



LIGHT

REGIONAL
COUNCIL

Light Regional Council

Disability Access and Inclusion Action Plan

Light Regional Council – Disability Access and Inclusion Action Plan

GOVERNANCE	<ul style="list-style-type: none"> • Elected Members • General Management • Strategic Planning • Policies and Procedures 		
Access Issues	Actions	Responsibility	Timeframe
Relevant Council contracts and work orders.	a) Review all Council contracts so as to require contractor agreement of Council's R-DAIP. b) Require evidence from contractors, that they understand their statutory obligations under the Disability Discrimination Act.		Ongoing and within budget allocations
Skill development of Council Management to support employees with a disability	Ensure relevant managers and supervisors of employees with a disability have access to appropriate training and support		Ongoing

CORPORATE SERVICES	<ul style="list-style-type: none"> • Administration • Customer Services • Finance • Human Resources • IT 		
Access Issues	Actions	Responsibility	Timeframe
Front Counter facilities at Council offices and libraries/customer service centres to be accessible to all.	<ul style="list-style-type: none"> a) Undertake the transition of customer service contact points from existing Council Offices to Council Libraries b) Ensure front counter height at customer service contact points will enable access by wheelchair users. 	<p>Strategic Plan 2.1 Continuous improvement of community wellbeing</p> <p>Support accessibility through Council's services & facilities</p>	Ongoing

CORPORATE SERVICES	<ul style="list-style-type: none"> • Administration • Customer Services • Finance • Human Resources • IT 		
Access Issues	Actions	Responsibility	Timeframe
Align the Council-specific DAIP Action Plan to Council Budgets.	<ul style="list-style-type: none"> a) Use the Council-specific Action Plan to prioritise items for funding. b) Link priorities to Annual Business Plan Objectives. c) Progressively undertake an audit of Council and public facilities. d) Utilise audit recommendations to develop an implementation plan in accordance with relevant Australian standards. e) Link priorities in the implementation plan to Council's Annual Business Plan and corresponding budget 	<p>Strategic Plan 2.1 Continuous improvement of community wellbeing</p> <p>Prepare and implement actions from a regional Disability Access and Inclusion Plan</p> <p>Strategic Plan 2.2 Continuous improvement of community facilities</p> <p>Review of the BLLN Region Open Space Recreation and Public Realm Strategy</p>	Ongoing

CORPORATE SERVICES	<ul style="list-style-type: none"> • Administration • Customer Services • Finance • Human Resources • IT 		
Access Issues	Actions	Responsibility	Timeframe
Council recruitment and employment processes to comply with relevant legislation.	<ul style="list-style-type: none"> a) Review Council’s employment processes in line with Australian Human Rights Commission (AHRC) best practice guidelines. b) Council employment interview panels to be aware of Disability Discrimination Act (DDA) 1992 obligations and Council Policies. c) Where identified, ensure that physical access and communication assistance is provided in interview processes as appropriate. d) Job descriptions could specify requirements to include access for people with disabilities. e) Consider offering job supports and accommodations when and as required. f) Refer to the Federal Government Department of Social Services publication, National Disability Strategy 2010-2020 as a guide to inclusive employment processes. g) Advertise employment opportunities in inclusive formats and locations, ie relevant notices and via disability employment agencies. h) Promote and support work experience and training opportunities for people with disabilities. i) Provide suitable accommodations, workplace support, and modifications. j) Investigate grant opportunities for inclusive employment. 		Ongoing

