



Community Access Plan 2009 – 2013

**Adopted by Council
25 August 2009**

Moyne Shire – a safe, vibrant and prosperous community



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FOREWORD BY THE MAYOR

Community access is unique because it covers all aspects of Council's operations, from physical assets to the delivery of information to the community and all the other services in between. The Council recognises that it must endeavour to ensure that all of our residents have equal access to public facilities, to services and to information about those services, to employment opportunities, to attendance and participation in community events and all the other activities that so many of us tend to take for granted.

In line with the implementation of previous Community and Disability Access Plans, the objective of Council is to progressively put in place the necessary steps to ensure the removal of any barriers that restrict the access of any individual to Council-controlled facilities, services, events and information.

This plan responds to the particular needs of all those with specific and long-term disabilities, but it is not restricted to this group. It is also concerned about access for every member of the community. There are many people whose mobility or sensory capacities are affected through injury, family circumstances or advancing age, but who would not identify themselves as having a disability.

Reports from the Department of Human Services reveal 20% of Moyne residents have some form of disability. In addition it is important to note that whereas 20% of the Moyne population was in the "60 years and over" age range in 2006, this number is expected to grow to 28% by 2021. Meeting the needs of frail older residents is a growing challenge for the Shire. This demonstrates the importance of Council having a plan that identifies any barriers that may restrict full participation in the life of the community.

While adopting the goal that all members of our community should have equal access to public facilities, events, activities etc, we should also acknowledge that not every obstacle is able to be removed overnight. This is particularly true in the case of buildings and infrastructure where significant financial implications are involved, particularly in many of Moyne's heritage listed public buildings.

The Council also looks forward to working with other community stakeholders to facilitate the improvement of access issues within the Moyne Shire, including those activities and facilities that are not controlled by Council. The Council will ensure that this consultation continues and that in the years to come there will be ongoing improvements in community access in Moyne Shire.

Cr Ken Gale
Mayor

INTRODUCTION

The Community Access Plan 2009–2013 replaces the former Moyne Shire Interim Community Access Plan 2007–2009.

The introduction of the Victorian Disability Act 2006 requires local government to take a whole-of-council approach to the embedding of access and inclusion issues into all relevant plans and strategy documents.

With the commencement of a new four-year Council term for Moyne Shire in November 2008, aligning the development of a four-year Community Access Plan to this process ensures new and existing Councillors will be informed of the needs of community members and Council's statutory and community responsibilities to achieve equality of access for all residents and visitors to the Shire.

In line with the implementation of previous Community and Disability Access Plans, the objective of Council is to progressively put in place the necessary steps to ensure the removal of any barriers that restrict the access of any individual to Council-controlled facilities, services, events and information.

The Community Access Plan 2009 – 2013 seeks to meet three basic criteria:

- 1 To meet the requirements of the Disability Discrimination Act 1992 and the Disability Act 2006 for Local Government, which calls upon local councils to address access issues within their municipalities;
- 2 To reflect the commitment of Moyne Councillors and officers to creating the built, social, economic and natural environments that encourage access and participation; and
- 3 To identify appropriate steps towards the achievement of equal access within the municipality with the inclusion of strategies which are practical and achievable within the timeframe of this and following Community Access Plans.

While this document is centred on roles and responsibilities of the Moyne Shire Council, it also recognises that there are significant issues involving full community access to public facilities controlled by other public sector agencies as well as the private sector stakeholders. It is the intention of Council to promote and encourage the progressive removal of access barriers in the community. This plan is relevant for the period 1st July 2009 to 30th June 2013.

This document includes details of the process followed in the development of this plan and an overview of the strategies to which Council is committed. An implementation plan detailing the strategic objectives and associated actions is included in the plan. The results of the consultations which informed the direction of this plan are included in the Appendices 2 and 3.

The Community Access Plan 2009 – 2013 will be reviewed on an annual basis and adjustments made to reflect progress and operational conditions. The development of the next four year plan will commence in August 2012.



Fig 1 Moyne Shire Council Area

Rural Access Program

The Rural Access Program is a statewide initiative that is funded by the Department of Human Services. Rural Access supports regional and rural communities to increase community membership and participation opportunities for people with a disability.

Locally, the Rural Access Program employs two project officers, and is auspiced by Warrnambool City Council. The program is a partnership between Moyne Shire Council, Corangamite Shire Council and Warrnambool City Council.

Rural Access Officers have been actively involved in the development of this plan, including the community consultation process.

Council Policy

Council has adopted the following policy statements regarding disabilities and access:

“Moyne is an inclusive, accessible and equitable Shire, where all people can engage in their personal, community and civic life with independence...”

“...and that the Council acknowledge its obligation to comply with the Disability Discrimination Act 1992 and other relevant standards, regulations and legislation to ensure equitable access by all people to Council operations, services and facilities.” (Moyne Shire Council Policy Manual, Volume 2, updated May 2007).



Fig 2 Port Fairy Yacht Club - Sailability Pontoon

UNDERLYING PRINCIPLES

The stated objective of this plan is to ensure that all people, including those with disabilities (as defined below), do not experience discrimination in seeking access to Council facilities, services, events and information on the basis of their disability, or for any other reason. This objective is based on the following principles:

- People with disabilities have the same rights as all members of the community.
- People with disabilities have the same right of access to services and facilities as all members of the community.
- A person with a disability is an individual first and foremost and is not to be defined by that disability.
- The needs of people with disabilities should be considered in any decisions made by Council that are likely to affect them.

The Moyne Shire Council is fully and genuinely committed to each of the above principles. However, it also recognises that their achievement will occur progressively as the contents of this plan and successive plans are implemented.

DEFINITIONS

Access

This is defined in terms of the ability of the customer to use the service, facility, program or activity provided. As a result, a service is accessible when:

- It is easy to find out about;
- It is easily understood;
- It is easy to get to;
- It is easy to use;
- People who use it feel they are welcome;
- People know that they will get the right assistance when they need it; and
- People are confident that every reasonable effort will be made to address the customer's requirements.

These principles apply to all Council's customers when they are using Council's services, facilities and programs.

Disability

When referring to disability, Council uses a definition consistent with that contained in the Disability Discrimination Act 1992, namely:

- Total or partial loss of the person's bodily or mental functions; or
- Total or partial loss of a part of the body; or
- The presence in the body of organisms causing or capable of causing disease or illness; or
- The malfunction, malformation or disfigurement of a part of the person's body; or
- A disorder or malfunction which results in the person learning differently from a person without the disorder or malfunction; or
- A disorder, illness or disease which affects a person's thought processes, perception of reality, emotions or judgment or which results in disturbed behaviour.

It includes a disability that:

- Presently exists; or
- Previously existed, but no longer exists; or
- May exist in the future; or
- Is imputed to a person.

