

2021

Adelaide Hills Council

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COMMUNITY ENGAGEMENT (PHASE 2) OUTCOMES REPORT

PROVISIONAL DISABILITY ACCESS & INCLUSION PLAN (DAIP)

January 2021

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Summary

Purpose of this report

This report sets out the methods and findings from Phase 2 of the community engagement project, which was designed to gather community and stakeholder feedback on Council's provisional *Disability Access and Inclusion Plan (DAIP) 2020-24* (contained in Appendix 1). This report is intended for consultation participants and anyone with an interest in access and inclusion in the Adelaide Hills Council (AHC) district and organisation.

Background to the project

In accordance with the *SA Disability Inclusion Act 2018* (the Act), Adelaide Hills Council prepared a provisional disability access and inclusion plan (DAIP) in consultation with its Members, staff, volunteers, community and external partners. The provisional DAIP (Appendix 1) set out the actions Council is planning to make to improve access and inclusion in its community and organisation. The provisional DAIP was adopted on 27 October 2020, and was published the following day for further community consultation. Public consultation in relation to Council's published Provisional DAIP was undertaken throughout November and December 2020, closing on 24 December 2020. All relevant comments, submissions and suggestions received from residents, Council employees, and external partners and agencies during the course of the public consultation will be considered and used to refine Council's Plan, with an updated version scheduled to go back to Council for consideration and adoption at the Council Meeting on 27 January 2021. Once adopted, the updated Plan will be published and implemented in collaboration with Council's communities and partners.

Community engagement approach

A Community Engagement Strategy was developed to guide how the community and relevant stakeholders within the AHC district could participate in the development of the new DAIP. The strategy set out three phases for community engagement, with the first two phases to be undertaken from September to December 2020:

- Phase 1: Feedback to inform the development of a provisional DAIP (October 2020)
- Phase 2: Feedback on the provisional DAIP (November-December 2020)
- Phase 3: Feedback on the updated DAIP (Ongoing from late January 2021)

This report sets out the method and findings for Phase 2 of the Community Engagement Strategy, which ran from 28 October until 24 December 2020. Feedback is being used to inform the preparation of the updated version of the Plan, which is scheduled to go back to Council for adoption on 27 January 2021. Once published, the amended Plan will remain open to ongoing community and sector feedback for continuous improvement throughout the lifecycle of the Plan.

Feedback on Council's provisional DAIP could be provided by:

- Completing an online Feedback Form (via engage.ahc.sa.gov.au)
- Participating in an online Discussion Forum (via engage.ahc.sa.gov.au)
- Ask us a question (via engage.ahc.sa.gov.au)

- Face to face meetings with key partners in our district and region
- Telephone 8408 0400
- Email jspier@ahc.sa.gov.au
- Post PO Box 44, Woodside SA 5244

The Community Engagement Strategy identified residents living with disability, their families and carers, and disability services and policy agencies as priority groups to provide feedback on the provisional DAIP.

Engagement activities used in Phase 2 were focused on generating feedback on the actions in our provisional DAIP (Appendix 1) that we will take over the next four years to help make our district and organisation more welcoming, accessible and inclusive for all.

Community feedback was received from:

Feedback type	Responses
Feedback form (online)	4
Ask us a question (online)	1
Discussion Forum (online)	0
Written submission from JFA Purple Orange	1
Emails from residents and disability advocates	2
Meeting with the Adelaide Hills Disability Inclusion Reference Group	1
Invited written submission from staff at Mount Barker District Council	1
Meeting with The Hut Community Centre Board	1
Invited submission from DHS' Disability Engagement Group	0

Feedback Form outcomes

The online Feedback Form was designed to find out what people think about our provisional DAIP (Appendix 1), and to seek their suggestions for improving the actions we are looking to implement over the next four years to help improve access and inclusion for people with disability in our community and organisation.

It asked people to read the provisional Plan, which is structured around four themes, with each theme having a number of priorities and proposed actions. We asked people to provide comments and feedback in the appropriate section of the form which related to each theme. We invited people to provide feedback on all themes or just those that interested them. We also asked people if they had any feedback about other sections in the provisional plan, or any ideas they may have had for making the Adelaide Hills Council district and organisation more accessible and inclusive (possible actions not included in the provisional plan). The feedback form used a combination of closed and open questions. Anyone could participate in the survey.

Feedback Form responses

A total of 4 responses to the online Feedback Form were received during the course of the consultation, and comprised:

Suburb representation

Feedback form respondents were asked where they live. All four respondents live in the Adelaide Hills Council district (2 in Aldgate and 2 in Bridgewater).

Age of respondents

The 26-65 age group was the most represented age group (n=8). Refer to Table 3.

Table 3: Age group representation

Age of person with disability	No. of responses
0-25	0
26-35	1
36-50	1
51-69	2
70 plus	0

Additional demographic characteristics of the 13 respondents living with disability (including proxy responses) included:

- 2 receiving NDIS funding
- 4 Non-Indigenous
- 3 females and 1 male

Reading the provisional DAIP

We asked respondents if they had read Adelaide Hills Council's provisional Disability Access and Inclusion Plan (DAIP) 2020-24.

