

**Disabled in Norwood, Payneham and St Peters
Access and Inclusion Plan
2013 - 2017**

PREAMBLE

The intention of this draft Access and Inclusion Plan is to provide a framework for an ongoing plan to be administered by The City of Norwood, Payneham and St Peters (NPSP).

As this draft has been prepared by a disabled individual, in consultation with residents and via external research and reference to council's earlier Disability Action Plan, it is not claimed that it necessarily covers every possible action which could be carried out by council.

PRINCIPLES

Persons with disabilities, whatever the origin, nature or degree of their disabilities might be, are individuals—

(a) who have the inherent right to respect for their human worth and dignity; and
(b) who have the same fundamental human rights and responsibilities as other members of the Australian community; and

(c) who have the same right as other members of the Australian community to realise their potential for intellectual, physical, social, emotional, sexual and spiritual development; and

(d) who have the same right as other members of the Australian community to choose their own lifestyle and generally to control their own lives.

South Australia Disability Services Act 1993

Barriers to access: gateways to frustration

People with disabilities may be present in the community but most do not enjoy full participation in it. Discrimination and exclusion are frustrating features of daily life. People in wheelchairs cannot access the public facilities taken for granted by others in the community, such as playgrounds, swimming pools, cinemas, restaurants, hotels and cafes. Children with disabilities find themselves excluded from local kindergartens and schools. Qualified and competent candidates for jobs are rejected because of their disability. People with mobility aids have difficulty regularly accessing public transport. People with various disabilities are unable to access the aids, equipment and technology essential to their daily functioning, and are unable to access the support required to get them out of bed in the morning. (National People with Disabilities and Carer Council, 'Shut Out: the Experience of People with Disabilities and their Families in Australia' – National Disability Strategy Consultation Paper, 2009, p.2).

PURPOSE

The purpose of this Access and Inclusion Action Plan is to outline how Council will assist the disabled in the community and their carers to assume full participation in it.

The Plan is, in effect, a partnership between Council and the community, a plan which will benefit not only the disabled but the community as a whole.

It is Council's responsibility to:

provide for the welfare, well-being and interests of individuals and groups within its community

(Local Government Act 1999: Section 7c)

Further one of its functions is to:

be responsive to the needs, interests and aspirations of individuals and groups within its community

(Local Government Act 1999: Section 8b)

In order for the Plan to succeed, Council will need to have full and open communication with the community and indeed to encourage such communication.

While Council's actions are determined partly by the Disability Discrimination Act (1992) and its subsidiary Australian Standards and Building Codes, it will be remembered that the first priority is the needs of the disabled.

This second Action Plan will be seen as an opportunity for Council to establish Norwood, Payneham and St Peters as a council pre-eminent in making the Council area a place where the disabled truly feel they belong and are met with enthusiasm.

While Council may involve other organisations serving the disabled, it will be remembered that the major purpose of the Plan is to meet the needs of the wide range of disabled individuals in the community and enable them to be part of the wider community.

DEFINITIONS

CALD – Culturally and linguistically diverse

CORE ACTIVITY LIMITATION - A severe or profound core activity limitation is defined as sometimes or always requiring personal assistance or supervision with self-care, mobility or communication.

COUNCIL – City of Norwood, Payneham and St Peters

DISABILITY , in relation to a person, means:

- (a) total or partial loss of the person's bodily or mental functions; or
- (b) total or partial loss of a part of the body; or
- (c) the presence in the body of organisms causing disease or illness; or
- (d) the presence in the body of organisms capable of causing disease or illness; or
- (e) the malfunction, malformation or disfigurement of a part of the person's body;

or

(f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or

(g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:

- (h) presently exists; or
- (i) previously existed but no longer exists; or
- (j) may exist in the future (including because of a genetic predisposition to that disability); or
- (k) is imputed to a person.

Disability Discrimination Act 1992 - Sect 4

DPTI – Department of Planning, Transport and Infrastructure.

