

Disability Strategy

For the Thames-Coromandel District

Supporting Information



November 2012





Disability Strategy Supporting Information

Thames-Coromandel District Council

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SUPPORTING INFORMATION ITEM A

What the Council is currently doing to support disabled people in the Thames-Coromandel District

Introduction

The Council is a big business. As well as our internal business operations, we have 28 distinct activities through which we deliver our services.

An overview of our activities and services is outlined in our 2012-2022 Ten Year Plan. This is available on our website (www.tcdc.govt.nz), at our Council offices and libraries.

Some of our activities are already supporting disabled people. In August 2012, when preparing this Disability Strategy, we interviewed our staff to collate the following information. This information acts as a baseline from which we can consider Council's contribution to an accessible and inclusive Thames-Coromandel in the future, where the rights of disabled people are recognised and protected.

Libraries

We provide and support a range of library services in our District. The Council owns and manages three libraries. There are other libraries in our District that are supported but not owned or managed by the Council. Service levels across these libraries vary.

Specifically, in the Council owned libraries, we:

- Provide resources in a variety of formats including: large print, audio visuals, reading development materials, talking books and access to online resources.
- Provide free internet access.
- Provide barrier free access to our library buildings (automatic doors and wide aisles).
- Provide a home delivery service in Thames and Mercury Bay for those unable to physically visit the library. It is considered that currently there is not the same need for this service in Tairua and therefore it is not provided. However if that were to change, then a home delivery service in Tairua could be provided.



- Provide loans to local rest homes.
- Employ appropriately trained, professional staff who can communicate effectively, be aware of varying needs, and who can assist the impaired customer to use the library equipment and find resources.
- Provide employment opportunities for disabled people within our communities in a voluntary capacity (at the moment for people with intellectual disabilities via The Supported Life Style Hauraki Trust and Idea Services). Currently two people do voluntary work, once per week for approximately two hours, respectively).
- Employ a casual staff member with disability.
- NB: Resources in Braille are provided to users by the Foundation for the Blind, supplemented by local library resources in other formats.

Parks and Reserves

The Parks and Reserves activity maintains an open space network to provide spaces for a variety of recreational and leisure purposes.

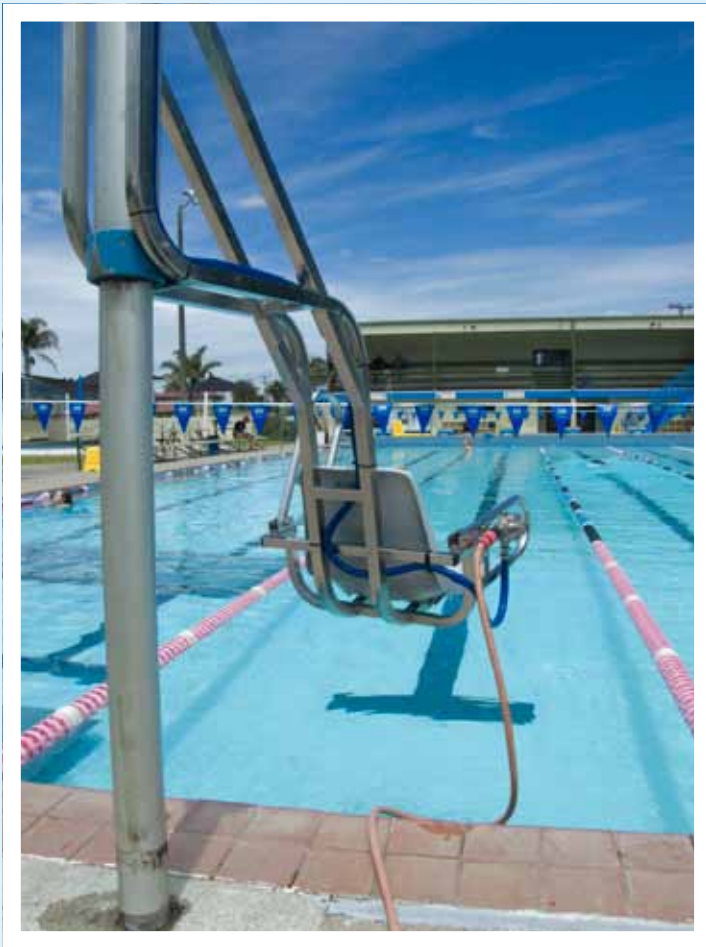
Specifically, we:

- Provide neighborhood parks and walkways that are available for all to use.
- Provide reasonable access to urban parks by keeping bollards to a minimum (bollards are required to prohibit vehicles), as the natural terrain allows.
- Ensure footpaths are smooth with no trip hazards and comply with minimal width standards. The Council has an ongoing process to repair faults where found or reported. (Minimal width of 1.2m. Ref 2.3.1 in SNZ HB 8630:2004 Tracks and Outdoor Visitors Structures Handbook).
- Provide toilets in parks and reserves that comply with requirements regarding disability access.
- When installing a new toilet or retrofitting an existing toilet, we make efforts to ensure compliance with standards for disability access (there is currently no requirement to retrofit a toilet specifically for disability access, only as part of planned work as opportunities arise and as reasonably practical).
- Are developing an electronic user-guide for parks and public facilities around the District to inform visitors of areas with disability access. Once developed this information will be uploaded to the worldwide 'Myparx' website (www.myparx.com) and be available via smart phone application.
- Provide for reserve management groups in communities and invite nominations for community representatives.
- Provide *limited* playground equipment that provides *access for all*.



Thames Centennial Pool

We provide and support a range of swimming pool services in our District. A Council-owned pool in Thames provides for year-round access and a range of swimming programmes. There are other swimming pools in our District that received financial support from, but are not owned or managed by, the Council.



Specifically at the Thames Centennial Pool, we:

- Provide a low impact aqua aerobics programme suitable for people with impaired mobility.
- Support the 'green prescription' scheme by providing discounted pool entry to people referred by their doctor or a specific physiotherapist to undertake pool exercises.
- Provide a chair lift for unsteady or disabled people to enter the swimming pool.
- Provide limited access to the pool in winter months (limited due to issues with wheelchair access into the dome in bad weather).
- Work with groups in the local disability sector to provide staff personnel and equipment for pool sessions at a discounted rate (currently working with The Supported Life Style Hauraki Trust, Idea Services, and with injury related referrals from Physiotherapist).

Roads and Footpaths

This is a big activity for the Council, which includes the planning, provision, development, operation and maintenance of a District land transportation network and facilities to local communities including footpaths, service lanes, street lighting, bridges and carparks. Providing these services helps ensure that the movement of people and goods around our District and within local communities is safe, efficient, convenient and pleasant.

Specifically we:

- Provide safe footpaths with cross-fall (slope) and width compliant with specifications under Council's Code of Practice for Subdivision and Development. Where/when work is required this is undertaken as part of Council's footpath maintenance and replacement programmes.
- Undertake regular condition assessments on Council managed footpaths. When faults are identified either via the biennial footpath rating surveys or reported via a Request for Service, remedial work is programmed and completed based on intervention criteria and response times specified within the road maintenance contract. Response times range from 48 hours to two months depending on the severity of the fault.
- Undertake regular inspections of vegetation by footpaths and address any issues identified either via inspection or reported through a Request for Service (managed via consultant).
- Are replacing footpath to road kerbs as part of Council's Footpath Replacement Programme. Kerbs are being addressed as the applicable section is due for replacement.
- Install tactile pavers at crossing places where new footpaths are constructed or when replacing existing footpaths to assist people with vision impairment.
- Provide pedestrian crossings and refuges on busy roads, where the design provides for people with mobility aides (e.g. wheelchair, mobility scooter).
- Are currently reviewing parking in Thames regarding shared use i.e. with cyclists, mobility scooter users.



- Are advocating to NZTA for a pedestrian crossing on Queen Street, by The Supported Life Style Hauraki Trust.
- Work in partnership with Waikato Regional Council and Hauraki District Council to review provision of community transport. Research is being undertaken in the current financial year regarding how community transport could be provided more effectively to address public need, including disability access.
- Are seeking advice from a representative from the disability sector to be involved in the design of the Whitianga Town Centre upgrade project, to ensure a disability perspective is considered in planning. A contact from CCS Disability Action has been provided to project consultant Boffa Miskell.

