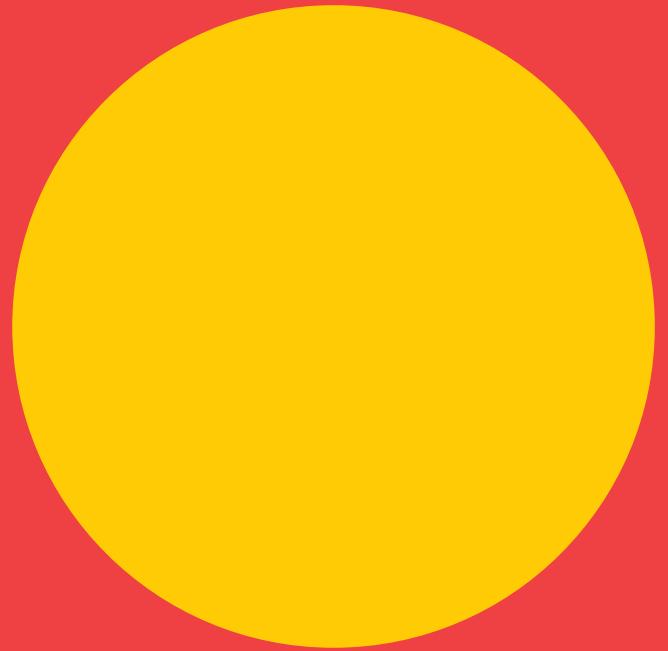


CITY OF CHARLES STURT – ACCESS FOR ALL

# DISABILITY ACCESS AND INCLUSION PLAN (DAIP) 2021 – 2025



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# MAYOR'S MESSAGE

Our Disability Access and Inclusion Plan (DAIP) 2020-2024 has been developed to support our strategic focus, through exploring ways we can remove physical and social barriers to create opportunities for people living with a disability and their carers, for everyone to be authentically included and recognised as a valued part of our local community.

I acknowledge that the land we reside on is the traditional land of the Kurna people. We respect their spiritual relationship with this land and acknowledge the Kurna people as custodians of the Kurna land. We endeavour, as a Council, to act in a way that respects Kurna heritage and the cultural beliefs of the Kurna people.

I am excited to be involved in the City of Charles Sturt's first DAIP and to build on the great work our Council and community have already done in this space, to assist the 21,000 residents in our city who live with a disability. Back in 2017, I made a pledge at the Accessible Beach Trial day that we would transform our city to become more accessible and inclusive. Our popular tourist location Henley Beach now has the first totally accessible beach in the state, with the completion of the Changing Places facility, beach mats available for use by the public 24/7 and beach wheelchairs. This is further supported by the fantastic work of the Henley Surf Lifesaving Club. There are currently two Changing Places toilets in our city (the second located at St Clair Recreation Centre) and we will be building our third as part of the development of our West Lakes Library and Community Centre. Working alongside the DAIP will be Council's innovative 'Your Neighbourhood Plan' project, which seeks to deliver improved neighbourhoods and quality of life for those that live there. The project aims to provide better integration of service and

infrastructure provision across our city and the priorities in each plan will be community-centered, aligned with Council strategies, covering a range of potential improvements such as road and footpath upgrades, open space and greening, and community and environmental improvements, in partnership with other local stakeholders.

The City of Charles Sturt manages approximately 1,300km's of path assets and 10,000 Kerb Access Ramps. Each year, paths and ramps throughout our city added to and renewed to ensure access is available for pedestrians, cyclists and for people with mobility disabilities. Since 2008, we have been investing \$400k per annum to undertake Disability Discrimination Act (DDA) replacements of bus stop pads/surfaces. Our aim is to ensure that all bus stop pads are DDA compliant by 31 December 2022. We acknowledge that disability further impacts women, children, CALD and Aboriginal communities and will seek to further address these inequities as part of the DAIP. We are committed to providing our community with a city where all people feel valued, their differences are respected, and their access and inclusion needs are met. Until we are all able to join in, we strive to keep improving our city.



Angela Evans  
Mayor

# CEO'S MESSAGE

## The Disability Access and Inclusion Plan reaffirms our commitment to improving access and inclusion for people with a disability in our city.

By 2026, it's expected that Charles Sturt's population will rise to 125,900 (a growth of approximately 16,000 people), increasing the demand for Council services and supports and highlighting the need for us to continue to focus on identifying and responding to the diverse needs of citizens living with a disability.