- 3 responded YES
- 2 responded "I tried, but it was difficult to understand"
- 0 responded "No"
- 0 responded "I wanted to, but I could not access it"

General comments about the entire provisional Plan

Respondents were asked if they had any overall comments about the entire plan. 3 people responded:

General comments
<i>Easy enough to read although a very "dry" document. I understand the need to produce a plan for the future and this seems to fit the bill. I will be interested to see the first report on the progress in the DAIP next October.</i>
<i>no</i>
<i>Well aligned with the government initiatives and plans but also tailored to this area</i>

What should we call the Plan?

We asked respondents what we should call our plan, and we gave them four options to choose from. All four respondents answered this question:

Option	No. of responses
Disability Access and Inclusion Plan	2
Inclusive Communities Plan	2
Disability Inclusion Plan	0
Other (please specify)	0

Actions under Theme 1: Inclusive communities for all

We asked respondents to read the actions under Theme 1: *Inclusive communities for all* (on pages 9-10 of the provisional DAIP.). We asked them to provide comments about the possible actions for Theme 1. We received 4 responses:

The following comments were provided in relation to Actions under Theme 1
<i>Appears, to my understanding, to be OK. I am not trained in putting this type of document together.</i>
<i>There is no mention of footpaths which are so desperately needed in Bridgewater for people with disabilities.</i>
<i>I love the idea of celebrating International Day of People with a Disability and seeking stories to share of people within the community who are living with a disability. If this can be linked to council improvements or initiatives, even better!</i>
<i>Accessible events need to be met with transport options. No point in these events if we can't get there! Inclusion needs to consider all areas of involvement. Access, transport, carer support, even food options at the events to accommodate varying levels of ability of eating/drinking etc. Straws</i>

as an option with drinks as some people with disability can not use open cups etc, food options for people who can't chew so well etc. Disability toilets including adult change tables and lifter. No point in an access toilet if you can't make it onto the toilet.... Playgrounds to be accessible by wheelchairs, not just for 'sensory kids'. Our wheelie kids enjoy playing too but often cannot access playgrounds. Consider surface areas, bark is terrible for wheelchairs, consider rubber etc, more paths, wheelchair friendly equipment and play areas above the ground ie water play tables etc that are at a table/sitting height, paths being level with equipment; no edging around play areas which denies wheelchair access. Offer wheelchair sports at community clubs, for both able and disabled to participate. Modified sports options. Be conscious of disabled people being treated as equal, not being 'inspirational because they have a disability'. They are equal/inspirational because they are people, not because they have a disability. Have people with disability direct and teach about these things, not able bodies speaking for them.

Actions under Theme 2: Leadership and collaboration

We asked respondents to read the actions under Theme 2: *Leadership and collaboration* (on pages 11-13 of the provisional DAIP.). We asked them to provide comments about the possible actions for Theme 1. We received 3 responses:

The following comments were provided in relation to Actions under Theme 1

Ditto: Appears, to my understanding, to be OK. I am not trained in putting this type of document together.

That's good

I love the idea of celebrating International Day of People with a Disability and seeking stories to share of people within the community who are living with a disability. If this can be linked to council improvements or initiatives, even better!

I think a disability reference group may be a challenge to establish initially given the relatively small numbers in AHC, but there is nothing more powerful than engaging directly with the actual people most impacted by your plans, so I hope this gains traction. I also think engaging with young people is a great way to incorporate immediate activities but also plan for the future.

Actions under Theme 3: Accessible communities

We asked respondents to read the actions under Theme 3: *Accessible communities* (on pages 14-16 of the provisional DAIP.). We asked them to provide comments about the possible actions for Theme 1. We received 4 responses:

The following comments were provided in relation to Actions under Theme 1

Ditto: Appears, to my understanding, to be OK. I am not trained in putting this type of document together.

ok

Incorporating universal design principles into planning and implementation is a great idea and should see council adopt best practice particularly with regard to design/review of residential development - ultimately ensuring AHC remains a beautiful and inclusive community space for all.

Footpaths!!! To be accessible by wheelchair and maintained. Bushes and trees to be kept maintained and off of the footpaths. Somehow manage bin day... when bins are out for bin collection the paths are no longer accessible. That's almost 48 hours of not being able to access a footpath. Sometimes longer when people do not bring their bins back in promptly. Walking trails to be pathed for everyone to access. The heysen trail through Bridgewater for example. Wheelchair users should be able to access nature also, not just footpaths/close to roads and suburban areas, get them out enjoying more rugged nature spaces.

