



Disability Access and Inclusion Plan Community Engagement Findings Report

August 2020

Acknowledgement of Country

In the spirit of reconciliation the Coorong District Council acknowledges the Traditional Custodians of country throughout Australia and their connections to the land, sea and community.

We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

DRAFT

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Contact Details

Inclusive Coorong, the Coorong District Council Disability Access and Inclusion Plan (DAIP) is available on Council's website and printed copies are available at all Council Customer Service Offices

Coorong Civic Centre

95 – 101 Railway Terrace, Tailem Bend SA 5260

PO Box 399, Tailem Bend SA 5260

Meningie Information Hub

49 Princes Highway, Meningie SA 5264

Tintinara Customer Service Centre

37 Becker Terrace, Tintinara SA 5266

Phone: 1300 785 277

Email: council@coorong.sa.gov.au

Website: www.coorong.sa.gov.au



Background

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

Inclusive SA was launched on 1 November 2019 and is the South Australian Government's first State Disability Inclusion Plan. It is the Government's commitment to creating an accessible and inclusive South Australia based on fairness and respect.

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 our 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 State Plan is a requirement of the Act and sets a framework to support State authorities to implement the National Disability Strategy 2010-2020 (NDS).

Local Government plays an important role in creating an environment which is inclusive of all people, through its planning role and also through its involvement in community activities and provision of a range of services.

Council is required under the Disability Inclusion Act 2018 (SA) to develop a Disability Access and Inclusion Plan.

The development of a Disability Access and Inclusion Plan represents a commitment by Council to contribute towards social access and inclusion for all community members and visitors. This can provide many benefits including increased opportunities for social inclusion, improved physical access to facilities and buildings, enhanced community and individual wellbeing and a greater recognition of the diversity of the residents and visitors.

In developing this Plan, the following was included:

- A survey to assess the potential needs, experiences and ideas of individuals and the community regarding Council's existing facilities and services.
- Workshops with community members, Elected Members and Council staff to assess the potential needs, experiences and ideas of individuals and the community regarding Council's existing facilities and services.



A snapshot of the region

The Local Government Area

Coorong District Council covers 8,832 square kilometres with a population of 5,429 people living in 3,016 dwellings. (Australian Bureau of Statistics 2019 Estimated Resident Population)

The area is predominately rural and encompasses the small townships of Coonalpyn, Meningie, Tailem Bend, Tintinara and Wellington East.

Demographic Profile

Coorong District Council Data

In 2016, 330 people (or 6.1% of the population) in the Coorong District Council area reported as needing assistance in their day-to-day lives and identify as having a profound or severe disability. Of those residents identified as requiring assistance, 49% are aged 65 plus.

The area's disability statistics relate directly to need for assistance due to a severe or profound disability. People with a profound or severe disability are defined as those people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a disability, long-term health condition (lasting six months or more) or age.

According to the 2016 ABS Census the Coorong District Council recorded a total of 568 people (13% of the population) that provided unpaid care, help or assistance to a person with a disability or health condition.

Coorong District Council has an ageing population with 22% recorded as being 65 plus.

Community Consultation

In accordance with Councils Community Engagement Policy, initial consultation for the DAIP was undertaken over a six (6) week period. During this time community members, service providers and Council staff were invited to participate and contribute to the development of the plan through either completing a survey, providing feedback direct via email, phone and face to face or attending a community workshop.

Community feedback and input was sought to help in the development of the action plan which incorporates four key priorities around inclusive communities, leadership and collaboration, accessible communities and learning and employment.

A survey was developed around the themes of access to Council buildings, facilities, programs, services and information. Findings and feedback obtained from the community has been used to guide and assist in the development of the actions outlined in the Inclusive Coorong – Disability Access and Inclusion Plan.

Community participation

Over 124 people took part in the consultation

- 23 people participated by contributing to community discussions held at the Meningie Day Care Centre and the Coonalpyn Community Hub
- 30 People completed the online survey
- 9 People completed a printed copy of the survey
- 16 people completed the Easy-Read survey
- 4 People made written submissions
- 39 Council Staff and Elected Members participated in workshop presentations
- 3 Service providers were consulted over the phone

Council developed 3 versions of the survey which included an online version, a printed version and an easy-read version. Access to surveys was made available via Council's website, through links via electronic and social media distribution, as well as printed copies located at all Council offices, local post offices, medical centres, community hubs, and chemists.

