



purple
orange

City of Norwood Payneham & St Peters
Access & Inclusion Plan 2013
Issues and Opportunities Paper

September 2013 V2.0

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Introduction

This report offers the City of Norwood Payneham & St Peters a summary of the issues and opportunities to advance a new Access & Inclusion Plan. The report incorporates an analysis of the key issues a participant group of citizens and staff raised about *access* and *inclusion*, and the salient opportunities those present. The report also builds upon the current work undertaken by the Council and work undertaken by other Councils with an interest in this area. The report has been prepared to identify helpful changes that will strengthen the City of Norwood Payneham & St Peters' access and inclusion for its citizens living with disability as well as those with other mobility considerations.

The report has been prepared by JFA Purple Orange, the social policy agency of Julia Farr Association Inc, a social-profit entity specialising in research, consultation, policy and training on issues relevant to the disability community and other people who experience social exclusion.

Background

The Council's more recent plan, Disability Action Plan 2007-2012, was developed in response to the Disability Discrimination Act 1995, and the primary focus of the Action Plan has been on access issues. A future plan will be broader in scope, looking at actions that facilitate opportunities for citizens living with disability to participate in their community. A range of actions identified in the more recent plan have been completed, some are ongoing and a few are incomplete. A new plan provides the opportunity to work with the community to check the effectiveness of the completed items and explore the way forward for the ongoing and outstanding items.

Demographic trends

The Australian Bureau of Statistics 2011 Census of Population and Housing data reveals that of the population of citizens residing in the City of Norwood Payneham & St Peters, 1,997 of this demographic were identified as living with severe and profound disability. The Census defines severe or profound disability as needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication and which is likely to last more than six months¹.

However, the number of people living in the Norwood Payneham & St Peters area with *access* and *inclusion* needs is likely to be much higher, and could be conservatively estimated at 10,000. This is based on the following assumptions:

- 18.5% of Australians live with some form of limitation or impairment which restricts everyday activity and is likely to last more than six months². Based on this data an indicative number of residents who are likely to directly benefit from stronger *access* and *inclusion* arrangements in the Norwood Payneham & St Peters area is estimated to be at least 6,450 residents.
- Added to this will be the families of 1,706 children aged 0 to 4 years in the Norwood Payneham & St Peters area who are likely to have increased access needs due to use of strollers and prams³.

¹ 2011 Census Community Profiles: Norwood Payneham St Peters (c) (Local Government Area), 'Basic Community profile: table B18, Core activity need for assistance by age by sex' - http://www.censusdata.abs.gov.au/census_services/getproduct/census/2011/communityprofile/LGA45290?opendocument&navpos=230

² ABS 2009, 4430.0. Disability, ageing and carers Australia: Summary of findings, ABS, Canberra.

³ 2011 Census Community Profiles: Norwood Payneham St Peters (c) (Local Government Area), 'Basic Community profile: table B01, Selected person characteristics by sex (1 of 2) - http://www.censusdata.abs.gov.au/census_services/getproduct/census/2011/communityprofile/LGA45290?opendocument&navpos=230

- In addition, the 2011 Census highlighted there were 6,254 people in the City of Norwood Payneham & St Peters aged over 65 years, representing 18% of the total population at this time⁴. This can be expected to increase by 90%⁴ over the next two decades.

The City of Norwood Payneham & St Peters' demographics also highlight the cultural diversity within the jurisdiction. Some people from non-English speaking backgrounds who also live with disability can experience additional marginalisation and require culturally thoughtful solutions. Statistics about the most common languages spoken at home⁵ indicate:

- 2,695 residents spoke Italian (7.7%)
- 1,619 residents spoke a Chinese language (4.6%)
- 900 residents spoke Greek (2.6%)

Strategic Context

Since the development of the City of Norwood Payneham & St Peters' 2007-2012 Disability Action Plan, we note that state and national authorities have produced highly relevant policy initiatives which will have direct impact on the future actions and reporting frameworks of Local Government and consequently on the development of the City of Norwood Payneham & St Peters' Access & Inclusion Plan. Therefore, the timing of this consultation is good, as it gives the City of Norwood Payneham & St Peters the opportunity to strengthen its capacity to meet these obligations.

With this in mind, the next section of this report offers a brief overview of the most relevant policy initiatives that have implications for policy and practice at the City of Norwood Payneham & St Peters.

United Nations Convention on the Rights of Persons with Disabilities

The United Nations Convention on the Rights of Persons with Disabilities highlights the importance of people living with disability having the right to experience full and effective participation within their community and to have access to services and systems to facilitate this³.

The *National Disability Strategy 2010-2020*, itself initiated by Australia's commitment to the United Nations Convention on the Rights of Persons with Disabilities, details the responsibilities of all levels of government, and highlights the connection between access and inclusion. It states "People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities"⁶.