CORPORATE SERVICES	<ul style="list-style-type: none"> • Administration • Customer Services • Finance • Human Resources • IT 		
Access Issues	Actions	Responsibility	Timeframe
Ensure Council's Information Technology (IT) is provided in accessible formats.	<ul style="list-style-type: none"> a) Provision and promotion of a range of Council service information that is available in a variety of formats in accessible public places within the Council area. b) Ensure hardware resources in Council libraries are accessible to all. c) Investigate opportunities to install devices in customer service areas for self-service access to Council information or links to external disability service providers d) Investigate voice activated technology options for support of Council information services. e) Explore options to develop alternative methods for signing documents using verbal or other means on an as-needs basis. f) Explore options to progressively update information resources into audio format on Council's website (eg development information sheets) 	<p>Strategic Plan 2.1 Continuous improvement of community wellbeing</p> <p>Support accessibility through Council's services & facilities</p> <p>2.4 Improved communication with stakeholders</p>	Ongoing

CORPORATE SERVICES	<ul style="list-style-type: none"> • Administration • Customer Services • Finance • Human Resources • IT 		
Access Issues	Actions	Responsibility	Timeframe
Ensure Council's website conforms to access standards and guidelines and provides an effective service to all.	<ul style="list-style-type: none"> a) Ensure the format of Council's website meets the Australian Government Standards of Web Content, Accessibility Guidelines for government websites. b) Investigate opportunities to design a web-based customer satisfaction/ feedback survey to identify user suggestions or concerns (undertake reformat of existing online complaints form) c) Explore opportunities to expand options offered via the 'Alternate Text' field on website d) Investigate opportunities to implement an online chat option on Council website (for example engage with a Customer Service Officer via text). e) Review all Council registration forms and applications; undertake progressive conversion to fillable forms and applications where applicable. 	Strategic Plan 2.4 Improved communication with stakeholders	Ongoing
Ensure Council's payment options and processes are accessible.	<ul style="list-style-type: none"> a) Assess the format of Council-generated invoices and rates notices to improve readability (recommended font type and minimum size is Arial 12) 	Strategic Plan 2.4 Improved communication with stakeholders	Ongoing

ENGINEERING AND INFRASTRUCTURE	<ul style="list-style-type: none"> • Roads and Footpaths • Parks and Gardens • Waste and Recycling • Council Buildings and Assets 		
Access Issues	Actions	Responsibility	Timeframe
<p>Incorporate access and equity principles in Development/Master Plans for recreation infrastructure.</p>	<ul style="list-style-type: none"> 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 Disability Discrimination Act 1992(DDA). b) Promote Council accessible recreational facilities and fitness opportunities for all. c) Council to work in partnership with the Office of Recreation and Sport (ORS) to support local clubs with the aim to link people with a disability with local sport and recreation opportunities 	<p>Strategic Plan 2.2 Continuous improvement of community facilities</p> <p>Review of the BLLN Region Open Space Recreation & Public Realm Strategy</p>	<p>Ongoing</p>
<p>Provide and promote access friendly playground facilities.</p>	<ul style="list-style-type: none"> a) Promote accessible facilities which are currently available. b) When upgrading existing playground equipment, consider recommendations within the Good Play Space Guide 2011. c) Existing equipment and construction is to be checked for its accessibility rating by an accredited auditor. d) Consider inclusion of wheelchair swings in future plans for playground facilities. e) Consider the installation of accessible outdoor gym equipment. 	<p>Strategic Plan 2.2 Continuous improvement of community facilities</p> <p>Review of the BLLN Region Open Space Recreation & Public Realm Strategy within budget allocations</p>	<p>Ongoing</p>