A report detailing information on survey results and the feedback received during the community engagement period will accompany the Draft Plan, which will be presented at the August 18 Ordinary Council meeting.

25% of those completing the survey identified as being a person with a disability or where completing the survey on their behalf. Other people taking part in the consultation included family members, carers, people working in the disability sector, local government representatives and interested community members.

Summary

Consultation participants gave feedback and input into a wide range of topics affecting the lives of our elderly population and people living with disability within the district. Strong themes emerged around the topics of footpaths, communications / consultation, access to information and disabled toilets.

These themes that emerged from the consultation were discussed at length during group discussions and have been included in the draft plan along with recommended actions that align with the priorities contained within Inclusive SA the South Australian state plan.

In addition, where the community rated services, buildings, facilities programs and services as good or needing improvement, actions have been included in the plan to undertake audits to determine where improvements can be made.

Any future expenditure required for the Plan's implementation will be progressed through the normal budget process and included in Council's long term financial plan.

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Survey results Summary

- Over 64% total respondents were aged 55+
 - 59% of respondents to the General Survey were 55+
 - 75% of respondents to the Easy-Read survey were 55+
- 84% of total respondents identified as Coorong District Council Residents and 16% as other
- 25% identified as being a person with a disability or where completing the survey on their behalf
 - 50% of respondents to the Easy Read survey identified as being a person with a disability or were completing the survey on their behalf
- When asked to rate the accessibility of Council's building or facilities
 - 52% rated them as good
 - 35% were not sure
 - 13% rated them as needing improvements.
 - It is worth noting that 64% rated footpaths as requiring improvements which was also emphasized with 20% of additional comments referring to the condition of footpaths.
- When asked to rate the accessibility of Council's programs and services
 - 60% rated them as good
 - 3% rated them as needing improvement
 - 5% were unsure
- When asked to rate the accessibility of Council's communications
 - 80% of the general survey respondents rated Council's communication as good.
 - Response in the Easy-Read survey showed only 30% felt that information was easily accessible. Across both surveys it was highlighted that 15% of respondents do not have access to the internet.

Survey results feedback

The following feedback was also provided with both the Community Survey and Easy-Read (ER) Community Survey.

ER: You can tell us more about the public spaces

- Peake Hall & toilets are accessible for disabled. Peake & District Sporting Club is also accessible for disabled.
- Generally are up to standard. Public toilets main street requiring replacement
- Footpaths are uneven. Playground is too uneven and can trip entering.
- "Some streets in Taillem Bend do not have footpaths which is hard for people with mobility issues. Public toilets are not in very good condition. "
- "Decent seating & table at kids park next to tennis court. Replace broken table and seating taken away months ago near toilets at Coonalpyn.
- Swimming pool - Grant for a lift?
- ? Grant for disability swing where the wheelchair is attached to the mechanism - put Coonalpyn on the map!! - not Taillem Bend! Not Tintinara! Not Meningie!
- Re Wattle Range Council 1 million \$ kids park - done over 10 years ago was fabulous, ask David Mosel!
- Would fall over where treehouse was removed!! At tennis court / playground.
- Footpath from road to inside caravan park for people with walkers canes etc can be wet boggy & uneven. " Example is 42 Mile Crossing only those with 4x4 car can go through.
- The footpaths of Jallarah Court need to be sealed as they are uneven in various places and not safe for the residents in the cottages - also they need to be sprayed for weeds regularly.
- Post Office and Bakery only has steps and difficult for people with leg problems to access. Needs ramp.

ER: You can tell us more about the public amenities

- Disabled toilets are hard to access. Other toilets should not have steps.
- Carparks hold too much water and could slip.
- Toilets at Coonalpyn are a disgrace, need separate disabled toilet urgently and decent signage for male/female for people who don't understand English.
- In some counties this logo (on the survey) would mean male, quite often before COVID males went into females toilet and didn't like being told to get out!! Tintinara too!!
- The 'Lions Park' overlooking Lake & Pelican walk is very popular - kept very tidy. No alcohol. Good break for lunch for bakery for travelling public.

