

GREATER SHEPPARTON
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GREATER SHEPPARTON DISABILITY POLICY AND ACTION PLAN

Greater Shepparton City Council
Disability Policy and Action Plan

ACCESS GOALS AND STRATEGIES

Goals and strategies for action have been allocated in line with the following areas of Council responsibility:

1. Roads
2. Footpaths
3. Public Lighting
4. Signage
5. Parking
6. Buildings and Facilities
7. Infrastructure Planning and Design
8. Traders and Business
9. Open Space and Playgrounds
10. Waste Management
11. Information, Communication and Consultation
12. Aged & Disability Services
13. Contracts
14. Customer Service
15. Advocacy
16. Funding
17. Human Resources
18. Disability Specific
19. Leisure and Recreation services
20. Family and Children's services

Endorsed by the Greater Shepparton City Council on 4 May 2004

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Roads

Goal: To provide a safe environment on roads for all users.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
1.1	Review maintenance program for foliage at intersections to ensure clear sightlines for road users are maintained at all times.	Review completed. Sight lines are clear for all users at all times.	Manager Operations	Complete & ongoing
1.2	Review requirements for pedestrian crossings at nominated locations to meet Vic Roads and relevant DDA Standards.	Conduct Review Recommendations developed and action undertaken.	Manager Design Services	Complete & ongoing
1.3	Review traffic management strategy for identified streets including speed limits and possibility of single lane operation as part of the overall Streetscape Plan.	Conduct Review. Recommendations developed and action undertaken.	Manager Infrastructure, Planning and Major Projects/Manager Design Services	Complete & ongoing
1.4	Update pedestrian crossing standards in Council's Urban Design Manual to comply with current D.D.A. Standards.	All works designed and constructed to current Australian Standards.	Manager Design Services.	Complete & ongoing

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Footpaths

Goal: To provide user-friendly footpaths for the benefit of all.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
2.1	Identify areas with a high concentration of older adults or people with disabilities and audit footpath accessibility and safety with view to upgrade.	Identification completed. Work Plan developed. Works scheduled.	Manager Asset Systems and Infrastructure	3 yearly audit. Oct 03- Feb 04
2.2	Audit footpaths to identify barriers to access e.g. cracks, tree roots, shrubbery, broken concrete	Barriers identified. Work Plan for addressing barriers developed.	Manager Asset Systems and Infrastructure	3 yearly audit. Oct 03- Feb 04

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Footpaths

Goal: To provide user-friendly footpaths for the benefit of all.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
2.3	<p>Identify a continuous accessible path of travel for pedestrians in shopping precincts and prioritise action.</p> <p>Education of traders re: placement of A-frames and street furniture, accessible shop entrances. Ensure compliance with Local Law in regards to A-frames, outdoor dining policy, and goods on display on footpaths to ensure appropriate level of access for people with disabilities</p> <p>Repairs, reconstruction, construction of footpaths with appropriate kerb ramps</p> <p>Re-location of street furniture, rubbish bins etc.</p>	<p>Trader's awareness programme undertaken. Infringement Notices issued when appropriate.</p> <p>Compliance monitored and enhanced.</p> <p>Maintenance/construction program developed and commenced.</p> <p>Relocation program developed and commenced.</p> <p>Local law guidelines and permit conditions reviewed and amended to ensure appropriate access.</p>	<p>Manager, Environmental Development.</p> <p>Manager Asset Systems & Infrastructure.</p> <p>Manager Waste & Open Space.</p>	<p>Complete</p> <p>April 04 & ongoing</p> <p>Program commenced March 04</p>

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Footpaths

Goal: To provide user-friendly footpaths for the benefit of all.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
2.4	Provide regular information to all residents, through appropriate publications, outlining the hazards of branches, shrubs and tree roots protruding over footpaths from private property.	Information provided annually with follow up action as necessary.	Manager, Environmental Development	Complete & ongoing
2.5	Review street tree maintenance and replacement program to ensure that high growth areas are scheduled for trimming regularly to reduce hazards.	Program reviewed. Scheduling adjusted as required.	Manager, Waste and Open Space	Complete & ongoing
2.6	Undertake an Access Audit of planter boxes, street trees, seats, etc) to identify obstructions to pathways.	Audit completed. Work Plan developed.	Manager, Waste and Open Space	Complete & ongoing
2.7	Monitor scooter usage within the municipality and provide information kit on scooter use to residents through the Rural Access project officer and scooter supplies.	Develop suitable kit. Circulate kit as appropriate.	Rural Access Officer (Aged & Disability Services)	June 04
2.8	Develop a program for replacement of appropriate seating and installation of seating to Australian Standards with backs and armrests in high use areas.	Program developed and commenced.	Manager, Infrastructure Planning and Major Projects	New installations occurring, retrofitting commencing March 04