Our staff lead by example and promote the City of Charles Sturt as a welcoming and diverse organisation, that is committed to providing an inclusive, connected, accessible and progressive city for our residents. As an organisation we advocate for a blend of flexible working arrangements, supporting our staff to 'work from anywhere'. This initiative addresses one of the key barriers for people living with a disability from being part of the workforce.

*We welcome disability support services into our city and develop partnerships with key organisations and groups for the betterment of citizens in our community living with a disability. Our Ageing Well team offer a range of services and support to those that are aged, have a disability and those who care for others.*

We are busy improving inaccessible sites across our City to prioritise a universally inclusive city for everyone to enjoy. The redevelopment of the St Clair Recreation Centre and precinct is a great example of our commitment to providing our community with locations and equipment that are accessible and inclusive for people of all ages and abilities. We also received the award for Best Playground Over \$500k for our reinvention of MJ McInerney Reserve, Kilkenny, which includes areas for all abilities.

From playgrounds, to libraries, to technology, we are always identifying ways in which our services can be made more accessible. Including the recent redesign of our website to be more user-friendly, less cluttered and now clearly viewed on mobile phones and our new Mobile Library, bringing the library to our community in an all-accessible way.

We welcome your support in enhancing the daily liveability of people with access and inclusion needs to ensure they can equally participate in all aspects of life in the City of Charles Sturt.



Paul Sutton  
Chief Executive Officer

# A LEADING, LIVEABLE CITY

The City of Charles Sturt has a longstanding commitment to be a progressive and welcoming city to people of all ages and abilities.

We value the health and wellbeing of our community and strive for excellence through creating inclusive public spaces, streetscapes, urban and natural environments. Together with these physical assets, we deliver services with genuine care, enabling our community to remain healthy, safe and active. We are dedicated to ensuring an inclusive culture that encourages access and inclusion for all.

*In 2018, the Disability Inclusion Act 2018 (SA) (the Act) was passed because the South Australian Government recognised that a stronger commitment to access and inclusion planning for people living with disability was needed.*

The City of Charles Sturt recognises that upholding the rights of people living with disability is fundamental and the whole community needs to support it. People living with disability should be able to access and participate in all aspects of our society, including using mainstream services and programs. Sometimes attitudes and expectations may exclude people just as much as a lack of accessible facilities. Access and inclusion are central to a person's quality of life and vital

to achieving unobstructed self-determination across all areas. Our Disability Access and Inclusion Plan DAIP aligns to these principles by underpinning the social model of disability. This model sees disability as the result of interactions between people and their environment. As a result, disability is not perceived as a negative experience within the person but rather, through the various barriers a person faces daily.

Over the next four years we will push more boundaries and explore new ways to improve our delivery of access and inclusion for our community. We will follow the principles of Universal Design wherever possible. We will review and report back on our outlined priorities in this plan annually, to make sure we are on track with our achievements and our goals. We ask that you join with us on this journey and that you become involved and assist us achieve this plan.

This plan has been developed with community and employee engagement, with the aim of improving wellbeing and autonomy for all but particularly focussing on those living with a disability and their carers.

# OUR CITY AT A GLANCE

Our vibrant population of 120,000 residents live between the city and the sea. Our community enjoys a relaxed lifestyle close to the beach and CBD, with easy access to the airport, health precincts, entertainment and regional shopping centres.

Charles Sturt is an innovative, contemporary City that is full of opportunities. However, disability affects roughly one in five of us. That means that approximately 24,000 residents are currently living with some form of disability with at least half of those requiring assistance from caregivers in some capacity.

As our population increases and residents live longer, there is a real need to continuously improve our services and our environment to ensure that the opportunities in our city are inclusive and accessible to everyone.

## 36%

of households include a person with a disability.

## 12K+

care givers provide unpaid assistance to a Charles Sturt resident with a disability, long term illness or old age.

## 1 IN 5

speak a language other than English at home.

## 4,900

Charles Sturt residents aged 15 to 64 receive a Disability Support Pension.

## 2 IN 5

people over 64 years of age have a disability, that's 8.5k local residents.

## 23%

of people with a disability noted a mental or behavioral disorder as their main condition.

## 1.4%

of our community are Aboriginal and Torres Strait Islander.