Actions under Theme 4: Learning and employment

We asked respondents to read the actions under Theme 4: *Learning and employment* (on pages 17-18 of the provisional DAIP.). We asked them to provide comments about the possible actions for Theme 1. We received 4 responses:

The following comments were provided in relation to Actions under Theme 1

Ditto: Appears, to my understanding, to be OK. I am not trained in putting this type of document together.

ok

If there are opportunities to continue highlighting success stories of local businesses employing people with a disability, it may be easier to promote great employment opportunities in our area. Utilising case studies to share with business reference groups may also breakthrough barriers

FREE training for schools and workplaces on inclusivity and modified learning/working options. How to adapt programs to include disability. SSO's and teachers/staff/employers to be provided with training around disability so all children/employees are accommodated, understood and cared for appropriately. My daughter is starting school next year and is in a wheelchair and requires lots of 1 on 1 personal care. The school have to pay for training around inclusivity programs and training around her eating & drinking and the risks posed etc. Because they have to pay for this training, the training is optional, not compulsory. That doesn't give me a lot of confidence, especially around them understanding her eating and drinking risks and what to look out for to minimise risks of choking. If the training was free more staff would be trained and risks would be lower and better managed. This transcends to all aspects of disability and needs, if the training was free it would be more widely used and disability and the supports needed would be so much more understood and better supported and would become more 'normal'.

Respondents' ideas

We asked people if they had any other ideas for making the Adelaide Hills Council community more accessible and inclusive (e.g. in relation to public spaces, public amenities, public buildings, Council information, Council-run and Council-supported community events, attending Council meetings, meeting with Elected Members, Council volunteering and employment opportunities, Council community consultations and engagement opportunities, or any other Council services and supports). We received four responses:

The following ideas, concerns and priorities were shared

Just make them "Disability Friendly" and surrounding areas (Inc. suburbs) accessible to disabled users.

My main concern is the lack of safe footpaths in Bridgewater. Many are just dirt and those that are paved are often very narrow and frequently blocked by cars parking on them. Wheelchair access around Bridgewater is extremely poor due to the state of the few footpaths that exist and people need to move onto the road if using a wheelchair.

Some of the council paths are less than friendly for able bodied people so would be a real challenge for people with a disability. I think there are some easy quick wins that could be implemented to remedy the more popular walking trails around Stirling, Aldgate and Crafers for example. But overall this looks like a comprehensive plan. Thanks for the opportunity to comment.

Consider all the variations of disability and accommodate for the heighest level of disability. Like i said earlier, what's the point in an accessible toilet if the person cannot get out of their wheelchair and onto the toilet?

Ask us a question

We received one question via the "Ask Us" tool on the consultation page:

The following questions was asked in relation to the provisional DAIP

What does DHS stand for? There are many references to this in the DAIP with no expansion of the acronym that I can see. There is also reference to a toolkit, where is this located?

In response to this question, Council's Community and Social Planning posted the following public answer:

Hi GJC

Thanks for your question!

In our provisional DAIP, the acronym DHS refers to the South Australian Department of Human Services.

In the DAIP, the word "toolkit" refers to a suite of information documents which may include guidelines, templates and procedures, to assist in the completion of a task.

Our DAIP refers to several toolkits that have been developed - or are in the process of being developed - by SA State Government departments (including, but not only, DHS).

For example, the specific toolkit we refer to in Action 1.1 of our DAIP is a new event toolkit that DHS are developing for local councils and other State Government departments. This new toolkit, which we expect DHS to release any day now, will assist local councils in making the events we run more accessible and inclusive for people with disability. So, in essence, Action 1.1 is committing to using this event toolkit when available.

Another example: DHS are also working on another toolkit - to assist local councils and State Government departments to consult and engage with people living with disability when developing policies and programs. Action 6.1 in our DAIP refers to this toolkit, and committing to using this to help us better engage with people living with disability when developing policies and programs.

You are right - we have not properly introduced the acronym DHS or the word "toolkit" in our provisional DAIP. Thanks so much for bringing this to our attention. We will use your feedback to improve our DAIP, with an updated version scheduled to go back to Council for endorsement in late January 2021.

If you have any further questions or feedback, please feel free to contact me by emailing jspier@ahc.sa.gov.au or calling 0436 379 740.

Josh Spier

Community & Social Planning Officer

Outcomes from meetings

This section presents findings from the meetings our staff conducted with targeted local stakeholders during November 2020.

Meeting with Adelaide Hills Disability Inclusion Reference Group (DIRG)

On 11 November 2020, our Community and Social Planning Officer attended the meeting of the Adelaide Hills Disability Inclusion Reference Group (DIRG), held at Mount Barker Community Centre. During the meeting, our Officer presented the Council's provisional DAIP for feedback and invited suggestions for improving the Plan. A copy of the provisional DAIP was distributed to members of DIRG prior to the meeting for pre-reading. Following the meeting, our Officer sent a Summary of Feedback (below) to members who had attended, asking them to check for accuracy. The Chair of the meeting, Donna Whitburn (Mission Australia NDIS Local Area Coordination services for the Adelaide Hills region) confirmed the Summary.

