

10 August, 2018

**MAYOR
COUNCILLORS
CITY OF MOUNT GAMBIER**

NOTICE is given that the Community Engagement & Social Inclusion Sub-Committee will meet in the following Meeting Room on the day, date and time as follows:

Community Engagement & Social Inclusion Sub-Committee
(Committee Room - Level 4):

Thursday 16 August, 2018 at 5:30 pm

All Committee Members are required to attend to ensure quorum is achieved.

An agenda for the meeting is enclosed.



Mark McSHANE
CHIEF EXECUTIVE OFFICER

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AGENDA OF COMMUNITY ENGAGEMENT & SOCIAL INCLUSION SUB-COMMITTEE

Meeting to be held in the Committee Room, Civic Centre, 10 Watson Terrace, Mount Gambier
on Thursday 16 August 2018 at 5:30 p.m.

PRESENT

Mayor Andrew Lee

Cr Hanna Persello (Presiding Member)

Cr Penny Richardson

Cr Mark Lovett

Judy McKay

Mel Stephenson

COUNCIL OFFICERS

General Manager Community Wellbeing

Library Manager

Community Development and Engagement Officer

Community Development and Engagement Officer

- Ms B Cernovskis

- Mrs G Davison

- Mr B Kilsby

- Mrs H Gajic

WE ACKNOWLEDGE THE BOANDIK PEOPLES AS THE TRADITIONAL CUSTODIANS OF THE LAND WHERE WE MEET TODAY. WE RESPECT THEIR SPIRITUAL RELATIONSHIP WITH THE LAND AND RECOGNISE THE DEEP FEELINGS OF ATTACHMENT OUR INDIGENOUS PEOPLES HAVE WITH THIS LAND.

1. APOLOGY(IES)

Apology(ies) received from Kate Amoroso

That the apology from Kate Amoroso be received.

Moved:

Seconded:

2. CONFIRMATION OF COMMUNITY ENGAGEMENT & SOCIAL INCLUSION SUB-COMMITTEE MINUTES

Meeting held on 15 May 2018.

That the minutes of the Community Engagement & Social Inclusion Sub-Committee meeting held on 15 May 2018 be confirmed as an accurate record of the proceedings of that meeting.

Moved:

Seconded:

3. QUESTIONS

3.1. With Notice

Nil submitted.

3.2. Without Notice

4. DEPUTATION

Andrew Birtwistle-Smith, Chief Executive Officer, Pangula Mannamurna

5. COMMUNITY ENGAGEMENT & SOCIAL INCLUSION SUB-COMMITTEE ITEMS

Community Engagement & Social Inclusion Sub-Committee Items commence on the following page.

5.1. Governance - Community Engagement and Social Inclusion Sub-Committee - Resignation - Sue Mutton - Ref. AF17/432

The General Manager Community Wellbeing reported:

Mrs Sue Mutton has tendered her resignation from the Community Engagement and Social Inclusion Sub-Committee.

- (a) the report be received;
- (b) Mrs Mutton's resignation be received and she be thanked for her services to the Community Engagement and Social Inclusion Sub-Committee.

Moved:

Seconded:



5.2. Yerkalapata - Leading the Way: City of Mount Gambier Reconciliation Action Plan Update - Report No. AR18/31482

COMMITTEE	Community Engagement and Social Inclusion Sub-Committee
MEETING DATE:	16 August 2018
REPORT NO.	AR18/31482
RM8 REFERENCE	AF15/341
AUTHOR	Ben Kilsby
SUMMARY	Update on the activities of the City of Mount Gambier Reconciliation Action Plan focus group.
COMMUNITY PLAN REFERENCE	Goal 1: Our People
	Goal 4: Our Climate, Natural Resources, Arts, Culture and Heritage

REPORT RECOMMENDATION
<p>(a) That Community Engagement and Social Inclusion Sub-Committee Report No. AR18/31482 titled '<i>Yerkalapata – Leading the Way: City of Mount Gambier Reconciliation Action Plan</i>' as presented to the Community Engagement and Social Inclusion Sub-Committee meeting on 16 August 2018 be noted.</p> <p>(b) To be determined at the meeting.</p>

Moved:

Seconded:



Background

This report provides an update on the progress of the endorsed actions of the Reconciliation Action Plan (RAP) focus group from their meeting held at Council on Monday 7 May 2018.