## 27%

of our community are born overseas, providing over 100 diverse cultures.

# DISABILITY EXPLAINED

Disability is part of being human. Most of us will experience a short or long-term impairment at some stage throughout our lives. We might experience it in our workplace or whilst caring for a loved one.

For the purpose of everyone having a better understanding of our DAIP, the following definitions are provided:

## DISABILITY

A person with a short or long-term impairment that can present as:

- physical
- psycho-social
- intellectual
- cognitive
- neurological
- sensory impairment, or
- a combination of any of these impairments

which in interaction with various barriers may hinder the person's full and effective participation in society on an equal basis with others.

## ACCESS

- Every member of the community can use the physical environment, transport, information, and services equally.
- Accessible for everyone including those with special needs.

## INCLUSION

- To be welcomed, understood and to belong.

## INTERSECTIONALITY

The Disability Inclusion Act 2018 also specifies several principles that must be observed in relation to the rights of people with a disability. An intersectional approach with a focus on Women, Children, Aboriginal and Torres Strait Islander and people from Culturally and Linguistically Diverse backgrounds is highlighted because these groups potentially face multiple disadvantage. It is crucial that this is recognised and that inclusive provisions are offered to these special needs groups to ensure they are supported.

# STRATEGIC ALIGNMENT OF DISABILITY ACCESS AND INCLUSION PLANS

The Disability Inclusion Act 2018 (SA) supports the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and acknowledges that people living with disability have the same human rights as other members of the community; and that the state and the community have a responsibility to facilitate the exercise of those rights.

The National Disability Strategy (NDS) is a coordinated plan across all levels of government to improve the lives of people living with disability, their families and carers. It is Australia's response to the UNCRPD and is designed to ensure that its principles are incorporated into policies and programs across Australia.

*At the state level, Inclusive SA is South Australia's first State Disability Inclusion Plan 2019-2023 and was published on 31 October 2019.*

Together with Councils DAIP, Inclusive SA will support South Australia's implementation of the NDS.

## COUNCIL

Disability Access  
and Inclusion Plans  
(DAIP) 2020-2024.

## INTERNATIONAL

United Nations  
Convention on the  
Rights of Persons  
with Disabilities.

## STATE

Disability Inclusion  
Act 2018 (SA).

State Disability inclusion  
Plan - Inclusive SA  
2019-2023.

## NATIONAL

National Disability  
Strategy 2010-2020.

National Disability  
Insurance Scheme.

National Disability  
Agreement.

# STRATEGIC ALIGNMENT WITH OUR COMMUNITY PLAN

This DAIP supports the delivery of our Community Plan 2020 – 2027 Charles Sturt – A Leading Livable City by outlining the specific actions we will undertake to create a more accessible and inclusive community.

The five pillars of our Community Plan connect with the access and inclusion outcomes highlighted in this Plan.



## COMMUNITY

We will remain friendly and inclusive

People will be supported to connect, discover and be inspired

Targeted services and programs will engage and empower people of all ages and abilities

The health and wellbeing of our community will flourish

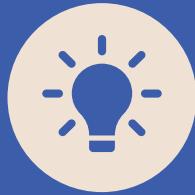


## LEADERSHIP

We show genuine care for our community

We push boundaries and explore new ways of achieving results

We strive to deliver an exceptional customer experience every time



## ECONOMY

We support the development of key skills and knowledge for businesses

A diverse business base for our community to enjoy

We will partner with the health sector and other employment sectors vital to our community



## LIVEABILITY

Our flexible and engaging public spaces attract people to our city

Proactive and transparent management of city assets provides safe neighbourhoods

We provide increased opportunity for people to discover and experience all our city has to offer



## ENVIRONMENT

A better living environment for people and all creatures

We support local initiatives which eliminate waste and reduce reliance on unsustainable resources

## Our vision

Inclusive SA's vision is:

*“An accessible and inclusive South Australia based on fairness & respect.”*

Consistent with Inclusive SA, our vision is:

*“A Leading Liveable City”*

# OUR THEMES

The structure of our plan is based on the four themes in the State Disability Inclusion Plan 2019-2023 - Inclusive SA, launched on 1 November 2019.