We also have a draft Council Code of Practice for Subdivision and Development which includes:

- A change to footpath cross-fall (slope) to provide better access for people with impaired mobility.
- A new requirement for the installation of tactile pavers at crossing places, to be completed as part of any new development footpath construction to assist access for people with vision impairment.
- NB: At the time of preparing the Disability Strategy, the draft Code of Practice is currently under review alongside the draft District Plan.

Regarding road safety, especially the use of mobility scooters we currently:

- Facilitate (with assistance) a Mobility Scooter Club in Thames, Whitianga and Coromandel, where a main output is to provide mobility scooter training twice per annum (March and October) in each settlement. The main messages at the mobility scooter training is regarding safe scooting, visibility, and using the Council's Request for Service system for any issues regarding Council services and facilities (e.g. footpath fault that obstructs mobility scooter access). This training is largely targeted at the elderly.
- NB: Mobility scooter training is also carried out in Waihi, Te Aroha and Matamata, with the addition of Paeroa shortly.



Emergency Management

The Council works with Civil Defence to prepare our communities to respond to and recover from emergencies when they do happen.

Specifically, the Council and Civil Defence:

- Provide integrated welfare response and community evacuation processes, including regarding disabled people in the Thames Valley who along with the elderly, are identified as high risk groups.
- Are developing a communications plan that considers review and identification of all stakeholder groups including disabled people. The purpose of the communications plan is to identify what messages need to be conveyed, how to best convey them, and when.

Landuse Planning

The Landuse Planning activity involves implementing future District directions by ensuring land use development is balanced with important community and environmental values. This activity has a strong focus on the preparation, monitoring and maintenance of the District Plan as this provides a framework that implements and supports appropriate land use management. At the time of writing the Disability Strategy, the District Plan is currently being reviewed. Provisions and comments noted below are according to the draft District Plan that will be out for consultation 17 October 2012 - 31 January 2013.

Currently we:

- Are proposing that applicable developments under the draft District Plan provide for disability parking (applicable development being any development that provides more than five car spaces, e.g. apartments, shopping complexes).
- Under the draft District Plan, provide for 'minor units' accessory to residential dwellings e.g. to accommodate a live-in carer.
- Are reviewing Council's Code of Practice (Engineering Code of Practice for Sub-Division and Development) to reflect New Zealand standards for disabled people, in regard to footpaths, roadside curbs, etc.
- Are encouraging specific comments on the draft District Plan by the community, including from the disability sector.



- Are encouraging alternative forms of housing and lot types to meet needs of specific groups e.g. disabled people, the elderly.
- Under the operative District Plan, allow for increased site coverage (from 35% to 40%) when building a dwelling to NZ4121 Design for Access and Mobility standards. This assists in accommodating people with disabilities who may need additional space for moving around in their home using mobility aides.

Building Control and Regulations

The building control activity involves implementing a regulatory process to ensure buildings are safe. We are required by law to carry out building control activities including enforcing strict regulations relating to the construction of buildings and structures.

Currently:

- When consenting building work, we assess compliance with current legislation - Building Act 2004 and Building Code (Sections 112 and 115 of the Building Act in relation to disability access).
- For alterations to existing buildings, we determine what is 'reasonable' to provide (in relation to disability access) on a case by case basis taking into consideration the type and age of the building.
- We are reviewing the Activities in Public Places Bylaw which includes alfresco dining and businesses' use of footpaths for signage and advertising. Consideration will be given to impediments to safe passage for pedestrians and those using mobility aides.
- NB: Building Control standards regarding disability access apply to commercial and industrial buildings but do not apply to residential dwellings.



Economic and Social Development

These activities contribute to the economic and social wellbeing of the District, some of which indirectly contribute to the wellbeing of disabled people.