EEO – Equal Employment Opportunity

HACC – Home and Community Care

OHS – Occupational Health and Safety

CONSULTATION

1. Disability Advisory Committee

Council will establish a **Disability Advisory Committee** under the following terms of reference:

Purpose

The Disability Advisory Committee shall provide advice and aid to Council regarding the following matters:

- The provision of forums for the discussion of contemporary issues affecting the well being of people with disabilities and their carers;
- Community development initiatives across the City of Norwood, Payneham and St Peters;
- Systemic advocacy issues;
- The integration of disability principles and best practice into the core activities of Council;
- Access and Inclusion improvements in Council services;
- Guide the development, implementation and review of Council's Access and Inclusion Policy and Strategy;
- Advise on prioritisation for implementation of the Action Plan;
- Promote positive portrayals of inclusive community issues and outcomes.

Guiding Principle

Improving the quality of life of people with disabilities requires the collaboration and partnership that reflects a whole of Council / whole of community approach.

The Disability Advisory Committee will therefore be required to;

- (a) Provide advice and guidance at both a strategic and operational level; and
- (b) Ensure that disability issues are integrated into the core business of Council.

Membership and Composition

The Disability Advisory Committee will consist of one Councillor and up to ten non-Council community members. No more than two of the community members can be service providers. Council staff will attend as needed.

Selection Criteria

Community representatives can be someone who resides, works, or studies in Norwood, Payneham and St Peters.

Community members will be eligible for selection if they are;

- living with a disability; or
- a carer or a family member of a person living with a disability, and
- able to represent the views of other Norwood, Payneham and St Peters residents with a disability

As far as practicable the composition of the Committee will reflect the widest access and inclusion perspectives of people living with a disability, their families and carers.

Term of Appointment and Selection Process

The term of appointment will be four years. Each two years half of the Committee will stand down. Retiring members will be eligible for renomination.

Community members will be appointed through a transparent public advertising process conducted every two years. If there are more nominations than positions available, members will be chosen by a selection subcommittee consisting of four community members and the Chair.

The Disability Advisory Committee will be flexible with regards to multiple non-attendances by members acknowledging the health and support needs associated with active citizen participation.

Casual Vacancies

Where community member vacancies occur, the Committee, may, on the recommendation of the Chair, appoint additional members at any time. Community members may be recruited through the annual disability community forum by the provision of information about the DAC with an open invitation to attend any meeting.

The DAC may also seek members representing a particular disability area that is underrepresented.

Role of observers

Community members are invited to attend DAC meetings in the capacity of observer.

Should observers wish to raise agenda items at Disability Advisory Committee meetings they are invited to do this through a current member, or by prior discussion with the Chair.

Chairperson

The council must appoint a person as the presiding member of the committee, or make provision for the appointment of a presiding member.

Decision Making

The Disability Advisory Committee is not a decision making body and does not require voting protocols or other decision making mechanisms.

As far as practicable the Disability Advisory Committee will provide advice based on the collective wisdom of the Committee and the best available information provided by Council Officers.

Any formal advice provided by the Committee will be reached by consensus. However, as the Disability Advisory Committee is not a decision making body, a diversity of differing views may be expressed by the Committee from time to time. These views will be reflected in any reports, and statements issued by the committee.

Meeting Times

Meetings should, in general, be held monthly at a convenient time.

AND

1. Community Input

Council will receive and/or meet with individuals, carers, community groups, etc. promoting an interest in the disabled.

Where such consultations show the Plan to be deficient in meeting the requirements of the Act, relevant Australian Standards and Building Codes, amendments will be incorporated into the Plan.

Other matters improving the amenity of the disabled in the Council area will be received with due consideration.

2. Public Consultation

1. Before confirming this Plan, Council will hold at least two **Public Consultation Meetings** in accessible, diverse places in the Council area. These meetings will be advertised in the local press, LookEast and on council web pages. The advertisements will be prominent by virtue of their size and use of colour, and available in large print.

Further, Council will provide opportunity for written feedback via web or snail mail and at meetings. This will involve a questionnaire detailing as many areas of disability as possible and possible associated difficulties. It will also request free comment.

The Plan will be available to residents at least 7 working days before any meeting.

Feedback will be incorporated into the Plan before finalisation.

2. Council will hold further **Public Consultation Meetings** on a regular basis, at least annually, for the duration of the Action Plan. They will follow the pattern of the original meetings and feedback will be incorporated into the Plan.