Our four themes are:

- Inclusive communities for all - social inclusion, rights, community education and awareness, involvement in community.
- Leadership and collaboration - participation, decision-making, engagement, consultation, leadership.
- Accessible communities - built environment, Universal Design, health, wellness, access to services, transport, housing, belonging, community.
- Learning and employment - employment, education, volunteering, learning, development, ability, flexibility.



# DELIVERING OUR PLAN

Our approach to delivering the Disability and Access Inclusion Plan (DAIP) involves a series of phased actions which are essential for accomplishing our vision and objectives.

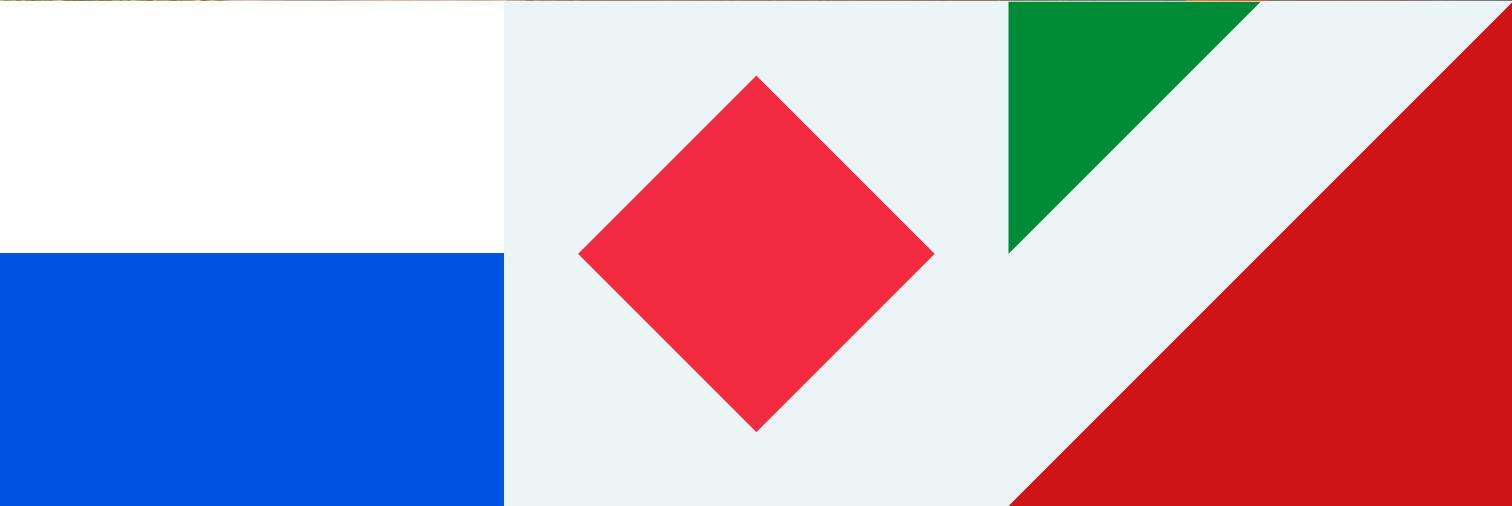
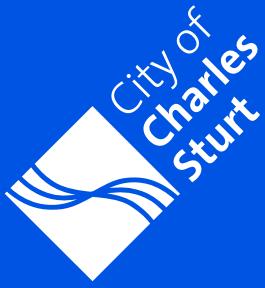
The life cycle of delivery includes four phases:

- Plan Phase – establish the DAIP, embed within our organisation, provide development and support to our employees and inspire a positive can-do culture.
- Create Phase – provide opportunities to collaborate with employees, stakeholders and community, utilising inclusive design improvements and explore innovative new opportunities.
- Deliver Phase – implement new actions, share results and celebrate positive outcomes.
- Refresh Phase – review progress, revise focus areas and reset for continual improvement.