This shift has significant meaning for the work of the City of Norwood Payneham & St Peters. The challenge for the City of Norwood Payneham & St Peters is to deepen its work in the area of inclusion so that its impact and reach is beyond building and infrastructure to socially inclusive planning. By necessity, a commitment to social inclusion demands attention to a range of issues beyond the built form.

⁴ Australian Institute of Health and Welfare 2011, *Australia's welfare 2011*. Australia's welfare series no.10, Cat. No. AUS 142, AIHW, Canberra, p. 7.

⁵ 2011 Census Community Profiles: Norwood Payneham St Peters (c) (Local Government Area), 'Basic Community profile: table B13, Language spoke at home (a) by sex (1 of 2)' - http://www.censusdata.abs.gov.au/census_services/getproduct/census/2011/communityprofile/LGA45290?opendocument&navpos=230

⁶ Commonwealth of Australia 2011, *National Disability Strategy 2010-2020*, p. 47, http://www.fahcsia.gov.au/sa/disability/progserv/govtint/nds_2010_2020/Documents/National_Disability_Strategy_2010_2020.pdf

Further insight into elements of social inclusion for Local Government is provided in the Commonwealth Government's 2009 *Shut Out* report:

*"People with disabilities want to bring about a transformation of their lives. They want their human rights recognised and realised. They want the things that everyone else in the community takes for granted. They want somewhere to live, a job, better health care, a good education, a chance to enjoy the company of friends and family, to go to the footy and to go to the movies. They want the chance to participate meaningfully in the life of the community. And they are hopeful. They desire change and they want others in the community to share their vision. They recognise that governments cannot work in isolation and they want others to see the benefits of building more inclusive communities"*⁷.

To assist the City of Norwood Payneham & St Peters in its work to meet these emerging obligations, the current consultation process and this report has charted the relationship between access and social inclusion.

National Disability Strategy

In March 2011, the Commonwealth, State and Territory and Local Governments finalised the National Disability Strategy under the auspices of the Council of Australian Governments (COAG).

The Strategy sets out a ten (10) year national plan for improving life for Australians living with disability, their families and carers.

The Strategy represents a commitment by all levels of government, industry and the community to a unified, national approach to policy and program development so that citizens living with disability have access to the same opportunities, and are included in their communities, in the same way as other citizens. As such, the National Disability Strategy is likely to have a significant impact on the strategic planning processes and work of Local Government.

The purpose of the National Disability Strategy is to:

- "establish a high level policy framework to give coherence to, and guide government activity across mainstream and disability-specific areas of public policy
- drive improved performance of mainstream services in delivering outcomes for people with disability
- give visibility to disability issues and ensure they are included in the development and implementation of all public policy that impacts on people with disability
- provide national leadership toward greater inclusion of people with disability"⁸.

The National Disability Strategy sets out six priority areas for action to improve the lives of people living with disability, their families and carers. These will be important inclusions in Local Government planning and consist of:

- **"Inclusive and accessible communities"**—the physical environment including public transport; parks, buildings and housing; digital information and communications technologies; civic life including social, sporting, recreational and cultural life.
- **Rights protection, justice and legislation**—statutory protections such as anti-discrimination measures, complaints mechanisms, advocacy, the electoral and justice systems.

⁷ National People With Disabilities and Carers Council 2009, *Shut out: The experiences of people with disabilities and their families in Australia*, Commonwealth of Australia, Canberra, p. 9.

⁸ Commonwealth of Australia 2011, *National Disability Strategy 2010-2020*, p. 9, http://www.fahcsia.gov.au/sa/disability/progserv/govtint/nds_2010_2020/Documents/National_Disability_Strategy_2010_2020.pdf

- **Economic security**—jobs, business opportunities, financial independence, adequate income support for those not able to work, and housing.
- **Personal and community support**—inclusion and participation in the community, person-centred care and support provided by specialist disability services and mainstream services; informal care and support.
- **Learning and skills**—early childhood education and care, schools, further education, vocational education; transitions from education to employment; life-long learning.
- **Health and wellbeing**—health services, health promotion and the interaction between health and disability systems; wellbeing and enjoyment of life”⁹.

The National Disability Strategy will guide public policy across governments and aims to bring about change in all mainstream services and programs as well as community infrastructure. It is the first time the Commonwealth, State and Territory Governments have agreed to such a wide ranging set of directions in relation to the experience of disability. The Australian Local Government Association has contributed in the development of the National Disability Strategy and there is a strong role for Local Government in its implementation.

As the City of Norwood Payneham & St Peters progresses its own planning framework, it seems highly appropriate to align such work with the National Disability Strategy and any associated monitoring and reporting opportunities.