DEMOGRAPHICS

Age	Norwood, Payneham and St Peters	%	Sub-total %	S.A.	%	Sub-total %	Australia	%	Sub-total %
0-4 years	1,706	4.9		96,143	6.0		1,421,050	6.6	
5-9 years	1,588	4.6		93,202	5.8		1,351,921	6.3	
10-14 years	1,565	4.5	14.0	97,591	6.1	17.9	1,371,054	6.4	19.3
15-19 years	1,988	5.7		103,248	6.5		1,405,798	6.5	
20-24 years	2,911	8.3		105,586	6.6		1,460,673	6.8	
25-29 years	3,120	8.9		104,507	6.5		1,513,236	7.0	
30-34 years	2,537	7.3		97,820	6.1		1,453,775	6.8	
35-39 years	2,417	6.9		103,966	6.5		1,520,138	7.1	
40-44 years	2,348	6.7		112,408	7.0		1,542,879	7.2	
45-49 years	2,315	6.6		113,085	7.1		1,504,142	7.0	
50-54 years	2,229	6.4		111,857	7.0		1,447,404	6.7	
55-59 years	2,005	5.7		102,009	6.4		1,297,244	6.0	
60-64 years	1,900	5.4		97,599	6.1		1,206,116	5.6	
65-69 years	1,414	4.1		74,667	4.7		919,319	4.3	
70-74 years	1,292	3.7		58,536	3.7		708,090	3.3	
75-79 years	1,172	3.4		46,631	2.9		545,263	2.5	
80-84 years	1,098	3.1		39,560	2.5		436,936	2.0	
85+ years	1,282	3.7	18.0	38,157	2.4	16.2	402,681	1.9	14.0

(ABS: 2011 QuickStats)

It has been noted in numerous Council documents over the years that the Norwood, Payneham and St Peters' population is an ageing population. This is confirmed by the 2011 ABS Census which shows that 18.0% of the Norwood, Payneham and St Peters population is aged 65 years or more, in comparison to 16.2% of the SA population and 14.0% of the total Australian population.

In contrast the youth population of Norwood, Payneham and St Peters is relatively small. Only 14.0% are aged less than 15, while 17.9% of the population of SA is less than 15 and 19.3% of the Australian population.

This has implications for the number of disabled people in the community. The likelihood is that the number of disabled people in the community will be greater because of the larger number of ageing people. This is, however, offset by the small number of youth in the area.

The most recent survey of the disabled and their carers by the ABS occurred in 2009. There was no local survey of Norwood, Payneham and St Peters but there was of SA and

those figures have been used to extrapolate potential numbers of disabled in this community.

Age Group	Total Population (Norwood, Payneham and St Peters)	Disability			Profound Core Activity Limitation		
		Percentage (SA)	Number in NPSP	Sub-total %	Percentage (SA)	Number in NPSP	Sub-total %
0-4 years	1706	2.2%	38		1.8%	31	
5-14 years	3,153	7.8%	123		4.1%	66	
15-24 years	4,899	8.0%	158		1.6%	32	
25-34 years	5,658	8.5%	266		1.5%	46	
35-44 years	4,764	13.2%	319		3.3%	79	
45-54 years	4,544	21.9%	506		5.4%	126	
55-59 years	2,006	29.9%	599		7.5%	151	
60-64 years	1,900	37.9%	719		7.5%	142	
65-69 years	1,414	43.5%	615		9.1%	129	
70-74 years	1,291	50.9%	657		11.3%	145	
75-79 years	1,173	60.4%	709		22.7%	267	
80-84 years	1,098	59.3%	651		28.9%	317	
85 years +	1,282	75.9%	973	56.9%	51.0%	654	23.9%
Total	34,888		6333	18.2%		2184	6.3%

While the percentage of disabled is potentially 18.2% of the Norwood, Payneham and St Peters' population, the percentage of disabled Australia-wide is 18.5%, a reduction from the 2003 survey.

Despite this reduction there are still significant numbers in the council area who have potential difficulties maintaining the activities of a satisfying life because of the barriers imposed externally to their full participation in society. It also needs to be remembered that, particularly in the older age group, there are people who will have intermittent periods of disability related to illness, etc.

Computer Use

Age groups (years)	Accessed the internet	Did not access the internet
15-17	95	5
18-24	96	4
25-34	93	7
35-44	90	10
45-54	85	15
55-64	71	29
65 or over	37	63

(ABS 2010-11 Household Use of Information Technology, Australia, 2010-11)

As can be seen, only 37% aged 65 or over in 2009 accessed the internet in this period.

