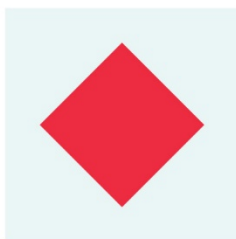




Draft Disability Access and Inclusion Plan 2021 – 2025 Community Feedback Report

June 2021
21/169360



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Draft Disability Access And Inclusion Plan 2021 – 2025

Community Feedback Report

1. Executive Summary

In 2018, the Disability Inclusion Act 2018 (SA) was passed because the South Australian Government recognised that a stronger commitment to access and inclusion planning for people living with disability was recognised. Under the Disability Inclusion Act 2018 (SA), all local government authorities are required to consult, develop and publish their own four-year Disability Access and Inclusion Plan (DAIP) and prepare an annual report.

Our DAIP 2021 – 2025 has been developed to support the delivery of our Community Plan 2020 – 2027 *Charles Sturt – A Leading Liveable City* as well as meet legislative requirements. The five pillars of our Community Plan connect with the access and inclusion outcomes highlighted in our DAIP.

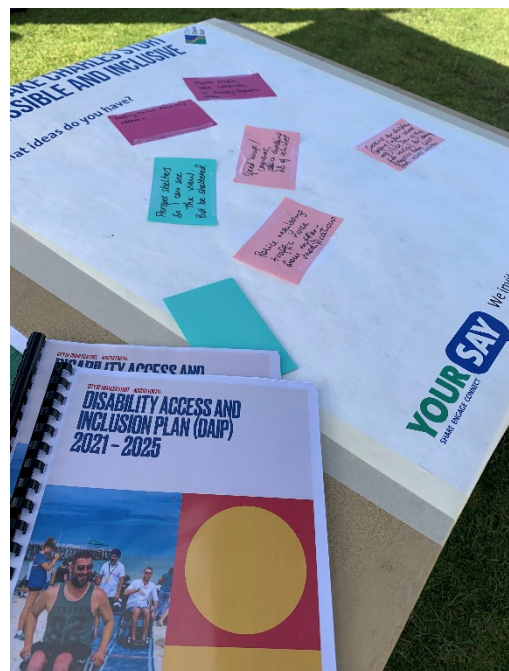
Our Draft DAIP builds on the work our Council and community are already doing including our Henley Beach accessible beach, community-centred neighbourhood planning, road and footpath upgrade programs, DDA replacement works, partnerships with key organisations and groups, and the services and support offered by our Ageing Well and Community Development teams.

The creation of our DAIP is a matter set out in Part 3 of Council's Public Consultation Policy and accordingly the community engagement process for this project was determined by Council on a discretionary basis. The objectives of our approach were to ensure that:

- Our Charles Sturt community has easy access to the appropriate information inclusive of those with special needs.
- Our Charles Sturt community is given opportunities to promote ideas and provide feedback.
- The process builds positive relationships between Council and the community, and positions Charles Sturt as an organisation that is providing sound management decisions.
- Information is provided to the Charles Sturt community of the decision and reasoning for the decision.

We employed a range of community consultation techniques to understand what disability access and inclusion means to our community, understand current barriers, and to find out what our community would like Council to focus on.

The consultation process involved a wide range of stakeholders and all members of our community. Community interest in our Draft Plan was high and we heard from many people. A total of 94 people provided written feedback and 140 people spoke with us at community drop-in events held during the community consultation period which ran from late November 2020 until early February 2021.



The following key themes can be drawn from community comments:

- The biggest barriers to disability access and inclusion are:
 - Attitude, awareness, insensitivity and misunderstanding; and
 - Physical barriers, engineering foresight and poor construction.
- Things we are doing well:
 - Accessible beaches;
 - Footpaths and kerbside ramps;
 - Council services and facilities; and
 - Playgrounds, open spaces, cycleways and public toilets.
- Our access and inclusion focus should be on:
 - Universal design;
 - Community and business awareness and education;
 - Advocacy;
 - Involvement in our community; and
 - Leadership.
- Our community rate our Draft Disability Access and Inclusion Plan three-and-a-half stars out of five stars.



The steps following endorsement of our Disability Access and Inclusion Plan 2021 – 2025 include:

- Promote our DAIP to our key stakeholders and community.
- Commence actioning our DAIP.
- Monitor progress.
- Prepare reports to Inclusion SA on an annual basis.



2. Background

For the first time in Australia's history, the National Disability Strategy 2010-2020 (NDS) is bringing together all levels of government in a unified, national approach to improving the lives of people with disability.

The State Disability Inclusion Plan brings State Government agencies and local councils together to reduce the barriers faced by people living with disability. Inclusive SA sets out priorities and actions for the next four years under the following themes:

- Inclusive communities for all.
- Leadership and collaboration.
- Accessible communities.
- Learning and employment.

The priorities and actions set out by Inclusive SA are the first steps to improving access and inclusion for people living with disability. The accessibility of the built environment, quality services and information is key to ensuring people living with disability are included and have the opportunity to equally participate in all aspects of community life.

The structure of our DAIP is based on the four themes in the State Disability Inclusion Plan 2019 – 2023 prepared by Inclusion SA and launched on 1 November 2019.

The goals for our DAIP are to:

- Develop a DAIP that assists us advocate and support people living with disability to participate in all aspects of community life.
- Monitor our DAIP annually and review at regular intervals.
- Meet and exceed our legislative requirements.



3. Consultation Approach and Timeframe

Our approach was to build on the plans, assets, and services we already have in place and develop our DAIP with our community.