Discussion

NAIDOC Week

Council acknowledged and celebrated NAIDOC Week between 8 - 15 July 2018, with the following programming and events:

Cave Gardens Flag Raising Ceremony - Monday 9 July

Mayor Andrew Lee participated in an official flag raising ceremony with local Elders and agency representatives to highlight the commencement of NAIDOC Week Celebrations in Mount Gambier.

Mount Gambier Library - Monday 9 July

Book Launch "Annie's Story - Growing Up Strong on Boandik country" By Auntie Michelle

A total of 125 people attended the exclusive launch of Auntie Michelle's book; a tribute to her great grandmother's life. Annie's story showcases Boandik country as a land steeped in dreaming stories, hunting, gathering, cultural protocols, traditions and ways of living. Annie takes you on a journey through beautiful localised photographs, and the language is in English and Bungaditj; which you can hear spoken via use of QR codes.

Main Corner - 8 – 15 July

'Carriberrie' - Indigenous Australian song and dance in a live-action 3D VR documentary.

Presented in the Main Corner VR Suite, a total of 154 people participated across 8 daily screenings throughout NAIDOC week. Audiences travel from traditional ceremonial dance and song, towards intrinsically contemporary and modern expressions. Intimate, immersive and breath-taking, this documentary showcases a stunning range of Australian locations and performances from iconic ceremonial traditional dance in Uluru, through to food gathering dances in the rain forest, war songs on the most northern tip of Australia and funeral songs in the Arnhem wetlands before culminating with a highly charged hunting track in the central desert.

Dual Naming and Associated Signage

On behalf of the Reconciliation Action Plan Working Group, Council sought advice from the Bunganditj Language Reclamation Committee regarding agreed titles for the dual-naming of local sites of significance. Particular clarification was sought to confirm a preferred name for sites which have conflicting names on record. Robyn Campbell (CEO – Burrandies Aboriginal Corporation) has provided a collation of the feedback from the Committee and recommended names for final consideration by the RAP Working Group. These names will be utilised in the interim to inform the development of concept signage.

To inform any additional considerations attached to dual naming of local sites, Council is currently reviewing Local Government best practice and identifying any statutory obligations attached to the process.



RAP Committee Invitations

Upon request of our Elders, Council has published a simple overview of the work and function of the Reconciliation Action Plan Working Group for use as a tool in inviting additional participation in the group moving forward. Elders have identified a particular focus in engaging the participation of 1-2 new young members and at least one general member to increase the capacity of the group locally.

National Aboriginal and Torres Strait Islander Children's Day

In celebration of National Aboriginal and Torres Strait Islander Children's Day, Council hosted the Nunga Playgroup for a special Storytime and activity session at the Mount Gambier Library. The activity was conducted in consultation with Pangula Mannamurna and attended by 24 children, parents and caregivers.

Council will conduct a debrief with Nunga Playgroup staff to evaluate the activity and identify future collaboration opportunities.

Conclusion

The RAP Focus Group will continue to meet regularly to implement the endorsed initiatives that are strategically aligned with the direction of Council.