In fact in the 2009 survey of disabled, 47% of disabled aged 15 and over did **not** access the internet. (ABS 2009 Disability, Ageing and Carers, Australia: Summary of Findings, 2009)

This implies there is a significant group, mainly of older **and** disabled people, who do not access the internet. Again in 2009, 57.6% of disabled were in receipt of a government allowance or pension, reducing the prospect of purchasing a computer and maintaining an internet account.

LANGUAGE AND COMMUNICATION

This Access and Inclusion Action Plan is a plan for members of the Norwood, Payneham and St Peters community. As such its purpose is to communicate with the community and its language is intended to do this.

Complex specifications will need to be prepared for many of the targets but should be prepared as associated documents rather than form part of this master plan. They will become available to members of the community as requested.

This document needs to be accessible to all members of the community, **but it is not currently**. There will be many who have some difficulty with its accessibility and it is up to Council to ensure it is provided in different formats so as many as possible can be aware of its content and intent.

Some examples:

1. *The Adult Literacy and Life Skills Survey (ALLS) was conducted in Australia in 2006 by the Australian Bureau of Statistics (ABS).*

Participants in the studies were rated on their skill level, graded from 1 to 5. Individuals with a skill level for prose literacy below 3 are considered to lack the minimum skills required to meet the complex demands of everyday life and work in the emerging knowledge-based economy. ALLS showed that almost half (46%) of all Australians aged 15 and over did not meet this requirement.

(ABS Year Book Australia 2012)

Solution: An easy English summary

2. 7.7% of Norwood, Payneham and St Peters' residents speak Italian at home compared with 2.1% in SA and 1.4% nationwide.

Solution: Italian version

3. *In 2004 there are an estimated 480,000 Australians who are visually impaired, including over 50,000(10.5%) who are blind Prevalence rates for visual impairment increase by age from 0.6% in the 40-49 age group to 40% for people aged over 90.*

(Clear Insight: The Economic Impact and Cost of Vision Loss in Australia)

Solutions:

- a) **Large print version**
 - b) **Web version compliant with the latest World Wide Web accessibility standards**
 - c) **Audio**
4. As noted under Demographics, 47% of disabled do not access the internet.

Solution: Install computers with internet access at customer service points across the Council area. Provide empathetic assistance to enable the disabled to access information about this plan and other disability matters.

FINANCIAL IMPLICATIONS AND PRIORITISATION

It is self-evident that actions under the Action Plan will have costs that range from

- nothing
- those that can be absorbed in continuing repair/improvement projects
- those that involve the institution of new projects
- those that can be financed by external means as opposed to those which will need to be financed from rates.

The first action in developing the Plan will be to cost individual targets and determine the source of their finance.

The second action will be to prioritise targets according to cost and any other criteria affecting their achievability.

The third action will be to start on those targets most easily achieved as this will demonstrate progress and bring the greatest good to the disabled community in the shortest time.

Actions will be prioritised to start:

1. immediately or to continue from the previous plan
2. within 3 months
3. within 12 months
4. on hold.

These priorities will be re-assessed on an annual basis.

EVALUATION

Trained as someone might be, it is sometimes difficult for a person **without** a disability to empathise and recognise some of the difficulties a person with a disability might have in accessing their environment. Will a mobility device fit in an elevator or through a door or the aisles in a shop? Is a street bench too low to sit on? Can they hear at a concert? Will signs be visible? Can they park close enough to shops? Will they be made to feel stupid in a wheelchair when their carer is addressed instead? Can they reach over the counter at the Town Hall? Do they have to try on clothes while sitting in a wheelchair on the footpath?

It is important that evaluation occurs regularly, at least on an annual basis, and that it is evaluation performed not only by Council staff but by disabled residents, their carers and relevant organisations.

Annual evaluation will include:

- Assessment by Council staff of progress
- Feedback from annual public consultation meetings
- Feedback from written and web surveys
- Feedback from interested individuals and groups

The Plan will be adjusted on an annual basis to reflect this evaluation.