In addition to those who fall within the above definition, Council recognises that many residents experience difficulties in accessing services and facilities, often temporarily, because of changing personal conditions or circumstances.

Discrimination

Council defines discrimination as the direct or indirect treatment of any person which results in that person experiencing less favourable conditions than anybody else would experience in the same circumstances. Discrimination also exists where there is a condition or requirement imposed, which may be the same for everyone, but which unfairly excludes or disadvantages people with a disability.

Different treatment of people with a disability is not unlawful discrimination where it is reasonably intended to ensure that they have equal opportunities or to meet their special needs.

THE PROCESS FOLLOWED

Rural Access carried out a review of the Community Access Plan 2007 – 2009, including evidence gained through consultation with senior Council managers and staff. The results of this evaluation were presented to senior management for discussion. From this information, a number of areas in which additional or ongoing work was required were identified to be included into the development of the Community Access Plan 2009 - 2013.

Community Consultation

The Steering Committee, including representatives from Moyne Shire Council and Rural Access, has been responsible for the development of the plan. It determined that there would be consultations with individuals and groups across the Shire to identify local concerns regarding access issues.

A survey inviting public comment on improving access and inclusion was made available to the community in a number of formats, including electronic, personal interviews and printed versions. The survey was mailed out to 70 community, business, recreational and service clubs and 145 individuals sourced from the Home and Community Care data base. The survey was also distributed through the Southwest Advocacy Association Active Participation Register. A modified survey was distributed to Moyne Shire employees. A total of 400 surveys were distributed around the Moyne Shire. Community input to this plan was also obtained through community consultations held within Moyne Shire. Meetings were arranged with relevant groups at Moyne community centres to seek their views and experiences.

A total of 80 survey responses were received, with 19 from Moyne community groups and 61 responses from individuals. Documentation of combined community and staff responses is listed in Appendix 1.

Steering Group Workshop

Rural Access facilitated a workshop with Steering Committee members that examined, discussed and prioritised the comments and suggestions provided through the community and staff consultations. The workshop reviewed current ongoing actions and produced new actions based on criteria developed for this process (listed on page 9) after consultation feedback information had been examined. The development of the plan was also discussed with Council's Senior Management Team.

Consultation on Draft Plan

Following the preparation of a draft plan the document was referred to a Moyne Shire Council workshop for receiving and approval for release for public submission. The draft plan was then made available for public comment. The availability of the draft document was advertised through the local media with an invitation to local residents to provide comment and possible suggestions. Copies of the draft plan were also circulated to groups which participated in targeted community consultation.

Submission to Council

The draft document was then amended and submitted to Council with a recommendation that the plan be adopted and that any financial implications be referred to the annual budget process.

Implementation Details

The implementation plan containing the details of agreed actions arising from community consultation and Steering Committee discussion is included in this plan.

TREATMENT OF CONSULTATION OUTCOMES

A broad range of items, concerns and proposals were presented during the consultations referred to above. All matters raised were recorded and were dealt with in one of the following three ways:

- 1 Items for Inclusion in the Plan:** Those issues that were identified for inclusion in the plan were allocated a priority rating and are documented in the implementation plan.
- 2 Operational Matters:** A number of issues or concerns related to specific operational or maintenance matters. These have been brought to the attention of the appropriate Council officers for consideration and action, where appropriate. A summary of items falling into this category is listed in Appendix 2.
- 3 Observations:** In a number of cases those consulted restricted themselves to general observations, without identifying specific issues or proposals. These observations have been listed in Appendix 3.

CRITERIA FOR ESTABLISHING PRIORITIES

Priorities were allocated by reference to the following criteria:

- Community input;
- Number of people affected;
- Level of impact on those affected;
- Budget implications;
- “Achievability”;
- Environmental impact;
- Legal requirements/risk management issues; and
- Consistency with existing Council plans and policies.

OBJECTIVES AND STRATEGIC DIRECTION

The key objectives for each of the Council’s five key result areas are detailed in the implementation plan. Detailed actions, responsibilities, expected outcomes, completion dates, review periods and priority levels are contained in the implementation plan.

The implementation plan will be reviewed and amended each year in response to changing community expectations and municipal resources and priorities. The plan covers a four year period.



Fig 3 Tea Tree Lake Fishing Platform - Mortlake

IMPLEMENTING THE PLAN

Council is conscious of the importance of implementing any plan that it adopts. Accordingly, it will ensure that progress with annual adopted objectives and actions will be reported and monitored as scheduled. In addition, members of the Community Access Plan Steering Committee, comprising the Rural Access Project Officer and Moyne Council Senior Management Team, will meet on an annual basis to review the rate of progress of implementation and to consider whether new issues or priorities have been identified. Prioritised actions with budgetary requirements will need to be referred to the budget process on an annual basis for approval and implementation.



Fig 4 Accessible playground



Fig 5 Accessible toilet and access ramp

IMPLEMENTATION PLAN

Moyne Shire Council Community Access Plan 2009 – 2013

Council Key Result Area 1 – Governance

Key Objectives, Strategies and Actions:

Objective: To achieve “best practice” in governance and administration in Moyne.

Strategies: Strengthen Council’s communication and engagement processes.

Foster leadership in the community.

Encourage and enable constructive dialogue with key stakeholders in our region.

No.	Action	Description	Responsible Officer	Expected Outcome	Completion Date and Review Period	Priority (1-3)
1.1	Ensure that Councillors are informed of their obligations under the Disability Discrimination Act 1992 and the Disability Act 2006.	Provide updates to Councillors on actions in the Community Access Plan. Provide training in a dedicated Councillor workshop.	Rural Access Officer	Compliance with Disability Discrimination Act 1992 and Disability Act 2006. Rural Access to provide Community Access Plan updates in Councillor Bulletins and “Mouth of Moyne” staff newsletters.	Annually	1

1.2	Ensure that staff of Moyne Shire are aware of the particular needs of people with a disability, and the requirements and implications of the Disability Discrimination Act 1992.	Provide training in disability awareness and the Disability Discrimination Act 1992 to employees.	Human Resources Officer	Accessible and inclusive service delivery in line with Disability Discrimination Act 1992 and Disability Act 2006. Included in annual staff training calendar.	Annually	1
1.3	Develop a disability awareness presentation for Councillors and Moyne Shire employees.	Develop a presentation that provides new staff with disability awareness information and is available as a reference for all current Council staff.	Rural Access Officer	Disability awareness presentation developed. Presentation is made available on the intranet to all Moyne Shire Councillors and staff. Presentation is added to Council induction process for new staff.	November 2009	1
1.4	Ensure that new staff are aware of the particular needs of people with a disability, and the requirements and implications of the Disability Discrimination Act 1992.	Provide Disability Awareness Policy CCS001 to new employees as part of Council induction process.	Human Resources Officer	Staff skilled in delivery of inclusive service to all residents of and visitors to Moyne Shire.	As required	1
1.5	Ensure new Moyne Shire Council employees are aware of the importance that Moyne Shire places on access and inclusion at all levels.	Add an accessible and inclusive statement to all Moyne Shire Council employment position descriptions as staff appraisal occurs.	Human Resources Officer	Potential employees are made aware that Moyne Shire Council promotes an accessible and inclusive workplace and community environment.	June 2010	1