Attachments

Nil



Ben KILSBY
COMMUNITY DEVELOPMENT AND ENGAGEMENT OFFICER



Barbara CERNOVSKIS
GENERAL MANAGER COMMUNITY WELLBEING

6 July 2018
BK/BJC



5.3. Vulnerable Families - Youth Engagement - Ref. AR18/32038

COMMITTEE	Community Engagement and Social Inclusion Sub-Committee
MEETING DATE:	16 August 2018
REPORT NO.	AR18/32038
RM8 REFERENCE	AF17/432
AUTHOR	Georgina Davison
SUMMARY	Update on youth engagement activities of the City of Mount Gambier.
COMMUNITY PLAN REFERENCE	Goal 1: Our People

REPORT RECOMMENDATION
<p>(a) That Community Engagement and Social Inclusion Sub-Committee Report No. AR18/32038 titled '<i>Vulnerable Families - Youth Engagement</i>' as presented to the Community Engagement and Social Inclusion Sub-Committee on 19 July 2017 be noted.</p> <p>(b) To be discussed and determined at the meeting.</p>

Moved:

Seconded:



Background

As a result of recent anti-social activities in and around the Cave Garden Precinct, discussions with South Australian Police, Department of Child Protection and Council staff have identified the opportunity to trial a collaborative response designed to identify the disengaged youth involved, consult with them and gather feedback about their thoughts on behavioural expectations and positive engagement in their community.

This response is aligned with key focus area three of the Community Engagement and Social Inclusion Sub-Committee that was endorsed on 18 January 2018:

Vulnerable Families

- Child Removal
- Support and Education for Parents
- Foster Parents

Discussion

On 5 July, 2018 a 'Pizza and Technology' night was held at the library in an attempt to better understand this cohort of youth; their likes, dislikes and how they would like to be engaged in their community.

Activities offered as part of the event included a Virtual Reality (VR) Rollercoaster ride and a Robotics activity that included participation as a passive consumer and developed into active participation creating code.

A total of seven youth attended the event and also provided input into the types of activities that they would participate in if available in Mount Gambier. Key suggestions were:

- Free entertainment at the Pool and the Cinema
- Arcade
- Rollercoaster
- Free Wi-Fi

The primary focus for this activity was to try and understand what type of engagement could provide an opportunity to reward positive behaviour with this cohort of youth opposed to focusing on poor behaviour and punishment.

Opportunities have been identified for future youth engagement activities, specifically targeting these youth, including outreach programs to local organisations, residential care homes and popular hang-out spots.

Conclusion

As a first step, the library event attracted seven youth in the targeted cohort. Through discussions with the youth and their agency workers, we were able to identify additional opportunities to increase youth engagement with this demographic.

Next steps will include ongoing collaboration with partnering agencies to explore development of programs and opportunities that encourage positive engagement in community life.

Attachments

Nil





Georgina DAVISON
LIBRARY MANAGER



Barbara CERNOVSKIS
GENERAL MANAGER COMMUNITY WELLBEING

8 August 2018
GD



5.4. Mount Gambier Changing Places Location Engagement - Ref. AR18/31991

COMMITTEE	Community Engagement and Social Inclusion Sub-Committee
MEETING DATE:	16 August 2018
REPORT NO.	AR18/31991
RM8 REFERENCE	AF17/432
AUTHOR	Ben Kilsby
SUMMARY	Council will consider the feedback received from the disabled community and disability sector in the location and implementation of a Changing Places facility for Mount Gambier and endorse finalising contractual arrangements with Department of Communities and Social Inclusion.
COMMUNITY PLAN REFERENCE	Goal 1: Our People
	Goal 2: Our Location
	Goal 3: Our Diverse Economy

REPORT RECOMMENDATION
<p>(a) That Community Engagement and Social Inclusion Sub-Committee Report No. AR18/31991 titled '<i>Mount Gambier Changing Places Location Engagement</i>' as presented to the Community Engagement and Social Inclusion Sub-Committee on 16 August 2018 be noted.</p> <p>(b) That Council endorse finalising contractual arrangements with Department of Communities and Social Inclusion to progress the installation of a Changing Places facility for the community of Mount Gambier.</p>

Moved:

Seconded:



Background

On 19 January 2018, the City of Mount Gambier were advised by David Heath, Department of Communities and Social Inclusion (DCSI) that the then Minister for Disabilities, the Honourable Katrine Hildyard had identified Mount Gambier as a proposed regional location for a Changing Places facility and an allocation of \$100,000 would be provided from the State Government should Council be supportive of the initiative.