Further comment on the accessibility of the following programs and services:

- Some hard waste collections would be useful especially for those like me living in the retirement village who do not have trailers etc.
- Water storage for refilling fire trucks needs improving.
- At Doctor's Clinic there is a huge slab of cement right next to a disability car park. My father-in-law, who has a disability permit, had difficulty getting out of car, and to his walking frame. Along with my mum-in-law, they both have trouble walking. And there's also too many 'steps' leading into clinic.
- What I know of for these things they are great but I can hardly say
- Need a heavy rubbish pick up the information centre needs a bit of improvement as never knowing when it is open
- It depends on how far you want to go with it and who your target demographic is for that program.
- Ensuring written information is available in large fonts, or for people with vision difficulties, having sign language interpreters available if needed, or interpreters for people who's first language isn't English.
- I know things like rubbish management is a huge issue for people who do not have access to a regular kerbside collection and must take their bin/rubbish some distance to be collected and/or to the dump. Not everyone can lift or move a rubbish bin or can drive. Most of these things above can be improved in one way or another.
- Currently Council provides no safe access for me to its facilities and programs because of the widespread community use of toxic chemicals. Being socially isolated, some years ago I contacted Red Cross seeking regular phone contact. Despite phoning more than once, and being told I qualified for help, nothing happened. During the Covid-19 lock-down I was grateful to get phone calls from the Moorundi Health Service (whom I see at Raukkan) and the Tailm Bend Community Centre. Regular socialisation, including art, music, story-reading, poetry writing, suitable exercise programs et al, via phone and online would be very helpful. Of course, I'm not expecting Council to provide these, but it would be helpful if Council posted a list online of where online/phone programs & activities can be found.
- On the rare occasions when I'm well enough to venture out for a local walk, there is no safe footpath to walk on, and since being chased and/or bitten by a neighbour's dog, I am too frightened to go near their place.
- A yearly hard rubbish collection would be very helpful, as I have no way of getting rid of this myself. Also shifting the bins weekly to the roadside is a difficult task, since the road verge is so wide and is uphill, and so I am grateful the Council has not made an issue of me leaving them some way back from the road. Sadly, some locals have not been so understanding of disabilities.
- There is a need for a public education program to take the stigma out of disability.

- In the event of a fire or other disaster, there is not toxic chemical safe place for me to evacuate to, as far as I know.
- During dry weather the dust from Loveday Bay is a health hazard. Thankfully Council put up slow down signs, but only one side of my home, and too many drivers ignore them anyway. There's a need for more public education re the hazards of air-born fine particulate matter, not just from dust, but fires and chemicals too. Too many locals & visitors, as in duck-shooters, have a reckless disregard for the health of others, human or otherwise, especially here where habitat should be looked after for the protection of endangered migratory birds.
- It is impossible to get tradespeople to come out to do maintenance work around the home here. Is it possible Council can supply a list of tradies prepared to travel?
- There are times when it would be very helpful to have home help.
- Getting access to home help has been a stressful and fruitless task
- This is general. There are limited services for people with disabilities.
- Those services we do have, are not well known to the people with disabilities.
- More needs to be done by providers as well as other stakeholders such as LGA
- Some of the areas I couldn't think of the program being available in Coonalpyn.
- Was this disable accessibility or general public?
- Everyone focuses on Tourism, Where has tourism got us now the Covid 19.
- Everyone has had to rely on the community for support

**Please rate the accessibility of the following Council buildings or facilities:
Further comments**

- As we do not actually live in a town and have not had to negotiate places from a disabled point of view, our answers to these questions maybe a bit misleading!
- There are some streets that do not have proper footpaths, making it difficult for people who need mobility aids.
- Railway crossings are not really easy for those using mobility aids.
- Seating - concrete table and chairs - seats too close to the table.
- Disability parking at Doctor's Clinic is disgraceful.
- Council Chamber - don't know where it is; camp grounds - unsure don't know where they are; Council offices and buildings - don't know all the buildings in Tailm Bend.
- Council Offices are a huge one, I believe that if someone with a disability such as a wheel chair or even elderly with a walking frame etc. came to any of our offices they are straight away going to face a challenge walking through the doors. They need to push/pull them open as well as hold it so they can

manoeuvre through. I believe that automatic doors should be considered for the offices especially as we do have such a high rate of elderly citizens in the area. I know for certain that the Tailem Bend door is extremely heavy to open when there is a slight wind outside and have had it close quite forcefully on me. I also think that once inside our offices there is no desk for someone in a wheelchair to go to so that they can speak to us without a counter in the way. currently the one in the Tailem Bend office is being utilised as another brochure stand of which I don't believe it was installed for.