Stronger Voices: A blueprint to enhance life and claim the rights of people with a disability in South Australia 2012-2020

The South Australian Government, through its Social Inclusion Board, developed *Stronger Voices*, “a Disability Blueprint to set the future direction for the way people with disability, their families and carers are supported in South Australia”¹⁰. This approach focuses on the choice, dignity and the rights of citizens living with disability to live valued lives in inclusive communities.

The blueprint provides a range of issues and opportunities in six main policy areas:

1. Creating Accessible and Inclusive Communities
2. Providing Choice, Taking Control
3. Strengthening Rights, Protection, Advocacy and Safeguards
4. Investing Early
5. Diversifying Housing Choices
6. Shaping Accessible and Inclusive Services

This is a highly important policy conversation for South Australia, and is expected to have an impact on the future work of the State Government and other agencies, including Local Government, involved in the lives of South Australians living with disability.

It makes sense, therefore, for the City of Norwood Payneham & St Peters to be mindful of progress of the blueprint.

DisabilityCare Australia, National Disability Insurance Scheme (NDIS)

DisabilityCare Australia is the new agency mandated to operate the National Disability Insurance Scheme. It will support people with permanent and significant disability, their families and carers.

⁹ Commonwealth of Australia 2011, *National Disability Strategy 2010-2020*, p. 10, http://www.fahcsia.gov.au/sa/disability/progserv/govtint/nds_2010_2020/Documents/National_Disability_Strategy_2010_2020.pdf

¹⁰ South Australian Social Inclusion Board 2011, *Activating citizenship. A social inclusion approach for disability in South Australia communiqué*, p. 1, http://www.socialinclusion.sa.gov.au/files/Blueprint_Communique_28April2011.pdf

The scheme is a new way of funding individualised support for people living with disability that involves more choice and control and a lifetime approach to a person's support needs.

It will focus on early investment, recognising that timely support can minimise the impact of a disability. It is intended that it will provide assistance at the right time, instead of waiting for people to reach crisis.

The implementation of the NDIS will be a significant policy initiative which will change how people receive and purchase services. These changes may influence how and what services the City of Norwood Payneham & St Peters provides into the future.

Gathering Input

The development of this report has been informed by the following inputs:

- Review of the 2007-2012 Disability Discrimination Act Action Plan
- Policy review
- Community Consultation
- Staff Consultation
- Targeted staff conversations
- Private submissions
- JFA Purple Orange's experience and knowledge

Involvement of stakeholders

In preparing for the consultation process, Purple Orange worked with City of Norwood Payneham & St Peters' staff to develop a process that presented the opportunity for people with diverse backgrounds and perspectives to have input. A particular focus was to facilitate the participation of people who often have the most difficulty accessing and participating in community life.

To achieve this, the consultation process included multiple modes of engagement to give people choice about how to participate. These included:

- Community workshops
- Staff workshops
- On-line survey & facility for confidential one-to-one telephone interviews (when required)
- Targeted discussions

Three types of stakeholders were targeted in the consultation. These included:

- People living with disability, including people with access issues resulting from temporary injury or from ageing
- Community and Support Service representatives
- Staff employed by the City of Norwood Payneham & St Peters
- Residents who are culturally and linguistically diverse (CALD)

Principles of consultation

JFA Purple Orange applied the following principles to the delivery of this consultation:

Fair and transparent process – provision of a clear explanation of the aims of the engagement process to participants, and clear statements of how community feedback, advice and concerns will be used in the decision-making process, and feedback to the community on ‘this is what we heard’.

Honesty, Integrity and Respect – genuine engagement (not tokenistic or contrived), clearly outlining what was negotiable/not negotiable and actively listening to and respecting differing views and perspectives.

Open and inclusive process – ensuring everyone involved in the process is treated equally; proactively seeking the interests and concerns of stakeholders affected; the use of a variety of community engagement processes to enable all stakeholders and beneficiaries to contribute.

Well informed effective communication – provision of information in a manner that is clear, concise, and accessible; allowing time for the community to engage with the material.

Consultation activity

The consultation involved:

- 16 people attended the community workshop on 16 April 2013 at Payneham Library – 2 Turner Street, Felixstow.
- 29 Staff attended a workshop on 1 March 2013
- 18 Elected members & executive management attended a workshop on 13 May 2013
- Online survey for people living with disability, family, friends and support agencies which received 28 responses
- Targeted discussions with interested and CALD groups

As with all self-selecting resident consultations, the input might only be regarded as indicative of issues and/or concerns voiced by those participating in the consultation. However, there was sufficient commonality in the issues raised and commonality with other jurisdictions to suggest there was a clear trend that one might expect to be meaningful to the broader group of stakeholders.