There has since been a change of Government and we have been able to confirm that the allocation of \$100,000 remains in the State budget for the City of Mount Gambier on the proviso that an engagement process be undertaken with the disabled community to identify an appropriate location within the CBD for a Changing Places facility.

Additionally, Council has allocated \$50,000 in its 2018-2019 budget to achieve the project, with two potential sites flagged within the CBD. The toilets in Ripley Arcade South and James Street being deemed to be most appropriate for the incorporation of such a facility.

The requested consultation has been undertaken and the findings are attached. (Attachment 1)

Discussion

Council's Community Development and Engagement staff have completed engagement across a broad cross-section of the disabled community and disability sector to:

- a) Identify interest and the most suitable CBD location for the provision of a Changing Places facility; and
- b) Identify any other considerations for Council in the provision of such a facility.

Approaches to the stakeholders listed above resulted in engagement with 19 people, representing at least 9 different community organisations. Engagement included 4 focus group sessions, 9 phone consultations and 3 detailed email responses.

Participants included individuals and representatives of Disability SA, Carers SA, ComRec, Home Care Plus, Boandik Lodge, Resthaven, Gordon Education Centre, 1 Stop Pediatric Services and Wise Employment.

The consultation activity explored:

- The current level accessibility of public spaces in Mount Gambier for people with a disability
- The strengths and weaknesses of existing public toilet and change facilities
- A preferred Changing Places development site between that of Ripley Arcade South and James Street public facilities
- Opportunities for securing such a facility and ensuring its use is strictly for the target audience

While discussion identified an extensive range of issues which were outside the scope of the consultation, it was clearly highlighted that a Changing Places facility would go a long way towards improving access to the city for people with a disability, their carers and their family and friends as outlined in the report (Attachment 1).

Overview of existing access:

- For people in high dependency care, there are currently no suitable public toilet facilities available in Mount Gambier.



- Should an outing extend longer than 2 hours, carers are required to utilise incontinence aids (softies) and 'hope for the best'.
- When visiting other towns or cities in the region, carers often have to plan well in advance and have been required to arrange to utilise facilities in hospitals due to the lack of publically accessible facilities. This would currently be a similar approach for those visiting Mount Gambier.
- In group activity scenarios (i.e. for day activities or when shared care support is provided), the group activity (often 3-4 sharing a vehicle) is often cut short due to the need of only one of the participants for a toilet or change facility. When this occurs, the activity is often cancelled and everyone then returns to their base/accommodation.
- Numerous existing facilities labelled as 'wheelchair accessible' are not deemed so by users. Many report that the doors are not wide enough, corridors are not practical or ramps are excessive.
- Many existing toilets lack appropriate parking with the existing disabled parking spaces not accessible to both side and rear-loading vehicles. In many cases, rear-loading forces individuals and their carers to be positioned on roadways, entrance bays or other high risk traffic environments.

Preferred location:

- The vast majority (17 of 19) of consultation participants identified the James Street Toilets as the preferred location of a Changing Places facility, noting that it was perceived to be:
 - a) more accessible to vehicles than the Ripley Arcade toilet facility; and
 - b) of a size and location which would lend itself to being retrofitted for a Changing Places designed facility.

Other considerations

While James Street was preferred, it was highlighted that consideration would need to be made to:

- a) redesign sections of the adjacent car park to better facilitate access to the facility, particularly for rear-loading vehicles;
- b) the integration of an MLAK (*Master Locksmiths Access Key* – available to people with disabilities under a national scheme) system to ensure the integrity and cleanliness of the space is maintained and vandalism is avoided; and
- c) the development of a maintenance program which swiftly responds to any issues with the equipment in the facility and maximises the reliability of the space.

The full consultation report also highlights a range of additional considerations which will inform the delivery of the project design, and the availability of a range of stakeholders who are best placed to fine-tune any proposed plans prior to development.

Conclusion

The provision of a Changing Places facility would create a significant improvement to the social inclusion of people with disabilities in the city and would be widely embraced by the sector.