Currently we:

- Through the Coromandel Peninsula Blueprint: Framework for Our Future, have chosen to concentrate development in three main urban hubs (Thames, Whangamata, Whitianga) to enable prioritisation of services and facilities, and help gain critical mass.
- Are assisting the resource consent process for erecting communications towers in the District as part of the broadband rollout initiative (planned to be complete in 2015) to help overcome remote isolation.
- Make local community grants available for community initiatives.
- Have a Positive Aging Strategy that sets out Council's contribution to addressing the needs of older people in the District in order to support positive ageing.

The Council

Regarding Customer Services at the Council, currently:

- Our Customer Service staff are applying value set skills regarding recognising customer needs and responding to those needs as appropriate.
- We provide accessible customer service areas at Council offices for people who use mobility aides.
- We provide wheelchair access to all Council offices, customer service areas and Council Chambers.
- We provide one disability parking space outside the Thames Office, Whangamata Office, and Mercury Bay Office (respectively), to allow for easy access to the Customer Services area.



Regarding Council's Communications, currently we:

- Cater the Council's website to all customers. The website complies with e-government web standards, such as providing an enlarged font option and is compatible with page readers. The Council's website was awarded sixth most compliant website amongst all New Zealand territorial authorities in 2012.
- Are developing a web strategy to continue work towards improving customers' e-commerce capabilities with the Council (an aim being for customers to be able to do all business electronically that they can currently do by visiting the main Council Office).

Regarding Council's Office Facilities, currently we:

- Are compliant in part with the Building Code in regard to disability access at the Council's offices.
- Provide an elevator in the main Council Office in Thames, to ensure accessibility to the Council Chambers and top floor.

Regarding Human Resources at the Council, currently we:

- Have in place and are complying with Council's Equal Opportunities Employment Policy that requires nondiscriminatory behaviour including towards disability.
- Provide Harassment and Diversity Training to staff as part of induction process.
- Provide Health and Safety Induction to new staff that includes discussion regarding hazards in the workplace (that would impact on both able bodied and disabled people).
- Have in place and are complying with Council's Hours of Work Policy that allows for flexible work arrangements such as working from home, variable hours etc. to support individual staff needs including any staff member with an impairment who may require flexible work arrangements.
- Provide appropriate technology to enable flexible work arrangements such as working from home, which supports individual staff needs including any staff member with a disability who may require flexible work arrangements.
- Undertake research as appropriate when staff inform of an issue that may impact on their ability to perform in their role (including disability), such as legislation that may apply, whether support funding is available, personal needs, etc. in order to assist the staff member to carry out their role.
- As appropriate on a case by case basis, work with any staff member who has notified of a disability, to support them in their role.

SUPPORTING INFORMATION ITEM B

Action Plan

Introduction

This action plan set out what the Council and others could do to foster a more inclusive society, and promote, support and value the rights and voice of disabled people in the Thames-Coromandel District.

This should be read in conjunction with **Supporting Information Item A** of the Disability Strategy which outlines what the Council is currently doing in support of disabled people.

Central to this action plan is the establishment of a disability stakeholder forum for the District, the purpose being to facilitate greater communication and collaboration amongst the disability sector. Coordination of aspects of this action plan, and timings of many of the actions, would be reliant on advice from this group. This initial action plan also includes carrying out accessibility audits, which will likely inform future work.

At the time of writing, the action plan is a means of providing a coordinated focus for the Council and existing service and support providers to improve accessibility for disabled people in our District and better enable their full participation in society by addressing barriers where they exist.

This action plan has been developed with input from stakeholders from the disability sector and Council staff. It will be reviewed annually, in line with Council's annual planning process, and the Disability Strategy will be reviewed triennially (every three years).

How to Read This Action Plan

This action plan is separated into two sections.

1. **Working With Others.** These actions involve the Council working with others in the disability sector to work towards achieving the vision of the Disability Strategy.
2. **Council Actions.** These actions are within the scope of Council's activities, the services it delivers, and the way it conducts its business. These actions represent opportunities for the Council to further play its part in fostering an inclusive society, and promoting, supporting and valuing the voice of disabled people in the Thames-Coromandel District.