Summary of key feedback:

Re title "Disability Access and Inclusion Plan":

- Consider moving away from language of "disability" and using an alternative (e.g. "different" or "all" abilities)
- MBDC adopted "Access for All" as first heading

Re Action 1.4 - "We will engage with external agencies, clubs and other relevant groups to identify strategies to increase the inclusion of children with disability in mainstream sports activities and clubs"

- Overall - yes, an important action area, but currently too broad –name specific strategies
- Revise timeframe to begin implementation steps in year 1
- One parent member, whose son lives with disability, shared experience with his son in a Milo cricket program for kids run by local club- there was little awareness of -or push for- inclusion of kids with disability - "reason I left"
- A barrier is "mindset" in sporting clubs – so, our action needs to focus on changing people's mindsets around disability inclusion
- Connect with Inclusive Sports SA – look for ways to utilise and link with their services, and link sporting clubs in our district to these services and resources
- AHC's community grants program – encourage clubs to apply for funding for disability awareness and inclusion training
- Talk to parent members of MyTime groups in region about ways to support inclusion of kids in mainstream sports
- Consider need and opportunity for an inclusive playground in AHC district – similar to Glenelg Foreshore Playspace and Goolwa Nature Playground
- Engage with RecLink SA

Re Action 2.1 – “We will celebrate and promote the International Day of People with Disability annually (3 December), and develop ways to recognise the contributions that people with disability make to our community (e.g. we will look at establishing an International Day of People with Disability Civic Award - in recognition of the public service of people with disability and ‘access and inclusion champions’ within our community, to be announced each year on International Day of People with Disability).”

- Overall – supportive of this initiative
- Consider making Civic Award a regional award, in partnership with MBDC, and invite Liberal Member of Kavel to present
- Could form part of “Hills Treasures” recognition program and event

Re Action 3.1 – “We will: update induction of new AHC employees, Council Members and volunteers to include information about working with people with disability; provide training for staff, Council Members and volunteers in disability awareness. This may be part of a broader and coordinated diversity learning program.”

- Look at using Disability Awareness Package that Mission Australia NDIS Local Area Service Coordination staff are developing
- Run as workshop
- SBS provide a good video (free) for inclusive training, which could be incorporated into staff/volunteer on-boarding

Re Action 12.3 – “We will advocate to the State Government and transport providers for more accessible and connected transport services to key employment hubs in our district”

- Parent member shared that some NDIS funding guidelines and criteria related to transport needs are inaccessible and require reform (e.g. funding criteria for vehicle modification)
- Opportunity for AHC to support community members in advocating for better NDIS transport funding – so add Au Gov?

Other general feedback

- Timeframes need to be revised – break down into more specific milestones (e.g. June 2020) and steps (e.g. step 1: identify priority infrastructure in need of upgrades for better inclusion > step 2: actively seek funding to deliver needed upgrades etc)

Following the meeting, further feedback was received (via email) from one member of DIRG:

I would add one further thought and I'm not sure how to quite get around this issue. That is when sporting clubs need to develop inclusion plans I think they need to look at their culture of wanting to win and believing that a person with a disability would likely lead them to not win. I don't believe that this is in all clubs or sporting bodies. Many codes have practices in place so that a team is not disadvantaged. However, changing this belief at a grassroots level is an issue and thought needs to be directed in how this can be changed. Women have had to deal with this for many years and it can change, but I hope that we don't have to continually segregate the "able bodied" from those with a disability.

Meeting with The Hut Community Centre Board, Aldgate

On 12 November 2020, our Community and Social Planning Officer attended the meeting of the meeting of the Board of the Hut Community Centre in Aldgate. During the meeting, our Officer was given an opportunity to seek feedback from the Board members and executive staff on Council's provisional. A copy of the provisional DAIP was distributed to Board members prior to the meeting for pre-reading.

Summary of key feedback:

- Re Action 3.1 - We are keen for our staff and volunteers to be included in AHC staff training opportunities relevant to accessibility, such as training in communicating with people with disability
- There are potential upgrades we could make to shared facilities to improve accessibility (e.g. there is no accessible footpath connecting our main building to our Community Shed)
- Re Action 1.4 – Council could look to host and promote a future The Tri State Games within the Hills region - an annual sporting event generally held for two years by a host region for one week every November. Tri State Games offers an opportunity for people with a significant/profound disability to participate in sporting activities that they generally may not have had an opportunity to previously.
- Re Action 1.4 – another great program Council can look into is the Inclusive Basketball Program (IBP) held in Mount Barker, and offers a basketball competition that provides playing and training opportunities for players with an intellectual disability or integration difficulty
- The Stirling bus stops, near the roundabout, is very busy, and the pedestrian crossing could be upgraded to ensure safer access and crossing for all users.

Written submissions

Council received 3 written submissions (via email) in Phase 2 of this community engagement project from

1. A mental health peer worker (who lives with a mental health issue)
2. A community nurse (sharing transport experience of her grandfather who uses wheelchair, in Stirling and Bridgewater)
3. An invited submission from a community development officer at Mount Barker District Council
4. A submission from JFA Purple Orange - an independent, social-profit organisation that undertakes systemic policy analysis and advocacy across a range of issues affecting people living with disability and their families.