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Public Lighting

Goal: To provide lighting according to assessed needs across the municipality.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
3.1	Undertake an audit of lighting in public places owned by Council to identify inadequate or inappropriate lighting provisions. Audit to include: <ul style="list-style-type: none">• Location• Level• Type• Operation• Signage lighting.	Audit undertaken. Work Plan developed. Response to complaints and risks identified.	Manager, Waste and Open Space. Manager, Design Unit.	Nov 04

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Signage

Goal: To assist in the identification of facilities and services.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
4.1	Undertake an audit of all Council owned signage to identify barriers to access and limitation of existing signage. The audit to include: <ul style="list-style-type: none"> • Type • Location • Size • Colour/contrast • Font size/style • Symbols used • Information provided • Use of tactile indicators • Use of language/s • Use of audio cues. 	Access audits completed. Barriers identified. Action required identified and reported to Directors.	Appropriate Manager	May 04
4.2	Develop Signage Strategy to ensure compliance with Australian Standards for Access and Mobility. Develop signage replacement plan for municipal building/ places as required.	Review completed. Signage replacement program developed and reported to Directors for action.	Appropriate Manager	Complete & ongoing

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Parking

Goal: To provide suitable and accessible parking for all users.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
5.1	Monitor distribution of permits for the Disabled Persons Parking Scheme to include: <ul style="list-style-type: none"> • Designated Accessible Parking Bay (DAPB) and non designated bays (including areas where coin operated systems are in use) • Develop awareness campaign to deter non Permit holders from using DAPB • Information provided to General Practitioners in relation to assessment criteria • Develop brochure listing Disabled Parking areas. 	Review undertaken. Recommendations identified, and plan developed.	Senior Technical Officer (Parking). Parking Coordinator	Complete & ongoing. April 04
5.2	Complete Access Audit of Designated Accessible Parking Bays (DAPB) <ul style="list-style-type: none"> ▪ Assessment of size, signage, lighting, access, surface conditions • Appropriateness of location 	Access Audits completed and Work Plan developed.	Senior Technical Officer (Parking)	Complete
5.3	Investigate feasibility of painting all DAPB's (designated accessible parking bays) on Council owned land, with blue lines for ease of recognition by all community members.	Investigation completed. Recommendations identified. Work Plan developed.	Senior Technical Officer (Parking)	Under trial until June 04

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Parking

Goal: To provide suitable and accessible parking for all users.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
5.4	Review total number of DAPB's, compared to total number of Disabled Permit holders with aim of increasing total number of Council owned DAPB's.	Review completed. Recommendations identified. Work Plan developed.	Senior Technical Officer (Parking)	Complete & ongoing
5.5	Lobby Shopping Centre administrators to increase number and support Gazetting of all DAPB's in shopping centres, not currently under Council jurisdiction and to provide more accessible parking bays.	Meetings to be held with administrators of shopping centres with aim of reaching agreement regarding number & Gazetting of DAPB.	Rural Access Officer (Aged & Disability Services)	June 04
5.6	Allocate space for and provide DAPB at Council owned buildings and facilities where not currently provided	Bays allocated and provided.	Senior Technical Officer (Parking)	April 04

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Buildings and Facilities

Goal: To ensure equity of access to building and facilities for all users.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
6.1	Prepare Implementation Plan for access works necessary at Council facilities.	Implementation Plan prepared and reported to Directors for action.	Appropriate Manager responsible for relevant facility.	April 04
6.2	Conduct access audits to identify Council buildings and facilities without Designated Accessible Toilets and develop a works and implementation program for installation/modification.	Audits conducted Works and implementation program developed.	Appropriate Manager	May 04
6.3	Where possible provide the following when constructing new toilets: <ul style="list-style-type: none"> • Unisex Designated Accessible Toilets rather than separate male and female • Sliding or 'outward' swing doors • Size and layout as per Australian Standard AS 1428 • Signage as per Australian Standards. 	New toilets constructed to comply. Compliance requirements included in design guidelines.	Manager, Infrastructure Planning and Major Projects	Complete
6.4	Provide access including, Unisex Accessible Change Rooms and hoists at all Council venues with swimming pools.	Access including Unisex Accessible Change Rooms and hoists provided.	Manager, Aquatic Services	Complete.