ENGINEERING AND INFRASTRUCTURE	<ul style="list-style-type: none"> • Roads and Footpaths • Parks and Gardens • Waste and Recycling • Council Buildings and Assets 		
Access Issues	Actions	Responsibility	Timeframe
Identify a program of works to improve access.	<ul style="list-style-type: none"> a) Conduct an access audit of footpaths including ramps and median island crossings and where deficient establish priorities for an upgrade construction program. b) Develop a “footpath access assessment checklist” and progressively undertake an assessment for all towns within the Council. c) Ensure gravel footpaths are suitably compacted to facilitate wheel chair use, etc. d) Investigate areas where street lighting and/or the lighting of council facilities could be improved. 	Strategic Plan – 1.6 continuing commercial partnerships with third parties and other levels of Government to provide outcomes for the community (specifically – the Accelerated Infrastructure Program)	Ongoing
Council Employees to be aware of the relevant Australian Standards for tactile pavers.	<ul style="list-style-type: none"> a) All footpath designs must satisfy the current Australian Standard 		Ongoing
Ensure median islands satisfy appropriate standards.	<ul style="list-style-type: none"> 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 where possible. c) Consider the installation of accessible pedestrian crossings with lights in key locations 	Strategic Plan – 1.6 continuing commercial partnerships with third parties and other levels of Government to provide outcomes for the community (specifically – the Accelerated Infrastructure Program)	Ongoing

ENGINEERING AND INFRASTRUCTURE	<ul style="list-style-type: none"> • Roads and Footpaths • Parks and Gardens • Waste and Recycling • Council Buildings and Assets 		
Access Issues	Actions	Responsibility	Timeframe
Council to maintain an enforcement policy and guidelines relating to “A” frame advertising sign access and safety.	<ul style="list-style-type: none"> a) Council to liaise with stakeholders of “A” frame advertising signs with regard to By-law 2 (Moveable Signs). b) Council to inform the community about By-law 2 (Moveable Signs) and expected practices around “A” frame advertising sign access and safety. c) Relevant Council employees to actively enforce By-law 2 (Moveable Signs). 		Ongoing
Consider the development of a safe street furniture policy.	<ul style="list-style-type: none"> a) Consider the development of a street furniture policy in accordance with Australian Standards and statutes. b) Position street furniture with regard for the safety of people with disabilities and pedestrians. 		Ongoing

ENGINEERING AND INFRASTRUCTURE	<ul style="list-style-type: none"> • Roads and Footpaths • Parks and Gardens • Waste and Recycling • Council Buildings and Assets 		
Access Issues	Actions	Responsibility	Timeframe
<p>Increase community awareness of alternative waste management options for people with disabilities.</p>	<ul style="list-style-type: none"> a) Investigate current strategies used by people with disabilities for waste collection assistance b) Explore opportunities to develop a waste collection assistance agreement with contractors. c) Seek costings for the implementation of waste collection options and present to Council as part of budget planning process. d) Develop and distribute a brochure detailing alternative services using the Council's waste management services. e) Promote waste collection assistance measures and implement where necessary. 		<p>Ongoing</p>

ENGINEERING AND INFRASTRUCTURE	<ul style="list-style-type: none"> • Roads and Footpaths • Parks and Gardens • Waste and Recycling • Council Buildings and Assets 		
Access Issues	Actions	Responsibility	Timeframe
Ensure all Council buildings, facilities and infrastructures are access compliant.	<ul style="list-style-type: none"> a) Progressively undertake an audit of all Council owned buildings to ensure they are access compliant and conform to the NCC, AS1428 and DDA obligations. b) Develop an implementation plan from audit recommendations in accordance with relevant Australian standards (including Plan for automatically operated or easier opening doors to Council facilities. c) Install and maintain Assistive Listening System devices as required d) Upgrade toilet facilities in existing buildings to comply with Australian Standards. e) Prioritise identified works within the Council's Property Management budget. f) Ensure that all emergency response and evacuation plans cater for people with special needs, and that council employees are trained in evacuating people in a safe manner. g) Provide DDA compliant access to all visitor services and facilities 	<p style="text-align: center;">Strategic Plan 2.2 Continuous improvement of community facilities</p> <p>4.1 Further planning for extreme weather events in the region Integrate public health considerations into emergency management planning Tailor adaptation to vulnerable groups in the community</p>	Ongoing