The purpose of engagement with our stakeholders and community on our DAIP was to:

- Raise awareness of the project.
- Provide the opportunity to have a say on the development of our DAIP.
- Identify what our community values.
- Gather ideas for our DAIP.
- Confirm our understanding of key challenges and opportunities.
- Integrate community feedback into our DAIP.

Our DAIP will be a living document hence, following Council's endorsement of the DAIP, further engagement will occur with CCS business units, key stakeholders and our community over the next four years.

Our consultation process provided a number of opportunities, including face to face, online and written feedback, to provide input into our Draft DAIP. The consultation period commenced on Monday 30 November 2020 and continued until Monday 22 February 2021. To raise awareness and capture the opinions of a wide range of residents and stakeholders, a variety of communication and community engagement activities were provided:

Communication Techniques

- Public notice in The Advertiser.
- CCS Website.
- City of Charles Sturt social media platforms.
- Council's Your Say Charles Sturt interactive online engagement website.
- Media screens, posters and fact sheets.
- Displays in our five CCS libraries and eight community centres, as well as our Mobile Library;
- Letters and emails to more than 1000 key stakeholders.

Community Engagement Techniques

- Online engagement via our interactive website Your Say Charles Sturt.
- Online survey of our CCS E-Panel.
- Informal 'pop-up' sessions at different locations and times.
- Discussions with key stakeholders.

The consultation process provided opportunities for face to face, online and written feedback to be provided by our community and stakeholders.



Example of social media messaging

CITY OF CHARLES STURT DRAFT DISABILITY ACCESS AND INCLUSION PLAN 2021 - 2025



Poster displayed in our
libraries, community centres and
Civic Centre Internal Street, and also
provided to key stakeholders



Help make our City accessible and inclusive for all

We invite you to comment on the Draft Disability Access and Inclusion Plan and to tell us about your experiences and ideas.

Read our Draft Plan and complete our online survey



Visit our online community engagement hub at
yoursaycharlessturt.com.au/disability-access-and-inclusion-plan

Our Draft Plan is also available at:

- Charles Sturt libraries and community centres.
- Front Counter, City of Charles Sturt Civic Centre, 72 Woodville Road, Woodville.

Talk with us at our pop-up events

Date	Time	Pop-up Event Location
Saturday 16 January 2021	9.00am-11.00am	Henley Accessible Beach, Henley Beach (near Henley Jetty)
Friday 5 February 2021	5.00pm-8.00pm	Plant 4 Bowden Night Markets, Third Street, Bowden
Tuesday 9 February 2021	9.30am-10.30am	Henley Accessible Beach, Henley Beach (near Henley Jetty)

COVID-19: To keep our community safe, please check Your Say Charles Sturt before each pop-up event in case there has been a need to change or cancel the event because of COVID-19 restrictions.

Community feedback closes at 5pm, Monday 22 February 2021.

For more information go to yoursaycharlessturt.com.au or contact Council on 8408 1111.

DRAFT DISABILITY ACCESS AND INCLUSION PLAN 2021 - 2025 COMMUNITY CONSULTATION



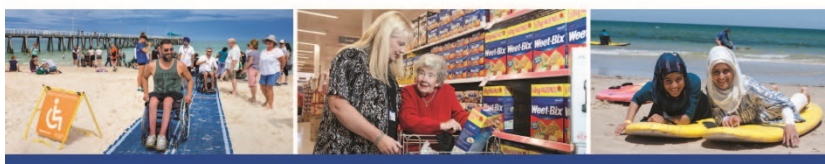
Help make Charles Sturt accessible and inclusive

Read our Draft Plan, complete our online survey and talk with us at our pop-up events.

For information visit:

- Your Say Charles Sturt, our online community engagement hub, at yoursaycharlessturt.com.au/disability-access-and-inclusion-plan
- Charles Sturt libraries and community centres.
- Alternatively you can call us on 8408 1111.

Community feedback closes at 5pm, Monday 22 February 2021.