The area(s) of focus to which each action contributes are noted as 'Y' in the applicable column(s) of 1, 2, 3, as follows:

1. Area of focus #1: Recognise and protect the rights of disabled people
2. Area of focus #2: Address physical and attitudinal barriers to participation
3. Area of focus #3: Encourage collaboration in the disability sector

Given that the areas of focus are broad in nature, it is recognised there is often overlap regarding area(s) of focus to which each action contributes. The area(s) of focus which are considered most applicable have been identified. For the reference of the Council, the relevant area of Council business is also noted.



Working with Others

These actions involve the Council working with others in the disability sector to progress towards achieving the vision of the Disability Strategy. Actions 1 to 11 are about establishing a means for disability stakeholders to work together and lay foundations for further work. Actions 12 to 18 are more specific actions that respond to issues raised throughout the development of the strategy.

No.	Area of Council to which this relates (TCDC Internal Reference)	Action	1	2	3	Resource Implication(s) for Council	Proposed Timeframes
1.	Social Development	Establish a <u>disability stakeholder forum</u> for the District, purpose being to facilitate greater understanding regarding issues and needs, enhancing communication, advocacy and collaboration. Terms of Reference to be determined by the forum.			Y	Staff time and a small catering budget	Formally established by February 2013 and ongoing
2.	Social Development	Establish a <u>disability focus group</u> for the District, purpose being to provide a disability perspective for Council and other businesses in the District. (For input into Council planning processes, such as the Whitianga Town Centre Upgrade, bylaw reviews etc.) Terms of Reference for this group would need to be determined.	Y			Staff time	Formally established by June 2013 and ongoing
3.	Social Development	Collaboratively host an event to acknowledge the United Nations International Day of Persons with Disabilities. NB - this is an annual event, observed in 2012 on 3 rd December.			Y	Staff time Minimal venue, advertising, promotion and catering costs	By end of November 2012 and then annually
4.	Social Development	Investigate the feasibility of establishing a disability coordinator role, via the Ministry of Social Development (MSD) Mainstream Employment Programme, to support Council and the wider disability sector in implementing the Disability Strategy and this action plan. NB - this would likely involve engaging a person with lived disability to fill the role, with MSD providing a package of wage and training subsidies and other supports.	Y			Staff time Position funded by MSD - 100% in first year, 80% in second year, no obligation to carry position on thereafter	Investigations complete by February 2013, or earlier if possible

No.	Area of Council to which this relates (TCDC Internal Reference)	Action	1	2	3	Resource Implication(s) for Council	Proposed Timeframes
5.	Social Development	Consider opportunities to <u>raise awareness in our communities</u> regarding disabled people and participation in society (such as a day for able bodied people to experience disability, host sports/ activity days for disabled people, organise for local paralympians to visit local schools, support community arts performances by groups of varying abilities, etc.)		Y		Staff time Media and promotions support Other aspects to be costed	Opportunities detailed by September 2013
6.	Social Development	Consider opportunities to <u>raise awareness in the business community</u> regarding disabled people and participation in society.		Y		Staff time Media and promotions support Other aspects to be costed	Opportunities detailed by September 2013
7.	Strategic Planning	Through the disability stakeholder forum and disability focus group, promote opportunities for disabled people to provide their views regarding the provision of <u>Council's services and facilities</u> .		Y		Staff time	Ongoing
8.	Social Development	Through the disability stakeholder forum and disability focus group, promote opportunities for disabled people to provide their views regarding the provision of <u>non-Council provided services and facilities</u> .		Y		To be costed depending on the opportunities identified	Ongoing
9.	Social Development	Determine priority areas for accessibility audits.		Y		Staff time	By April 2013
10.	Social Development	Investigate the options for conducting accessibility audits (either through the NZ Barrier Free Trust, Be. Institute via the Be. Accessible campaign, CCS, Disability Action, or through a local stakeholder group).		Y		To be costed	Options to be investigated by June 2013
11.	All Activities	Upon results of accessibility audits, review Council's current and forward work programmes to identify opportunities to address issues raised.		Y		Staff time	2013/2014