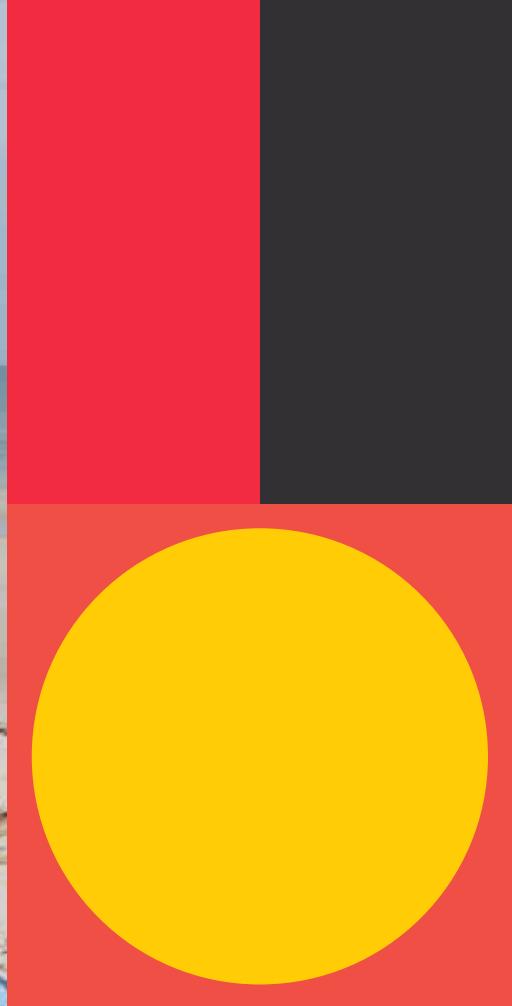
Initially, our focus will be on the Plan Phase to ensure we embrace inclusion and embed this in our culture and practices where the rights of people living with disability are valued and understood by all our employees. Our next focus area will be on the Create Phase where we actively work together to put improvement processes in place.

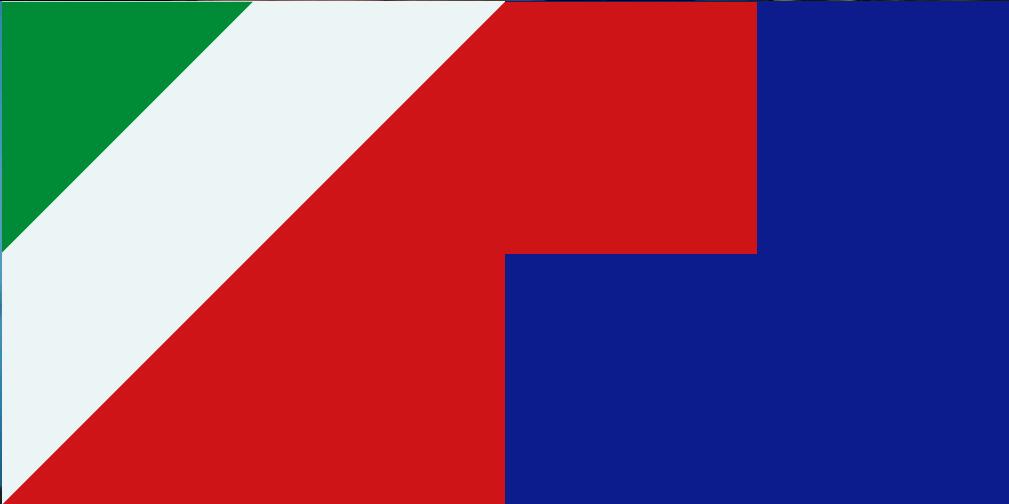
Whilst a significant focus for the next two years will be to work in the Plan and Create phases, we will continue to deliver positive access and inclusion outcomes on projects, programs and services as always. We will review our deliverables achieved, annually.











# THEME 1 – INCLUSIVE COMMUNITIES FOR ALL

## What does ‘Inclusive communities for all’ mean to us?

People living with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting, and cultural life.

The contributions and rights of people living with disability are valued and understood by all, and their rights are promoted, upheld, and protected. People living with disability are supported to advocate for their own rights, they can live independently and actively engage in their community

## Our Community Plan says:



### COMMUNITY

We will remain friendly and inclusive

People will be supported to connect, discover and be inspired

Targeted services and programs will engage and empower people of all ages and abilities

The health and wellbeing of our community will flourish

## Your feedback says:

*“Council should be a catalyst for community groups to become more inclusive of people with disabilities”*

*“There is a severe lack of activities available for adults with a disability specifically”*

*“Educate people living with disability about their rights”*

*“All information to be uniform across all local council areas and city council in relation to accessibility”*

Our priorities are:  
Social inclusion, advocacy, community education & awareness and involvement in our community.

## SOCIAL INCLUSION

Everyone feels valued and a contributing member of our local community.