Display Ad in The Advertiser

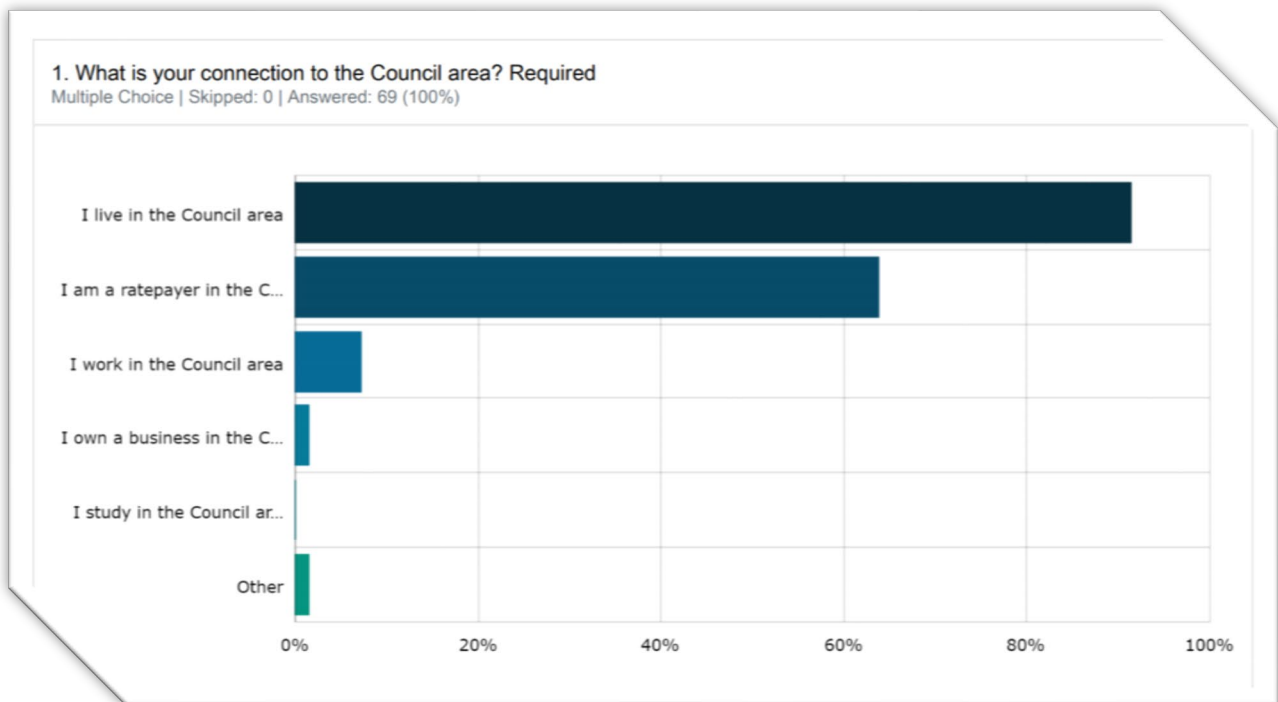
4. Community Involvement and Feedback

Community interaction and key themes gathered during the community consultation period for the Draft DAIP is summarised below.

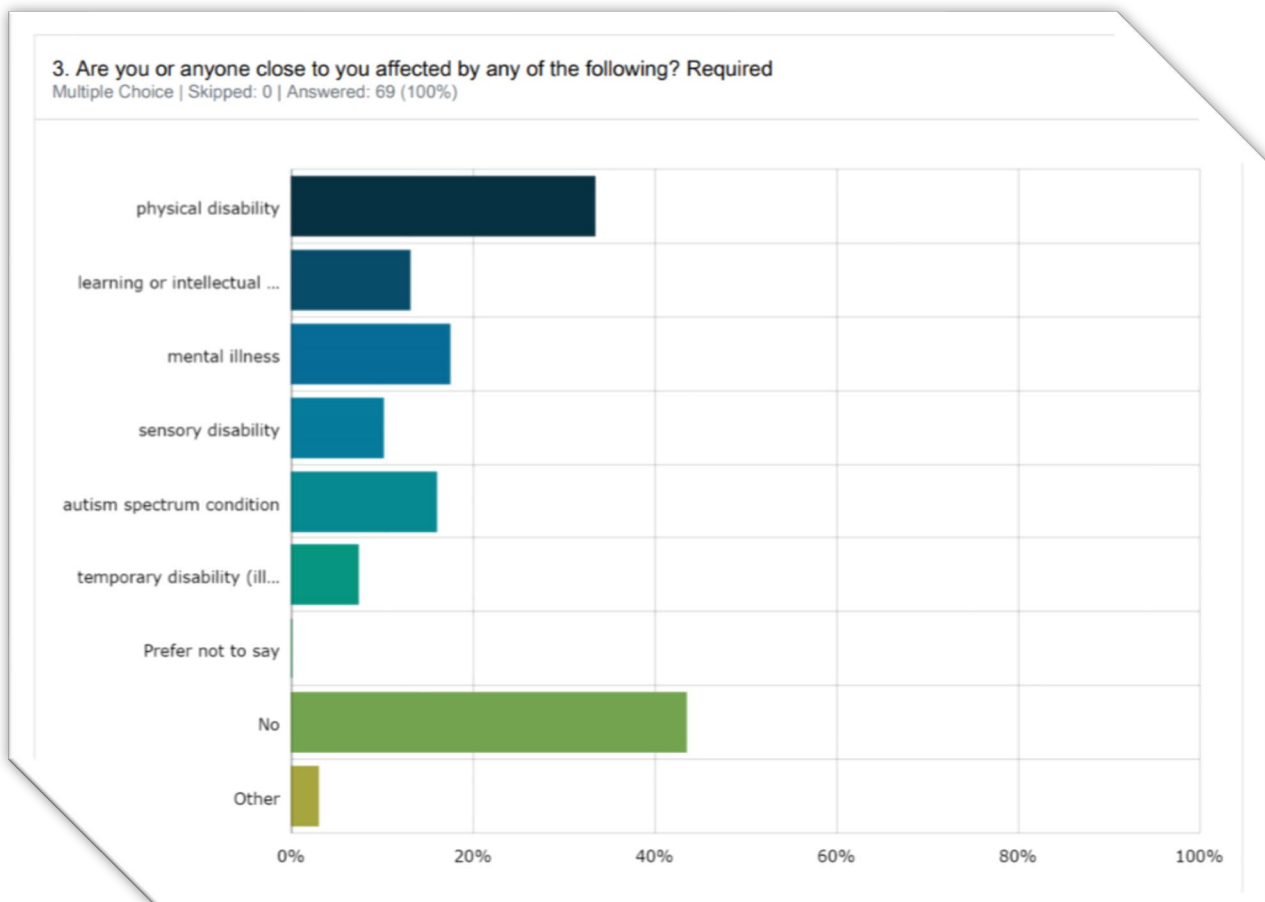


Information gathered from people who completed our DAIP Online Survey are outlined below.

A high proportion of people surveyed live in the Charles Sturt Council area and/or are a ratepayer.



60% of people said they, or someone close to them, had been affected by a disability.



The word cloud below provides a visual representation of the comments from our community in response to the question: What could Council start doing, or do more of, to promote disability access and inclusion?