THE PLAN – TO BE COMPLETED FROM PREVIOUS PLAN (2007-2012)

Development of a Disability Awareness Module for Staff Induction

Action	Priority	Progress	Completion
Ensure that Recruitment and Induction procedures include disability awareness.			

Development of an Accessible Routes Map

Action	Priority	Progress	Completion
The development of accessible routes map is yet to be completed.			
Note: include parking provisions and accessible toilets			

Completion of the St Peters Precinct Redevelopment

Action	Priority	Progress	Completion
Completion of the St Peters Precinct Redevelopment as a model of best practice in relation to accessibility and DDA requirement.			

Completion of an audit of Council buildings for compliance with DDA legislation

Action	Priority	Progress	Completion
Completion of an audit of Council buildings for compliance with DDA legislation			
Notes: Divide expected work into sections e.g. Year 1 - access doors, Year 2 - furniture, etc. Audit by access consultant. Prioritise work for most efficient completion.			

Identification of Local Government benchmarks for disability matters.

Action	Priority	Progress	Completion
Identification of Local Government benchmarks for disability matters.			

THE PLAN – (2013-2017)

INFORMATION AND COMMUNICATION

Objective

Ensure that Council's provision of information, communication and promotion is accessible and inclusive.

As noted above disability information is for the disabled, but in relation to the attitudes of the general community and their acceptance of the disabled, it is important that such information is also available in the general public sphere. It is also important such information is brought to the attention of Council staff.

Council will:

- evaluate the range of people for whom material needs to be prepared in accessible formats. This will include people with various forms of disability, both physical and intellectual, people from CALD and Aboriginal backgrounds, people who may have been educationally disadvantaged, the ageing, etc.
- evaluate the range of formats required to make information readily available - print, online, large print, easy English, languages other than English, audio, etc.
- evaluate the range of media required to communicate information to the disabled and the wider community e.g. Council web page, LookEast, social media, Messenger Press, flyers, letters with accounts, online booths in Council service areas, etc.

In particular Council will ensure that its website becomes totally accessible according to current standards.

All documents on the website will be in searchable formats, as the failure to supply documents which can be searched inhibits the use of the website both for the disabled and the general user.

At the same time Council will bear in mind that many disabled do not have access to computers and the internet for a variety of reasons and other media must be used.

Council will develop a **register** of disabled and ageing who might be affected by disability issues. This register can be developed in the first instance from HACC information combined with requests for disabled in the community to supply their details for the purpose of supplying information. This will enable Council to contact disabled people directly if they so wish. Electronic means of contact should be used where possible.

BUILT ENVIRONMENT

Objective

Continue to improve physical access to the built environment - buildings (public and where possible private), parks, open space, signage, roads and footpaths.

NEW CAPITAL WORKS PROJECTS

All new capital works projects to meet accessibility requirements according to current standards.

EXISTING BUILDINGS

Begin work on bringing existing buildings up to appropriate current standards per audit above. Ensure buildings in frequent use by the public such as Norwood Public Library are accessible (by widening the ramp).

ACCESSIBLE FOOTPATHS

(See Notes)

Continuous accessible path of travel

Bring footpaths up to standard by providing a continuous accessible path of travel two metres wide next to the building line.

This will need the establishment of a Footpath Trading Policy covering

- Outdoor Dining Furniture
- A-Frames and any other items
- Goods for Sale

A kerb zone, then a trading zone, then a pedestrian zone next to the building will allow two pedestrians of various types (e.g. with a wheelchair, pusher, etc.) to pass without collision and allow blind and vision-impaired and those with neurological issues to use the building line for safety and convenience.

Businesses will be notified of any modifications to policy which will need to be **enforced**.

Shopping trolleys are a continuing hazard in some areas, particularly The Parade. Attempt to establish co-operation from supermarkets to collect trolleys from footpaths on major roads within approx. 1 km of the supermarket on a **daily** basis.

Footpath repair and upgrade

Council will maintain a program of footpath repair and upgrades designed to establish a network of footpaths which are safe for all pedestrian users.

Many footpaths are known to be affected by tree roots or bumps from other causes. These are dangerous for those who may be frail for a variety of reasons and can create the need, particularly for those using wheeled mobility devices, to use the road rather than the footpath.

