

Disability Access and Inclusion Plan (DAIP)

What our community told us about access and inclusion

October 2020



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The Adelaide Hills Council (AHC) wrote this report.

When you see the word ‘we’, it means the Adelaide Hills Council.

We have written some words in **bold**. We explain what these words mean.

What's this report about?

This report is about the new plan we are writing - our *Disability Access and Inclusion Plan (DAIP)*.

In this report, we call it the Plan.

Our Plan will talk about the steps we will take over the next 4 years to make sure our community and organisation are:

- **inclusive**
- **accessible.**

If a community is inclusive, everyone can take part.

If a community is accessible, everyone can:

- Go to places
- Go to events
- Use services they need
- Get information they need
- Use roads and footpaths safely
- Attend meetings.

In October 2020, we talked to people about access and inclusion in our community.

We wanted to find out what we could do to support people with disabilities in our community and organisation.

We call this a **consultation**.

People told us what they think in a survey.

In the survey, we asked people if they think their community is accessible and inclusive.

We also talked to:

- community organisations that support people with disability
- community organisations that support carers and families of people with disability
- **advocates** – someone who speaks up for people with disability
- staff from other government organisations.

People could also tell us what they think by meeting with us, emailing us, or phoning us.

This report talks about what people told us in our consultation.

We used what people told us to write our provisional Plan.

“Provisional” means it is temporary and will be changed when we do more consultation.

About the people who took part in our consultation

We had 29 people take part in our consultation.

20 people took part in the survey.

We interviewed 1 mother of a child with disability.

We got 3 emails from people in our community.

We got 1 email from an organisation called Autism SA.

We met with 4 community organisations that provide services or activities for people with disability.

We talked to the participants in our 2020 Youth Leadership Program.

About the people who took part in the survey

A total of 20 people took part in the survey.

We made an Easy Read version of the survey.

8 people used the Easy Read version of the survey.

15 people took part in the survey online.

5 people wrote their responses on a printed copy of the survey.

12 people who took part in the survey told us they live in the Adelaide Hills Council area.

7 people told us they live in the Mount Barker District Council area.

13 people who answered the survey told us they live with disability. This group includes people who had someone else answer for them.



People with disability who did the survey told us they live with different types of disability:

- 5 people live with an intellectual disability
- 4 people live with a physical disability
- 3 people live with a speech-related disability
- 2 people live with a vision-related disability
- 2 people live with a neurological disability
- 1 person lives with a psycho-social disability

People with disability who did the survey told us their age group:

- 1 person is aged between 0-12 years
- 2 people are aged between 13-25 years
- 8 people are aged between 26-65 years
- 2 people are aged over 65 years

1 person told us they are an Aboriginal or Torres Strait Islander person.

10 people who told us they receive support through the **National Disability Insurance Scheme**, called the NDIS.

The NDIS is the new way to help people under 65 with disability get care and supports.

8 people told us they are female.

5 told us they are male.

11 people told us they were born in Australia.

1 told us they were born in Tanzania.

1 did not tell us their country of birth.

All 13 people with disability who did the survey told us they speak English at home.

What did people tell us about public spaces?

People told us about the **public spaces** they use in our community.

Public spaces are places everyone should be able to go, such as:

- Parks
- Playgrounds
- Adelaide Hills Swimming Centre in Woodside
- Sporting grounds
- Footpaths and walking trails
- Cemeteries
- Community events
- Shops

People said our public spaces could be made more accessible.

Footpaths and trails



Some people said our footpaths and trails are not very accessible.

People with physical disability told us they rely on **mobility aids**.

Mobility aids are things that help people walk, move, get up and down, and get places, such as walking sticks, frames and wheelchairs.

People who use mobility aids need smooth, wide and clear footpaths.

People who use mobility aids find it hard to use many of our footpaths.

It is hard for people with disability to use footpaths that are:

- uneven
- without kerb ramps
- too narrow
- too close to roads
- on bad angles

Some people told us about roads with **blind corners** – where a pedestrian’s view of traffic behind the corner is blocked.

Blind corners are especially dangerous for pedestrians using mobility aids.

Roads with blind turns need suitable footpaths for people with disability.

Some people think Woodside is where we need to improve footpath access.

Woodside Oval has no walking paths for exercise.

The public toilets at Woodside Oval are not very easy for people with disability to use.

People want good walking trails that have disability toilets and bench seats along the way.

An Aldgate resident who lives with Multiple Sclerosis talked to us about footpaths. He said:

- I am capable of making the journey to Stirling in my wheelchair.
- But I cannot make this trip because the footpaths are too narrow and close to the road to use.