Community sentiment gained at our face to face Community Pop-up Events:

- Love the Mobile Library and Beach Mats.
- Advertise the accessible beach and let Disability Providers know.
- Think of ways to promote all the good things Council does.
- Train business owners and their staff.
- Uneven paths cause pain through my body.
- Provide more beach seats for those with mobility impairments and need to rest often.
- Keep toilet facilities clean.
- Regulating body temperature is difficult for some people so consider more wind breaks and shade along the foreshore areas and walking paths (e.g. Perspex shelters that provides shelter but maintain views when seated).
- Create and enforce a dismount zone for cyclists riding through Henley Square to keep all abilities and ages safe.
- Council to add a latch/hook to open the door to the shed that houses the Mobi chairs to make it safer and easier to get the chairs out.



- A hub or centre that will assist with skills, excursions, holiday programs and hobbies - all assisted.

Community Sentiment gained through our Online Survey and Written Submissions

Below is a summary of community sentiment sourced from our online survey and nine written submissions. Attachment A contains the raw data gathered from the online survey.

What does access and inclusion means to you?

- Access and availability to all.
- Everyone able to enjoy everything our council has to offer.
- Availability, opportunities, various, choice.
- Welcome, non-judgmental.
- Everyone within our community has access to the same resources and opportunities.
- Every person irrespective of creed, colour, religion, gender, mobility, age should have full access to amenities and businesses without discrimination.
- Making everyone equal to all aspects of life.

What are the barriers to access and inclusion?

- Physical barriers, footpath accessibility, steps, and a lack of ramps (31 responses)
- Attitude, awareness, insensitivity, misunderstanding, inclusive considerations (30 responses)
- Funding, Cost, Lack of resources (12 responses)
- Wheelchair accessibility (12 responses)
- Lack of disability parking spaces (8 responses)
- Beach access (6 responses)
- Information and education (6 responses)
- Poor construction and engineering foresight (7 responses)
- Advocacy, communication and planning (5 responses)
- Accessible toilets (4 responses)
- Education of businesses (4 responses)
- Technology (4 responses)
- Lack of implementation (3 responses)
- Limited seating (2 responses)
- Access and inclusion at venues and events (2 responses)
- Access to facilities (2 responses)

What is Council doing well?

- Accessible beaches (12 responses)
- Footpaths, roads and kerb-side ramps (12 responses)
- Access to facilities (8 responses)
- Transport (8 responses)
- Services and facilities provided by Council (7 responses)
- Playgrounds, open spaces and cycleways (7 responses)
- Public toilets (4 responses)
- Communication, promotion, community education (4 responses)
- Listening to the community (3 responses)
- Strategic planning (3 responses)

What could Council start doing, or do more of, to promote disability access and inclusion?

- Communication, promotion, education, and events (19 responses)
- Footpaths, walkways, accessibility (17 responses)
- Work with businesses (8 responses)
- Disability parking (7 responses)
- Employment opportunities (3 responses)
- Council community centres and programs (3 responses)
- Advisory Panel and stakeholders (3 responses)

- Accessibility to buildings and facilities (2 responses)

All feedback received has informed the development of our DAIP and will continue to be useful reference material over the next four years as we action our DAIP.

Summary of Key Themes

The following key themes can be drawn from the community feedback gathered during community consultation.

- The biggest barriers to disability access and inclusion are:
 - Attitude, awareness, insensitivity and misunderstanding; and
 - Physical barriers, engineering foresight and poor construction.
- Things Council is doing well:
 - Accessible beaches;
 - Footpaths and kerbside ramps;
 - Council services and facilities; and
 - Playgrounds, open spaces, cycleways and public toilets.
- Our access and inclusion focus should be on:
 - Universal design;
 - Community and business education and awareness;
 - Advocacy;
 - Involvement in our community; and
 - Leadership.
- Our community rate our Draft Plan three-and-a-half stars out of five stars.



5. Next Steps

Following endorsement of our Disability Access and Inclusion Plan 2021 – 2025, these key steps will be taken:

- Promote our DAIP to our key stakeholders and community.
- Commence actioning our DAIP.
- Monitor progress.
- Prepare reports to Inclusion SA on an annual basis.



Attachment A: Raw Data – Community Sentiment gained through our Online Survey

The table below contains raw community comments sourced from the online survey. We will continue to refer back to these comments as we work to deliver our DAIP over the next four years.

Question	Community Comment
1. What does access and inclusion means to you?	<ul style="list-style-type: none"> • Access and availability to all. • Everyone able to enjoy everything our council has to offer. • Availability, opportunities, various, choice. • Welcome, non-judgmental. • Everyone within our community has access to the same resources and opportunities. • Every person irrespective of creed, colour, religion, gender, mobility, age should have full access to amenities and businesses without discrimination. • Making everyone equal to all aspects of life. • The removal or reduction of barriers to participation in the activities and functions of a community, by ensuring that information, services and facilities are accessible to people with various disabilities. • It means ensuring public areas are accessible to anyone who may have a disability and might otherwise feel excluded. This means including ramps where there are stairs, ensuring doors are easy to open (no difficult handles/knobs), easy access via public transport, sufficient ambulant parking, assistive listening devices for the hearing impaired, and much more. • Ability to access all areas and amenities. • Being able to get in and out of building. • It means that people with disabilities should have access to be able to do all or at least most of the things an able-bodied person can do. • Including a person or people in all activities. • Equal opportunities for all to live complete and active lives in the community. • Being able to join in with everyone else being able to do things by myself without help having help when I need it. • Providing facilities so people with special conditions can still enjoy like anyone else. • People are treated fairly so people who are older have a physical mental or intellectual disability or access issues such as young children have equal access. • Allowing all people to access all areas and activities they choose. • Access and inclusion mean that everyone has a right to quality education, exclusive of background circumstances, ability and/or finances. • Acceptance of disability, age, race, religion and respect for each other. • Zero or minimal barriers for everyone to access all services • The ability to participate in a given activity. • Availability & ease of access to products, services & employment that is available/ provided for able bodied/ minded community members without a disability. • Being able to go about your daily life with full access to services to assist. • Inclusion is being part of the community with no fear of prejudice. • Easy access for the disabled, or handicapped, inclusion of all no matter what makes them different. • No obstacles to easy movement. • For anyone no matter what restrictions they have to be able to go about their day to day without having to worry about access or inclusion. • Access and inclusion for all. • The ability for all people to be mobile in the community. • Access is the ability for all people to access places and services in the community. Inclusion is making people who are different feel welcome in the community. • Offering the same access rights to all people across the spectrum irrespective of personal limitations. • To be able to access and be included in any activity or setting. • Everyone in the community being able to access/be involved in the same things. • Being able to participate in any activity, group or event regardless of ability level. • It means everyone, no matter what physical or mental disability have access to all infrastructure and institutions in the council area. • Given access to and included.