Submission 1

Email received Thursday, 3 December 2020 2:14 PM

Firstly congrats. On your worthy project, I live with a mental health issue [redacted]. I have been employed in Mental Health as a Peer Worker for 32 years. Your project covers all disability groups but I will only comment on Mental Health as that's where I can be of most use. As you know Mental illness is an incredibly complex area and there is so much to take into consideration like in schizophrenia it's negative symptoms lead to a lack of initiative, poorer cognitive function and extreme stigma forcing people with mental illness to lay low and socialise less Their isolation is also due to the fact that people with mental illnesses often smoke and smoke heavily (75 %) and they make up over half of all current smokers .These people cannot afford to leave home due to lack of money.

The current initiative leaves little for people in your target group with a mental illness to overcome their deficits to make it out to your initiative.

I was in the tobacco and mental illness project for thirteen years we had a great turnout due to the fact we picked up participants for the first few groups until they recognised that the project has merit, in fact we averaged 85% attendance for people who came more than three times. That said a meal was offered to lure the participants there as well. There were over 1100 participants through the project and won nearly 10 awards.

People with bi-polar and major depression often cannot get the disability support pension and struggle on little money with no funds to use for nonessential travel they will need to be picked up or allocated a free travel tickets.

Mental illness also have the personality disorders, these people are often higher functioning and rarely receive the DSP. But are just as disabled as the former groups but in their perception of social situations disadvantages them greatly,

This is a little simplified but you will have to be really proactive to get this marginalised group to you project

Submission 2

Email received Thursday, 26 November 2020 5:03 PM

Hi.

All plans for access and inclusion are wonderful in theory, But what is being done about the ability for people with a disability to be able to get transport to these places.

QFor example.

We took our 100yo wheelchair bound grandfather to a cafe, spent 2 hrs there and he had a great time. We had pre booked a taxi the day earlier for pick up at 3pm. No one arrived. No one called. And there is only one number and one service. When we called, we were told that no one would take the booking and they could not take him back to the nursing home (even though we had booked it the day prior) he doesn't walk. So we had to unsafely lift him into the 4wd and drive him back ourselves. In the rain. Diminishing his dignity. He is a strong determined war veteran. This was crushing.

Two weeks later this very thing occurred again. This time having him wait 4 hours and miss his medications and evening meal.

And again a week later, the same occurred with my grandmother. And these are not one off events. And we have missed appointments because of this also.

I am a community nurse, and people complain most about isolation and boredom because they cannot get out of their homes.

These people simply cannot access these "Inclusive" events, services or buildings, without transport to them, so really what's the point?

SA needs reliable and easily accessible wheelchair friendly transport as so people can actually attend these "inclusive playgrounds, buildings, services and events".

Submission 3

Email received Monday, 2 November 2020 9:34 AM

Invited feedback from a community development officer at Mount Barker District Council

I think the plan looks good. Here is some feedback:

- I love that you included info about the social model of disability.
- I think you could reduce the table of contents to the key themes to make it a bit simpler to read.
- In About the AHC section and Our Community there is cross-over of information in terms of population.
- In Our Community, para 2 you talk about Australian stats. Is this relevant to Our Community? An infographic would be good.
- Our Vision, dot point two has a full stop – the others don't.
- Timeframes in the Key Themes areas are very broad, e.g.: Years 1-4
- In the teams responsible section, I think it would be better to put the team's full name instead of a truncated version. It makes it look like an internal document / action list.
- There is no commitment to deliver anything in the first year outside of the "ongoing" actions which I presume AHC are already doing.
- 8.2 "we will aim" what does that mean? What is the measurable outcome on this?
- 9.1 "when released we will promote the use of this toolkit"... wouldn't you want to implement it?
- 9.4 Review and update? Simply reviewing does not imply you are going to do anything. What will be the measure? A report with recommendations to Council, greater participation for people with a disability, etc.
- 11.1 – review and update? How will you measure success? Survey?
- 11.2 – "we will consider" ... What's the measurable?

Overall, I think that this plan would really benefit from a "Measurable" column or more thinking about the actual action that will be delivered in the Action column. Thinking about this will help

make sure that it moves from a conceptual to actual actions that will improve the lives of people with a disability. I think you will be well served by bringing forward some actions to be delivered (outside of “ongoing”) in the next 12 months. It will show respect and commitment to this community.

Submission 4

Received via email on 4 December 2020

Submission from JFA Purple Orange:



Purple Orange

Submission in response to the Adelaide Hills Council’s draft Disability Access and Inclusion Plan 2020-2024

4 December 2020

About the Submitter

JFA Purple Orange is an independent, social-profit organisation that undertakes systemic policy analysis and advocacy across a range of issues affecting people living with disability and their families.

Our work is characterised by co-design and co-production, and includes hosting a number of user-led initiatives.