Issues and Opportunities

Following the process of gathering and analysing information a range issues and opportunities have been identified. These have been presented within a set of themes of local government activity:

- A. Strategy and Systems
- B. Workforce and Volunteers
- C. Services and Programs
- D. Amenities and infrastructure
- E. Planning and Regulation
- F. Policy and Stakeholder Influence

A. Strategy and Systems

Planned and measured approach to social inclusion

During the staff consultation workshop, employees of the City of Norwood Payneham & St Peters were invited to think about *access* in the context of *inclusion* and to consider the implications for their work. Subsequent feedback confirmed that staff considered it more useful to deal with access as a component of inclusion rather than treat access and inclusion as distinct and separate issues.

Employees highlighted that work in the Council has commenced on strategies of inclusion however there was a lack of understanding about the concept in some areas. Participants involved in the staff consultation suggested both the City of Norwood Payneham & St Peters and its community would benefit from awareness-raising around the issue of inclusion.

Norwood Payneham & St Peters' staff participants reflected that access has traditionally been conceived by Local Government as an obligation that Councils needed to comply with. Participants were keen that the Council move toward a more proactive broader approach beyond just building access.

The most recent Council 2007-2012 Disability Act Action Plan recognises the Council's intention to ensure consideration is given to disability issues in all projects, programs and services. Participants of the staff consultation process seemed unclear about the consistency of this objective.

In the public consultation workshops there were a range of suggestions about the City of Norwood Payneham & St Peters' role in addressing access and inclusion. Participants suggested that while Council had had a historical focus on access, and there was still much to do in this area, they were pleased in the increase in focus on the bigger picture of inclusion. Workshop participants were keen that the topic of access and inclusion continued to be given a high priority in the work of the Council. People indicated that they were looking for the revision of the Disability Action Plan to really come alive as part of the Council's work.

They saw as indicators of success in this area disability access and inclusion being routinely (fundamentally) considered in every significant Council decision and action.

1. Establish social inclusion for people living with disability as a fundamental, upfront consideration in all areas of work; this includes a plan to incorporate measurement frameworks for recording and auditing access and social inclusion considerations in every significant Council decision and action.
2. Adopt an evaluative framework to measure, report and audit Council's progress linked to the Council's Business Excellent Framework.

Alignment with other strategic initiatives

During the staff consultation, some time was spent exploring the National Disability Strategy and the South Australia Government's document *Stronger Voices: a Social Inclusion Approach for Disability in South Australia*¹¹. There is also a range of material/initiatives addressing the ageing population. It was identified that there is often complementary strategies to improve mobility and access as part of these strategies.

During these discussions participants highlighted the need to ensure that the Council continued to align its planning work with these strategic initiatives. Staff members were keen to ensure a streamlined reporting process for the achievement of deliverables under these initiatives and wanted to avoid duplicate effort in reporting the same information in various formats to multiple stakeholders.

Based on this feedback, we identify the following opportunities:

3. Align the implementation and reporting of its internal Access & Inclusion Plan with the implementation and reporting requirements of the National Disability Strategy 2010-2020.
4. Identifies when to monitor and contribute to the implementation and recommendations from the South Australian Government's *Stronger Voices: a Social Inclusion Approach for Disability in South Australia*.

Sources of advice and sounding board for Council

Community consultation participants considered it important the City of Norwood Payneham & St Peters establish and promote multiple avenues to connect with the views of people regarding *access* and *inclusion*. Further they were keen to ensure that they received feedback and follow-up on issues raised. This gave rise to consideration of how the voice of people living with disability might be included as a valued contribution to the Council's decision making regarding access and inclusion.

Members of the community suggested the work of the Council may be strengthened by utilising some of the skills and knowledge within the community. It was suggested that the Council could have a reference group of people living with disability and experts to assist the Council in decisions that affect access and inclusions; by working as a sounding board for ideas and issues. The value of subject-specific forums was also raised.

Individuals were also interested in developing regular consultation pathways so that people living with disability and their families could have input to, specific decision-making. Participants also described the employment or contracting of an access and inclusion specialist to provide advice and planning support to Council staff . The previous work of JFA Purple Orange highlights this 'internal consultant'

¹¹ South Australian Social Inclusion Board 2010, *Activating Citizenship: a Social Inclusion Approach for Disability in South Australia* - <http://www.socialinclusion.sa.gov.au/files/Activating%20Citizenship%20-%20Social%20Inclusion%20Board%20-%20July%202010.pdf>

or 'champion' role works well in situations where people remain mindful that access and inclusion is everyone's responsibility and not something that is driven by a nominated individual.

5. Review and identify a strategy to make full use of the authentic expertise that people living with disability bring to the planning table and, when appropriate, how it can strengthen the way it receives expert advice on specific access and inclusion issues to assist Council's decision/actions.

Inclusion and ordinary valued lives as the context

During the staff consultation there was a particular focus on people's 'ability' instead of 'disability'. Staff discussed the importance of people living with disability being recognised and identified alongside non-disabled residents in publications, services and events the Council initiates or is involved in. Participants in the community survey and consultation session identified that some members of the community felt isolated.