Crossing roads safely

People told us that it's not always safe for people with disability to cross our roads.

One parent of a child who uses a wheelchair told us the crossing between Coles Bridgewater and the Bridgewater Mill Playground is too dangerous to use.

Traffic lights would make crossings at hospitals safer.

Parks

Some people agreed that parks in our community are not very accessible for people with disability.

An **accessible park** provides things like:

- accessible car parking spaces
- accessible toilets
- wheelchair accessible picnic tables and seating
- accessible children's play spaces
- accessible footpaths and trails
- accessible signage.

One person said:

- bench seats are good for rest breaks in parks
- putting in more bench seats would help people with disability to walk further
- Balhannah Dog Park needs bench seats.

Playgrounds

One person told us they couldn't use the wheelchair swing at a playground.

They said:

- We looked forward to using all week
- But we got there and it was locked
- The sign said to collect key from Council
- This was frustrating!

Woodside Pool

One person said:

- I can jump into the pool, but not out.
- Ramps are needed so that people with disability can get in and out easily.
- I want to see an accessible pool where people with disability can do physiotherapy daily.

Ramps

One person told us that ramps are not available to access shops, public places and events.

What did people tell us about public amenities?

People told us about the accessibility of our **public amenities** for people with disability.

Public amenities are things everyone should be able to use, such as:

- toilets
- transport
- car parking

People said that public facilities could be made more accessible.

Public toilets

Some people said **public toilets** are not always accessible.

One person said they can't find enough accessible toilets in our community.

The public toilets at Balhannah Oval are not easy for people with disability to use.

We could make public toilets more accessible for people living with an ostomy by adding:

- enough bench space and shelving around basins for people to change their appliance comfortably.
- a mirror fitted to the top of the basin - so that people can see their stoma while changing their appliance.
- hooks for people to hang ostomy bags on, so they don't have to put these on the floor.

People also said:

- stainless steel toilets without seats are not suitable for people with disability to sit on.
- rails need to be placed in the correct position to assist people with disability to get off the toilet.
- doors of toilet cubicles should open outward – so someone using a mobility aid has enough space can get in and close the door.
- doors should open outwards so that a carer can get in to the cubicle to help someone inside who has fallen over.

One person said:

- please look after the public amenities because it's hard to go places when they have been vandalised.

Car parking

Some people said there is a need for more accessible car parking in our community.

One person said Stirling Village is a good place for more disability car parking.

One person said:

- I would love to attend the Stirling Market and Stirling Fringe events
- But I find it hard to access car parking.

There are not enough disability parks in the parking area behind the eastern side of the main Stirling shopping area.

Another person said it's hard for them to find car parking at the places they want to go.

Transport



Some people said public transport is not very accessible.

One person said:

- I feel included when I can easily get transport to social events.
- I do not feel included in my community when there is no transport to social events.

What did people tell us about public buildings?

People told us about the accessibility of our **public buildings**.

Public buildings are places everyone should be able to go to get information or services, such as:

- libraries
- community centres
- recreation facilities - including sports clubs and gyms
- Council service centres
- educational buildings - schools and childcare
- gym
- hospitals
- Resource Recovery Centre

People said some public buildings are not accessible.

People find it most difficult to access:

- recreational buildings
- education buildings.

Some parents of children with disability told us:

- More high schools need special classrooms for students with disability.
- My son had to go to Mount Barker High School because Heathfield High School wasn't suitable.
- We are planning to send our daughter with autism to Cornerstone College or Mt Barker High School. Because Heathfield High School doesn't have a special program for students with disability.

People said they didn't use:

- the Resource Recovery Centre in Heathfield
- new Arts Hub in Lobethal.

There is no disability access to the Woodside Post Office.

When do people feel included?

We asked people when they feel included in community groups.

People told us they they feel included when they:

- play basketball at day options
- go on group outings
- play cricket, sporting, bowling
- are at coffee club
- do charity craft
- at the Men's Shed

People also explained they feel included when:

- leaders make them feel welcome
- they can easily get transport to social things
- the venue is easy to get in and out of
- the toilet at the venue is easy to use

When do people feel left out?

We also asked people when they do not feel included in community groups.

One parent told us her son with disability is not included in his high school.

Other people said they don't feel included:

- in sports
- when there is no transport to things
- when they can't park their car close to the venue

One person told us about a resident who lives alone with disability:

- She felt isolated during the recent Cudlee Creek bushfires
- Because of the fires, her family couldn't get in to the area to help her evacuate.
- Emergency services didn't seem to have a clear plan to help people who couldn't get themselves to a safer place.