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Infrastructure Planning and Design

Goal: To provide infrastructure which meets the needs of all.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
7.1	Refer all plans and designs for new works and major refurbishment, of Council owned buildings and facilities, to an appropriate Access Advisor for review, prior to finalisation, to ensure compliance with relevant access standards and to optimise building functionality.	All plans and designs reviewed by Access Advisor and comply with relevant access standards.	Manager Infrastructure Planning and Major Projects	Ongoing
7.2	Amend Development Manual to ensure a sufficient number of accessible car parking bays are provided in new developments that incorporate off street parking.	Development manual amended.	Manager Planning	July 2004
7.3	Develop a process whereby notations are added to planning permits to advise of the need to comply with relevant access standards and guidelines.	Notations to be added to all appropriate planning permits	Manager Planning	April 2004
7.4	Provide the Buildings Access Checklist to all building and planning permit applicants to ensure compliance with relevant access standards and guidelines.	Buildings Access Checklist provided to all permit applicants.	Manager Building	April 2004 ongoing

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Infrastructure Planning and Design

Goal: To provide infrastructure which meets the needs of all.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
7.5	Present seminars to builders and developers within the municipality to disseminate information about relevant access standards and guidelines and implications for developments.	Seminars presented and information provided.	Manager Building Manager Planning	Commence April 2004
7.6	Provide updated information to developers in relation to changes to the Building Code and the introduction of Standards under the Disability Discrimination Act as these occur.	Updated information provided when available.	Manager Building	Ongoing
7.7	Liaise with specific developers to identify access requirements for significant new buildings.	Consultation and liaison conducted. Recommendations developed and conveyed to developers.	Manager Building	Ongoing

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Traders and Business

Goal: To ensure a user friendly business centre for all customers.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
8.1	Develop and undertake an education program through the Chamber of Commerce for traders to ensure access to, and within, shopping areas	Education program developed and implemented.	Manager Aged & Disability Services	June 04
8.2	Through the Chamber of Commerce provide information to Supermarkets in relation to the benefits of providing: <ul style="list-style-type: none">• wider aisles suitable for wheelchair access• lower shelf placement of high priority food items• seats in strategic positions, particularly for use by older adults.	Information provided. Action monitored.	Manager Aged & Disability Services	June 04

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Open Space and Playgrounds

Goal: To provide user accessible facilities for all.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
9.1	Undertake an audit of Council's playgrounds to ensure appropriate access is provided for users with a variety of disabilities.	Audit completed. Works Plan developed and reported to Director as per Playground Provision Strategy	Manager Leisure Services	Complete
9.2	Undertake an audit of Council owned parks and reserves to identify barriers to access and identify action required to remove these.	Access audit undertaken. Barriers to access identified. Works plan developed and reported to Director.	Manager Leisure Services	June 05
9.3	Ensure design and development of new parks, playgrounds and landscaping allows access for people with disabilities.	New Standards researched. All Abilities Playground completed.	Manager Design Services/Manager Leisure Services	Ongoing June 04
9.4	Identify walking/cycling/exercise trails and audit for accessibility.	Identification completed. Audit undertaken.	Manager, Waste and Open Space	Nov 04
9.5	Develop a program to upgrade toilets in parks to include unisex designated accessible toilets.	Works scheduled developed and implemented.	Manager, Waste and Open Space	As per maintenance program

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Waste Management

Goal: To facilitate a service which is capable of meeting the needs of all.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
10.1	Develop and distribute an information Kit, detailing assistance available to people with disabilities in using Councils waste management services including assistance with putting out rubbish bins	Information Kit developed and distributed.	Manager, Waste and Open Space	Jan 05
10.2	Investigate feasibility of use of smaller and 'Flip Lid' Wheelie bins (foot operated) for people with disabilities, for perishable garbage and recyclables.	Investigations completed. Feasibility identified and reported for action.	Manager Waste and Open Space	Jan 05 (re-contract process)