No.	Area of Council to which this relates (TCDC Internal Reference)	Action	1	2	3	Resource Implication(s) for Council	Proposed Timeframes
12.	Emergency Management	Work with the Thames/Hauraki Health and Disability Resource Centre to improve emergency planning and response for disabled people in our communities.	Y			Staff time (Civil Defence)	Currently underway (at the time of writing)
13.	Parks and Reserves	Encourage nominations from people in the disability sector for community reserve management groups.		Y		Staff time, to be managed by Area Offices	Timing to be confirmed
14.	District Planning	Encourage comment to Council's draft Code of Practice (Engineering Code of Practice for Sub-Division and Development) in light of feedback from the disability sector (out for consultation 17 Oct 2012 - 31 Jan 2013).		Y		Staff time	By January 2013
15.	Building Control and Regulations	In review of the Council's Activities in Public Places Bylaw, provide for disability stakeholders' input.		Y		Staff time	Currently underway
16.	Public roads and footpaths	Liaise with Thames Hospital and Waikato District Health Board regarding safe road crossing(s) when accessing the Thames Hospital.		Y		Staff time	By June 2013
17.	Road Safety - Mobility Scooters	Develop and implement more effective methods to promote and run mobility scooter training sessions, and to attract more participants.	Y			Staff time	By June 2013
18.	Strategic Planning and Social Development	Advocate for the collection and provision of national and subnational data on disability in New Zealand.	Y			Staff time	Immediately i.e. Census 2013 planning and ongoing

Council Actions

These actions are within the scope of Council’s activities, the services it delivers, and the way it conducts its business. In addition to the actions which involve working with others, these actions represent opportunities for the Council to further play its part in fostering an inclusive society, and promoting, supporting and valuing the rights and voice of disabled people in the Thames-Coromandel District.

No.	Council Activity	Action	1	2	3	Resource Implication(s)	Proposed Timeframes
19.	Libraries	Consider options for improvements to the existing circulation (front) desks at the Council’s public libraries to enable greater access (e.g. height adjustable desks).		Y		For hydraulic desks - approximately \$11,000 per desk in addition to refurbishment costs. Other options to be costed	2014/2015
20.	Libraries	Provision of ergonomic keyboards at internet terminals at the Council’s public libraries.		Y		\$80 - \$100 per unit	2013/2014
21.	Libraries	Enable the libraries’ websites to allow for font adjustment by user.		Y		Staff time Some design costs, to be costed	2013/2014
22.	Libraries	Improve locational signage within community libraries to provide signage in varying formats, such as images, large font.		Y		Staff time Cost of signage to be costed	2013/2014
23.	Emergency Management	Work more proactively to effectively deliver self-resilience messages (e.g. ‘get ready to get through’) to at risk groups in our communities, including disabled people.	Y			Staff time (Civil Defence)	Currently underway
24.	Emergency Management	Increase understanding of communication lines used by disabled people and sources they rely on, to better ensure disabled people in our communities are notified when an emergency occurs and messages are effectively conveyed regarding pending threats and events that require them to take action.	Y			Staff time (Civil Defence)	Currently underway

No.	Council Activity	Action	1	2	3	Resource Implication(s)	Proposed Timeframes
25.	Emergency Management	Investigate the feasibility of a database notification system, to better ensure disabled individuals in our communities are informed when an emergency occurs.	Y			Staff time for investigation Other costs to be determined following investigation	2012/2013
26.	Parks and Reserves	Carry out accessibility audits of parks and reserves in the District, to identify areas for improvement. This would include consideration to all facilities such as footpaths and accesses, vegetation, playgrounds, seats, toilets, etc. (Pending outcome from disability stakeholder forum regarding how the accessibility audits should be conducted).		Y		Yet to be costed Methodology for audits to be confirmed by Stakeholder and Focus groups	2013/2014 – 2014/2015
27.	Parks and Reserves	Raise awareness to provision of disability access in regard to facilities in parks and reserves (e.g. by installing signage).		Y		Could be addressed by Council Field Representatives funded through maintenance budget	2013/2014
28.	Parks and Reserves	Enhance provision of information on accessibility at parks and reserves e.g. by developing user-guides in various formats to meet different user needs.	Y			Staff resourcing On the ground applications yet to be determined and costed (such as MyParx)	2013/2014
29.	Parks and Reserves	Pending outcome of accessibility audits, undertake a feasibility assessment for purchasing and installing playground equipment (and/or surfacing) specifically designed for disabled users.		Y		Dependent upon budgets but would likely initially target Destination Playgrounds - e.g. Porrit (Thames), Pepe (Tairua), Whitianga Esplanade (Whitianga)	2014/2015