- Tintinara Community Hall has not got a disabled toilet and the current toilets have limited spaces for turning if a patrons uses a roller walker.
- there are plenty of areas where you can park and relax
- there is much that is needed to be done to allow ppl in wheelchairs and using walking aids to access all of the above Need to make sure footpaths etc are stable and provide access to these spaces from car parking/bus parking spaces.
- Also ensuring that the doors provide easy access
- There are limited footpaths that are in safe condition in Tintinara.
- DOORS to some premises too hard to open as I have a mobility walker and only the use of one of my arms. FOOTPATHS, lack of, especially on the other side of the railway tracks.
- There is a lot of old infrastructure that was built before access needs were a requirement
- Disability access to Council facilities is not all about wheel-chair or mobility scooters.
- Because the Coorong Council, without informing the public, permits widespread use of toxic chemicals, such as hospital grade or alcohol-based cleaners in toilets and other public facilities, herbicides with toxic active ingredients such as glyphosate along roadside verges and in parks, no where is safe for me to go. There are alternatives available. Yes, these may be more expensive, but why is a healthier environment for all routinely rejected on cost? Everyone, everything benefits from a healthier environment. The problem is that too many folk have been convinced by the advertisers that their toxic chemicals are safe. No, whenever they have a warning, like 'poison', they are not safe. What about a public online notification system so that those of us with chemical allergies and intolerances can know where to avoid, and when it's safe to travel?
- Looking at it from dementia inclusive environments some improvements can be done such as dementia inclusive signage / design, training etc.
- Your survey didn't allow me to say I was a Community Nurse. I filled this survey in as if I was a Mum with a double pram, pushing a walker or someone in a wheelchair.

- The most difficult area in Coonalpyn and the most used is the footpath and access to the Post Office. The danger of being close to the highway with no barrier and steps to get into the building.
- I am the owner of Coonalpyn Bakery and LPO. The access into shop has stairs. The elderly have problems getting into shop to get their mail and essentials. They are unable to mobilise up the steps with walking frames or wheel chair. Mothers leave their babies in prams outside, right next to major highway to get their mail.
- Someone from the Coorong Council had approached my shop and spoke to my manager saying they had money put away to improve access. That was 9 months ago. As we are the only place that sells milk, veg, fish and now have a small grocery line to help support the community with bare essentials. The Elderly and disabled need to have an easy access to enter the store.
- Coonalpyn Bakery and LPO has no wheelchair access at all. A council worker spoke to Jennie Peck (Manager) over 12 months ago and told her it was going to be done in the next 6 months. Yet still no sign of it happening. When I spoke to the Mayor about it, he had no knowledge of it but promised to look into it. We have elderly people with walkers who struggle to come in and get their mail. A number of customers have had falls outside the shop on the footpath as well. Council would be doing a great service to Coonalpyn if this problem could be remedied before any ratepayers or visitors to our lovely town are seriously hurt. Thankyou for your time and consideration.
- Comments only in relation to places I have been and am comfortable accessing.
- I have not had any problems accessing the public areas in the main street.
- The footpaths are in fairly good order. The parks, paths/walkways are terrific

ER: You can tell us more about the buildings

- Needs to be a ramp installed at the Coonalpyn post office/bakery, for people with walkers, walking sticks etc.

ER: You can tell us more about how you get council information

- Via a letter, more should be in the local papers. Taillem Topics, Lakelander & Coonalpyn Hub. Not everyone has a computer. Elected Members
- Facebook, website, word of mouth (though sometimes this is unreliable), Taillem Topics.
- "Very easy to get if you have decent phone, laptop etc. What is printed in The Hub Newsletter - usually not much. Word of mouth. "
- I don't know, because I think on my own opinion, there is no council services awareness coming from the council but in other hand the council doing great, cheers.

- "I do not get any information from computer or smart mobile so I go to the Council office and Renee is very helpful.
- I have this same conversation with many locals - NO local telephone direct - instead of having to be connected via Tailern Bend many people have told me - they give up consequently their business is not received.
- Community publication is Lakelander, monthly. "
- As I do not have a computer I find it hard to access information.
- I would either have to walk down to the Council office or catch the community bus on a Friday.
- Word of mouth, can't read, no access to computer etc.
- We are a very fortunate community to participate in all the above services - excellent Information is given to us, via Coonalpyn Community Hub newsletter each month by Mrs Lisa Rowntree keeping us up to date with Council info.
- Can be hard to get someone to call back at time, phone wise.
- "Quite often we get Lakelander too late to go to funerals, markets etc and that's being closed down, can't afford \$80 postage for it.
- Quite a few don't drive anymore or don't have a car.
- About 1/2 of town's population don't have/do Facebook etc so every event etc done that way they miss out on.
- We have a noticeboard on verandah next to post boxes everyone looks at it. It takes 2 minutes to print A4 or smaller notice that could be emailed direct to post office and then pinne up for all to see.
- Pub wonders why people don't go as everything is on Facebook!"