FJA Purple Orange's experience working alongside people living with disability highlights that many people are looking for opportunities beyond disability-specific events. They want to be active valued members of the community who participate in life alongside non-disabled fellow citizens in a natural setting. Council might review how it might best remove physical and attitudinal barriers so people living with disability are authentically included as active valued citizens rather than being channeled into special disability events or group representation.

6. To pro-actively include and depict individual residents living with disability as active valued members of the community who participate in the life of the city alongside non-disabled residents.

B. Workforce and volunteers

Training and Induction

The importance of training and awareness-raising was highlighted across consultation sessions. Staff were particularly keen to ensure they strengthened their understanding of how they could provide quality service to people living with disability. During the consultation, staff proposed the availability of training to strengthen people's appreciation of a person's circumstances.

Staff discussed the aspiration that the City of Norwood Payneham & St Peters be developed into an ideal place for people living with disability to live, involving well-informed staff who were welcoming and helpful. However, a number felt they and their colleagues may be inadvertently making life difficult for people living with disability because they only had a limited insight into how their actions and attitudes impacted on people living with disability and their families.

Members of the community also raised the importance of providing awareness-raising opportunities for Elected Members, local business and services to ensure that they had an opportunity to gain a fuller appreciation of how the work of the Council intersects with residents living with disability and people visiting businesses and community facilities.

8. Plan for disability customer awareness training with a view to strengthening induction programs for all new employees, extension training for key staff and stakeholders including those in formal leadership roles, and refresher updates for existing staff.

Recruitment

The employment of people living with disability in the Council as colleagues and equals was raised during the consultation sessions.

During the staff consultation, participants were keen to increase employment opportunities for people living with disability, including in volunteering roles. They wanted to move beyond token roles or people being limited to entry level or supported work programs.

Staff suggested there was room for improvement in ensuring that the Council provides an accessible workplaces to potential employees.

9. Review and enhance recruitment policies and physical infrastructure to remove barriers and to encourage employment for people living with disability.

C. Services and programs

Customer service

Participants in the workshops identified the value of good customer service to assist people living with disability to access Council services and supports. Staff identified the value of welcoming people living with disability into programs and buildings and attending to an individual's access needs. Participants expressed the importance of providing all services in a manner which is respectful and empowering to customers who live with disability. Participants from the Italian community highlighted the importance of having services which were culturally appropriate and the value of working with family members who had a deeper understanding of the English language to ensure there was no misunderstandings during translations.

Participants of the staff consultation aspired to higher visibility and involvement of people living with disability, including the use of facilities.

10. Ensure customer service principles/standards and associated guidelines explicitly address high quality service to people living with disability.
11. Strengthen the Council's approach to working with people living with disability from culturally and linguistically diverse backgrounds

Information and Communication

The 2007-2012 Disability Action Plan has highlighted the value placed on the function of Council to disseminate information. Several participants in the community workshop suggested that the City of Norwood Payneham & St Peters should regularly engage with people living with disability in order to share information about issues. Participants of the staff consultation highlighted there were opportunities to continue to improve the accessibility of the website, to strengthen the degree of easy-to-read publications and to provide access to information in different formats for people with different types of abilities.

Participants of the community consultation process highlighted the challenge people have accessing information if they had difficulty in accessing information technology or the internet to limited funds or skills. Participants were encouraging of Council to continue to improve the accessibility of the Council's website and to ensure it met relevant standards.

The community workshop also highlighted the importance of community connections for people living with disability and older people to their community and to the work of Council.

12. Review of the Council's communication methods to strengthen connectivity and engagement and for people living with disability,
13. Provide information in alternative formats which better meet the needs of a diverse audience, including but not limited to; large print, translation for people from non-English speaking backgrounds, braille, audio recordings, etc.
14. Ensure the Councils' website design and content meet current WCAG 2.0 guidelines for web accessibility.
15. Provide and regularly maintain weblinks from the Council website to appropriate disability agencies and services.
16. Ensure that the Council publications depict people living with disability from a strengths-based perspective, as valued citizens and not as passive recipients of services.
17. Ensure relevant Council information is disseminated through key disability, carer and community groups.
18. Map and communicate the location of the Council's accessible car parking and toilets
19. Develop strategies to engage people currently spending large amounts of time at home because of personal access issues.

Complaints about access/inclusion

Participants of the staff consultation recognised that improving the Council's level of access and social inclusion for people living with disability would reduce complaints and increase attendance and participation at Council events and programs.

A number of participants seemed unsure if the Council already had a complaints process which provided people living with disability an opportunity to register issues. Participants who had made a complaint expressed frustration on the level of feedback about the status of an issue regardless of the intended outcome. Participants were also keen that residents were provided with a variety of formats to register complaints to ensure that those who had particular communication needs or limited access to technology were able to make a complaint.