PUBLIC TOILETS

Upgrade existing public toilets to improve disability access to and within toilets, and increase public access by installing additional public toilets

LOCAL BUSINESSES

(See Notes)

In some areas of the council district, particularly The Parade, up to 50% of businesses are inaccessible to those using wheeled mobility devices, mainly because of steps, but also inappropriate doors and crowded interior aisles. Up to 20% of business could be lost for shopkeepers apart from the inconvenience and frustration for the disabled who are excluded.

Council will aid the promotion of disability access to local businesses through the “**Missed Business**” document and the provision of information to local traders.

As an encouragement, it will investigate the possibility of fast-tracking applications for ramp installation with an associated discount.

It will encourage businesses to become part of a disability-friendly precinct, with businesses which meet appropriate standards being awarded disability-friendly window-stickers, etc. or some other form of recognition.

“I would hope that people do not always have to be forced into providing accessibility. There is a clear business case. Each one of these establishments has lost my business, and the business of my family. Had one of them been able to accommodate me in comfort and safety, then I would have told others.”

ROADS

Advocate with other bodies e.g. DPTI to ensure roadworks under their control in the Norwood, Payneham and St Peters council area meet Australian Standards.

PLAYGROUNDS

Audit playground equipment in Council playgrounds for suitability for use by disabled children.

Draw up a plan for the inclusion of equipment suitable for disabled children on a progressive basis.

FACILITIES AND EVENTS

Objective

Ensure that all Council facilities and events meet accessibility standards and demonstrate inclusive practices.

SIGNAGE

Review signage at Council's major facilities in order to meet the needs of the visually impaired. Prioritise needs and begin improvements.

ACCESSIBLE PARKING POLICY

Develop an Accessible Parking Policy that will determine the ratio for DDA compliant parking bays. Ensure parking bays are allocated **near** accessible utilities e.g. the eastern side of Coles, The Parade. Ensure there are disabled parking provisions associated with all Council facilities.

Assess The Parade and other busy shopping roads for the provision of accessible parking bays with **ramp** access to the kerb. Alternatively drop-off points could provide a solution to the lack of parking close to shops as well as providing loading zones for deliveries.

Allow extended parking times in council parking areas for vehicles displaying a Disability Parking Permit.

EVENTS INFORMATION

Develop appropriate information resources for community events. Organisations and organisers to assist make events and functions accessible and inclusive

GOVERNANCE

Encourage attendance and participation of people with disabilities at Council meetings, forums and public meetings by including disability access information on Council Notice papers and website.

SERVICES

Objective

Increase the availability, accessibility and inclusive practices of all services (mainstream and specialised) for people with a disability.

LIBRARIES

Develop a plan for library services including strategies targeting groups with particular accessible communication needs. Explore technological developments beyond large print and audio books.

Prioritise the purchase and introduction of new equipment aiding accessibility

Ensure that the availability of equipment is advertised and that there is assistance in using such equipment.

Ensure that library staff, including volunteers, have the opportunity to take part in disability awareness sessions.

Update Library web pages to include information on accessibility.

CULTURALLY APPROPRIATE SERVICES

Identify culturally appropriate services required by people living with a disability including Aboriginal people, women, people from CALD backgrounds, etc.

TRANSPORT

Evaluate the possibility of providing community bus services for council events such as workshops at Payneham Library on a regular basis.

Investigate an annual seminar on the purchase, rules, etc., of mobility scooters. Arrange some free lessons if needed. (See Notes)

YOUNG PEOPLE

Establish a representative body for young people with disabilities to provide input into Disability Action.

HACC SERVICES

The current **inflexibility** of HACC cleaning services effectively limits the capacity of clients to maintain a clean and hygienic home.

Commonwealth HACC Program Guidelines currently stress the need for **flexibility**. Without compromising OHS concerns, council will negotiate with clients to allow flexibility within the range of tasks performed on any visit. The current list of banned tasks will be removed.

This will allow clients to assess their needs for any particular task to be performed on any one visit. Cleaning tasks need to be carried out on a variable timetable. It is pointless cleaning something which is not dirty.

To give clients the ability to determine what range of tasks is carried out on any visit will further enhance the independence and control of the client.

COMPANION ANIMAL SUPPORT PROGRAM

Council will organise a program which will provide assistance such as feeding, grooming, exercising, etc., for the disabled on a continuing or intermittent basis in the case of emergencies.