Providing timely, responsive, accurate and accessible information is critical to Council. Please rate the accessibility of the following means of communication: Further comments

- A lot of us 'older' people don't use websites or social media to access information and use for communication.
- A lot of elderly do not use electronic devices such as computers, and require other forms of communication.
- Social media - feel that the general public cannot comment freely due to possible repercussions from CRAG and some councilors.
- Community notice boards - is there one?
- On hold telephone messages: don't know.
- Would like Council to review its Bush fire / Emergency plan and inform the community of the plan including the bush fire safe place & relevant signage.
- i put help and nothing has been forthcoming since no communication at all after i went out of my way to see someone at the council

- Could radio advertisement be a form of communication for those who may be missed with print media on certain issues.
- All communication needs to be accessible to those with vision/hearing difficulties. Improvements on making things more easily understood would be good also in terms of the forms and permits as they can be quite full of jargon.
- Please see previous comment for my online suggestions.
- Coorong Council are very good with Media, social media, web sites, etc
- I personally have not had to access any of the above. I see the social media Facebook page on my feed and find it informative.

Tell us more about how you can use council services

- Don't use Council services a lot, yet, if at all!!
- Council needs to get it out more, to what it services ie does provide. A insert into the local papers.
- Don't use a lot of Council Services as I live in TB Homes for Aged Retirement Village. However, I am very grateful for the Council fixing the curbing at the entry of the village. It is much smoother now.
- Difficult for me cause as I have previously started 'computer internet illierate' - but my family keep me 'up to date'.
- I think most times are reasonable, they do have strange laws at times, I personally haven't hard to worry about have to deal with any problems so far
- Some house numbers on street curbing need improving.
- Usually by phone.

ER: Please tell us more

- The new toilets for the main street to have appropriate signage eg braille signage for the blind
- As a volunteer at our local 'Vinnies' Op Shop, there a lot of locals dropping unusable furniture and goods which costs Vinnie's a lot of money to be removed. this is not a good look for Vinnie's or the Catholic Church. It may be better to have some cheap days at the tip or for Council to do hard waste collections once or twice a year.
- "Could not fit the survey in the pre paid envelope no matter how hard I tried.
- Need more seating around town in back streets and highway for elderly needing a rest on their walks otherwise you have to perch on a fence.
- Still no seat/table at Tintinara dog park - all others have one (1 at Meningie, 3 at Tailern Bend and none at Coonalpyn dog park).
- Decent big tree near gate at Coonalpyn one to put table under, fair distance for visitors to walk to if disabled/sick/old through tunnel etc.
- Access to Tintinara Foodworks shop?

- Access to Coonalpyn post office?
- Access to Meningie post office? Auto opening doors as very heavy.
- SA water fountain - dog drinking spot not working for quite a while. And useless signage of how to use. "
- I am one of the 'Elders' of Meningie as I have lived in the district for 70 years. My life has been very interesting experiencing all the changes in our beautiful town! The community all work so tirelessly together - we have an excellent health centre - to assist all age groups - particularly the ageing population - lifestyle for retirees 2 days week - free transport - hot midday meal - exercise and entertainment in afternoon. Jallarah Home for the people who need special care. I have 3 issues of importance to the community - 'There is an accident ready to happen; The many transports driving too fast in shopping area - 50 k's over the years I have tried in vain to reduce speed limit to '40 k's' with no available. Bikes speeding on footpath - very dangerous. Please bring the Hospital Board with local members. Sincerely [REDACTED]
- I know you are upgrading footpaths etc, which are very good, but over SW of the town of Coonalpyn more footpaths need to be built (ie High St), everyone has to walk on the road, if they have to walk on the grassed or dirt area, it is a bit dangerous for older people (tripping & falling) - thank you for what you do for us.
- Do something about the public toilets.
- Would be nice to see lawn mowing of nature strip done more often. And PLEASE get rid of those pesty Corella's, they are causing lots of damage to trees and grass areas, out of control.