Council will consider the feedback received from the community in the location and implementation of a Changing Places facility for Mount Gambier and progress with finalising contractual arrangements with DCSI.



Attachments

[Attachment 1 \(AR18/30413\): Consultation Report](#)

[Attachment 2 \(AR18/31995\): Public Toilet Locality Map](#)



Ben KILSBY
COMMUNITY DEVELOPMENT AND ENGAGEMENT OFFICER



Barbara CERNOVSKIS
GENERAL MANAGER COMMUNITY WELLBEING

2 August 2018
bdfk/bjc



6. MOTION WITH NOTICE

Nil Submitted.

7. MOTION WITHOUT NOTICE

Meeting closed at p.m.

AL



CHANGING PLACES IN MOUNT GAMBIER – Engagement Report

Overview

Council has been earmarked for \$100,000 in funding from the Department of Communities and Social Inclusion to assist in the development of a purpose built facility for people who are unable to use standard accessible toilets. This initiative recognises and responds to the fact that a lack of suitable facilities restricts participation and presents a significant barrier to social inclusion

The Changing Places model is widely recognised as an example of best practice in the design of public toilet and change room facilities to enable people with disability to participate in society with more independence and dignity.

The facilities incorporate accessible design features including a height-adjustable adult-sized change table, a tracking hoist system, non-slip flooring and increased space to accommodate a person in a wheelchair and up to two carers. The Changing Places Technical Advisory Team has developed three designs that are eligible for accreditation as Changing Places toilets.

Changing Places are already being introduced by State and Local Governments and other organisations, primarily in Victoria and Western Australia, but also in Queensland and NSW. Locations include public buildings, parks and gardens, major shopping centres, tourist attractions, transport hubs, recreation or sporting facilities, entertainment venues and educational facilities.

Council has allocated \$50,000 in its 2018-2019 budget to achieve the project, with two potential sites flagged within the CBD. The toilets in Ripley Arcade South and James Street being deemed to be most appropriate for the incorporation of such as facility.

Engagements Brief

Council's Community Development and Engagement staff were tasked with the completion of consultation activity across broad cross-section of the disability sector to:

1. Identify interest and the most suitable CBD location for the provision of a Changing Places design; and
2. Identify any other considerations for Council in the provision of such as facility.

Stakeholders

A broad stakeholder analysis identified a sample group who were invited to participate in a casual phone or face to face consultation of approximately 20 minutes. A two week period was offered in which the consultation could occur.

Council invited participation from the following stakeholders or groups.

- **Government:** Disability SA
- **Accommodation:** Resthaven, Boandik Lodge
- **Support Services:** ComRec (Day Option and Respite Provider), Carers SA, Home Care Plus (Division of the Paraplegic and Quadriplegic Association of SA)
- **Health:** 1st Stop Pediatric Services/Occupational Therapy
- **Education:** Gordon Education Centre
- **Employment:** WISE Employment

Engagement Activity

Approaches to the stakeholders listed above resulted in engagement with 19 people, representing at least 9 different community organisations. Engagement included 4 focus group sessions, 9 phone consultations and 3 detailed email responses.

- **Disability SA** - Nikki Ling and Jenny Considine
- **Carers SA** - Sandi Seymour (Coordinator), N. and H. W. (has a 20 year old son in high dependency care) and P.L. (3 boys in high dependency care) and A. and L. L.
- **ComRec** – Shaya Smith
- **Home Care Plus** - Kristine Howard
- **Boandik Lodge** – Gillian McGinty, Trish Patzel, Georgia Bruhn
- **Resthaven** – Lisa Sutcliffe
- **Gordon Education Centre** – J. and L. (Members of the Parents and Carers group)
- **1 Stop Pediatric Services** – Sue Charlton and Tania Thompson
- **Wise Employment:** Jamie Bignell

The following standard questions were explored with each stakeholder group:

1. What does access to public spaces in Mount Gambier currently look like for people with a disability?
2. Thinking about existing toilet and change facilities in Mount Gambier, what are our strengths and weaknesses?
3. Two key locations have been highlighted for the potential development of a 'Changing Places' facility. Of the two locations, which is your preference and why?
4. Should the facility be restricted for use by those with an MLAK key*?
5. Are there any other things that Council should know about a Changing Places development or disability access in the city in general?