One carer said:

- I don't feel included due to the lack of support in Woodside for carers
- The local Carers and Disability Link (CALD) in Woodside are underfunded
- I have no other option due to Carers SA being too far away for me to access (in Adelaide).

Do people feel their community values their rights?

We asked people if they feel their community values their rights.

Some people feel their community values their rights.

Other people don't feel that their rights are always valued.

One carer believes his son's rights are valued, but not the rights of his carers.

Do people feel included when we make decisions?

We asked people if they feel included when we make decisions.

Some people don't always feel included when we make decisions.

No one said they "always" feel included.

We make decisions at our Council meetings.

We asked people if they have ever attended a Council meeting.

Only one person said they have attended a Council meeting before.

One person explained that they never thought Council meetings were for them.

Other people said:

- I am not aware of when council meetings are
- My husband attended a meeting, but Council did what they wanted anyway.

How do people want to take part when we make decisions?

We asked people how they want to take part when we make decisions.

People told us they would like to:

- attend Council meetings
- connect with us through Zoom video conferencing
- tell us about the needs of people with disability
- email us opinions of disabled people and their carers
- tell us what facilities people with disability need
- tell us what people with visual disabilities need when we plan or build new structures.

What else do people want to see in their community?

We asked people what other opportunities they want to see in their community.

People said they want to see:

- more special needs sporting events
- places to meet people
- ways to take part in all events, shopping and recreational opportunities
- gardening activities.

One person told us they want to see more services for carers, such as respite services, therapy and retreats.

Do people think there are ways to volunteer and lead?

We asked people if there are enough ways for them to volunteer and lead others in the community.

People said they there are not enough ways for them to volunteer and lead others.

One person said they want more ways to volunteer at community sheds.

What did the parent of a child with disability tell us?

We talked to a mother of a child who lives with disability.

We will call her Tracy (not her real name).

We will call Tracy's daughter Molly (not her real name).

We asked Tracy what life is like for her, and Molly.

Tracy told us:

- Molly lives with an intellectual disability
- Molly attends a primary school in our area
- Molly has different needs

Tracy talked about helping Molly to play sport and exercise:

- It's been hard finding inclusive sport for Molly
- We tried connecting Molly to a local netball club. But other players on her team got frustrated that Molly couldn't play the same way as them. Other kids got annoyed because they thought Molly was making them lose their games.
- We have to transport Molly to a gymnastics program in Blackwood. There is only 1 class a week that is accessible for Molly – early on Sunday morning
- We need more ways for children like Molly to play sport with people of all abilities.
- It's good that Molly can take part in Onkaparinga Swimming Club.

Tracy talked about Molly's future:

- I feel scared when I think about what life will be like for Molly when she finishes high school
- We don't know if there will be ways for Molly to get a job
- When Molly finishes school, we want her to find work with a local employer who will support Molly

Tracy feels like her community doesn't always understand:

- We take Molly with us to public spaces, like shopping.
- Sometimes when we are out, Molly behaves in challenging ways.
- When this happens, I feel like other parents are watching me, and thinking I am a bad parent.

Tracy said she wants Molly to be able to go places by herself.

Tracy explained what helps Molly go places:

- Molly needs signs that she can understand – they help her know where to go and what to do

Signs in cafes and restaurants are not always easy for people like Molly to understand

Tracy gave us an example:

- One time when we were at a restaurant
- Molly went to use the toilet

- But she couldn't understand the gender signs on the toilet doors
- She couldn't work out which picture meant it was the toilet for girls
- So she had to come back, and ask us which toilet to use.

What did a carer of someone with disability tell us?

One person who did the survey is a carer for someone with disability.

This person said we should:

- give carers more information about where they can get support
- look at giving more funding for carers in the Woodside area, to help look after their health.

Thank you!

We want to thank everyone who took part in our consultation.

We used what people told us to write our [provisional Plan](#).

[Click here to download a copy of the provisional Disability Access and Inclusion Plan](#)

We are doing a second consultation about our provisional Plan.

We are asking people how we can make our provisional Plan better.

You can take part in the second consultation in different ways.

You can:

- Complete the online [feedback form](#)
- Join the online [discussion forum](#)
- Phone Josh on 8408 0579
- Email jspier@ahc.sa.gov.au
- Meet with us. We will ensure social distancing measures are in place to keep everyone safe. To arrange a meeting, phone 8408 0579 or email jspier@ahc.sa.gov.au

We will use what people tell us in our second consultation to write a better version of our Plan.

We will share the improved version of our Plan on our website at the end of January 2021.