No.	Council Activity	Action	1	2	3	Resource Implication(s)	Proposed Timeframes
30.	Parks and Reserves	Pending outcomes of accessibility audits, develop common guiding principles for seating in parks and reserves in the District, that meet the needs of disabled people but also allow for community “place shaping”.		Y		Staff time Consultant time for design principles	2014/2015
31.	Parks and Reserves	When installing a new public toilet or retrofitting an existing public toilet, consider providing a changing room with disability access, where practical to do so.		Y		To be costed	Immediately, as public conveniences come up for renewal
32.	Facilities at Council Offices	Carry out accessibility audits of Council offices and car parks to assess current accessibility and identify areas for improvement.		Y		Staff time	2013/2014
33.	Facilities at Council Offices	Provide a disability car park outside the Council’s Coromandel Office.		Y		To be costed	2013/2014 – 2014/2015
34.	Facilities at Council Offices	Purchase equipment that would enable meetings to be accessible for disabled people, e.g. hearing loops/sound system.		Y		To be costed	2013/2014
35.	District Planning	Consider providing for disability stakeholders as a ‘stakeholder group’ for the District Plan Review (including how this would be achieved, e.g. via specific, targeted consultation/briefing).	Y			Staff time	2012/2013
36.	District Planning	Under the new District Plan, investigate using NZ4121:2001 Design for Access and Mobility as an input into resource management and site design to provide for disabled people.		Y		To be costed	2012/2013
37.	Building Control and Regulations	Carry out accessibility audits of Council managed public spaces e.g. town main streets, parks, public conveniences, footpaths, etc. to assess current accessibility and identify areas for improvement. (Pending outcome from disability stakeholder forum regarding how the accessibility audits should be conducted).		Y		Staff time Methodology for audits to be confirmed by Stakeholder Forum	2013/2014
38.	Building Control and Regulations	Investigate the options to provide incentives to landlords / business owners to make their buildings fully accessible.		Y		Staff time To be costed, and process determined	2013/2014

No.	Council Activity	Action	1	2	3	Resource Implication(s)	Proposed Timeframes
39.	Building Control and Regulations	Up-skill Council staff in the Building Control and Regulation departments to be accredited accessibility auditors. This would enable audits to be credible and officially acknowledged.		Y		Staff time To be costed	2013/2014
40.	Public roads and footpaths	Carry out accessibility audits of Council managed footpaths and pedestrian crossings to assess current accessibility and identify areas for improvement. (Pending outcome from disability stakeholder forum regarding how the accessibility audits should be conducted).		Y		Staff time Methodology for audits to be confirmed by Stakeholder Forum	2013/2014
41.	Public roads and footpaths	Investigate the safety of the pedestrian crossing on Pollen Street (outside Post Office) including review of current railings, and implement any changes considered required.		Y		Staff time Methodology for audits to be confirmed by Stakeholder Forum	2013/2014
42.	Public roads and footpaths	Pending implementation and outcome of above (investigate safety of pedestrian crossing on Pollen Street) review safety of railings at other locations in District town centres and implement any changes considered required.		Y		Staff time Methodology for audits to be confirmed by Stakeholder Forum	2013/2014
43.	Public roads and footpaths	Run an education campaign regarding shared use of footpaths.		Y		Staff time Media campaign costs	2013/2014
44.	Public roads and footpaths	Change the paint color of disability car park spaces managed by Council, consistent with national specifications (yellow lines on blue background).		Y		To be costed, and prioritisation determined	Immediate and ongoing
45.	Public roads and footpaths	Require landlords / business owners to comply with national specifications regarding paint colour of any disability car park spaces.		Y		To be costed, and process determined	2013/2014
46.	Road Safety - Mobility Scooters	Carry out accessibility audits for mobility scooters, power chairs, wheelchairs etc. on Council's footpaths and in public buildings and spaces.		Y		Staff time Methodology for audits to be confirmed by Stakeholder Forum	2013/2014