**The Master Locksmiths Access Key (MLAK) is an innovative system that enables people with disabilities to gain 24/7 access to a network of public facilities.*

The MLAK system has been fitted to elevators at railway stations, accessible toilets in Council municipalities and National Parks and in adaptive playground equipment (Liberty Swing - see below) across Australia.

People with a disability are able to purchase an MLAK master key which will open all toilets, playgrounds and other facilities which are fitted with this specially designed lock.

What does access to public spaces in Mount Gambier currently look like for people with a disability?

- Strong sentiment amongst participants that, although something might be badged as 'accessible', in most cases access remains impractical for people with a disability.
- Due to a range of design factors, Mount Gambier Central and Marketplace are preferred over that of Commercial Street. It was viewed that many stores in Commercial Street remain largely inaccessible due to doorway access, size of corridors or lack of parking.
- In most cases it was identified that carers for high dependent people plan outings for no longer than 2 hours away from their home.
- Should an outing extend longer than 2 hours, carers will utilise incontinence aids (softies) and 'hope for the best'.
- In group activity scenarios (i.e. for day activities or when shared care support is provided), the group activity (often 3-4 sharing a vehicle) can often be cut short due to the need of only one of the participants for a toilet or change facility. When this occurs, the activity is cancelled and everyone then returns to their base/accommodation.
- Depending on the level of ability of an individual, a portable lifter may assist access to toilet facilities away from home. These lifters are expensive and take up a lot of room in a vehicle. They also often require the assistance of 2 carers and there are limited toilets in the region that can fit this scenario.
- When visiting other towns or cities in the region, carers often have to plan well in advance and have been required to arrange to utilise facilities in hospitals due to the lack of publically accessible facilities.

Thinking about existing toilet and change facilities in Mount Gambier, what are our strengths and weaknesses?

- Numerous existing facilities labelled as 'wheelchair accessible' are not deemed so by users. Many report that the doors are not wide enough, corridors are not practical or ramps are excessive.
- Ripley Arcade toilets have had the wheelchair accessible sign removed due to poor design impacting on their suitability as an accessible facility.
- People in high dependency care cannot use any of the existing public facilities in the city. They are too small and lack the basic equipment required.
- Toilets are often in poor level of cleanliness, although some identified that this seems to be improving. Cleanliness is a significant consideration when a urinary catheter is being utilised.
- Some existing toilets lack appropriate parking with the existing disabled parking spaces not accessible to both side and rear loading vehicles.

Two key locations have been highlighted for the potential development of a 'Changing Places' facility. Of the two locations, which is your preference and why?

The vast majority of respondents identified the James Street Toilets were preferable, primarily due to the ease of vehicle access to the site and assumed suitability for retrofitting the space.

The only anomaly was parents of students from Gordon Education Centre who identified that Ripley Arcade was preferable, due to accessibility on foot from Commercial Street. This said, it was identified that James Street would also suit the project and was a worthy alternative.

Consultation participants noted:

- Ripley Arcade toilets are considered to be poorly designed and too small to be retrofitted for a Changing Places facility. One individual noted that the 'wheelchair accessible' logo has actually been removed from these toilets due to their poor design.
- Parking adjacent to Ripley Arcade toilets is difficult due to the size of the car park. Currently, any rear-loading vehicle (which requires a ramp of 5ft x 5ft in size being extended from the vehicle) places the individual and their carer on the road and pathway of vehicles. It was highlighted that this breaches OHS requirements for carers.
- James Street is preferred by some individuals as its known to be cleaner
- Toilet facilities in James Street are already known to be available 24 hours, although some respondents identified their avoidance of the space late at night as it 'attracts all sorts'.