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Information, Communication and Consultation

Goal: To ensure the specific needs of all groups are catered for.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
11.1	Review use of Font sizes and styles in all relevant publications to ensure people with disabilities are not disadvantaged in accessing Council information.	Review completed and strategies developed.	Communications Officer	June 04
11.2	Produce publications targeted at older adults and people with disabilities utilising minimum 14-point size in Arial font.	Publications comply.	Communications Officer	Complete & ongoing
11.3	Investigate appropriate strategies for using local radio and newspapers to provide Council information in accessible formats.	Investigations completed and strategies developed.	Communications Officer	Complete & ongoing
11.4	Evaluate the capabilities of the Internet as an information dissemination medium for people with disabilities with reference to DDA guidelines on WWW access. This review will particularly take into account issues concerning access for people with a visual impairment.	Evaluation completed and Work Plan developed.	Communications Officer	Complete

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Information, Communication and Consultation

Goal: To ensure the specific needs of all groups are catered for.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
11.5	Publicise the availability of publications and information in alternative formats to standard print format.	Articles in local newspapers. Information sent to local service providers and people with disabilities.	Communications Officer	Complete & ongoing
11.6	Develop guidelines for use of sign language and culturally appropriate interpreters. Ensure Customer Service Officers and other relevant staff are provided with information re hearing loops and sign language, and access to them. Ensure that information re hearing loops, sign language and cultural interpreters are available as a resource to staff that are organising public meetings.	Guidelines Developed. Current information provided to staff as appropriate.	Communication Officer Customer Services Co-ordinator	Complete
11.7	Provide hearing loops for public meetings within Eastbank.	Hearing loops provided.	Manager Performing Arts and Conventions	Complete
11.8	Utilise community activities and locations for dissemination of Council information e.g. festivals, fairs, shopping centres etc.	Information regularly disseminated through a variety of community activities and locations.	Appropriate Managers	Ongoing

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Information, Communication and Consultation

Goal: To ensure the specific needs of all groups are catered for.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
11.9	Where possible utilise appropriate disability and access symbols in all advertising material.	Symbols utilised where appropriate.	Communications Officer All Managers	April 04
11.10	Investigate feasibility of providing a toll free number for information service.	Investigations completed. Reported to Director.	Communication Officer Customer Services Co-ordinator	July 04
11.11	Ensure information re services is provided in a wide variety of Council Service Centres e.g. Maternal and Child Health Centres, Pre Schools, Libraries etc.	Information provided to a wide variety of Council Service Centres.	All Managers	Ongoing
11.12	Provide opportunities for people with disabilities, carers and service providers to have input into policy and service planning and development and to review the DAP.	Conduct community consultation/ focus groups as appropriate.	Manager Aged & Disability Services	Complete & ongoing
11.13	Investigate the provision of infrastructure to enable people with disabilities to complete Council forms on home computers and to return these electronically to the appropriate department.	Investigation completed. Recommendations identified and reported.	Manager, Technology Operations	Complete

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Information, Communication and Consultation

Goal: To ensure the specific needs of all groups are catered for.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
11.14	Investigate the development of networks that enable people to download appropriate information from Council information systems to home computers.	Investigations completed. Recommendations identified and reported.	Manager, Technology Operations Communications Officer	Implement ation May 04
11.15	Install a Telephone Typewriter (TTY) and provide trained staff at Council's Customer Service Centres.	TTY installed. Staff trained in operation.	Customer Service Coordinator	Install complete. Training June 04

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Aged and Disability Services

Goal: To provide universally accessible services tailored to customer needs.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
12.1	Provide regular information to service users and carers in relation to current status of following: <ul style="list-style-type: none"> • eligibility criteria • priorities • services available • conditions of service • complaints process • communications process • fees and charges. 	Information updated and provided annually and at other times when changes may occur.	Manager Aged & Disability Services	Complete & ongoing
12.2	Review of Community Transport with Community Access provider with a view to providing more equitable geographic coverage. Include: <ul style="list-style-type: none"> • Monitoring of current demand • Usage levels • Unmet need • Flexibility of current service • Limitations of current service • Buses able to carry more than one wheelchair. 	Review completed. Recommendations reported	Manager Aged & Disability Services	June 04

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Aged and Disability Services