No.	Council Activity	Action	1	2	3	Resource Implication(s)	Proposed Timeframes
47.	Road Safety - Mobility Scooters	Investigate feasibility of extending the mobility scooter club and training to include power chairs.	Y			Staff time Other implications to be determined and costed	2013/2014
48.	Road Safety - Mobility Scooters	Consider providing for appropriate mobility scooter parking during town centre upgrade projects.		Y		Staff time To be costed	As opportunities arise
49.	Customer Service	Provide customer service and other frontline staff with disability awareness training specific to their roles.	Y			Staff time If provided as package with current Harassment and Diversity Training - no additional cost. If provided separately - \$2,500 p.a (one day course)	As soon as possible, and ongoing
50.	Human Resources	Provide disability awareness training to all Council staff as part of induction process.	Y			Staff time If provided as package with current Harassment and Diversity Training - no additional cost. If provided separately - \$2,500 p.a (one day course)	As soon as possible, and ongoing
51.	Human Resources	Carry out accessibility audit of Council's offices to assess current disability access and areas for improvement.		Y		Staff time Methodology for audits to be confirmed by Stakeholder Forum	2013/2014

No.	Council Activity	Action	1	2	3	Resource Implication(s)	Proposed Timeframes
52.	Human Resources	Develop and implement a process whereby in the case of a staff member with a disability, the applicable department team would meet to discuss and put in place a plan to activate in the instance of an emergency evacuation e.g. appropriate systems and supports to enable safe evacuation.	Y			Staff time	2013/2014
53.	Thames Centennial Pool	Carry out accessibility audit of the Thames Centennial Pool to assess current accessibility and identify areas for improvement, including issues associated with single-sex change rooms and toilet facilities.		Y		Staff time Methodology for audits to be confirmed by Stakeholder Forum	2013/2014
54.	Thames Centennial Pool	Provide pool-side shading during summer to provide shade for any person in a wheelchair or mobility scooter.		Y		Dependent on type of shelter. Estimates: Large umbrella - approx. \$200 Bus shelter type - approx. \$3,000	2013/2014
55.	Thames Centennial Pool	Provide financial assistance to any disabled person or carer of disabled person(s) to obtain Austswim qualifications.		Y		A qualification in 'Teacher of Swimming Water Safety' is a prerequisite (cost \$350) to obtaining 'Learn to Swim with Disabilities' qualification (\$350)	2013/2014
56.	Economic Development	Promote greater linkages between the Labour Market Forum and the needs of and opportunities for disabled people in the District.	Y			Staff and elected member time	Ongoing

No.	Council Activity	Action	1	2	3	Resource Implication(s)	Proposed Timeframes
57.	Communications	Assist in changing attitudes towards disabled people through increasing diversity in imagery and using positive images of disabled people in Council's communications outputs.		Y		Engage a professional photographer - focus would be larger than images of disabled people Yet to be costed	As soon as possible, and as opportunities arise
58.	Communications	Host, fund and provide technology for a disability sector website of some form via TCDC's own website. This would be an umbrella function and not recreate existing content.			Y	Staff time To be costed	2013/2014
59.	Communications	Support the delivery of media campaigns and other communications for mobility scooter training to raise awareness and encourage participation in the training by disabled people.	Y			If using existing channels this would require staff time If a media campaign is required, additional budget would be required	As opportunities arise
60.	Strategic Planning	Investigate Council's ability to access and maintain quality data relevant to the Thames-Coromandel District regarding disabled people.	Y			Staff time	2012/2013
61.	Strategic Planning	Advocate on behalf of disabled people to central government, other agencies and organisations on issues which affect the wellbeing of disabled people in the District.	Y			Staff time	Immediate, as opportunities arise