- Everyone has the right to be treated as individuals regardless of their abilities. Access to everyone to all things.
- Access to me means that a person with disabilities of any form can be able to enter any form of building or places in the community and inclusion is that those persons are treated as normal.
- Ease of entry to public places and ease in getting there.
- The ability for all to have unimpeded access to services and facilities.
- Ability to obtain access to public places and services, both private and official.
- Access - the ability to move freely around the neighbourhood.
- Inclusion - having ramps and accessible toilets available.
- Equally in service and accessibility.
- All people can participate in all activities in life.
- Ability to access areas I need and inclusion into events that I want to participate in.
- Availability of services equally for all members of the community.
- Being able to enjoy the beach.
- The ability for all walks of life to be able to utilise facilities and have equal access.
- Access and inclusion means being able to partake in normal life as much as possible with physical disability without discrimination.
- Isolating people with seen and unseen disabilities not being included or having access to various features, interest, physical or mental outlets. Even casual interests that may interest them.
- All services and activities being available to everyone.
- Being able to go anywhere able-bodied people can go.
- Access to services. Access to facilities. Access to community programs. Inclusion is feeling a part of the wider community.
- Varied people, regardless of what makes them unique, are able to access and feel comfortable using and attending services and spaces.
- It should be easy for anyone with a disability to gain access to any facility, shop etc. To live the best life that they can.
- It means all people regardless of who they are should be able to access services and be welcome in all situations.
- Being able to do things that able people can do.
- Being able to access information without being given a runaround.
- Ramp access, fences around playgrounds, good road signage and pedestrian crossings at multiple locations.
- Everyone has all facilities and services available to them.
- Immediacy, efficiency, effective treatment and non-discrimination.
- All activities and areas available to everyone.
- Ease of access to all facilities and no exclusions for the disabled.
- Access means easy to get in and out without difficulty.
- Inclusion means availability to let your feelings or position be noted.
- Having everything easily accessible to those with disabilities or impairments so that they can access everything that able bodied people can.
- For us to be able to do what normal people do.
- Access should mean ease of access to ant service required and inclusion is bringing people together.
- Ensuring all people are able to participate fully in the community.
- Access and inclusion for everyone to the best of their ability, no matter what their ability.
- Being able to have confidence that locations have been thoughtfully created to allow access to anyone wanting to use the spaces.
- People with a disability feel part of the community and not excluded due to lack of access ramps, toilets, parking.
- The ability to safely and without worry, go out in public and join in with the same activities as able-bodied people. Without feeling like you're too much or an extra burden.
- It is important that everyone is able to access the same things in the easiest way.
- Access means physical, inclusion means involvement and openness and active contributions.
- Treating everyone the same regardless of their difference. Be it of a cultural, disability, mental health or cultural difference. Recent teacher training has taught me that it is better to address the issue and acknowledge the differences (in open discussion) rather than pretend they are not there.
- We live in a world formulated by white privilege, yet we do not talk about it at all.
- Access and inclusion to me in my circumstances means, not to be discriminated by groups that have chosen a venue that I can't get into, only to be told they will continue to support local business whether wheelchair

friendly or not. Inclusion means to go anywhere in my wheelchair and to feel included, not made to feel different.

- Access means the reduction or removal of barriers that limit or prevent people's equal participation in an activity, service or space - in the case of the DAIP it relates specifically to disabled people's access.
- Inclusion relates to how different groups are invited and welcomed into our community or society.
- To me, the idea of access and inclusion specifically relates to how disabled people are supported to be part of the community by addressing barriers (physical, social, perception, systemic) that limit or prevent their equal participation.
- Ability to access buildings with ease.
- Access means to be able to get help when required.
- Inclusion means to be included when one requires assistance.
- Enabling participation in activities which would ordinarily be available and/or enjoyed by able bodied persons of similar age.
- To be seen as an ordinary person. The rest seems to follow naturally.