Much of our work involves connecting people living with disability to good information and to each other. We also work extensively in multi-stakeholder consultation and collaboration, especially around policy and practice that helps ensure people living with disability are welcomed as valued members of the mainstream community.

Our work is informed by a model called *Citizenhood*.

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1. Overall observations

JFA Purple Orange is grateful for the opportunity to provide feedback on the Adelaide Hills Council's draft Disability Action and Inclusion Plan 2020-2024. We believe the draft DAIP provides a solid foundation for the Council to move towards greater accessibility and inclusion of people living with disability over the next four years. Below we have provided commentary and recommendations in relation to specific actions under the DAIP for the Council's consideration.

1.1. Measurable targets

JFA Purple Orange are pleased to see the many actions proposed in the draft DAIP. We believe these actions could be strengthened by including measurable targets. Such targets will provide the Council with tangible and measurable goals to work towards. Below we have made a number of suggestions for the Council's consideration:

Action No	Action	Measurable target
1.1	We will <ul style="list-style-type: none"> Incorporate the DHS event toolkit into the planning of Council events Provide relevant staff with training on the DHS event toolkit 	100% of staff involved with planning and running Council events to receive training
2.2	We will publish stories to shape community understanding and attitudes towards people with disability (via our existing publications and promotional tools)	12 stories (one per month) to be published for each year of the DAIP
2.3	We will undertake research to better understand and monitor changes in organisational and community attitudes	An organisational survey and a broader community survey about the rights and needs of people living with disability will

	about the rights and needs of people living with disability	be published in Year 1 and in Year 3 of the DAIP
3.1	<p>We will</p> <ul style="list-style-type: none"> • Provide training for staff, Council Members and volunteers in disability awareness... 	100% of staff, Council Members and volunteers receive training within 6 months of the DAIP coming into effect (or 3 months from starting with their role with the Council).
4.3	We will actively seek participation in the AHC reference group by young people living with disability in our district	At least two members of the AHC reference group will be young people living with disability

1.2. Length of timeframes

The majority of DAIP actions have timeframes of ‘ongoing’ or ‘Years 1 to 4’. We understand that implementation of actions is an ongoing process, however we recommend the Council assign more specific timeframes for the actions (and measurable targets if adopted) to ensure regular progress is made throughout the life of the DAIP. For example, action 4.2 (exploring interest in establishing a disability inclusion reference group) could take place in year 1 of the DAIP, with the reference group being established that year and meetings being held throughout the life of the DAIP.

1.3. Staff training

JFA Purple Orange welcomes action 3.1 and the Council’s commitment to supporting staff to engage with and better understand the experiences of people living with disability through providing disability awareness training. JFA Purple Orange is currently developing a comprehensive disability inclusion training package. This is being developed and delivered entirely by people living with disability. Should the Council be interested in finding out more about this training, please contact Belle Owen at belleo@purpleorange.org.au or 8373 8312.

1.4. Co-design

We congratulate the Council's commitment to utilising principles of co-design in relation to the ongoing management, maintenance and replacement planning of public infrastructure (action 6.2). We would encourage the Council to apply principles of co-design to other consultations, such as on the development of policy, event planning, changes to websites and other communication mediums etc and not limit it only to infrastructure planning. JFA Purple Orange would be pleased to assist the Council with the development of co-design guidelines or similar, if this would be useful. Please contact Skye Kakoschke-Moore, Policy & Research Leader on skyek@purpleorange.org.au or 8373 8317 should you like to discuss this further.

1.5. Monitoring and Review

The draft DAIP states an internal DAIP working group will be responsible for monitoring and reviewing the implementation of the DAIP. We believe that in order for the DAIP monitoring and review process to be meaningful, it must include the voices of the DAIP's ultimate beneficiaries: people living with disability. We strongly encourage the Council to include people living with disability in the monitoring and implementation process. This could be achieved by appointing people living with disability to the DAIP working group, and/or requesting the reference group (proposed in action 4.2) also play a role in the monitoring and implementation process.

2. Conclusion

Thank you for the opportunity to provide feedback on the Council's draft DAIP. Should you wish to discuss our submission further please do not hesitate to contact Skye KakoschkeMoore, Policy & Research Leader on (08) 8373 8317 or skyek@purpleorange.org.au.

We wish you all the very best with this important work.

Conclusion and next steps

Feedback and suggestions presented in this Report (received during Phase 2 of consultation) were used by our staff to prepare a proposed updated version of the Plan, which is scheduled to go back to Council for consideration and adoption at the Council Meeting on 27 January 2021.

Following adoption by Council, the updated version will be published on Council's website.

The updated version will be sent to all contributors in Phase 2 of consultation.

Any further feedback or questions regarding Council's access and inclusion plan can be directed to Council's Community and Social Planning Officer:

Phone 8408 0579

Email: jspier@ahc.sa.gov.au

Appendix 1



Disability Access and Inclusion Plan (DAIP) 2020-24

A brighter future for all

Adopted by Council on 27 October 2020

This plan is provisional only and will be enhanced with further community feedback received during ongoing community consultation (open until 29 November 2020). An updated plan, incorporating feedback received, is scheduled to be released at the end of January 2021.