20. Review the Council's complaints process to strengthen engagement and application for people living with disability, including multiple modes for registering issues.
21. Strengthen arrangements to track the range of access/inclusion complaints and monitor resolution.

Libraries

The 2007-2012 Disability Action Plan recognises the importance that the library collections, equipment, environment and facilities should meet the needs of people living with a disability. The plan also recognises opportunities for programs and activities to be convened at libraries and community centres. Participants of the staff consultation recognised this as an ongoing area for the Council to continue to work. Participants expressed frustration about the lack of physical access and amenities of libraries. The Norwood Library was given as an example of inadequate building access. There was also concern about access to computers and bookshelves for people utilising wheelchairs in Libraries. Participants were appreciative of the Home Library Service and highlighted the value of having a welcome visit.

22. Provide library collections, equipment and facilities which meet the needs of people living with disability.
23. Recognise opportunities for programs and activities to be convened at libraries and community centres.
24. Ensure that the access and amenities of libraries are prioritised as part of any audit of existing buildings.

Events and functions

The most recent Disability Action Plan highlights the importance of considering the needs of people living with disability in event planning. There was also recognition of the value in promoting the Council's facilities for hire which are disability friendly.

Event promotion to include information for people living with disability in advertising.

25. Recognise the needs of people living with disability in event planning. Include information for people living with disability in advertising material.

Local community transport

Participants of the community consultation were generally supportive of Council's efforts to provide local community transport. However, participants felt that this service could be significantly improved and extended for people living with disability and those with mobility restrictions, including assistance with transport beyond Council boundaries, particularly for medical appointments and transport to and from activities and facilities.

The 2007-2012 Disability Action Plan included a range of actions relating to community transport. These issues continue to be important to residents and include working with state government to improve public transport and extending local bus services.

26. Advocate and partner with State Government to improve public transport services and infrastructure.
27. Review the community bus program and other local transport services to improve its availability and access.

Swimming Pools and Recreation Centres

The 2007-2012 Disability Action Plan included a range of actions to improve access to Council swimming pools for people living with disability. Participants of the community consultation did not raise specific issues relating to either swimming pools or recreation centres. Further consideration of the levels of access and inclusion might be advanced through the general building asset audit.

28. Ensure that the access and amenities of swimming pools and recreation centres are included as part of an audit plan of existing buildings/facilities.

Childcare

The 2007-2012 Disability Action Plan included a range of actions to improve the access and inclusion of Council child care facilities. A number of the items identified in this plan have been assessed as ongoing and their inclusion in a new plan will aid in recording the level of work required. Participants of the community consultation were supportive of Council's efforts to improve the level of inclusion in all child programs.

29. Ensure that all children services and facilities are accessible and inclusive to all children, families, staff and visitors.

Home assistance

Some participants of the community consultation seemed unsure of the assistance the Council could provide residents relating to home maintenance or assistance with physically taking out rubbish bins and hard waste.

30. Review the scope and communication of home assistance services to ensure they are available and meaningful for residents living with disability.

D. Amenities and infrastructure

Footpaths/kerb ramps

As is often the case in these types of consultations, issues with footpaths attracted the majority of attention and public comment. The 2007-2012 Disability Action Plan included a range of actions relating to footpaths and the community is keen that the Council continues to improve the quality of footpaths.

Poor footpaths, along with entrance ways with steps or lips, were key barriers for residents being able to move around the neighbourhood. Participants of the community consultation mentioned Church St, Osmond Tce and Edward St as examples of footpaths which require attention.

During the staff consultation, Council staff expressed a robust understanding of the impact of poor footpaths on people's lives, and identified a range of strategies to improve the design and materials as well as targeting hotspot areas which required immediate attention.

However, some community consultation participants appeared unaware of the Council's positive attitude toward addressing target hotspots. Therefore, there may be an opportunity for the Council to strengthen its communication about how people report footpath hotspot issues, and how Council responds.

During the staff consultation, participants highlighted Council's efforts to redesign kerb ramps to achieve a flush dished approach, avoiding lips and uneven clearances. This was a positive example of how improved access can be achieved through thoughtful design with no additional cost to the Council.

Residents were keen to see more footpaths constructed beyond standard widths to accommodate larger contemporary wheelchairs and motorised scooters.

Participants raised concerns about street trees and the associated leaf and seed litter on footpaths. Participants highlighted that hard seed pods, fleshy or oily fruits make mobility difficult. There was also concern about the impact of unregulated footpath trading by local businesses blocking up footpath access for residents. This issue is discussed further in the Policy and Stakeholder Influence section of this report.

