



APPENDICES

ORDINARY MEETING OF COUNCIL

To be held on
Tuesday, 16 October 2012
6.00pm
City of Albany Council Chambers

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Summary of Community Consultation

In March 2011 the City of Albany held consultations with relevant community members as part of its Disability Access and Inclusion Plan review process. A total of 17 community members gave feedback on accessibility issues for the City's infrastructure, public buildings and spaces. A summary of the issues and problems identified is included.

Library

Install additional level ACROD Bays behind the library.
Change current keyboards to large black print on a white keyboard.
Improve access to upper shelves for people in wheelchairs (staff are always helpful)
Staff training in Auslan
Ensure there are accessible pathways leading from ACROD Bays to library entrance. Preferable close to undercover area so that when there is wet weather the person in the wheelchair can depart the car and move undercover while the carer/family member packs away the hoist.

Priority Modify ACROD Bay in York Street (located near library) to ensure there is adequate 'pull in space' at front and rear so that the vehicle cannot get boxed in. There is currently not enough room to unload with back hoist.
Provide staff training to build awareness about serving people with an intellectual disability.
Provide symbols/voice instructions so people know who they need to go to for help (this will assist people who are visually impaired and people who have an intellectual disability.)

Albany Leisure and Aquatic Centre

Increase the number of accessible parking bays in convenient locations.
Have a designated accessible shower and toilet. Often people with disabilities have difficulty accessing the change room/ toilet as there is always a long line. Develop a priority system.
Install a new lift to leisure pool (not all wheelchairs can use the current one)

Priority Create a safe pedestrian crossing point on North Road so that pedestrians can safely cross North Road to get to ALAC.

Priority Change speed limit on North Road to 50km
Increase water temperature so its suitable for rehab activities eg knees and hips. The current water temperature is currently too cold for some people in wheelchairs.
What is the current policy on the one on one learning how to swim classes?
Dose the standard school holiday programs have the capacity for children with disability?
Gym – are there assumptions made that people with a disability need a support worker (staff development around disability)?

Vancouver Arts Centre

Improve access from car park.
Sloping carpet area in the corridor is difficult for person in wheelchair to push themselves along – change surface of flooring.

Only one ACROD Bay on street level, need another, possibly as part of the bus bay outside front entrance. Negotiating the steps from the bottom car parks is impossible for patrons who use a wheelchair or walking aides.

Reassess the skill level of some of the art classes designed for people with a disability, there are assumption that people with disability have a lower skill level. Do people with disabilities access regular classes? Need to provide further information.

Day Care Centre

Good reputation

Albany Visitors Centre

No ACROD Bays immediately adjacent to entrance. Visitors have to cross traffic from the parking area. A bay close to the ramp would be of benefit.

Staff to undergo staff customer service training and disability awareness training.

TransWA counter is too high for people in wheelchairs.

Provide additional seats for seniors.

Slight change in slope of pavers in front not good for people with sight impairment.

There is a small step at the entrance door which creates difficulties in access.

Administration Building

Increase number of accessible parking bays.

Improve directional signage (for example to meeting rooms and toilets).

Improve seating at front counter; people currently have to stand when dealing with staff. Stools could be provided for people with a disability near the computers where most of the activity takes place.

Forts

There is insufficient shade when events are on.

There is a small step at the entrance to the cafe which limits access.

Visual displays are difficult to read for people with vision impairment (provision of audio descriptors would make it more accessible).

Ambiguity regarding costs when visitors drive in.

Improve wheelchair access to the guns at the top.

Handrails: conduct an audit and install handrails in key locations

Events

Create/use events check list.

Increase number of "temporary" accessible parking bays and police them.

Provide transport options for example a shuttle bus.

No access to York Street ACROD parking bays when street is closed.

Advertise locations of accessible parking so people know they have options.

Christmas pageant – is there a designated place for wheelchairs?

Include on flyers 'For more information about accessibility of events please visit City website'

People who require accessible parking or toilets, to contact the City so they have an indication of numbers.

Informing events accessibility through the Bush Telegraph.

Buildings and Facilities

Toilets/ Change Rooms:

- Rest Centre Toilets: Ladies accessible toilet door is too small (it leaves a large gap when closed and people can see in).
The doors on accessible toilets are too heavy, sliding doors are preferable.
- Priority Provide a hoist in at least one public toilet in the CBD.
Improve directional signage and signage on toilet doors; it is not bold enough for people who are visually impaired.
Remove jumbo toilet rolls in accessible toilets; they take up too much room.
- Priority Install hot water at Emu Point change rooms (Groyne). Cold showers are not suitable for seniors and some people in wheelchairs. Improve lighting and floor surface as it is slippery and dark. Need shower in accessible toilet.
There are no accessible shower facilities at Emu Point near the swimming baths. However the existing shower areas are large enough for safe use for people with disabilities if safety/holding rails are provided on the side walls- at present have to hang on to taps to maintain balance.
The only change room in the CBD is at ALAC (need to be able to lie down to be changed). Investigate the possibility for another change room at the rest centre (Citizens Advice Bureau).