ENGINEERING AND INFRASTRUCTURE	<ul style="list-style-type: none"> • Roads and Footpaths • Parks and Gardens • Waste and Recycling • Council Buildings and Assets 		
Access Issues	Actions	Responsibility	Timeframe
Identify and implement a program of works which modifies access to all Council leased facilities so they are access compliant.	<ul style="list-style-type: none"> a) Identify Council owned/ leased buildings and ensure all are access compliant. b) Assist lessees of Council facilities develop access compliant auditing processes. c) Support local clubs and community groups to seek external funding to enable upgrade of community-managed public facilities to improve accessibility for all. d) Instruct lessees of all Council facilities to undertake access improvement works. e) Council to monitor lessee DDA plans and ensure they are being actioned. f) Ensure all new alterations and building works are carried out in accordance with Council Policies, Procedures, Australian/ International Standards and obligations under the DDA. 	<p>Strategic Plan 2.1 Continuous improvement of community wellbeing Support accessibility through Council's services & facilities 2.2 Continuous improvement of community facilities</p>	Ongoing
All Council capital works projects to consider DDA compliance issues	Ensure footpath upgrades, street furniture, accessible paths and other capital works projects comply with DDA requirements.	Strategic Plan – 1.6 continuing commercial partnerships with third parties and other levels of Government to provide outcomes for the community (specifically – the Accelerated Infrastructure Program)	Ongoing

ENGINEERING AND INFRASTRUCTURE	<ul style="list-style-type: none"> • Roads and Footpaths • Parks and Gardens • Waste and Recycling • Council Buildings and Assets 		
Access Issues	Actions	Responsibility	Timeframe
Ensure all road and footpath maintenance is signposted for maximum safety.	<p>a) Ensure that works undertaken by Council or a contractor of Council meets Work Health Safety obligations, including the use of visible barriers.</p> <p>b) Liaise with utility providers e.g.: Telstra, ETSA, SA Water etc. to seek information of their obligations to ensure adequate safety barriers during their works.</p>	Strategic Plan – 1.6 continuing commercial partnerships with third parties and other levels of Government to provide outcomes for the community (specifically – the Accelerated Infrastructure Program)	Ongoing

COMMUNITY AND CULTURE	<ul style="list-style-type: none"> • Libraries • Transport • Leisure and Recreation • Visitors to the Region 		
Access Issues	Actions	Responsibility	Timeframe
Consult with the community in a manner that meets the needs of people with disabilities.	<ul style="list-style-type: none"> a) All Council Public Consultation (PC) i.e. meetings/forums to be held in accessible venues, and the venues to be promoted as accessible. b) All public consultation documents to be available in alternative formats on request. c) Standardise access friendly style guidelines for Council's print and web materials. 	<p>Public Consultation Policy</p> <p>Strategic Plan</p> <p>2.4 Improved communication with stakeholders</p> <p>Review public consultation methods and procedures</p>	Ongoing

COMMUNITY AND CULTURE	<ul style="list-style-type: none"> • Libraries • Transport • Leisure and Recreation • Visitors to the Region 		
Access Issues	Actions	Responsibility	Timeframe
<p>Services and programs will be made available to the community on a fair and equitable basis.</p>	<p>a) Promote Council’s existing grant funding program to local community group committees for implementation of projects to improve access to their facilities to achieve DDA compliance, or to deliver programs or services which enhance social inclusion for all members of the community. (Grant applicants will be required to demonstrate measures taken to include people with disabilities in their activities).</p> <p>b) Review of Council’s existing Event Management Policy to advocate that “Public events are to be accessible and inclusive to residents and visitors to the region”. This includes Council-managed events and events managed by community groups, individuals and businesses.</p> <p>c) Development and implementation of and Event Management Handbook and Event Application to advocate to Event Organisers to develop and promote accessible & inclusive events</p> <p>d) Review of assessment processes for Council’s Event Sponsorship Program. For example applicants will be required to demonstrate how access issues will be addressed to enhance social inclusion for all, and promote positive community attitudes towards disability.</p>	<p>Strategic Plan 2.4 Community Health and Wellbeing – improved communications with stakeholders</p>	<p>Ongoing and within budget allocations</p>