1.6	Develop consultation processes that are relevant to all community members.	Include needs of people with disabilities in community engagement strategy plans.	Communications Coordinator	Needs of people with disabilities are included in Council planning processes.	As required	2
1.7	Improve the availability of information about Council services to people with disabilities.	Include regular updates on Council services for people with disabilities in "Country to Coast" newsletters plus other Council community communication initiatives. Promote the availability of the newsletter to small Moyne Shire community groups.	Communications Coordinator	Community members are empowered to make informed choices.	Quarterly	2
1.8	Promote the availability of Council's accessible information and contact formats to the community.	Promote large print, audio, electronic, website 1300 number and SMS options on Council's website, "Country to Coast" and advertisements.	Communications Coordinator	Council information is accessible to all community members.	As required	2
1.9	Increase participation by people with disabilities in Council processes.	Utilise the South West Advocacy Association in community engagement process.	Director Community & Corporate Support	Raised awareness of needs and abilities of people with disabilities within Council. Increased involvement of people with disabilities in leadership roles within Council eg membership on advisory committees.	As required	3

1.10	Ensure a whole-of-Council approach is taken in strategic planning for access and inclusion of people with disabilities.	Senior Management Team to monitor progress of actions within implementation plan on quarterly basis and evaluated annually. Development of future Community Access Plans undertaken by Rural Access with support from Director Community & Corporate Support and input from Senior Management Team.	Director Community & Corporate Support	Addressing of access and inclusion issues is undertaken as a collective responsibility across Moyne Shire Council directorates.	Annually in May	1
1.11	Ensure the development of new, and review of existing, plans and strategies reflect the needs of all community members, including people with a disability.	Develop a "Planning for Access and Inclusion" resource kit for use by Council.	Director Community & Corporate Support	Council plans and strategies reflect the needs of all community members.	August 2010	1
1.12	Document progress of implementation plan.	Include summary of progress of actions in the implementation plan in Council's Annual Report.	Director Community & Corporate Support	Reporting of progress through CID and Annual Report to achieve compliance with Disability Act 2006.	Quarterly and annually	1

Council Key Result Area 2 – Infrastructure and Assets

Key Objectives, Strategies and Actions:

Objective: To ensure that the Shire is an attractive and desirable place in which to live and work.

Strategies: Develop and implement townscape improvements.
 Develop and implement improvements to town entrances, recreation facilities and open space amenities.
 Support the community to maintain and enhance community-use facilities.

No.	Action	Description	Responsible Officer	Expected Outcome	Completion Date and Review Period	Priority (1-3)
2.1	Develop and implement townscape upgrades that include improving universal access	Adopt a priority program for upgrades to footpaths, walkways and kerbed crossings as per Community Footpath Program.	Director Physical Services	Increased participation of people with disabilities in community. Adoption of a community pathways program which connects community facilities as per Council Annual Work Plan.	Quarterly progress reports	2
2.2	Develop and implement an accessible parking upgrade program to standardise and improve access to universal access for holders of accessible parking permits.	Adopt a priority program for provision of accessible parking. Standardise markings, signage and dimensions.	Director Physical Services	Increased access to community services and facilities by people with disabilities.	Ongoing with annual reports	2

2.3	Support the community by maintaining and enhancing community use facilities.	Adopt a priority program for modification to Council buildings to increase accessibility.	Director Physical Services	Upgrades to Mortlake Shire Offices to increase universal access requirements.	30/09/2009	2
2.4	Support the community by maintaining and enhancing community use facilities.	Undertake works as per adopted priority program.	Director Physical Services	Upgrades to Shire buildings to increase universal access requirements.	Quarterly reports	2
2.5	Develop additional accessible facilities in current toilets in Moyne Shire towns.	Increase the number of accessible toilets in Moyne.	Director Physical Services	Toilet upgrades to meet disability standards.	Annual Reports	2
2.6	Subject all major building projects to an accredited access audit prior to site work commencing.	Submit plans for major building projects to an accredited access auditor eg Port Fairy Family Services Centre and Koroit Stadium.	Director Physical Services	New Council buildings meet the requirements of the Disability Discrimination Act 1992.	Ongoing	1

2.7	Develop and implement improvements to recreational facilities and open space amenities.	<p>Create list of recreational facilities and open space amenities. Create a program for provision of improvements.</p> <p>Adopt a priority program to provide enhanced access to recreational and open space facilities, including the beach at Port Fairy.</p>	Director Physical Services	<p>Redevelopment of facilities in community parks and playgrounds that increase universal access.</p> <p>Increased universal access following redevelopment of recreation facilities and open space.</p>	Quarterly reports	2
2.8	Develop mobility maps for Moyne Shire towns.	Produce, publicise and maintain mobility maps for Port Fairy, Koroit, Hawkesdale, Peterborough, Mortlake and Macarthur.	Director Physical Services	Improved access for community members and visitors to Moyne Shire towns.	June 2010	2

Council Key Result Area 3 – Sustainable Development and Planning

Key Objectives, Strategies and Actions:

Objectives: To preserve and enhance our natural and built environment.
To provide assurance that the community is adhering to federal, state and local laws.

Strategy: Educate key stakeholders and the community about planning, environmental and waste management and regulatory matters and processes.

No.	Action	Description	Responsible Officer	Expected Outcome	Completion Date and Review Period	Priority (1-3)
3.1	Inform Councillors, Council employees and the community about processes that improve access for all people.	Educate Councillors, Council employees, developers and builders about their responsibilities under the Disability Discrimination Act 1992.	Director Sustainable Development	Deliver a workshop on the Disability Discrimination Act 1992 and access design solutions for Councillors, Council employees, developers and builders.	As required	2
3.2	Include principles of universal access in key Council statements.	Include a reference to the principle of universal access in the Moyne Shire Council Municipal Strategic Statement.	Manager Development Approvals	Council commitment to building an inclusive and accessible community.	December 2010	2