Parking:

- Priority Increase the length and width of some accessible parking bays to cater for buses with rear access lifts.
- Priority Increase policing of ACROD Bays.
Accessible bay on Albany Highway near Great Southern Regional Medical Group has a 30 minute time period, this does not allow enough time to depart from the car and wait for medical appointments – increase the time limit.
- Priority Advocate for ACROD bay near target to have to be converted to a longer wider bay (similar to trailer parking length to allow for bus with rear hoist access).
- Priority Albany Highway outside Coles needs an ACROD parking bay.
Existing bay are very important, no need to remove any. Make an ACROD Bay immediately in front of the last car bay (nearest York Street), as this will use only a small portion of the pull in area before the bus bay and as ACROD bays are not always in use it is less likely to inconvenience the bus company or its passengers. It is a long walk from the ACROD bays in the plaza car park through to Coles.
Install accessible parking bay at the Tip Shop.
ACROD Bays- investigate lip from car park to footpath.

Beaches:

- Priority Provide beach wheelchairs that do not float. For example a beach trekker.
Install beach matting to improve access at Middleton and Emu Point (see example Leighton Beach and Hillary's).
Improve access to beach via ramp at groyne.
- Priority Ellen Cove- steps near children's playground are dangerous and do not conform to safety standards. Install a wooden ramp which

provides access to both north and south from a central platform alongside the sea wall.

Council should provide a boardwalk alongside the beach front between Ellen Cove, Surf Club Building and Surfers beach where the Emu Point walkway begins. Perhaps funding would be available for this if it was promoted as for 'disability access.'

Access to beach and fishing facilities:

- Conduct audit (ensure that a person with a disability is in audit team). Establish a Disability Advisory Committee to assist with audit.
- Improve access to beach at Middleton, there is currently no viable access
- Advertise emu point ramp
- No suitable change facilities at Middleton Beach, Eyre Park and Emu Point.

Provide hoist for beach wheelchair.

Parks:

Eyre Park- the bars around the Liberty Swing have been vandalised could be dangerous for children who slip through the gaps and get hit by the swing.

Lake Weelara – cannot get down to water (Serpentine).

Explore accessible playgrounds that *all* kids would enjoy. Need to work in partnership with KidSafe.

Roads:

Priority

Install pedestrian crossing points at dog rock shopping centre, North Road East and West Aberdeen Street.

High Priority

Improve pedestrian crossing on North Road

Paint more curb edges white.

Remove obstacles along roads and footpaths.

Increase safe road crosswalks (audio)

Install flashing lights indicating school zones at priority locations.

Paths:

Improve quality of footpaths (uneven and narrow) and remove obstructions for example outside of eagle boys.

Are the footpaths wide enough if you have a wheelchair on either side or pram/ bicycle etc

Lake Seppings, tree half fallen, path way needs to be compact.

Improve footpath network in North Road precinct.

Conduct a footpath audit.

Provide good clear signage with road works etc (especially for pedestrians).

Access to Information

Provide accessible tourism information (participate in the "Your Welcome" Access WA initiative).

Provide information in large print format and audio if requested.

The Mayor/CEO should provide regular (same timeslot) feedback on local ABC Radio and Community Radio.

Provide council brochure in Braille.

Ensure that information is provided in various formats (not everyone has access to a computer)

Provide/improve information about access and inclusion in Albany for both residents and visitors – include accessible information on the

website.

Celebrate and promote new “accessible” services and infrastructure.
The current website does not help ‘sell’ the City to community or visitors, it lacks community feeling.

Are minutes of council available in alternative formats and other information?

Consultation targeting specific groups.

Same Level and Quality of Services

Inclusion – employ people who have a disability.
High Priority Councillors, town planners and engineers to get in a wheelchair, walk, drive gophers, wear vision blindfolds and proceed from the Council and North Road Shopping Centre along the ‘footpaths’ and go into town and York Street to feel the experience/difficulties at 8:30am, 12 noon and 3pm.
Rubbish services – Does the City assist with rubbish removal, bins and kerb side pickups? If so is this information available?
Disability Awareness Training Annually – Open it up to councillors and possibly other organisations.

Feedback and Complaints

We expect respectful acknowledgment and options/constructive responses.

People need to know there is a Seniors Committee for passing on information.

Suggestion Box – continue to provide feedback/ it is more positive than submitting a complaint. Feedback focuses on ‘what might be’
Are there any questions regarding disability access and inclusion in the annual community surveys conducted by the City?

Consultations

Priority Need a committee of local people including who have a disability and who are experienced with disabled/elderly/blind/deaf people to provide assistance to city staff monthly to keep access and inclusion plan moving along.
Disability Advisory Committee, ongoing, committed group of people, active, they are a resource with a specific focus.