2. What are the barriers to access and inclusion?

Physical barriers, footpath accessibility, steps, and a lack of ramps (31 responses)	<ul style="list-style-type: none"> • Physical barriers such as, entry, narrow doorways, stairs, steps, footpaths. • Footpaths in our area are not great, they have been lifted by tree roots, and I am often concerned for the safety of anyone using mobility scooters. • The pathways around west lakes are not suitable for prams and still allowing access in most areas. There aren't many ramps and there isn't signage to help find those ramps. • My partner has a disability and main problem in our area is uneven footpaths, raised paving bricks creating dangers and inconsiderate parking as too many people park on footpaths. • I have witnessed persons with a disability trying to walk on footpaths that are uneven causing falls and street corners that have yellow panels covering infrastructure below the path level that are raised and have bitumen that is keeping the covers from moving. • Some footpaths are a problem as I am partially blind. • Paths along Seaview Road are not consistently accessible for people on mobility scooters or with walking difficulties. • I'm an amputee and have periods when I cannot wear the prosthetic. I would like to be able to at least get out on my own in the wheelchair but cannot due to not having enough footpaths and safe crossings in the area. • Physical access is quite tangible, and it is either easy to get around/into places or it is not. Inclusion, and especially social inclusion is a mindset and something that is heart driven - making all people feel welcome and actively involved in whatever activity they wish to partake in. • I know there has been great headway in regard to the fixing of the footpaths in my area but as a cyclist that occasionally uses footpaths, I still see sections where there is no access ramp. This would make life difficult for people who require this kind of footpath access.
Attitude, awareness, insensitivity, misunderstanding, inclusive considerations (30 responses)	<ul style="list-style-type: none"> • Negative attitudes of people towards disability, services, systems and policies that are either nonexistent. • Psychological barriers - unfriendly staff, unaccommodating staff. • People's attitudes and understanding. • Apathy. Times are changing, slowly people's attitudes are changing toward the disabled. Thankfully, people, like you, are endeavoring to bring about equal opportunity for all. • Ignorance. • Thinking of people with disabilities as other rather than the main audience / participants. • I work with clients aged 18-65 with a mental illness and my role is to assist with psychosocial rehabilitation. A large part of my role is connecting clients with opportunities and resources in their local community as many of my clients are looking to engage in meaningful activities, build a routine, learn new skills, build capacity for volunteering and employment, feel connected with others in a supported

	and inclusive environment as they are otherwise socially isolated. Difficulties with access and inclusion come up in this space in the form of limited opportunities, social stigma around mental health, lack of understanding/awareness among local communities on the functional/life impacts of mental illness.
Funding, Cost, Lack of resources (12 responses)	<ul style="list-style-type: none"> Lack of resources and priorities.
Wheelchair accessibility (12 responses)	<ul style="list-style-type: none"> Steep slopes for wheelchair access, trip points, public awareness of "slower" road crossers. Footpath slope in various areas makes it extremely difficult for pushing a wheelchair, it takes greater effort to keep heading in a forward direction. Not all locations are wheelchair or scooter accessible. It makes me feel embarrassed. A burden. It makes me not want to go out. It is a constant reminder that I am a minority.
Lack of disability parking spaces (8 responses)	<ul style="list-style-type: none"> Access to me is limited by a lack of disabled car parking spaces. Need for car parking spaces close to building entrances. Inconsiderate car parkers.
Beach access (6 responses)	<ul style="list-style-type: none"> I would like to be able to gain access on to the beach, it is very difficult or impossible for elderly or those with a disability to actually get through the dunes to access the beach. There are lots of paths but there are very thick sand build ups making it impossible for some to walk through. I can't access the beach to go for a walk because the paths are drifted in. The sand doesn't take long to totally cover the path even after grading with bobcat. My suggestion of putting raised walk paths made out of recycled plastic is falling on deaf ears. SA has the most beautiful beaches and they are not easily accessible for anyone in general but especially for elderly people, families with toddlers and disable people.
Information and education (6 responses)	<ul style="list-style-type: none"> Barriers to access and inclusion start with the lack of information. Education, most people are ignorant to disability and they don't notice steps, stairs, narrow doorways, so many things. They choose a venue and if I say not wheelchair friendly, the answer is Oh well you can go next time. In regard to the understanding of Mental Health or disability issues in the community an educational program to help the average resident have a greater understanding of what a disability/intellectual/mental health/indigenous/culturally different issue is and how you can work or help a person with these needs would be great. As I manage a local Facebook group you often see outrage and misunderstandings occur in the community. I think people get fearful and that affects their behaviour towards those that are other/different in our society. Their reactions do not always helpful to the situation. How you could run those kinds of campaigns I do not know - but it is hard to dislike someone if you actually know them or meet them face to face. Perhaps some funding for programs that mix disability with the general public in the community to mix up the cultural bubbles would work. My 5-year-old step daughter suffers from Rett Syndrome which is a degenerative genetic syndrome manifesting in neurological/intellectual and physical disability. She loves open spaces however does not understand danger and her physical challenges require inclusive/safe equipment. We therefore can only safely take her to enclosed playgrounds or parks which are limited. As far as I have seen from my research there are not any community-based activities for her or any family friendly activities which we can participate in as a family. We also have a 10-month-old and 10-year-old."
Poor construction and engineering foresight (7 responses)	<ul style="list-style-type: none"> Access to the Torrens walk route could be improved.