Goal: To provide universally accessible services tailored to customer needs.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
12.3	Review Home and Community Care Services to identify opportunities for expansion of: <ul style="list-style-type: none">• Home Care hours• Respite Care services for adults and children with special needs	Review completed. Action implemented.	Manager Aged & Disability Services	Complete & ongoing

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Contracts

Goal: To ensure that services are responsive to all users regardless of the supplier.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
13.1	Include a requirement, in all relevant Service Specifications, that ensures compliance with the Council's Disability Policy and Action Plan including: <ul style="list-style-type: none"> • Disability Discrimination Act (1992) • Australian Standards for Access and Mobility 1428.1 • Participation of people with disabilities in service planning and evaluation • Flexibility in service provision to ensure equity of access for people with disabilities Request Contractors to provide their Disability Action Plan (or plans to develop) that details: <ul style="list-style-type: none"> • Participation/consultation strategies • Evaluation and feedback strategies • Staff support • Information dissemination strategies • Staff training and continuity strategies • Physical access to contractor's premises • Access to services. 	Requirements included in all relevant specification documents. Plans reviewed	Responsible Managers	Complete & ongoing

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Customer Service

Goal: To ensure that all customers are treated equitably in all instances.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
14.1	Ensure customer service feedback systems include <ul style="list-style-type: none"> • people with disabilities • regular feedback surveys • regular “phone in” feedback lines • interactive internet facility. 	Accessible customer service feedback mechanisms established and operating. Feedback provided to relevant Council departments.	Customer Services Coordinator Communications Officer	April 04
14.2	Investigate options for payment of Council accounts i.e. rates, dog registration, homecare etc., to be accessed via a variety of payment methods i.e.: <ul style="list-style-type: none"> • Telephone • Internet • Direct debit. 	Options for payments reviewed and accessible systems established.	Customer Services Coordinator	April 04
14.3	Continue to provide flexible service delivery methods to accommodate people with special needs.	Service delivery methods adapted as required to meet specific requirements of customers.	Customer Services Coordinator All Managers	Complete & ongoing

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Customer Service

Goal: To ensure that all customers are treated equitably in all instances.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
14.4	Display Better Hearing Counter Cards on relevant customer service counters.	Cards displayed.	Customer Service Coordinator	Complete
14.5	Modify information stands to Australian Standard recommended heights for easy access.	Information stands modified as required.	Customer Service Coordinator	June 04

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Advocacy **

Goal: To facilitate equitable representation for all regardless of disability.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
15.1	When appropriate lobby State and Federal Governments in relation to funding for disability access services and generic service accessibility.	Lobby occurs with relevant Governments.	Manager Aged & Disability Services & Rural Access Officer	Ongoing
15.2	Where appropriate lobby relevant Transport Authorities in relation to the following: <ul style="list-style-type: none"> • provision of improved public transport: • improvements to the Maxi Taxi system including reduced costs and applicability Australia wide • provision of seats with backs and arms at bus stops • provision of drop down steps on buses • more flexible transport services 	Lobbying of relevant authorities occurs.	Manager Aged & Disability Services, Rural Access Officer & Manager Infrastructure, Planning and Major Projects	Ongoing

**Note: Advocacy should be pursued in accordance with recognized protocols.

Greater Shepparton City Council
Disability Policy and Action Plan

Advocacy **

Goal: To facilitate equitable representation for all regardless of disability.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
15.3	Lobby relevant Traffic Authorities to ensure: <ul style="list-style-type: none"> • Provision of more pedestrian crossings • Audio/tactile indicators at all pedestrian crossings • Ensure crossing time for safety of users is adequate • Monitor the volume of audio crossing signals 	Lobbying occurs on a regular basis.	Manager Design Services	Ongoing
15.4	Lobby business to provide: <ul style="list-style-type: none"> • Disability access to all facilities including toilets • Accessible telephones. 	Lobbying occurs on a regular basis.	Manager Aged & Disability Services & Rural Access Officer	Ongoing
15.5	Lobby relevant authorities to provide community education in relation to disability awareness.	Lobbying occurs on a regular basis.	Manager Aged & Disability Services & Rural Access Officer	Ongoing
15.6	Lobby for increases in funding and information regarding advocacy services.	Lobbying occurs to relevant authority.	Manager Aged & Disability Services & Rural Access Officer	Ongoing
15.7	Lobby relevant levels of Government to provide increased opportunities for education and employment of people with disabilities.	Lobbying occurs to relevant authority.	Manager Aged & Disability Services & Rural Access Officer	Ongoing