Please provide specific examples of how you feel other Council services or facilities may be made more accessible and inclusive:

- Hard waste collections from kerbside or cheaper fees at the tip.
- Soap in toilets would be good and that has been addressed.
- Erection of more modern main toilet facilities as current facilities are not impressive and visiting buses and tourists might consider current facilities to be outdated.
- at the moment there is lack of information concerning what is around the town and district.
- Parks and open spaces where ppl walk, try to walk, can access in a wheelchair, ride pushbikes, push prams. Coomandook has just had constructed an all access bitumen path in the town which is fantastic for locals.
- A safe walk way and access for all people no matter their disability or ability.
- All access toilets along walking trails
- Consider Dementia Friendly design in facilities and signage
- All streets should have usable SAFE footpaths on Both sides of the streets

- For every new infrastructure planning for access, ie park benches and tables
- Can the Council please provide information about local vets who do home visits. The Murray Bridge Clinic doesn't.
- Dementia specific signage (yellow with black lettering, black or blue toilet seats, staff training on dementia awareness, floor covering design such as no black door mat, or too much pattern or dark colours.
- I think there has been a decrease on information to those that are not on the internet.
- access ramp outside the post office/bakery would be better
- Apply a ramp where the stairs are at Coonalpyn Bakery and LPO
- implementation of hard rubbish removal on a per annum basis, improved customer service experience, improved council management of council

How would you rate your Council's implementation of programs and activities that aim to improve access for people living with a disability?

- I am grateful for the Taillem Bend transport scheme for when I need to travel to medical appointments. I am grateful for the community library services and my friends who volunteer to pick up books etc. I am grateful for the mail contractor who delivers my fortnightly food order.
- If the Council could supply a list of local businesses that home deliver, or would deliver to the PO that would be helpful.
- I am unaware of this, sorry.
- I am aware that the council has put in the stairs at swimming pool.
- Other than the footpath improvements in the streets and the support for the medical bus, I was not able to think of any others in Coonalpyn.
- the post office/bakery needs an access ramp for people with a disability/wheelchair etc
- Councillors have been in before making comment that they would fix access and it going to happen. Then we find out 6 months ago the Mayor new nothing about it. Coorong council have rang so many time how can we help and i explain the situation we will look into it with no response.
- Limited communication from council about implementation of much of anything
- Unable to rate as I have no experience to go by.
- I will be moving back to live there in a week. I have been living elsewhere and only spent holidays there since 2011.

Further Comment

- Would like to see the Council focus more on services they can provide rather than how much money can be saved.
- Given the large population of gopher (mobility scooter) users in the Tailern Bend area, it would be good to have dedicated space for them to ride eg footpath space and park when visiting shops/hairdresser, using the hall etc.
- Do I detect a bias in this Council survey to 'access' being assumed to be ramps et al suitable for folk using wheel-chairs or mobility scooters. Please note, disability has many faces and forms.
- The govt trend towards user pays has not been helpful because of the fixed income many folk with disability are on. At the beginning of 2020 a favourite online library service was cut, and will not be reinstated. It is a loss.
- Will anyone not on the internet get this survey or even know about it?
- Needing a ramp for Coonalpyn Bakery and LPO this would lower any risk of anyone in getting hurt. The steps are on Council Property by the looks of them.
- Its all about the community and their members who have come to us about a ramp. I don't own the building I lease it. If someone wants to talk you have my details
- Thank you for giving the opportunity to have some input in this plan.
- I wish you all the best with it and look forward to seeing the physical results in the community.

Community feedback – written submissions

Three (3) members of the community provided the following feedback through written submissions

Email received 1 July 2020

The council is already doing a great job with inclusiveness (such as clear signage & ramps everywhere) but I thought that some of these things might help if you make changes. Some of the things to think about with dementia inclusiveness are that people with dementia can have trouble with vision / perception so clear signage (yellow background and black or blue and white) are key. Some small changes are important such as having light (and not overly patterned) carpets and no dark coloured mats at entrance. This can be perceived as a hole so someone with dementia (or other disability that affects depth perception) will have trouble stepping over this.