31. Review surfaces for footpaths to determine the most appropriate paver finish for people using wheelchairs, and include the preferred materials' specifications in its capital works plan.
32. Review arrangements to improve the maintenance of footpaths and to strengthen communication about how people report footpath 'hotspot' issues.
33. Review arrangements to better attend to the build-up of tree leaf and seed litter on footpaths and overhanging branches.
34. Formalise/review a policy about when footpaths are constructed beyond standard widths to accommodate larger contemporary wheelchairs and motorised scooters.
35. Develop arrangements to ensure all ramps, including kerb ramps, are constructed in a manner which maximises genuine usability to assist older people and other persons less steady on their feet, rather than simply achieving Standards' compliance.
36. Develop/review auditable planning frameworks that ensure consideration of access and inclusion are habitually included in capital works design; this could increase the chances of genuine usability by citizens living with disability and help reduce the need for future re-work costs.
37. Ensure the Access & Inclusion Plan's relevant features are incorporated in the Strategic Asset Plans for Capital Works and Maintenance.

Way-finding

There was little comment made by residents regarding tactile ground surface indicators for people living with a visual impairment. However, this may be attributed to the low numbers of consultation participants identifying themselves as living with visual impairment.

JFA Purple Orange's experience working alongside people living with disability highlights a range of selection and installation issues for tactile ground surface indicators. This causes confusion and a potentially dangerous situations for residents who rely on these indicators for way-finding.

The design, contrast and location of signage, including braille, will also impact on resident ability to move easily about their community

38. Develop/review an auditable policy on the fitment and maintenance of tactile ground surface indicators, including monitoring the quality of new and existing installations.
39. Ensure a compliance audit of building signage is incorporated as part of the Council's building access audit process.

Road Crossings

Community consultation participants highlighted the difficulty people living with disability and older people can have in navigating traffic. Individuals were seeking improved road signage/design to guide motorist behaviour in hot spots. Examples included Stephen Tce.

40. Develop/review arrangements to identify and improve road signage/design to guide motorist behaviour in hot spots where older pedestrians and people living with disability are at greater risk when crossing.

Open Space

The 2007-2012 Disability Action Plan included actions relating to ensure disability access issues are considered in all planning for future open space development. Public consultation participants

highlighted the difficulties experienced when navigating playground/park surfaces. Bench height and access was also identified as a concern..

41. Develop auditable planning frameworks that ensure consideration of access and inclusion are included in capital works for all open spaces.

Building Access

The 2007-2012 Disability Action Plan included actions to improve the design features of new buildings, improve way-finding, undertake an audit of existing buildings for compliance and to showcase access through the St Peter's Precinct.

Action and audit, design and capital works program to strengthen Council Standards compliance relating to the positioning, size, signage and marking for accessible car spaces.

42. Action a building audit, design and building works program to ensure existing buildings are compliant with relevant Australian Standards. Prioritise locations most frequented by members of the public and where targeted services are provided or 'hot spot' locations identified by the public.
43. Establish/review new building design policy setting to strengthen new building design, process, not covered by the National Building Code or the Premises Standard, which will contribute to improved access for residents and reduced likelihood of a complaint under the Disability Discrimination Act.
44. Establish/review a process to ensure that, as part of the design process, all new building works are formally audited against Council's building design policy settings.

Public Toilets

A number of public consultation participants expressed frustration with accessing public toilets. Participants expressed concern about the quantity and size of restrooms.

Participants of the community participation expressed frustration with not being able to access toilets in Council buildings and local parks, highlighting the low number and non-compliant design of toilets impacted on resident's ability to participate in everyday activities, particularly families with young children. JFA Purple Orange's experience working alongside people living with disability highlights that poor way-finding navigation material can compound the challenge people have in locating appropriate toilets.

Community consultation participants requested bigger accessible restrooms, with the capacity to accommodate the larger dimensions of contemporary wheelchairs. This issue was actioned in the 2007-2012 Disability Action Plan and there is support for it to be ongoing. JFA Purple Orange's observation is that larger wheelchairs are becoming more common and that any new design work or retro fitting would look to exceed the current access standards where possible, to reduce the risk of future re-work.

45. Action an Audit and Building Works Program to ensure existing toilet facilities are compliant with Australian Standards. Prioritise locations most frequented by members of the public and where targeted services are provided or 'hot spot' locations are identified by the public.
46. Review the Councils' design policy specification to better accommodate the larger dimensions of contemporary wheelchairs and scooters in the design and construction of all new restrooms and redevelopment of existing restrooms.
47. Improve the adequacy and appropriateness of way-finding navigation material to aid in locating accessible restrooms.

Accessible Parking

Community consultation participants expressed frustration with the availability of accessible car parking spaces. They were concerned about the frequency, design and regulation of spaces to better facilitate vehicle access and egress by occupants.