While James Street toilets were the preferred option, it was highlighted that vehicle access to the site would also need to be improved to make the site suitable for a Changing Places facility. The site currently relies on a single wheelchair accessible car park (located at the southern entrance) and has limited loading space for a rear-loading vehicle.

Verges and garden beds which could act as suitable unloading spaces are inappropriate due to the presence of stones and shrubs rather than flat surfaces.

Should the facility be restricted for use by those with an MLAK key?

Almost all stakeholders were unaware of the existence of MLAK keys, but when discussing their suitability, believed that it was an important component in the successful delivery of the project.

While it was identified that such a system may create some access barriers, respondents valued the incorporation of a key to protect the equipment and maintain the cleanliness of the space.

Consultation participants noted:

- Existing wheelchair accessible toilet facilities in Mount Gambier are often vandalised or left in an untidy or unclean state, with many clients avoiding their use as a result
- Many potential users of the facility may utilise a catheter, which requires a very clean environment.
- The nature of the equipment required for such a space may invite misuse, vandalism or inappropriate use for rough sleeping etc.
- Education about the availability of MLAK keys would need to be encouraged amongst service providers and promoted online for those who are visiting from other regions.
- Options for the borrowing or distribution of MLAK keys through local service providers should be explored.

Are there any other things that Council should know about a Changing Places development or disability access in the City in general?

- As transport is a key requirement for people in high dependency care having access to the public realm, it was considered that vehicle access to the site was just as important as the development itself.
- Small design changes in car parks make a significant impact on the accessibility of a space and Council could consider James Street car park as an opportunity to test some concepts that could make a difference throughout the city.
- When developing accessible spaces the sensory needs of users ought to be considered as well such as the installation of lights that can be dimmed and alternatives to loud hand dryers.
- Small design changes to the layout of an accessible toilet facility can have a positive impact on the use of such a space. The inclusion of a privacy screen to separate the toilet from the change table and room would provide both user and carer with greater privacy. There are times when a carer needs to utilise the space for their own needs and it's not reasonable to leave the disabled person outside whilst they do so.
- As people have suitable toilet facilities in their own home, a Changing Places facility has the capacity to make the most impact for people who are visiting, or transiting through, Mount Gambier.
- While the installation of a Changing Places facility is a 'great thing', the maintenance of such a facility is deemed to be just as important. People who will visit Mount Gambier on the basis of knowing that the facility is available will rely wholeheartedly on the space being open and functioning effectively. Any fault must be identified and swiftly remedied.
- More work could be done to encourage local accommodation providers to invest in appropriate facilities. Currently many only go 'some way' towards this, with facilities that fall well short of being actually usable for the target audience.
- The wheelchair carpark located behind Bendigo Bank is the most preferred by many people in Mount Gambier, primarily as it's deemed to be the biggest.
- To increase access outside of daylight hours, lighting needs to be a strong feature.
- Car parking needs to consider that a family may require up to an hour at the facility.

Summary

The provision of a Changing Places facility would create a significant improvement to the social inclusion of people with disabilities in the city and would be widely embraced by the sector.

While the project would assist residents of Mount Gambier and surrounds, its impact is far greater for those who access or transit through the city for services, leisure and tourism activity and are out of reach of their own accommodation. Inadvertently, by creating a reliable facility this consultation has highlighted the contribution that a Changing Places facility could create for our visitor economy.

James Street toilets are the favored location for such a development due to the access to the site for vehicles and size providing the perceived capacity to be easily retrofitted for a Changing Places fit out.

Should the development progress, the success of the initiative will require the consideration of:

- a redesign of sections of the adjacent car park to better facilitate access to the facility, particularly for rear loading vehicles;
- the integration of an MLAK key system to ensure the integrity and cleanliness of the space is maintained and vandalism is avoided; and
- the development of a maintenance program which swiftly responds to any issues with the equipment and maximises the reliability of the space.



TOILET

TOILET