Our commitment:

- Our buildings places, activities, services and facilities are well maintained, accessible and welcoming to diverse cultures and abilities.
- Participation for all is delivered in our products and services and our outcomes complement disability legislation.
- We continue to support and encourage the development of ideas that provide increased opportunities for people living with disability

## ADVOCACY

We provide opportunities for people with disabilities to advocate for themselves

Our commitment:

- Council has an Access and Inclusion Advisory Group (including people with lived experience of disability) to support our employees with their decision-making.
- Council actively encourages young people with disability to participate, and to be changemakers within their communities.
- We continue to welcome feedback and respond appropriately to residents with a disability.
- We support all members of our community can fulfil their civic roles (such as voting in Council elections).

## COMMUNITY EDUCATION AND AWARENESS

We assist our local community to understand that people are not disabled because of their disability, but by their environment and how their disability is perceived by others

Our commitment:

- People with disability are proportionally and accurately represented in our media content.
- We raise community and business awareness about the need for access and inclusion within the City.
- We raise community awareness and understanding of the functional requirements that people living with a disability require.

## INVOLVEMENT IN OUR COMMUNITY

We strive for a City where everyone can join in

Our commitment:

- Information is easily available so that residents and visitors can pre-plan their journeys in our City.
- Council continues to promote the area as a tourist destination for all abilities.
- Council encourages its suppliers, contractors, developers and local businesses to establish strategies to both include and improve the lives of people living with disability.

# THEME 2 – LEADERSHIP AND COLLABORATION

## What does ‘Leadership and Collaboration’ mean to us?

Perspectives of people living with disability are actively sought and they are supported to engage and participate in a meaningful way.

People living with disability have a role in leading and contributing to community decision-making.

Council lead our community by example, setting directions to meet community need, advocating on behalf of our community; partnering, contributing resources; and regulating where determined by legislation.

## Our Community Plan says:



### LEADERSHIP

We show genuine care for our community

We push boundaries and explore new ways of achieving results

We strive to deliver an exceptional customer experience every time

## Your feedback says:

*“Need to consider the accessibility and inclusiveness of current activities and involve people with disability in the planning/running of these”*

*“Broaden services, i.e. sign language and interpreter services”*

*“Larger percentage of people with a disability to attend/participate in Council consultation”*

*“Need more information on accessible events and activities – more access to information ahead of time (more notice)”*

## Our priorities are: Leadership, communication & community engagement and decision-making.

### LEADERSHIP

Council creates and nurtures a positive culture regarding disability access and inclusion within our organisation. We encourage the same within our community, we lead by example.

Our commitment:

- Council advocates for and supports the development of:
  - Accessible and adequate transport in our community.
  - Inclusive affordable housing where there is access to services.
  - Enterprises aimed at improving employment opportunities and the inclusion of people with disability.
  - Financial incentives that encourage connections between people with a disability.
- We work with all stakeholders to encourage innovative ideas that improve access and inclusion within our community
- Allocation of financial resources for each of our projects will be assessed to integrate access and inclusion.

### COMMUNICATION AND COMMUNITY ENGAGEMENT

We actively engage with our stakeholders and community to understand their needs, interests, and aspirations in terms of access and inclusion

Our commitment:

- Our community engagement and consultation practices are authentic, inclusive, and accessible to people of all ages, cultures, and abilities.

- Where possible we partner with community service providers to improve collaboration opportunities for people living with disability.
- We engage with people living with disability to make mainstream events and activities more accessible and inclusive.
- We review Council's practices regarding the supply and use of assistive services (such as hearing assistance devices and interpreter services)

### DECISION-MAKING

Our decisions are based on evidence, knowledge, best practice, and engagement with our community

Our commitment:

- We develop an integrated planning and design approach that enables us to seek advice and opinions from those with lived experience of disability.
- Council continue to discuss innovations and ideas with other councils to broaden our collective knowledge.
- We support Councillors and staff to have a high level of understanding about access and inclusion across our City.
- Our employees appreciate and champion access and inclusion, by promoting, encouraging and advocating for it in their decision making.

# THEME 3 – ACCESSIBLE COMMUNITIES

## What does ‘Accessible Communities’ mean to us?

The design, contrast, density, and location of Councils infrastructure impacts on our residents’ ability to move about easily within their community.

The accessibility of the services and events we offer including information we provide is key to ensuring people living with disability are included and can equally participate in all aspects of community life. We continuously improve open spaces, parks, buildings and street scapes to be intuitive and easy to understand, socially inclusive, and created to encourage use by all members of our community. These are the principles of Universal Design.