3.3	Prepare and adopt Disability Access Guidelines for private developments.	Develop Disability Access Guidelines for Moyne Shire. Present guidelines to Council for policy adoption. Publicise to developers, designers, architects and community.	Rural Access Officer	Disability Access Guidelines available for viewing and download from Council website.	June 2010	2
3.4	Conduct a community awareness campaign encouraging residents to maintain safe and accessible footpaths with regard to overhanging vegetation.	Undertake inspection of footpaths in townships of Moyne Shire and provide accessible footpath information.	Local Laws Officers	Universal footpath access is improved throughout Moyne Shire. Accessible footpath information is provided to local Moyne residents.	Ongoing	2
3.5	Conduct a community awareness campaign regarding regulation of accessible parking permits and parking bays.	Develop and conduct an annual community awareness campaign on the correct usage of the Disabled Parking Scheme.	Communications Coordinator	Decrease unlawful use of accessible parking bays.	Annually	1
3.6	Monitor the regulation and enforce the correct usage of accessible parking permits and parking bays.	Monitor and enforce accessible car park scheme across Moyne Shire.	Local Laws Officers	Decrease unlawful use of accessible parking bays.	Annually	1
3.7	Support local business to improve access to premises and services.	Provide businesses with information on how to improve their levels of access and the resulting benefits.	Rural Access Officer	Provide information to businesses in Moyne Shire through existing business and progress association networks so that businesses may provide more accessible environments.	June 2010	1

Council Key Result Area 4 – Community Services

Key Objectives, Strategies and Actions:

Objective: To enhance the quality of residents' lives by facilitating and encouraging healthy lifestyles, a community in which it is safe to live and an environment that is diverse and sustainable.

Strategies: Continue to work towards improving the ongoing health and welfare of residents, particularly those identified as more vulnerable members of our community.

Support the development of local area partnerships to ensure the active participation of residents in the future of their communities.

Support an active and healthy community that is engaged in a broad range of artistic, cultural and recreational activities.

No.	Action	Description	Responsible Officer	Expected Outcome	Completion Date and Review period	Priority (1-3)
4.1	Improve access to community transport options for all community members.	Increase the availability and accessibility of community transport options for residents in rural and isolated areas.	Director Community & Corporate Support	Information about community transport disseminated in "Country to Coast". Participation in Transport Connections Program. Greater access to community activities and services for people with disabilities. Support applications for increased funding for community transport options for residents in rural and isolated areas.	Annually	2

4.2	Encourage Council to provide an accessible bus for Port Fairy Community Services Centre.	Council to provide (or identify funding options for) a 12 seat wheel chair accessible bus for the new Port Fairy Community Services Centre.	Director Community & Corporate Support	A 12 seat community bus fitted with wheel chair hoist based at the Port Fairy Community Services Centre.	Dec 2010	2
4.3	Maintain the Scooter Recharge Scheme and encourage safe scooter use in Moyne Shire.	Maintain and promote current scooter recharge sites and expand the scheme as future sites are required. Promote and distribute information on the safe use of mobility scooters in Moyne Shire.	Rural Access Officer	Moyne Shire and the community supports people who use scooters to maintain their independence and access their community safely. Scooter Recharge Scheme is maintained and expanded as required in Moyne Shire.	Annually	3
4.4	Encourage and assist community groups and organisations to develop/ adapt leisure and cultural opportunities for people with disabilities.	Work in partnership with South West Sports Assembly and other organisations to increase inclusion of people with disabilities in leisure and cultural opportunities.	Grants & Recreation Officer Rural Access Officer	Implementation of individualised recreation program in Moyne Shire. Beach wheelchair available for use in Port Fairy. Increased community connectedness.	Quarterly	2

Council Key Result Area 5 – Business and Tourism

Key Objectives, Strategies and Actions:

Objective: To facilitate sustainable economic growth.

Strategies: Encourage and assist communities to adopt a “self-help” approach to local advancement.
Support community events and festivals throughout the Shire.

No	Action	Description	Responsible Officer	Expected Outcome	Completion Date	Priority (1-3)
5.1	Support thriving and sustainable community events and festivals throughout Moyne Shire.	Promote One and All Inclusive Event Endorsement Program to festival and event organisers within Moyne Shire.	Manager Business & Tourism	Increased number of festivals accepted into endorsement program. Increased participation of people with disabilities in community events and festivals.	Annually	2
5.2	Major tourist projects are inclusive of all community members.	Ensure needs of people with disabilities are incorporated into strategic plan for Rail Trail.	Manager Business & Tourism	Rail Trail is accessible for people with disabilities.	Ongoing	2
5.3	Support residents and visitors to access accommodation options.	Develop a list of accessible accommodation options for Moyne Shire towns. Promote through Moyne Shire publications and visitor information centre.	Rural Access Officer	Accessible accommodation is easier to find for Moyne residents and visitors.	Dec 2009	1

Appendix 1: Consultations undertaken

Township	Community Group	Attendance
Macarthur	Day Centre Program	9 clients and 3 staff members present
Koroit	Koroit Adult Day Activity Centre	2 staff members present
Port Fairy	Port Fairy Senior Citizens Club	12 members present
Port Fairy	Primary Care Community Group	8 members representing – Moyne Health Service, Victoria Police, Consolidated Primary School, Allied Health, Lions, Senior Citizens.
Port Fairy	Port Fairy Vision Australia	1 representative

Appendix 2: Matters referred to Council staff for action

Key Result Area 1 – Governance	Referred to	Comments
Problems with Accessing Information and Services		
<ul style="list-style-type: none"> • Speak too fast, difficult to hear because I am hard of hearing, hearing aid, hearing problem. 	Management Accountant	Comments passed on. These issues to be included in staff disability awareness information and training.
<ul style="list-style-type: none"> • Some community members may have limited access to online delivered information. 	Communications Coordinator	Will be considered when distributing Council information.
<ul style="list-style-type: none"> • Are there large print, other options available? 	Communications Coordinator	Moyne Shire provides information in a range of accessible formats.
<ul style="list-style-type: none"> • No publicity about events' agendas. Plenty of ads for events but not for what's on eg timetable of events. 	Communications Coordinator Manager Business & Tourism	Will be considered for future editions of "Country to Coast".
<ul style="list-style-type: none"> • Basic tourist information on Port Fairy should be made available in other languages. 	Manager Business & Tourism	Comments to be passed on.

Improving access to Council information		
<ul style="list-style-type: none"> • Reports for our committee meetings – requested by Port Fairy SLSC. 	Director Community & Corporate Support	Comments passed on.
<ul style="list-style-type: none"> • More frequent “Country to Coast” newsletters. • Send out newsletters monthly. • “Country to Coast” could be sent out to smaller town groups eg Macarthur Day Centre. • Give more newsletters out. • Koroit Adult Day Activity Staff not aware of “Country to Coast” newsletter. • Sending out newsletters. 	Communications Coordinator	Comments passed onto to Communications Coordinator.
<ul style="list-style-type: none"> • I would like regular emails of local Shire community events (Koroit & District Primary School). 	Communications Coordinator	Comments passed onto to Communications Coordinator for consideration during the promotion of “Country to Coast”.
<ul style="list-style-type: none"> • Advertise more widely – maybe monthly newsletters to all ratepayers with news specific to the area. 	Communications Coordinator	Will be considered when preparing and distributing Council information.
<ul style="list-style-type: none"> • Use easier wording that everyone can understand. 	Communications Coordinator	Will be considered when preparing and distributing Council information.
<ul style="list-style-type: none"> • Reception staff training to interpret client needs and direct to appropriate service. 	Management Accountant	Comments will be passed on.