Advocacy, communication and planning (5 responses)	<ul style="list-style-type: none"> • Advertise to the public for a patient, kind, and approach to our mentally challenged. • Gaps in planning for target groups e.g. 'Youth' tend to cater well for children, however less appropriate options for 18-25-year old's. • I'm looking at buying a new home - even with renovating in mind, the base design often doesn't allow for easy adaptation to be accessible (bathrooms and hallways in particular). I'd like to see advocacy for accessible design, including changes to the building code. • The council can only do a good job if the management are listening to ratepayers, disability service groups.
Accessible toilets (4 responses)	<ul style="list-style-type: none"> • Lack of suitable toilet facilities.
Education of businesses (4 responses)	<ul style="list-style-type: none"> • Not every business has yet been brought up-to-date. • Employer's attitudes and access to suitable jobs. • There are many places that are accessible, but more needs to be done with new businesses opening. • Many businesses are not wheelchair friendly and make no effort to make them accessible to all in the community. Why aren't new businesses checked before opening to make sure they are accessible? Why isn't a landlord given a time limit to have their premises altered to accommodate everyone in the community. I am sick of being served on the footpath. I am sick of community groups choosing venues that are not suitable for wheelchairs. It's time the council acted on access to all buildings.
Technology (4 responses)	<ul style="list-style-type: none"> • Lack of relevant assistive technology (assistive, adaptive, and rehabilitative devices). • Sight impaired aids. • Often applications time out before I can fully read and understand multiple choice lists.
Lack of implementation (3 responses)	<ul style="list-style-type: none"> • Governments talk the talk but do not walk the walk. • Bureaucratic red tape. • I have encountered poor response to complaints I have made to Council that either try to discount my concerns or are vaguely ableist.
Limited seating (2 responses)	<ul style="list-style-type: none"> • Access to me is limited by a lack of seating.
Access and inclusion at venues and events (2 responses)	<ul style="list-style-type: none"> • Deafness is a silent disability and, in many ways, has restricted me from access and inclusion to many events. It makes me feel isolated by not being able to access these things unless by written word. • Not feeling welcome or being excluded from venues or activities.
Access to facilities (2 responses)	<ul style="list-style-type: none"> • Poor access to shops and recreational facilities such as parks and the beach and River Torrens. • Make sure physically disabled can access public facilities.
3. What is Council doing well?	
Accessible beaches (12 responses)	<ul style="list-style-type: none"> • For many years the beachfront has been inaccessible for wheelchairs, now this matting is now changing all that - it is wonderful!!! • Awesome job at Henley beach jetty where they put a mat to get to the beach and allowing disables, families and elderly people to enjoy the beach. • Mats giving access to beaches for wheelchairs.
Footpaths, roads and kerbside ramps (12 responses)	<ul style="list-style-type: none"> • Council has taken steps to ensure footpaths in my area do not have trip hazards and that there are appropriate safe zones for people to cross roads. • A lot of footpaths are good, but I understand the difficulty of keeping them in good condition, especially being an old suburb with older paths. • Physical ability such as ramps • Wide paths and ramps.

Access to facilities (8 responses)	<ul style="list-style-type: none"> • Access for all to public services. • Providing access to sporting venues. • Access to theatres. • Libraries and Council Chamber. • Most places appear to have easy wheel chair access.
Transport (8 responses)	<ul style="list-style-type: none"> • Public transport equipped for disability access. • Bus service to Retirement Villages. • Train stations are great. • Making bus stops user friendly. • Traffic lights have audible sounds at crossings. • Disability parking.
Services and facilities provided by Council (7 responses)	<ul style="list-style-type: none"> • The home audio library service. • The home library service. • The accessible entry to the mobile library. • Programs offered by libraries and community centres. • Providing Commonwealth Home Support Programs (CHSP) aged care services. • Providing services, access and opportunities for those living with a disability. Mental health is harder to address due to the fear factor. I ran Mental Health Week for a number of years it is not a sexy subject for the general public. Covid however I think has helped people connect more and have a more personal connection to their own mental health. This in turn creates empathy towards others in the community. • Encouraging involvement in council and community matters.
Playgrounds, open spaces and cycleways (7 responses)	<ul style="list-style-type: none"> • There are many wide-open spaces, wide pathways, playgrounds etc. that are good for allowing people with a disability to access the community. • Inclusive play parks for children. • Playgrounds with wheelchair swings. • Creating physically accessible spaces for free, community use e.g. St Clair sports and playground facilities.
Public toilets (4 responses)	<ul style="list-style-type: none"> • The changing places toilet.
Communication, promotion, community education (4 responses)	<ul style="list-style-type: none"> • Lots of information around the streets, local magazines, papers. • Website is informative. • Tolerance of English as a second language. • Provides some help in community education.
Listening to the community (3 responses)	<ul style="list-style-type: none"> • This survey is good, shows Council is listening.
Strategic planning (3 responses)	<ul style="list-style-type: none"> • Your plan is a well written one and links to your overall strategic direction; if you can see movement in all of your commitments in the next 4 years then you will have achieved great inroads. • The council appears to be bringing in structures that with a lot of progress and planning will eventually reach people with disabilities but need council support workers to bring this into being. • Setting the bar high with significant design and build projects that show access and inclusion is possible and should be a priority. • Recognition and acceptance of LGBT.
4. What could Council start doing, or do more of, to promote disability access and inclusion?	
Communication, promotion, education, and events (19 responses)	<ul style="list-style-type: none"> • Focus days. • More community events. • A get together day where those with disabilities could find out about potential services, they may not be aware of.