## Your feedback says:

*“People with disability need to be able to see over the customer service counter”*

*“Crossovers to cross the street are not smooth and some are very high”*

*“More available community transport would support students to access recreation and work opportunities as most experience difficulties using public transport”*

*“The community bus visits twice a month to take people to the library which is a good service”*

## Our Community Plan says:



### LIVEABILITY

Our flexible and engaging public spaces attract people to our city

Proactive and transparent management of city assets provides safe neighbourhoods

We provide increased opportunity for people to discover and experience all our city has to offer



### ENVIRONMENT

A better living environment for people and all creatures

We support local initiatives which eliminate waste and reduce reliance on unsustainable resources

*“Community bus should be available more and connect with more venues, e.g. local shopping centres”*

*“Council does try to get information out by many streams – online, newsletter, mail – staff always try to help”*

Our priorities are:

**Built urban environments and Universal Design, access to the services we offer, information we share and community belonging.**

### **BUILT URBAN ENVIRONMENTS AND UNIVERSAL DESIGN**

We provide a City that is well designed, equitable and continuously improved.

Our commitment:

- All capital projects delivered by council consider Universal Design in the planning, design and construction stages.
- Our assets and asset management plans are regularly reviewed to identify barriers to access and participation in community life, and that these barriers are removed wherever possible.
- We conduct regular reviews and assessment of disability parking provisions, design and locations across our city to ensure disability parking is adequate

### **ACCESS TO THE SERVICES WE OFFER**

We have a thriving and inclusive community that everyone can enjoy. We advocate for accessibility and inclusion within our City.

Our commitment:

- All services and programs delivered by council follow the principles of Universal Design wherever possible.
- We establish reviews, guidelines and checklists to maximise access and inclusion and improve Council activities and events.
- That where possible, we provide additional support to encourage groups with historically lower levels of engagement, such as women, children, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse communities to participate and thrive in our city.

### **INFORMATION WE SHARE**

Information we share should foster understanding and appreciation of our diverse communities, history, and culture.

Our commitment:

- We continuously work to convey our messaging to all sectors of our community in clear and accessible ways (such as multiple languages).
- We explore innovative ways to provide and gather information using modern technology, methods, and trends including the transformation of our website in line with the WCAG 2.0 standards.
- Our libraries and community spaces are inclusive hubs for connecting people, sharing information and taking part in lifelong learning activities.

### **COMMUNITY BELONGING**

Community belonging: Our diverse community values fairness, respect, and a spirit of belonging.

Our commitment:

- We continue to increase accessibility at our major recreational destinations and facilities, such as beaches, rivers, parks, playgrounds and lakes.
- Our civic spaces including libraries, community centres and halls are welcoming with easy access for all.
- Our intercultural communities are encouraged to contribute their ideas and knowledge, whatever their ability.

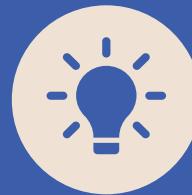
# THEME 4 – LEARNING AND EMPLOYMENT

## What does ‘Learning and Employment’ mean to us?

Our employees are provided with relevant learning and development opportunities, to enable them to support people with disability to maximise their potential and participate fully in our community. Workforce participation and lifelong learning is fundamental to social inclusion.

It provides economic independence and choice, social connections and friendships, value, identity and belonging. It is our aim that people living with disability have access to inclusive places of study and that education and training provides pathways to meaningful and inclusive employment and volunteering opportunities.

## Our Community Plan says:



### ECONOMY

We support the development of key skills and knowledge for businesses

A diverse business base for our community to enjoy

We will partner with the health sector and other employment sectors vital to our community

## Your feedback says:

*“Council should support local businesses to improve their accessibility (education and incentives/funding to do this) to increase access”*

*“More education for Council staff on disability and inclusion”*

*“Training of staff/volunteers so we are able to assist customers better”*

*“We want to talk to the right people”*

*“Continue to develop lifelong learning opportunities”*

*” More education in wellbeing”*

*“Support people with disability who want to start a small business”*

Our priorities are:  
 Employment, volunteering and development,  
 lifelong learning and ability & flexibility.