COMMUNITY AND CULTURE	<ul style="list-style-type: none"> • Libraries • Transport • Leisure and Recreation • Visitors to the Region 		
Access Issues	Actions	Responsibility	Timeframe
Explore processes to identify local inclusive recreation needs	a) Develop and implement a community consultation process as part of a recreation strategy, to identify inclusive recreation needs.	Strategic Plan 2.2 Continuous improvement of community facilities Review of the BLLN Region Open Space Recreation & Public Realm Strategy	Ongoing
Accessible transport options available where and when appropriate.	a) Investigate public transport opportunities including private sector services, to connect communities with facilities and services. b) Advocate for improved local public transport options which can proactively respond to community needs. c) Council to ensure community buses are access friendly d) Provision of specific training for Council's employees and/or volunteer drivers in parking and other considerations when transporting people with a disability	Strategic Plan 2.1 Continuous improvement of community wellbeing Plan & advocate for accessible transport services in the region	Ongoing

COMMUNITY AND CULTURE			
	<ul style="list-style-type: none"> Libraries Transport 	<ul style="list-style-type: none"> Leisure and Recreation Visitors to the Region 	
Access Issues	Actions	Responsibility	Timeframe
Improve awareness of access facilities for visitors to the region.	a) Development of Access and Mobility Maps for major town centres in conjunction with key stakeholders. b) Promote accessibility (including transport and parking options, access to venue, availability of hearing loops) when advertising events, public meetings, workshops or forums.	Strategic Plan 3.1 Support local agricultural and tourism industries as well as manufacturing and small business Deliver an Accelerated Works Program to enhance regional tourism links	Ongoing
Encourage and support tourism infrastructure, services, and information that is accessible to community members and visitors.	a) Develop access guides which promote the economic and social benefits of accessible tourism in the Light Region.		Ongoing
Council to advocate for accessible tourism across the region.	a) Advocate to the Development and Tourism Sector (including local and State-based organisations), the importance of providing accommodation, entertainment, and services that meet the needs of the ageing population and visitors with special needs. b) Encourage and support local tourism operators in the provision and promotion of accessible services, their obligations under the DDA, and the benefits of being inclusive and access friendly.		Ongoing

COMMUNITY AND CULTURE	<ul style="list-style-type: none"> • Libraries • Transport • Leisure and Recreation • Visitors to the Region 		
Access Issues	Actions	Responsibility	Timeframe
Investigate safe and equitable use of motorised wheelchairs.	<ul style="list-style-type: none"> a) Identify equitable use of motorised wheelchairs and inform the community of their obligations under the DDA. b) Develop Guidelines which allows the safe and equitable use of motorised wheelchairs and gophers at Council facilities. 		Ongoing

DEVELOPMENT AND ENVIRONMENT	<ul style="list-style-type: none"> • Planning and Building • Health • General Inspectors 		
Access Issues	Actions	Responsibility	Timeframe
Ensure that new development is well planned and is responsive to access and equity issues.	a) Ensure that a high quality of accessible and equitable business and community infrastructure is provided to meet the needs and expectations of existing and future communities.		Ongoing
Progressively undertake an assessment of Council access car parking bays in the Council area.	a) Ensure dignified and equitable car parking access to Council, retail/business and tourism facilities. b) Develop a plan to upgrade non-compliant access car parking bays where possible. c) Conduct an information campaign to educate the community about the wrongful used of car parking spaces for people with a disability		Ongoing
Advocate for increased respite services in the Council area for people with disabilities, including weekend respite and respite for carers of children with disabilities.	Council to liaise with government and non-government agencies to encourage the provision of, and increase in, carer respite services.	Strategic Plan 2.1 Continuous improvement of community wellbeing	Ongoing