Some things to consider:

- *Clear signage with pictograms (contrast)*



- *Replace toilet seats with blue or black ones*
- *Promote dementia training to staff, business owners and community groups (this is offered free of charge by university of Tasmania for example)*
- *Clear distinction between foot paths, bike tracks and road*
- *Follow dementia design guidelines for interior design of public buildings*
- *Clearly indicate what public buildings are (i.e. someone with dementia might not understand what a civic centre is as they have always called it town hall)*
- *Public seating opportunities that are recognisable as seating*
- *Have employment opportunities for people with dementia*
- *Have dementia friendly parks (with circular walks, sensory experiences)*

I've attached the dementia inclusive communities document and also dementia design guidelines. The building we were initially going to build on the farm was designed according to these principles. We hope in the near future to offer dementia inclusive accommodation on the farm to attract a new tourist base to the region because many of people recently diagnosed with dementia are in the grey nomads group. We've spoken to many who had just purchased a caravan and planned to

travel around Australia and that is no longer possible as they feel that many caravan parks are not equipped, the partner doesn't feel safe with caravan or in an environment that is not entirely suitable for them etc.

So hopefully with a couple of small steps we can make this happen again for those people and make our council even more liveable.

Below another link to some interesting information:

<https://www.urbandesignmentalhealth.com/journal1-dementia.html>

Warm regards,

Name and contact details withheld

Letter received 9 July 2020

Dear Kellie,

The big issue with being a parent of a child with a disability is what happens to the child when the parents are either too old to care for the child or the parents are dead.

This is where being able to build a separate small house for the child next to the parent's house is very important. The person with the disability often wants the same as the rest of us. So to be able to give them a house of their own is important for their own independence and wellbeing.

The person with the disability usually will need someone to check in on them though. Example if the toilet gets blocked they may need help to phone a plumber to fix the problem. Council's ability to assist in issues outside of regular (what suits the majority) is very important.

If you want to discuss this further please call me.

Name and contact details withheld

Letter received 13 July 2020

This survey I received does not appear to refer to Coonalpyn needs. It reminds me of a form to apply for funding.

Looks as though the 'heading' results will be fed into a computer, not really addressing our needs. For this reason I haven't filled the survey in.

Name and contact details withheld



ABN 13 238 844 953
10 South Terrace
Meringie SA 5264
Phone: 08 8575 1317
Fax: 08 8575 1143
Email: jallah@jallah.com.au

Kellie Jaensch
Senior Community & Tourism Development Officer
Coorong District Council

11/6/2020

Dear Kellie,

On behalf of Jallarah Homes Inc residents, staff and Board of Management we would like to offer some thoughts on Council's disability Access and Inclusion Plan.

The 30 residents at Jallarah are either frail aged or disabled. Their mobility is limited, and some are confined to wheelchairs and reliant on their families and carers to take them out. We are often asked why it is not possible for them to have safe access to the medical centre and hospital and to the football oval.

The lack of suitable footpaths in the vicinity of Jallarah is the reason they are denied access to these areas. The paths are uneven and not suitable for wheelchair access. To go out on the road is dangerous as cars park both sides and the steep incline makes it impossible to see oncoming traffic.

These residents do not have a voice other than ours. We would strongly urge council to make the safety of our residents a priority. They are entitled to be able to safely access public spaces and medical facilities.

In addition, the residents of Jallarah's independent living units on Jallarah Court and West terrace are also restricted. There is no footpath, and to visit each other or come down to the home itself is very dangerous.

We have encouraged the residents of the Independent Living Units to participate in the survey, however even the easy read version is very long and does not lend itself to bringing up this issue.

Footpaths for the elderly and disabled has been brought to council's attention for years. We hope that this year you will listen and take appropriate action.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Chris Moran'.

Chris Moran
Executive Officer/Director of Nursing

A handwritten signature in black ink, appearing to read 'Judy Appelkamp'.

Judy Appelkamp
Board Chairperson

Stakeholder feedback -

Email received 25 May 2020

Hi Bridget/Deb

Vern contacted TBCC today asking me to provide you both with information about disability services offered by TBCC and suggested involvement in Councils Disability Access and Inclusion Workshops in June.

TBCC is funded for the following services for people under 65 years (50 ATSI) living with a disability.

Department Human Services (DHS) - Home and Community Care (HACC)
\$43,477 p/a auspiced by CDC with a deed of novation to TBCC pending

Centre based care, counselling advocacy, couns/advoc carer, good/equipment home maintenance, home modification, meals, food other, social support individual.