	<ul style="list-style-type: none"> • Providing easy read, captions and Auslan services for council information - or promote these better if they exist. • Webinars or short videos on what you are doing so it is visible to the public. • Awareness posters/signs. • More social media information, signs at bus stops, and at shopping centres. • Awareness for the community as a whole. Promotion within specific minority groups so they are aware of what is accessible. • Newsletter inclusion to promote Council works and or deeds. • Have marketing, advertising and branding that reflects the real community instead of the sexy community. • There is a need for the Council staff to engage in effective Disability Equality training. • Educate people to give them more of an understanding of how disabled people are isolated and lonely, as they can't join groups, can't go on outings that are not tailored to them. It's all too hard for some to organise to include someone in a wheelchair. • Utilising social media, public consultation. • Identify, and communicate better with people that require services.
Footpaths, walkways, accessibility (17 responses)	<ul style="list-style-type: none"> • Spend more money-making walk ways safe more parking in the street for cars with people who have disabilities. • Allocate the same Annual Budget amount to footpaths, public transport and access as they do to roadways. Stop prioritising cars over people, community and bicycles. • Special or marked routes for mobility scooters. • Path and walkway infrastructure to be improved around suburban streets, not just grinding off the even parts of concrete footpaths. • Paths over the top of our precious sandhills. • Looks at all paths with someone with a disability in mind. • Easier access to the Torrens from residential areas. Currently there's only stairs or you need to access from a main road or extremely steep hill. • Widen pathways and sign ramps in West Lakes.
Work with businesses (8 responses)	<ul style="list-style-type: none"> • Council could require supermarkets to have more appropriate aisle spacing for people in wheelchairs and on mobility scooters. • Speak to any business owners without proper access. • Provide funds for businesses to improve access to their properties. • Better access to businesses and amenities for persons with mobility issues. • ATMs should be at a height to suit those in wheelchairs. • Assess local businesses and give them a rating for access and inclusion to create a directory. • Give landlords a 2-year accessibility clause.
Disability parking (7 responses)	<ul style="list-style-type: none"> • More disability parking at shopping centres and health services. • Police the disability parking places and issuing fines.
Employment opportunities (3 responses)	<ul style="list-style-type: none"> • Creating jobs for disabled people or facilitating their employment in local business. But perhaps Council is already doing this. • I refer to my grandson who has mild autism and I am concerned whether he can obtain local employment as he would find it difficult to access employment if he had to travel some distance. • Council should take proactive steps to increase the employment of disabled people throughout the organisation.
Council community centres and programs (3 responses)	<ul style="list-style-type: none"> • Provide fully accessible and comfortable/welcoming spaces to interact with council, improve customer service. • More community clubs for the disabled. • Provide age appropriate events/opportunities for people aged 18-25 specifically - in relation to leisure, connecting socially and building capacity and skills (e.g. volunteering/employment).

Advisory Panel and stakeholders (3 responses)	<ul style="list-style-type: none"> • Get a panel of people with a disability who want to share their thoughts, to enlighten, bring about change. • Engage with disabled people in consultation to inform development of public space. • Speak with independent bodies that operate in this sector and ask this very question. Especially bodies that operate in our council area such as SCOSA.
Accessibility to buildings and facilities (2 responses)	<ul style="list-style-type: none"> • Require either ramps or lifts and wheelchair space on buildings and amenities plans. • Higher seating, or seating with armrests. Like me there are a lot of people with leg ailments which require more legroom in theatres and community spaces.
Advocacy and leadership	<ul style="list-style-type: none"> • Pressure on Government and perhaps involvement in getting public housing more available. • Continue to lead by example and demonstrate your ongoing commitment to access and inclusion. • Council needs to take more action to represent the inclusion of a wide range of deaf and disabled people participating in day-to-day life in the city.
Support workers	<ul style="list-style-type: none"> • Be more aware of who lives in their community who need support and aid of support workers to enable them to be able to enjoy activities and social meetings who are at present isolated and can't access these social and physical awareness groups and gatherings due to their often-silent disabilities.
Beach accessibility	<ul style="list-style-type: none"> • More beach mats paths for pedestrians and wheelchairs. • Putting a mat in each entrances of the beach because some people don't feel comfortable and confident enough to go where many people go. Instead of putting a mat just at Henley beach or grange jetty it should be done in each entrance between the two big positions. Or if you are not able to put a mat you could just make sure that there is not that much sand that even an ordinary person struggles to walk.
Bike lanes	<ul style="list-style-type: none"> • Bike lanes could be a little wider to allow mobility scooters to use them safely.
Funding	<ul style="list-style-type: none"> • More funding towards people's homes to help with repairs so they can stay in their own homes.
Recreation	<ul style="list-style-type: none"> • Create facilities that have equipment at parks, beaches, reserves that people can enjoy.
Consideration of visually impaired	<ul style="list-style-type: none"> • Possibly not enough being done for visually impaired people.
5. Other Community Comments	
Terminology	<ul style="list-style-type: none"> • Use consistent language throughout the document, ""People with disability"" would be the recommendation. • Please avoid using terms like ""special needs"". Making society accessible is a responsibility of that society, it is not a special favour you are doing for someone. And there is nothing ""special"" about being treated like everyone else."
Acts and Rights	<ul style="list-style-type: none"> • In addition to recognising the SA Disability Inclusion Act, it would be good to recognise the UN Convention on the Rights of Persons with Disabilities and the federal. • Disability Discrimination Act has other principles that should inform the plan. • While you recognise that your plan is informed by the Social Model of Disability, I think you have an opportunity to identify that it is the barriers society creates that limit disabled people's inclusion and access and not their impairments.
Volunteer Programs	<ul style="list-style-type: none"> • Perhaps asking the public for more volunteer's needed, for the programs needed. Along with a ""Help us care"" campaign. • Our service would love to see more opportunities for short-term, targeted skills and capacity building in the form of a volunteering program (with view to building skills, confidence and independence to engage with paid employment in the future).

Skill Development	<ul style="list-style-type: none"> • We would love to see more opportunities for skill development in the area of cooking/meal preparation. This is something that comes up a lot for our clients, however difficult to access in the community unless one has an NDIS approved plan.
Council's Role	<ul style="list-style-type: none"> • Is it really a Council concern or more likely the Governments? • Great to see that you're considering and taking seriously disability access and inclusion. Please keep it up. • Please listen the community. • Normalise those who are 'othered" is my only other thought that I think you should consider. • Never enough money and people to go around. • There is a greater need to look beyond the dollar, look at the need to reduce the red tape that is in place and have people that residents are able to talk to and have answers explained properly without all the legal and confusing answers given at times.
Awareness	<ul style="list-style-type: none"> • Good work on the draft, I was unaware of any plans of this nature until now.