative waste management options for the disabled.	a) Develop a waste collection assistance agreement with contractors, for people with disabilities. b) Develop and distribute a brochure detailing alternative services available to people with a disability, using the Council's waste management services. c) Promote waste collection assistance measures for the disabled and implement where necessary.	Disability Access Review Advisory Committee and Waste Management Coordinator	H	Staff and Volunteer Time	Investigation / Implementation

4.14	Public Safety and Community Health						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
1	Council's **Emergency Response plans** are not inclusive of services for the disabled.	Identify barriers of access in Council's emergency response procedures.	a) Revise current procedures and evacuation plans to ensure that people with a disability are considered in Council wide emergency plans.	Disability Access Review Advisory Committee and Risk Management Officer	H	Staff Time	Implementation
2	Lack of **respite services** for people with disabilities, including weekend respite and respite for carers of children with disabilities.	Council to lobby for increased respite services in the Council area.	a) Council to liaise with government and non-government agencies to encourage the provision of, and increase in, respite services, and to apply for funding of services where applicable.	Executive Management	M	Staff Time	Investigation
3	Health services are limited to major hospitals and can be inaccessible to people with disabilities.	Encourage **outreach** and community centres to have specialised health services to meet the needs of people with a disability.	a) Promote the use of outreach centres for health service provision, particularly in outlying areas.	Executive Management and Disability Access Review Advisory Committee	M	Staff and Volunteer Time	Ongoing

4.15	Transport and Parking						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
1	There are limited transport options for people with a disability in the Mid Murray area.	**Accessible transport options** for the disabled need to be provided where appropriate.	a) Investigate public transport opportunities including private sector services, which can connect communities with facilities and services. b) Advocate for improved local public transport options which can proactively respond to community needs.	Community Passenger Network Coordinator and Disability Access Review Advisory Committee	H	Staff and Volunteer Time	YP Transport Board and Ongoing
2	**Motorised wheelchairs** are often discriminated against.	Ensure Part 1, Section 8 of the Disability Discrimination Act 1992 is not contravened in regard to motorised wheelchairs.	a) Identify equitable use of motorised wheelchairs and inform the community of their obligations under the DDA. b) Develop a policy which allows the safe and equitable use of motorised wheelchairs at all Council facilities.	Disability Access Review Advisory Committee and Executive Management	H	Staff & Volunteer Time	Ongoing
3	All **car parking bays for the disabled** must meet Australian Standards.	Conduct an assessment of Council disabled car parking bays in the Mid Murray area.	a) Ensure dignified and equitable car parking access to Council, retail and tourism facilities.	Director Infrastructure Services	H	Staff Time	Ongoing

4.15	Transport and Parking						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			b) Develop an internal process that ensures the implementation of new car parking bays for people with disabilities, both on Council land or private property, adheres to Australian Standards AS 1428 (Access to premises). c) Develop a plan to upgrade non-compliant car parking bays for people with disabilities.				
4	Car parking spaces for people with a disability are often wrongfully used.	Ensure car parking bays for people with a disability are appropriately **sign posted** and policed.	a) Review car parking bay signage so it allows for expiation notices to be issued to people who do not have a need to use them, or who do not have a blue parking permit. b) Police the wrongful use of car parking bays for people with disabilities. c) Campaign against the wrongful use of car parking spaces for people with disabilities.	Director Development & Environmental Services and Manager Regulatory Services	H	Staff Time	Ongoing

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

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

4.16	Building and Planning Services						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
3	Council's Development Plan is limited, when considering DDA requirements.	Ensure that business and industry centre **development is well planned and is responsive to access and equity** issues.	a) Ensure that Council's Development Plan promotes accessible and equitable development when planning for the community into the future. b) Ensure that a high quality of accessible and equitable business and community infrastructure is provided to meet the needs and expectations of future and existing communities.	Director Development & Environmental Services	M	Staff Time	Education then ongoing
4	Lack of **accessible housing** in the community.	Advocate for adaptable housing during the design and building process of prospective builders.	a) Encourage the use of universal and adaptable access standards by prospective builders.	Director Development & Environmental Services	M	Staff Time	Investigation

4.17	Council Properties						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
1	Access to all **Council owned buildings and facilities** infrastructure may be limited for either aged people or people with disabilities.	Ensure all Council buildings, facilities and infrastructures are access compliant.	a) Complete an audit of all Council owned buildings to ensure they are access compliant and conform to the BCA, AS1428 and DDA obligations. b) Prioritise identified works within the Council's Property Management budget and develop an implementation plan for the prioritized works. c) Ensure that all evacuation plans cater for special needs clients.	Disability Access Review Advisory Committee and Director Development & Environmental Services	H	Staff Time	DDA Compliance Report
2	Equitable access to all **Council leased buildings** may not be DDA compliant.	Identify and implement a program of works which modifies access to all Council leased facilities so they are access compliant.	a) Identify which owned/ leased buildings Council is responsible for and ensure they are all access compliant. b) Assist lessees of Council facilities develop access compliant auditing processes.	Disability Access Review Advisory Committee and Director Development & Environmental Services	M	Staff Time	Ongoing

4.17	Council Properties						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
			c) Instruct lessees of all Council facilities to undertake access improvement works. d) Council is to monitor lessee DDA plans and ensure they are being actioned. e) Ensure all new alterations and building works are carried out in accordance with Council Policies, Procedures, Australian/ International Standards and obligations under the DDA. f) Ensure that all new lease documents are conditional upon lessees having a DDA Action Plan in place.				

4.17	Council Properties						
	Barriers (issues)	Strategies	Actions	Responsible for Actions	Priority H M L O	Resource	KPI / Actions
3	**Access doors** to some Council public buildings are difficult to open.	Identify, assess and modify entrance doors to Council facilities allowing access the buildings with unrestricted ease.	a) New automatic sliding entrance doors to priority use areas are to be designed, costed, submitted to Council's budget for inclusion and constructed.	Disability Access Review Advisory Committee and Director Development & Environmental Services	M	Staff Time	Ongoing

4.18	Environment and Compliance						
	Barriers (issue)	**Strategies**	**Actions**	**Responsible for Actions**	**Priority H M L O**	**Resource**	**KPI / Actions**
1	Access to the greater outdoors is limited for people with disabilities.	Provide equitable and accessible **opportunities to experience the natural environment.**	a) Provide a variety of adequate and appropriate public infrastructure and amenities (including shade, BBQ's, toilets) in parks and open spaces to facilitate greater access use. b) Encourage the provision of adequate infrastructure and equipment that enables greater access to foreshores and natural environment for people with disabilities. c) Endorse the provision of open space and associated infrastructure as detailed in the Open Space Plan.	Director Infrastructure Services and Disability Access Review Advisory Committee	M	Staff Time	Ongoing

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