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Funding

Goal: To ensure equitable distribution of funds according to Council priorities.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
16.1	Review current Council-funding allocation to support development of accessible services across all Council departments given extra requirements and adjustments required as identified in this Disability Action Plan.	Funding allocations reviewed. Appropriate allocations made on an ongoing basis.	Manager Aged & Disability Services & Rural Access Officer. All Managers	March 04

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Human Resources

Goal: To raise awareness and ensure that EEO principles are followed in all relevant issues.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
17.1	Include reference in the Council Plan to the Disability Action Plan.	Included in the Corporate Plan	Director Organisation Development	Complete
17.2	Develop and provide relevant information to new staff in the induction program, regarding disability access issues and practices and Council's Disability Action Plan ensuring staff are aware of their responsibilities under this DAP	Information included in orientation program.	Human Resource Manager & Managers	Dec 04
17.3	Develop and implement an ongoing strategy to raise staff awareness of disability access issues including: <ul style="list-style-type: none"> • Training for relevant staff in providing appropriate services to people with disabilities • Training for relevant staff in planning programs and projects that impact on people with disabilities • Access to training and development for staff with disabilities. 	Staff development program in place and training commenced.	Human Resource Manager. Manager Aged and Disability Services. All Managers.	Dec 04
17.4	Identify staff with appropriate skills to assist people with disabilities eg: sign language.	Appropriate staff identified.	Human Resource Manager.	July 04

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Disability Specific

Goal: To facilitate pro-active interaction with people with a disability and their carers.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
18.1	Through Best Practice groups ensure service providers meet regularly for information sharing, networking and improved co-ordination of services and programs for people with disabilities.	Issues identified. Strategies for action developed.	Manager Aged & Disability Services	Complete & ongoing
18.2	Auspice a Forum for people with disabilities and carers annually, to monitor and evaluate the Disability Action Plan (DAP) and provide input into future action.	Community consultation/focus group. Issues identified. Strategies for action developed.	Manager Aged & Disability Services	July 04

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Leisure and Recreation Services

Goal: To provide appropriate and accessible facilities for all users.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
19.1	Investigate the feasibility of modifying/purchasing/ arranging Gym equipment suitable for use by people with disabilities using Council operated recreation centres.	Investigations completed. Results reported.	Manager Aquatic Services	June 04 (annual business plan)
19.2	Investigate the provision of specific places in generic recreation programs for people with disabilities. Consider minimum number of places available for allocation in each program utilising program specific data. e.g. <ul style="list-style-type: none"> • total number of program places • cost • availability of support staff • usage rates etc. 	Investigations completed and strategies recommended.	Manager Aquatic Services Manager Leisure Services	June 04 (annual business plan)
19.3	Review access audits in leisure facilities to identify priority works in recreation facilities to provide appropriate access to users.	Implementation plan developed.	Manager Leisure Services. Manager Aquatic Services.	Complete & ongoing
19.4	Investigate the need for and options to assist with transport to recreation facilities, particularly for the elderly, youth and people with disabilities	Investigation completed. Options identified. Work Plan developed.	Manager Leisure Services Manager Aged & Disability Services	Audit complete, awaiting report.

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Family and Children's Services

Goal: To ensure equity of access to Council services for all children and parents.

Strategy No.	Strategy	Performance Indicator	Responsibility	Timeline
20.1	Promote Family Day Care as a childcare option, utilising relevant Council databases, to families of children with a disability.	Promotion of FDC occurs on a regular basis.	Manager Family & Children's Services Manager Aged and Disability Services	Complete & ongoing
20.2	Encourage the recruitment of new carers for children with disabilities.	Recruitment Strategy implemented.	Manager Family & Children's Services	Complete & ongoing
20.3	Assist parents in advocating for one on one support for children with disabilities in accessing child care centres, pre-school and family day care. **	Support provided as required.	Manager Family & Children's Services Manager Aged & Disability Services	Complete & ongoing
20.4	Lobby for increase in funding for Home Care Services to improve respite care to parents/carers with young children and/or adults who have disabilities.	Increased funding available.	Manager Aged & Disability Services	Ongoing

**Note: Advocacy should be pursued in accordance with recognised protocols.

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