### **EMPLOYMENT, VOLUNTEERING AND DEVELOPMENT**

We provide inclusive and flexible employment, volunteering and development pathways that reflect our diverse intercultural community.

Our commitment:

- Our guidelines and processes for employee and volunteer recruitment and onboarding represent our inclusive culture.
- As an employer, we promote workplace diversity, flexibility and inclusivity to ensure we have accessible workplaces.
- Skill Development opportunities are provided through meaningful roles that build capacity.

### **LIFELONG LEARNING**

We model an inclusive and equitable lifelong learning methodology.

Our commitment:

- Council form and maintain an internal Disability Access and Inclusion Working Group.
- We remove barriers so residents can easily participate in our learning programs and workshops.
- We offer inclusive learning experiences at our libraries, community centres and provide special mobile and online services where possible.

### **ABILITY AND FLEXIBILITY**

We work to remove barriers and provide support to our community.

Our commitment:

- We select and evaluate case studies that focus on access and inclusion outcomes, as a learning tool for us to keep improving.
- We prioritise the removal of barriers that lead to community isolation wherever possible.
- We collaborate, encourage and support our community to have flexible training and employment opportunities.
- We continue to strengthen the experience we offer our customers to enhance the quality of service for people living with disability.

# HOW WILL WE MEASURE OUR SUCCESS?

We will measure our actions to know what we've achieved and evaluate overall success

We propose to do this is by gathering collective data through:

- Quantitative information. For example: census data, general social survey data, participation numbers, employment figures, complaints and compliments data, number and type of office modifications undertaken, and number of Universal Design projects delivered including costs associated with those.
- Qualitative information from people living with disability, their families and representative, including the DAIP Advisory Group to see whether they have experienced an improvement in access and inclusion

from Council as a result of the DAIP.

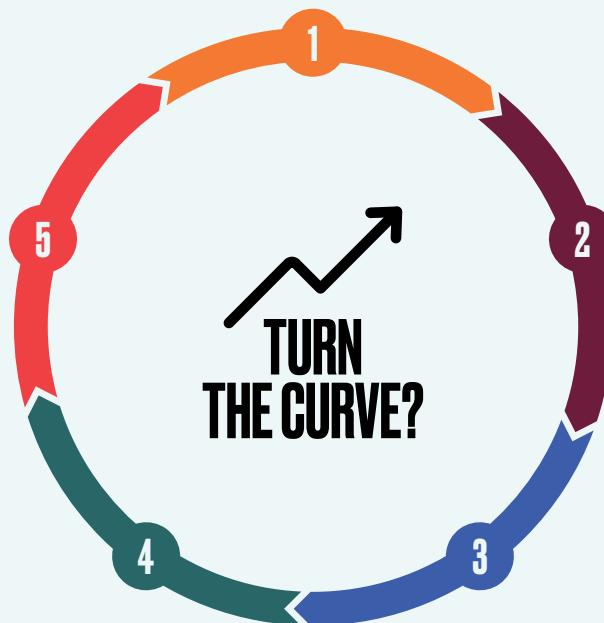
- An annual review of all priority targets and what results have been achieved (Turning the Curve Model – diagram on next page)
- Summarising and reporting back to Council, our community and the State Government Authority annually.

**HOW ARE WE DOING?**

Ongoing discussions and engagement with Business Units regarding progress on action items.

**WHAT IS OUR ACTION PLAN TO TURN THE CURVE?**

Documenting the review process and providing a progress update to the minister for review and refreshing.



**WHAT IS THE STORY BEHIND THE CURVE?**

Business units provide stories of evidence to back up the details of their progress updates. (Business units sharing success so far).

**WHO WORKS TO TURN THE CURVE?**

Agreed future works / actions and activities for monitoring plan for achieving actions in the next year proposed / documented.

**WHO ARE THE PARTNERS WHO HAVE A ROLE TO PLAY IN TURNING THE CURVE?**

Documenting the agreed actions to follow, with engagement from the relevant stakeholders.

# CONTACT US

The City of Charles Sturt Civic Centre  
72 Woodville Road, Woodville  
Monday to Friday, 8:30am to 5pm

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Phone 08 8408 1111  
[council@charlessturt.sa.gov.au](mailto:council@charlessturt.sa.gov.au)

After hours emergency: 08 8408 1111

*This line is for non life-threatening emergencies like flooding,  
vicious dog attack, bad spill onto roadway or illegal parking.*