Such a program will allow the disabled person to keep a companion animal which otherwise they might not be able to, as well as providing important social contact.

Volunteer based.

GARBAGE

Some residents are not physically able to put rubbish bins out for collection.

Council will organise a volunteer service to put bins out on a regular basis or at times of emergency.

This service will also provide for the placement of Hard Waste during this collection.

Council will remain aware of issues such as the disposal of equipment requiring delivery to a depot and provide a collection and delivery service for disabled and ageing residents without access to transport.

DISCRIMINATORY ATTITUDES, PRACTICES AND DISABILITY AWARENESS

Objective

Reduce discrimination and foster knowledge and awareness of access and inclusion barriers, human rights and inclusive practices

INDUCTION

Implement a program of induction for new staff.

Assess the success of earlier programs and provide an awareness program annually to maintain currency for all staff, particularly those in public contact.

PUBLIC AWARENESS

Ensure that the reasons for meeting Disability Discrimination Act requirements are mentioned in public reports thus raising community awareness e.g. use LookEast to explain why those “bumpy dots” have been inserted into footpaths. It is noticeable that what is needed by the disabled is often not understood by the general resident, even though such moves might benefit the able and disabled alike.

EMPLOYMENT

Objective

Ensure that Council's employment policies and procedures are accessible and inclusive and address barriers to paid employment for people with a disability.

EMPLOYMENT

Actively pursue EEO policies in order to achieve a balance of disabled Council employees reflective of the percentage of disabled in society.

"When employers look at a person with a disability they see the disability – not the ability. They think of all the things they can't do, rather than what they can."

Dr Nikki Wedgwood

POSITION DESCRIPTIONS

All position descriptions will include clear information that the position is available to a disabled person.

WORK SPACES

As upgrades are made to Council work spaces over time, ensure that Australian Standards are met with regard to equipment, furniture, etc.

Modify work spaces immediately to accommodate disabled employees.

WORK EXPERIENCE

Provide opportunities for people living with a disability to obtain work experience to enhance competencies for paid employment.

VOLUNTEERS

Council will include the disabled in its volunteer policy and encourage the involvement of the disabled as volunteers.

NOTES

ACCESSIBLE FOOTPATHS

See separate file – *References*

LOCAL BUSINESSES

It is recognised that Council cannot force businesses to remove steps and replace them with ramps, etc. It is possible however for Council to encourage businesses to make them disability-friendly. Such a move could increase business in areas such as The Parade by up to 20%.

Fast-tracking/simplification of applications for ramps with a possible discount could be vital.

Businesses should be encouraged to feel pride in being disability-friendly, thereby creating whole areas in Norwood, Payneham and St Peters where the disabled feel welcome to go. This in itself can become an advertising feature.

See separate files – **MissedBusinessCOL** and **Logob**

MissedBusiness is a file recommended for use by councils by the Human Rights Commission and is widely used in slightly different forms by councils across Australia.

MOBILITY SCOOTERS

This is an area which is somewhat overlooked in the formal literature unfortunately and I am not aware of any “formal” lessons available.

As someone who regularly rides a scooter around Norwood I have found I am repeatedly approached for information about them. My response is that information on the purchase of scooters is available from the Independent Living Centre which will allow people to try a variety of brands. I am also willing to provide lessons for anyone feeling tentative about riding such a piece of equipment.

GENERAL

The actions delineated in this plan are not new or groundbreaking, but rather include a synthesis of actions carried out by other councils Australia wide, actions which have proved successful in practice.

Once, society was such that the disabled, the ageing, etc. were taken care of by the “village”. In the city, the village no longer exists and it is necessary to re-create it in a different form.

In the US and elsewhere communities of the ageing are being created on the “village model”.

CONCLUSION

It is hoped Councillors and Council staff will see this action plan as a chance to form a co-operative alliance with the disabled in the community i.e. to form a village.

Many of the actions mentioned in the attached plan essentially involve attitudinal changes and better communication with the disabled residents. If Council staff see their role as assisting the disabled community and encouraging the involvement of the disabled in the community, then everyone will be advantaged. The disabled have much to offer.

While many of the actions involve physical infrastructure and will therefore have financial implications, many actions require a change of emphasis where the disabled person is called into a partnership with council and this involves no cost at all.