Improved community consultation		
<ul style="list-style-type: none"> • Provide a clear contact / rep from Council staff for the Port Fairy SLSC to deal with. 	Director Community & Corporate Support	Comments noted.
<ul style="list-style-type: none"> • Be interesting now there are no ridings – previously had excellent access to local Councillors. This does not now exist for a number of areas of the Shire. 	Director Community & Corporate Support	Councillor community meetings proposed – see minutes Jan 09 Council meeting.
<ul style="list-style-type: none"> • More meetings outside Port Fairy. • Councillors more available for consultation. Encouragement to rate payers attending Council. • Council meetings – residents made welcome. 	Director Community & Corporate Support	Councillor community meetings proposed – see minutes Jan 09 Council meeting.
<ul style="list-style-type: none"> • More public information in accessible places. 	Communications Coordinator	Will be considered when preparing and distributing Council information.
<ul style="list-style-type: none"> • I never know what is happening in Moyne. We get Glenelg Shire newsletter. 	Communications Coordinator Manager Business & Tourism	Will be considered when distributing Council newsletter to all rate payers.
<ul style="list-style-type: none"> • More input into accessibility of events. Run consultation groups with event organisers via Rural Access Officer. 	Rural Access Officer Manager Business & Tourism	Rural Access will consider in the delivery of the One & All Inclusive Events program.

Key Result Area 2 – Infrastructure and Assets	Referred to	Comments
Physical access		
<ul style="list-style-type: none"> Manhole cover in Church Street Port Fairy needs replacing, reported 2008. 	Director Physical Services	An inspection will be carried out and action taken if necessary.
<ul style="list-style-type: none"> We would like to comment on a road which badly needs work on it - it is the Myamyn Road from Port Fairy Road; there are 10 kilometres that need fixing as there are many large trucks, buses and B-doubles on it and we feel it is very dangerous – there have also been many broken windscreens on it. Widening it would be a good idea! 	Director Physical Services	VicRoads have been notified.
Access to Council properties		
<ul style="list-style-type: none"> Keys have been an issue that the club has spent funds on, Port Fairy SLSC. 	Director Community & Corporate Support	Comments noted.
<ul style="list-style-type: none"> The person I care for has lots of trouble getting into Council properties. I do not go out unless essential because travelling in a car can cause my injured back severe pain. 	Director Physical Services	Comments noted.

Port Fairy		
<ul style="list-style-type: none"> • No footpaths along Gipps Street near Merrijig Inn. • The lack of footpath in Gipps Street, especially between Campbell Street and Terjensen Court. • More footpaths are needed in Port Fairy; I walk with a walker or stick. • More footpaths needed. • Safe and effective footpaths. • Some footpaths in Port Fairy hazardous. Using a scooter, the footpaths are sloped; it makes you feel that the scooter will end up in the gutter. • Most shops have a kerb in front; there should be a handrail or something to hold onto. • Footpaths uneven. 	Director Physical Services	Issues will be noted and incorporated in street infrastructure projects.
<ul style="list-style-type: none"> • Trees outside Port Fairy Seniors Citizens Club drop leaves that then become very slippery in wet weather. • Leaves from the Port Fairy norfolk pines often pile up on the footpaths and cause access issues. 	Director Physical Services	Comments noted. Inspect area and clean as required.
<ul style="list-style-type: none"> • Audit all facilities - assume this may have been done. 	Director Physical Services	Ongoing program of building inspections.

Mortlake		
<ul style="list-style-type: none"> • No footpaths outside my place which makes walking anywhere difficult (Mortlake). • Footpaths very uneven and sometimes hard to manage (Mortlake). • Footpaths start nowhere and finish nowhere in Mortlake. Most streets do not have a path and if they do you cannot walk on them if you rely on a walking aid. • Gutters with lip too high to get up at crossings – have to go on the road. No footpaths make it very difficult - too rough. • Footpaths need improvement. 	Director Physical Services	Being addressed under community footpath program.
Macarthur		
<ul style="list-style-type: none"> • Raised nature strip/step hinders access at 16 Eversley Street Macarthur. Moyne Shire Council staff have been informed of this issue previously. 	Director Physical Services	Comments noted.
<ul style="list-style-type: none"> • Steps are a problem at Macarthur Post Office. 	Director Physical Services	Comments passed on to Australia Post.
<ul style="list-style-type: none"> • Roadsides need to be slashed more often, west of Macarthur. 	Director Physical Services	Comments noted.

Suggested locations for additional accessible public toilets		
<ul style="list-style-type: none"> • Disability toilets Port Fairy. The library is closed on the weekend, holidays etc, visitor information centre is hard to get into, and also it is very hard if your stroke was on the right side. Most toilets are for left side strokes. We need bars on both sides please! 	Director Physical Services	Comments noted.
<ul style="list-style-type: none"> • Western end of Port Fairy CBD. • Main Street Port Fairy. • Sackville and Cox Street corner in Port Fairy. • For Hawkesdale OK, not sure about Port Fairy. • Shopping areas Port Fairy. • Towards the "The Stag" end of Sackville Street. • There is potential to upgrade the main toilet block in Sackville Street, for access. 	Director Physical Services	Comments noted.
<ul style="list-style-type: none"> • Tea Tree Lake Mortlake. • Tea Tree Lake toilets, check if any for disabled. • Mortlake - near lake/caravan park and somewhere near the western end of town. • Park near lake/caravan park, Mortlake. • Mortlake – somewhere near the western end of town. 	Director Physical Services	Comments noted.
<ul style="list-style-type: none"> • Koroit Library – needs multi use toilet - ladies, mens, disabled, parents. 	Director Physical Services	Comments noted.
<ul style="list-style-type: none"> • Jubilee Park – Allansford. 	Recreation Officer Warrnambool City Council	Comments to be passed on.

Accessible car parking		
<ul style="list-style-type: none"> Find it difficult with a side opening for a car with our hydraulic lift – parks also need to be wide and level. 	Director Physical Services	Comments noted.
<ul style="list-style-type: none"> Should be at least 2 (or 3) at each of the present locations. 	Director Physical Services	Comments noted.
<ul style="list-style-type: none"> There aren't enough disabled car parking facilities. 	Director Physical Services	Comments noted.
<ul style="list-style-type: none"> High Street Koroit – Council depot workers have all day parking from Sturt Street to King Street, preventing safe pickup outside No 99 by taxi, Koroit Health and tradespeople. We don't have a drive way to this property and this adds to the degree of double parking. A disabled bay was discussed 12 months ago. 	Director Physical Services	Comments passed on.