If you require a copy of this publication in an alternative format, such as Easy Read, large font, electronic format (disk or emailed), audio or Braille, please email jspier@ahc.sa.gov.au or phone 8408 0579.

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Acknowledgment of Country

Adelaide Hills Council acknowledges that we undertake our business on the traditional lands and waters of the Peramangk and Kurna Nations. We pay our respect to Elders past, present and emerging as the Custodians of this ancient and beautiful land.

We are committed to working together to ensure that Peramangk and Kurna cultures and traditions are preserved and valued. Together we will care for this Country for the generations to come.

Mayor's message

[To be inserted following adoption and prior to publication]

Contact us

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mail@ahc.sa.gov.au

www.ahc.sa.gov.au

www.facebook.com/adelhillscouncil

twitter.com/AHCouncil

www.instagram.com/adelaidehillscouncil/

About the Adelaide Hills Council

Adelaide Hills Council is a local government organisation that undertakes its business on the traditional lands and waters of the Peramangk and Kurna peoples.

The land area of Adelaide Hills Council is 795 square kilometres, and extends from Mount Bold Reservoir in the south, to the South Para Reservoir in the north, and from the hills face in the west to the eastern escarpment of the Mount Lofty Ranges.

Council provides a range of services for nearly 40,000 residents, and nearly 500,000 domestic day-trip visitors annually, including:

planning and development

maintenance, management and renewal of properties, playgrounds, public infrastructure

library and customer services

volunteering

public health

parking and by-law enforcement

sport and recreation planning

youth development

positive ageing

community centres

communications, engagement and events

community development and cultural development

community grants

economic development

sustainability, open space biodiversity,

animal management

parks and reserves, cemeteries

fire prevention, emergency management, bushfire recovery

waste and water management.

Council operates Service Centres with libraries in Gumeracha, Stirling and Woodside; Community Centres in Gumeracha and Norton Summit; a Resource Recovery Centre in Heathfield; depots in Gumeracha and Stirling; the Fabrik Arts and Heritage Hub in Lobethal; and 16 historic cemeteries within the Council area. In-person Council meetings are held in Stirling and are live-streamed for community members. Council supports the Hut Community Centre in Aldgate and the Adelaide Hills Swimming Centre in Woodside.

Council provides its residents and visitors information about Council initiatives, meetings, consultations, events, grants, employment and volunteering opportunities, programs and activities. Council also provides local businesses information about legislation changes, tips, case studies and events.

Our staff and volunteers

Adelaide Hills Council currently has 213 employees and 181 registered volunteers who deliver services to the Adelaide Hills community.

Though we do not currently use data measures to track the percentage of staff and volunteers who identify as living with disability, we aim to provide an accessible and inclusive workplace. For example, we have developed Reasonable Adjustment Policy and Procedures (adopted October 2018), so that prospective employees can request ‘reasonable adjustments’¹ to the recruitment process, and so that employees can seek reasonable adjustments to their role and/or work environment.

We have also worked to build a more inclusive environment by partnering and consulting with organisations like the National Disability Recruitment Coordinator (NDRC) and Disability Employment Service (DES) Providers.

Strategic context

In 2018, the *Disability Inclusion Act 2018 (SA)* (the Act) was passed because the South Australian Government recognised that a stronger commitment to access and inclusion planning for people living with disability was needed.

The intention of the Act is to support the principles and purposes of the *United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)*. The UNCRPD was ratified by Australia in 2008, and the Optional Protocol signed by Australia in 2009. Following the UNCRPD, the Act acknowledges that people living with disability have the same human rights as other members of the community. The Act recognises that the State and the community have a responsibility to facilitate the exercise of those rights. The UNCRPD is underpinned by eight guiding principles based on respect, equality and non-discrimination.

The *National Disability Strategy (NDS) 2010–2020* is a coordinated plan across all levels of government to improve the lives of people living with disability, their families and carers. The NDS is Australia’s response to the UNCRPD. It is designed to ensure the principles of the UNCRPD are incorporated into policies and programs across Australia. Currently, the Commonwealth and State and Territory Governments are working towards developing a new national disability strategy for beyond 2020.

Inclusive SA: State Disability Inclusion Plan 2019–2023 (the State Plan) was released on 31 October 2019. It was developed through community and sector consultation. The broad vision of the State Plan is an accessible and inclusive South Australia based on fairness and respect.

The State Plan is a requirement of the Act and provides a framework to support State authorities to implement the *National Disability Strategy (NDS)*.

¹ A ‘reasonable adjustment’ is a change we make to our administrative processes, working environment or procedures that supports an individual to meet the requirements of a position.

The annual reporting against the State Plan will link the South Australian Government's achievements with the NDS's areas of policy action.

The *Disability Inclusion Act (SA) 2018* requires each local government in South Australia to have a Disability Access and Inclusion Plan (DAIP).