Participants of the staff consultation also highlighted the need to have clearly defined and well-designed spaces which, as a minimum, met the compliance obligations of Australian Standards. Local parks, Marden Shopping Centre and Norwood Parade were given as locations which could be improved. Some participants of the community consultation put the view that some accessible car parking was not fully compliant with the Standards. Comments were made about the size and location of parking spaces, the signage, and colour-coding of the accessibility symbol on the ground. Some participants also expressed concern about 'angle park' accessible parks that meant rear opening vehicles required people to transfer on the road. There was a call for designs for rear egress by users, which would address barriers created by nearby parking and the risk of injury caused by passing traffic.

Participants acknowledged that the Council did not have direct control of all accessible parking in the City of Norwood Payneham & St Peters, with many spaces located within private commercial developments. However, participants suggested that the Council could set the standard and improve its spaces, and educate/regulate commercial providers to improve the availability of genuinely accessible parking.

Community participants expressed frustration with non-disabled people inappropriately using spaces and suggested the availability of parking could be improved by strengthening regulation regarding the display of accessible parking permits.

48. Strengthen council Standards compliance relating to the positioning, size, signage and marking for accessible car spaces.
49. Influence private sector practice in relation to the availability and functionality of accessible car parking.

Public Transport Infrastructure

The 2007-2012 Disability Action Plan included a range of actions relating to improving access to public transport for people living with disability and those with mobility restrictions. These included working with State Government to advocate and improve disability access at bus stops, improve community bus transport and other transport options.

Community consultation participants were keen for the Council to continue to improve access to transport including improvements to the street lighting near bus stops. An ongoing advocacy role to State Government for improved accessible public transport services was highlighted as important. Participants noted that the value of an accessible bus stop is diminished if the regular buses are not accessible and there is not good integration with other accessible transport options.

50. Continue to action an Audit, Design and Capital Works Program to improve bus stops, seating and street lighting

51. Continue to engage with State Government agencies to improve the connectivity of transport services and infrastructure.

Assistive listening devices

JFA Purple Orange's experience working alongside people living with disability highlights variation in the selection, installation of, and staff comfort with using, assistive listening technology in meeting places and customer service points. This causes confusion and frustration for staff and for residents who rely on this technology to participate in community activities and receive services.

52. Review/strengthen the Council's practice relating to the selection, installation and operation of assistive listening technology in meeting places and customer service points.

E. Planning and Regulation

Master Plans and Development Plans

The 2007-2012 Disability Action Plan actions an ongoing review of the Development Plan provisions taking into consideration current and future disability trends. There has been a focus on influencing people putting in development applications to consider the advantages of improved building and infrastructure access through information flyers.

JFA Purple Orange's experience working alongside people living with disability highlights the importance of good interconnections between new developments and infrastructure. Current Development Plans, Building Codes and Standards attend to some of the issues; however, there is often a focus on specific building elements and less attention to creating inclusive and accessible communities.

53. Continue to engage with other Local/State government agencies and regulatory bodies to strengthen the performance of the development approval process to improve the quality of access and inclusion for residents.
54. Ensure that the needs and aspirations of people living with disability are incorporated in the Council's planning for new public facilities and open space.

Compliance of Accessible Car Parking

People expressed frustration with the availability of accessible car parks and people misusing these parks by either not being eligible to use them or parking for extended periods which contributed to the lack of spaces. A number of these issues are discussed further and recommendations made in the section of this document on 'accessible car parking'.

Compliance of Footpath Shop Trading

Participants of the community consultation process expressed concern about footpath shop trading and the obstructive placement of outdoor dining, merchandise and roadside signs. It was the view of some residents that this issue presents particular difficulty for people living with a visual impairment.

55. Strengthen and monitor regulatory and educational arrangements regarding Council's policy on footpath trading.

F. Policy and stakeholder Influence

Influence wider community

During the public consultation process participants were looking for the Council to strengthen its role in raising community awareness about access and inclusion within the city. There was a general call for improving residents' understanding of the Disability Discrimination Act and about disability generally. Participants felt this would assist to build welcoming communities.

Participants see a role for the Council to promote inclusion to business operators within the Council area. Participants felt businesses needed support to make their shops/car parking accessible and train their staff in practices of access and inclusion.

During the staff consultation, participants identified the need to promote access and inclusion to the wider community (and in the facilities Council offers).

- 56. Review/develop an education process for residents and business operators to better understand the Disability Discrimination Act and about disability generally.

Health and Ageing Initiatives

JFA Purple Orange's experience working alongside people living with disability highlights the importance of good interconnections between parallel strategies working in disability, health and ageing. While there are important differences, there are a range of common issues, such as good building and footpath access, which benefit all council residents. A focus on improved access and social inclusion for people living with disability also achieves objectives in health and ageing initiatives.

- 57. Ensure efforts to improve access and inclusion are integrated with other strategies in health and ageing.

Networking

During the staff consultation there was an acknowledgement of the value of deepening Council's understanding about what other jurisdictions were doing and how they operated.

- 58. Commit to regular networking through Local Government networks with an interest in access and inclusion.