Additional accessible car parking		
All towns	Director Physical Services	Comments passed on.
<p>Port Fairy</p> <ul style="list-style-type: none"> • The Seniors Club would like to see a universal/disabled car park outside the chemist in Sackville Street. • Port Fairy McLean's Pharmacy. • There needs to be a park outside the chemist, Port Fairy. • Outside physiotherapist in Port Fairy. • A few more in Sackville Street and near the Senior Citizens. • Near chemist in Port Fairy. • Port Fairy – more parks in main street, Sackville Street and Bank Street. • Need an accessible car park near the chemist in Port Fairy. • Near chemist in Port Fairy. • Widen the disabled car park outside Port Fairy library. • Need to locate a universal/disabled car park outside the Port Fairy Visitor Information Centre. 	Director Physical Services	Comments passed on. Barclay Street parking needs to be addressed at Seniors Rooms.
<ul style="list-style-type: none"> • Need more in Port Fairy – particularly at weekends and over summer. • Port Fairy – winter OK. Need more in summer. 	Director Physical Services	Comments passed on.
<ul style="list-style-type: none"> • Access to medical clinic, nursing homes and hospital areas in Port Fairy. 	Director Physical Services	Comments passed on. Footpaths currently being constructed.

<ul style="list-style-type: none"> • Review car parking signs and times in front of Senior Citizens in Church Street, set up 2 or 3 hrs parking areas. • Review Senior Citizens car parking signage. Can a “Senior Citizens Club Members only” sign be put up at the entrance of their rear car park? Can the current disabled car parks at the rear of the club be upgraded (new paint and signs)? 	Director Physical Services	Comments passed on.
<p>Mortlake</p> <ul style="list-style-type: none"> • Mortlake has only two, one at the post office and also one at the chemist, it would be handy to have some near food shop outlets. • Can only say yes for Mortlake. • There are no disability spaces outside the supermarket in Mortlake but the staff are very helpful. • Mortlake – should be at least 2 or 3 at each of the present locations. • Outside Mortlake Library. 	Director Physical Services	Comments passed on.
<p>Koroit</p> <ul style="list-style-type: none"> • Koroit – Commercial Road. • More parks in Koroit and Port Fairy. • Disabled parking bay is a long way from the disabled toilet at the Koroit Blackwood Centre. 	Director Physical Services	Comments passed on.

<p>Macarthur</p> <ul style="list-style-type: none"> • Universal parking is not a big issue in Macarthur. • Disabled car parks need to be designed for 12 seat buses with wheel chair hoists at rear, Macarthur. • Macarthur – at the chemist in Market Street. • Outside Macarthur’s chemist. 	<p>Director Physical Services</p>	<p>Comments passed on.</p>
<ul style="list-style-type: none"> • Finish new toilets at Yambuk Caravan Park and improve water quality. • Get the jobs done at park as soon as possible (Yambuk). 	<p>Manager Business & Tourism</p>	<p>Comments passed on.</p>
<ul style="list-style-type: none"> • Memorial Hall, Mortlake – physical access. 	<p>Director Physical Services</p>	<p>Comments passed on.</p>
<ul style="list-style-type: none"> • Easier access to facilities eg swimming pool at Mortlake. 	<p>Director Physical Services</p>	<p>Comments passed on.</p>
<ul style="list-style-type: none"> • Hawkesdale has been waiting for ages for improved access to Hawkesdale Hotel. If it wasn’t for the owners making outside improvements nothing would have happened even though it featured in past Moyne Shire Community Access Plan. 	<p>Director Physical Services Rural Access Officer</p>	<p>Rural Access Officer to investigate issue and report back to the Director Physical Services with possible access solutions.</p>
<ul style="list-style-type: none"> • Generally there needs to be a review of all community facilities and businesses to determine what needs to be done to improve access for disabled people. 	<p>Director Physical Services</p>	<p>Comments passed on.</p>
<ul style="list-style-type: none"> • Rails on floating jetties so we can walk on them. 	<p>Director Physical Services</p>	<p>Comments noted. Issue will be considered for new and existing jetties.</p>

Key Result Area 3 – Sustainable Development and Planning	Referred to	Comments
<ul style="list-style-type: none"> • Sometimes you can't get the special parking because of people who don't need it and nothing is done about them at all. • People without disabled permits often park in disabled places, thus needs better enforcement. • Seniors believe that universal/disabled car parks are being used by non-permit holders, no respect for the scheme. 	Director Sustainable Development	Promote and enforce the Disabled Parking Scheme in Moyne Shire.
<ul style="list-style-type: none"> • Macarthur Day Centre members were not fully aware of Disabled Parking Scheme. Council could publicise this program. 	Director Sustainable Development	Promote the Disabled Parking Scheme to Moyne Shire residents.
<ul style="list-style-type: none"> • Keep the dogs out of the main shopping areas and stop the cars from speeding down Sackville Street. • Number of dogs in Port Fairy's main streets can cause problems – congestion and safety concerns. • Footpaths – tables, chairs and dogs in summer time can cause access problems. 	Director Sustainable Development	Will be considered by Local Laws Officers when developing future accessible footpath awareness strategies.
<ul style="list-style-type: none"> • Removal of heavy traffic off Commercial Road Koroit before somebody gets killed or serious accident. Also speeding traffic. 	Director Physical Services	Will be considered in future Koroit road management strategies.
<ul style="list-style-type: none"> • Yes, please do something about the speeding cars on the approach to the Yambuk Caravan Park (put in some speed humps on the Yambuk side of the crest). 	Director Physical Services	Issue and possible solutions will be investigated by Physical Services.
<ul style="list-style-type: none"> • Long grass around a house in Heckfield Street Macarthur presents a fire danger to local residents. 	Local Laws Officers	Issue to be passed on to Local Laws Officers.
<ul style="list-style-type: none"> • Overhanging bush near the corner of Cox and Gipps Street needs trimming back. 	Local Laws Officers	Issue to be passed on to Local Laws Officers for inspection.
<ul style="list-style-type: none"> • Seniors' cars can often be blocked in by cars during the Folk Festival. 	Local Laws Officers	Issue to be passed on to Local Laws Officers for inspection during Folk Festival.