Funding is for 95% Coorong 5% Rural City Murray Bridge

Current contract concluded January 2021 the program is being reviewed possible 2 year extension may be offered.

Department Human Services (DHS) Murray Mallee Community Passenger Network (MMCPN)

This service is funded for both over 65 years (Commonwealth Home Support Programme (CHSP) consumers and under for transport disadvantaged the information provided below is specifically under 65 years as requested.

SA HACC eligible clients:

- Younger people with disability (aged under 65 years and under 50 years for ATSI people) who are vulnerable and transport disadvantaged that do not benefit or receive support from other service systems such as the NDIS, CHSP etc.
- Unpaid carers of younger people with moderate, severe or profound functional disabilities and any other persons and their carers as agreed by the State Minister
- Clients who are eligible for other service systems will be referred to the appropriate service sectors such as NDIS, CHSP, etc.
-

Community Passenger Network (CPN) transport services are provided across the three local government areas of Coorong, Southern Mallee and Karoonda East Murray District Councils. In line with contractual requirements, CPN services include:

- Providing information on transport services available in the region;
- Coordinating transport services for community members, particularly for transport disadvantaged people;

- *Providing ad-hoc transport where no other transport is available in the region and where resources are available to TBCC as the CPN.*

MEDICAL BUS - COORONG COACHES

Funded by the South Australian Government (DPTI), The geographic area for Medical Bus booking service delivery (as Murray Mallee CPN) will include the local government areas of Coorong, Southern Mallee, Karoonda East Murray, Tatiara, Mid Murray and Rural City of Murray Bridge.

Coorong Coaches provides a wheelchair accessible medical transport service (for eligible passengers) from Keith to Adelaide (along the Dukes Highway, Princes Highway and South Eastern Freeway) Monday to Friday (excluding public holidays and a four-week period over the Christmas period). Passengers are collected from either their own home or a prearranged meeting place. Adelaide appointment times need to be between the hours of 11am and 2pm and preferably at least three working days' notice is required prior to the appointment date to arrange transport (eligibility criteria apply). In the first instance all requests for transport to medical appointments will be referred to the Medical Bus and every effort made to assist clients to match appointment times to Medical Bus travel times.

TBCC is a registered National Disability Insurance Scheme Provider (provider number 4050013121) which will supersede HACC in due course. I have attached a copy of our Disability Action Plan, due for review in September.

I trust this answers Vern's questions, please let me know if you require additional information

Regards

Tammy Shepherd

Chief Executive Officer

Tailem Bend Community Centre

Community feedback - meetings

Two community group meetings were conducted with senior members of the community

23/06/2020 - Meningie Hospital Day Care

Attendance =10 members of the public and 3 Staff members

- Internet access – Not all senior community members have it and nor do they want it
- Online forms – need to be available in hard copy
- Customer service
 - To complete forms on behalf of customers over the phone
- Don't assume everyone is computer savvy
- Not receiving communications (No Social media, no internet no computers)
- Home assistance programs – not aware of what is available
 - Communicate via local community publications
 - All Read the lakelander
- More Disabled or Senior parking at key services
 - Governed by council policy
 - Only for Senior card holders
- Footpaths a big issue
 - Jallarah Court
 - Notable to get to hospital
- Public Toilets – Disabled Toilets
 - A real challenge to get into

8/7/2020 Coonalpyn Hub

Attendance =10 members of the public and 2 Staff members

- Coonalpyn Post Office / Bakery Access
 - The steps out the front cause major concern
 - A accident waiting to happen
- Digital savvy / Internet access
 - Many do not have access to the internet and therefore cannot access online information
 - Hard to access forms etc
 - Have to go to an office for forms etc
 - Like the local publication (Coonalpyn Hub Newsletter)
 - All read the publication
 - Suggestions of using local notice boards
- Customer service
 - Get tired of waiting to have requests acknowledged
 - Can more be done to help with requests such

- Footpaths around Coonalpyn
 - Need improving as a lot of the older population still like to walk to the post office
 - Not wide enough
 - Need repairing
- Transportation for medical appointments an issue
- Enjoy using the pool and bowling club

DRAFT



Coorong Civic Centre

95 – 101 Railway Terrace, Tailem Bend, SA 5260

PO Box 399, Tailem Bend SA 5260

Meningie Information Hub

49 Princes Highway, Meningie SA 5264

Tintinara Customer Service Centre

37 Becker Terrace, Tintinara SA 5266

room to move

room to play