Key Result Area 4 – Community Services	Referred to	Comments
<p>Moyne transport needs</p> <ul style="list-style-type: none"> • Continued support for community bus to local Mortlake town areas and to Warrnambool. • Moyne Shire assists me through Timboon Hospital with taxi costs. • Transport services to outlying communities. • Transport – could use a shopping service where someone would take you down the street (Mortlake). • Not when need to go to Warrnambool to see specialist – local Mortlake OK. • Because I use taxis. Not always available and becomes expensive. • I am capable of driving to the street when I need to (so far). • Own vehicle. • My transport is mainly by taxi; even though I have a taxi card it gets very expensive especially if I travel to Warrnambool, sometimes 3 times weekly for medical reasons. • Not in Hawkesdale. • At a cost special buses - Koroit & District Primary School. • Community car is excellent at the Mortlake Health Service. Local bus is good to get to main street weekly, need to keep bus service to Warrnambool also. • It all depends on the type of disability and transport. • V-Line is unreliable. Many elderly people travel regularly to Melbourne. 	<p>Director Community & Corporate Support</p> <p>Rural Access Officer</p>	<p>Comments and issues raised regarding Moyne Shire residents' community transport needs will be used by Moyne Shire in the ongoing transport needs projects.</p> <p>Transport comments and issues will also be passed on to the most relevant transport authority.</p>

<ul style="list-style-type: none"> • Add an express bus service from Port Fairy to Melbourne. • There needs to be improved transport options to Warrnambool from Port Fairy. Taxis are very expensive. • Some people overcharge for their service. • Not enough buses in Koroit. • With peak oil prices, everyone is going to need public transport. A bus to Terang connecting with midday train might be a help. • Some buses have high steps to get up or down. • Family car. • Rely on daughter for transport. • But I need transport to go anywhere. • Rely on carer for transport. • Currently I can still drive a car. • We purchased our own van with hydraulic lift. No public transport out here and taxi too expensive (Koroit). • Some difficulties experienced by those with a disability. • Our community bus is used to pick up and drop off clients, so is important to the centre - Koroit Adult Day Activity Centre. • Being elderly I'm not up to jointing around – I'm happy with the library and meeting friends. 		
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Disability awareness		
<ul style="list-style-type: none"> • Tolerance and understanding. • Young people are sometimes quite rude and unwilling to help. • All – most of all the unseen disabilities. I have been abused for using a car label because I can walk (only a short distance at a time). • Anything on how the community can help. • Getting work. • Awareness. • Mental illness. Safety. • I have sometimes needed to sit down, chairs used to be in shops. • All disabled people should receive as much consideration as possible. • Access is the major thing for us. • More disability parks. • Generally helping make people aware that people with a disability all have different needs, that they are not all the same. • Communication with people with disabilities. • Understanding of various disabilities. • The importance of access (always a good practice to give people the challenge of shopping in a wheel chair or with mobility aids). • Total inclusion. • Compassion. • Educate Moyne Shire Councillors. • More disability awareness training for Moyne Shire staff. 	<p>Director Community & Corporate Support</p> <p>Human Resources Officer</p> <p>Rural Access Officer</p>	<p>Comments and issues raised will be used to develop disability awareness programs for Moyne Shire Councillors, employees, business and communities.</p>

Council's Home Care services		
<p>How could they be improved?</p> <ul style="list-style-type: none"> • For Home Care to spring clean – cobwebs etc. Perhaps every 3 months would be very acceptable. • In-service training, appropriate information for staff. • More trained staff to be employed. • Quicker access to respite. • More hours of help. • More funding. • They possibly could offer more time. • Older people cannot do the extra work that Home Care workers could do. 	<p>Director Community & Corporate Support</p> <p>Human Resources Officer</p>	<p>Comments noted.</p>
<ul style="list-style-type: none"> • Moyne Meals on Wheels food is of poor quality. • HACC Services Meals on Wheels is a problem, meals are now required to be delivered to someone, not just left at the door in an esky. 	<p>Director Community & Corporate Support</p>	<p>Comments will be forwarded to Home Care services management and staff.</p>
<ul style="list-style-type: none"> • A Moyne Shire resident asked if she could have her lawns mown by the Shire Home Maintenance workers. 	<p>Manager Aged & Disability Services</p>	<p>Comments will be forwarded to the Manager Aged & Disability Services.</p>
<ul style="list-style-type: none"> • Scooter education is a good idea. 	<p>Rural Access Officer</p>	<p>Comments passed on to Rural Access Officer.</p>
<ul style="list-style-type: none"> • Having cared for a child/adult with a disability for 22 years, I feel that the word “disability” should be dropped and “accessible” should be used as these facilities/options have a broader application in terms of aged care / families with children, people with temporary disabilities following accidents/surgery. It then takes the disability label away and has broader application to the general community. 	<p>Rural Access Officer</p>	<p>Comments passed on to Rural Access Officer.</p>

Key Result Area 5 – Business and Tourism	Referred to	Comments
Access to festival and events		
<ul style="list-style-type: none"> • People can't get to some things as they are not capable of walking too far. • Easy access to all facilities. • We are unable to attend events as my walking is limited and I cannot stand for long periods as required at such events. • Disabled and elderly people find it difficult to sit on grass and in the evenings it can be quite cold. • Eg Folk Festival – easy access to main gate and parking. 	Manager Business & Tourism Rural Access Officer	Comments noted.
<ul style="list-style-type: none"> • Nothing done in Moyne for Seniors Week and there are other opportunities for more to be done. 	Director Community & Corporate Support	Comments noted.
<ul style="list-style-type: none"> • Just because there is a disabled toilet doesn't mean everything else is accessible – we generally don't go to these events – too much hassle! 	Manager Business & Tourism	Comments noted.
<ul style="list-style-type: none"> • Companion Cards should be universally accepted to improve access to all venues. 	Manager Business & Tourism	Comments noted.
Improving access to Moyne Shire's businesses		
<ul style="list-style-type: none"> • Ramps instead of steps to shops etc. • Steps are difficult. • There are a lot of places with steps and heritage listing that are not accessible. • No access for wheel chairs. • Increase accessibility of shops. • Most businesses are easily accessed but there is a 	Manager Business & Tourism Rural Access Officer	Comments and issues raised will be used to develop disability access and awareness programs for Moyne Shire businesses and communities.

<p>need for disabled toilets in the main street. Some businesses are quite cluttered, so wheel chair access is difficult.</p> <ul style="list-style-type: none"> • Some businesses are but not all eg the post office (Port Fairy) is difficult with a walking frame, banks, the bakery. • Need for handrails to get up over kerbs on streets. • There are only 3 businesses that we find easy to get into with a wheelchair (Port Fairy). • Council buildings are now good. Businesses need to be encouraged to improve access eg steps, narrow doors. • Not always. • Generally able to, but always room for improvement. • Not all places in Mortlake. • Include all shops and businesses, not just the majority. • Many steps are still there eg Mortlake Information Centre, whose door is also a problem. • In most cases they are OK, take a few disabled people around to find out. • Not all shops are accessible; could ramps be made for steps? • Some are easily accessed. Some need to have easier entrances, as well as wider aisles between shelves and generally a bit more space for disabled people to move in. • Port Fairy – several shops have standard sized doors/steps. • Remember that access is also applicable to families with pushers, aged members of the community with mobility aids. 		
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Visiting tourists with a disability		
<ul style="list-style-type: none"> • More signage to indicate facilities for people with a disability. • Better signage. 	Director Physical Services Manager Business & Tourism	Comments passed on to Director Physical Services.
<ul style="list-style-type: none"> • List accessible accommodation in visitor guide or have a special section focusing on accessible options. • We all hope so! 	Manager Business & Tourism	Comments passed on to Manager Business & Tourism.
<ul style="list-style-type: none"> • Park managers Yambuk – help with cost of running around on Council business. 	Manager Business & Tourism	Comments noted.
<ul style="list-style-type: none"> • During the winter weekends, and working at one of the op shops we couldn't tell people what was on or where. A lot of tourists ask our advice on what to see, where to eat etc and if things are happening in Port Fairy – we are not informed enough! 	Manager Business & Tourism	Comments passed on to Manager Business & Tourism.

Appendix 3: Observations and comments from community/stakeholder consultations

Key Result Area 1 – Governance	Referred to	Comments
Accessing information (Customer Service)		
<ul style="list-style-type: none"> • Very good. • Always very helpful. • Some staff excellent help. • Doing well. • It seems adequate. 	Management Accountant	Comments to be passed through to Moyne Shire Customer Service staff.
Problems with accessing information and services		
<ul style="list-style-type: none"> • Not interested and some are too rude to even care. 	Management Accountant	Comments noted.
<ul style="list-style-type: none"> • If planned strategies include access to property etc – hopeless. 	Director Physical Services	Comments noted.
<ul style="list-style-type: none"> • Easy to find planning information. 	Director Sustainable Development	Comments passed on.
<ul style="list-style-type: none"> • Often experience a problem of finding the right contact person within the Shire. 	Chief Executive Officer	Comments noted.
<ul style="list-style-type: none"> • Communication has improved. 	Chief Executive Officer	Comments passed on.
<ul style="list-style-type: none"> • Rates too high for country towns. 	Chief Executive Officer	Comments passed on.
<ul style="list-style-type: none"> • Ascertaining what is relevant to our club (Port Fairy Surf Life Saving Club). 	Director Community & Corporate Support	Comments noted.

<ul style="list-style-type: none"> • Sometimes the internet won't come up. 	Communications Coordinator	Will be considered when distributing Council information.
<ul style="list-style-type: none"> • Never get Moyne mail outs because mail is from Heywood (re "Country to Coast"). 	Communications Coordinator	Comments passed onto to Communications Coordinator.
Improving access to Council information		
<ul style="list-style-type: none"> • In my case a straight yes or no would be great or we will look into the matter and get back to you – when??? 	Chief Executive Officer	Comments noted.
<ul style="list-style-type: none"> • Macarthur Day Centre is to set up a computer so clients can access Moyne Shire information online. 	Communications Coordinator	Comments passed onto to Communications Coordinator.
<ul style="list-style-type: none"> • Deliver flyers to all businesses, including hospitality businesses outside Port Fairy. 	Communications Coordinator Manager Business & Tourism	Will be considered when distributing Council information.
<ul style="list-style-type: none"> • Shire extends beyond Port Fairy. 	Director Community & Corporate Support	Comments noted.
Improved community consultation		
<ul style="list-style-type: none"> • Usually by writing letters which sometimes get action. 	Director Community & Corporate Support	Comments noted.

Key Result Area 2 – Infrastructure and Assets	Referred to	Comments
Physical access		
<ul style="list-style-type: none"> As we represent a lot of aged people, access for aged people to the services that are essential eg footpaths, transport to local and major centres. 	Director Physical Services	Comments noted.
<ul style="list-style-type: none"> Good response from the Manager, Construction & Maintenance regarding repair to roadway. 	Manager Construction & Maintenance	Comments passed on.
Access to Council properties		
<ul style="list-style-type: none"> Port Fairy, I mainly access the library due to wheelchair accessibility. 	Director Physical Services	Comment noted.
Accessible public toilets		
<ul style="list-style-type: none"> All toilet blocks should have a disabled toilet. Public toilets not always easy to access. 	Director Physical Services	Comments noted.
Suggested locations for additional accessible public toilets		
<ul style="list-style-type: none"> Toilets need to be kept clean. Public toilets upkeep important. 	Director Physical Services	Comments noted.
<ul style="list-style-type: none"> The only problem for me is at Timboon where the toilets are too far from the chemist and food store. 	Corangamite Shire Council	Comment to be passed on.
Additional accessible car parking		
<ul style="list-style-type: none"> I only shop in Hamilton and there are not enough parks there. 	Southern Grampians Shire Council.	Comment passed on.
<ul style="list-style-type: none"> Rails on floating jetties so we can walk on them. 	Director Physical Services	Comments noted. Issue will be considered for new and existing jetties.

Key Result Area 3 – Sustainable Development and Planning	Referred to	Comments
<ul style="list-style-type: none"> Overhanging vegetation, people need to be reminded to trim back their gardens away from the footpath. 	Local Laws Officers	Issue to be passed on to Local Laws Officers.

Key Result Area 4 – Community Services	Referred to	Comments
Council's Home Care services		
<ul style="list-style-type: none"> The Manager of Aged & Disability Services and the Home Care Coordinator very helpful. Home Help appreciated and aware of clients' needs and provide additional information. Very obliging Home Help carer. Happy, thank you. 	Director Community & Corporate Support	Comments will be forwarded to Home Care services management and staff.
<ul style="list-style-type: none"> Love the notion of the beach wheelchair availability – well done! 	Rural Access Officer	Comments noted.
<ul style="list-style-type: none"> Cannot answer some questions as I do not get out and about Koroit very much, apart from medical appointments in Warrnambool, sometimes 2-3 times per week. We shop at Centro weekly as I visit the medical centre there, relating to shoulder and back injuries. I cannot use a mobility scooter or wheelie walker (can use a grocery trolley one handed for support). 	Director Community & Corporate Support	Access and potential isolation issues noted.
<ul style="list-style-type: none"> Overall things are quite well done in Mortlake for the disabled but don't forget the elderly have just as many problems. 	Director Community & Corporate Support	Comments noted.
<ul style="list-style-type: none"> How can Moyne Shire help Koroit Day Activity staff make contact with potential clients in the surrounding areas? Can Moyne HACC services help Koroit connect with these outlying areas? 	Director Community & Corporate Support	Comments noted.

Key Result Area 5 – Business and Tourism	Referred to	Comments
Access to festivals and events		
<ul style="list-style-type: none"> • Make shared tickets available so individuals can attend part time. 	Manager Business & Tourism	Comments noted.
Visiting tourists with a disability		
<ul style="list-style-type: none"> • Port Fairy is a great place to live – great shops – wonderful climate. 	Manager Business & Tourism	Comments noted.