The Act requires that our DAIP sets out the actions we will take to ensure that people with disability can access our programs and services, built environments, events and facilities, meetings, information and communications, and employment opportunities.

Additionally, the Act requires that this Plan addresses the risks relating to particular groups living with disability, especially women, children, Aboriginal and Torres Strait Islander people, and culturally and linguistically diverse people.

Our Plan must also explain how we will give effect to the objectives, principles and priorities set out in the Act and the State Plan.

What is disability?

There are many different definitions, understandings and experiences of disability. The *Disability Inclusion Act 2018 (SA)* states that *disability* refers to a person's:

cognitive, neurological or sensory impairment, or a combination of any of these impairments, which in interaction with various barriers may hinder the person's full and effective participation in society on an equal basis with others.

A more extensive definition of disability can also be found in the *Disability Discrimination Act 1992 (Commonwealth)*.

The social model of disability

We adopt the 'social model of disability', which understands the difference between impairment and disability. *Impairment* means a medical condition, illness, genetic disorder or injury that affects the way a person's body or mind works. *Disability* means people with impairment miss out on opportunities because of barriers society has constructed.

A barrier is a problem that stops or limits access. Barriers might be physical, like a community facility only having stairs and no wheelchair ramp. But barriers might involve non-physical obstacles, like an unspoken attitude in our community or organisation about what role a person with disability can or cannot do. Barriers might also involve communication barriers, like an electronic document that is not properly formatted and cannot be read by a screen reader.

We use the word disability to mean barriers created by society. Everyone in our community needs to work together to identify and break down the barriers. This is called the ‘social model of disability’. Though legislation is usually built around a medical (or individual/impairment) model of disability, we support the social model of disability. We do not want to confuse the body (impairment) with the social (disabled).

[People with Disability Australia](#) explain the social model this way:

The social model sees 'disability' is the result of the interaction between people living with impairments and an environment filled with physical, attitudinal, communication and social barriers. It therefore carries the implication that the physical, attitudinal, communication and social environment must change to enable people living with impairments to participate in society on an equal basis with others.

The social model of disability has been adopted in the Council of Australian Government’s *National Disability Strategy 2011-2020* and the *United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)*.

The DAIP guides the Adelaide Hills Council to help remove barriers in our community so that everyone can participate.

Universal design

The State Plan encourages local governments to apply the principles of ‘Universal Design’ when they plan or create new projects or services. According to the [Centre for Universal Design Australia](#), Universal Design is ‘a means of achieving an inclusive society’.

The basic philosophy of Universal Design is designing for the most number of people who can use a product, place, building, service or website. This approach involves applying the 7 principles of Universal Design when planning every place, space and service:

1. Equitable use
2. Flexibility in use
3. Simple and intuitive to use
4. Perceptible information
5. Tolerance for error
6. Low physical effort
7. Size and space for approach and use

Universal Design helps us think about what everybody in our community and workplace needs when we plan or start new projects and services. If we adopt Universal Design

principles, more people will be able to access every place, space and service from the start. Research has found that implementing Universal Design can lead to economic and social benefits, and can minimise the need for costly retrofits when facilities and services do not meet the needs of excluded community groups.²

Our community

The Adelaide Hills Council Estimated Resident Population for 2019 was 39,977.

In 2018, there were 4.4 million Australians with disability, representing 17.7% of the population, down from 18.3% in 2015. Nearly one-quarter (23.2%) of all people with disability reported a mental or behavioural condition (up from 21.5% in 2015).³

In 2016, 3.4% of the population (1,308 people) in the Adelaide Hills Council area reported needing help in their day-to-day lives due to disability. This was a similar percentage to 2011. This compares with 5.9% for Greater Adelaide, 6% for South Australia, and 5.1% for Australia. This is an increase of 238 people from 2011, predominantly in the 5-59 year old age group (+122), but also in the 65-79 year old group (+81). The major difference in the age groups reporting a need for assistance between 2011 and 2016 in Adelaide Hills Council was in the 20 to 59 age group (+60 persons).⁴

In 2016, the suburb of Woodside had the highest proportion of people in need of assistance due to disability in Adelaide Hills Council district (6.1% or 151 people), followed by Lobethal-Charleston (4.7% or 142 people), and Aldgate (3.3% or 112 people).⁵

In the Adelaide Hills Council district, there are 497 NDIS participants (1.2% of the Adelaide Hills Council Estimated Resident Population for 2019).⁶

In 2016, the size of the labour force in the Adelaide Hills district needing assistance was 151, of which 89.4% (135) were employed and 10.6% (16) were looking for work, compared with 84.1% and 15.9% respectively for South Australia.⁷

Our vision

Key objectives of our *Strategic Plan 2020-24* provide the foundation for this Plan. These are:

² For example, see Odeck, James, Trine Hagen, and Nils Fearnley. 2010. "Economic Appraisal of Universal Design in Transport: Experiences from Norway." *Research in Transportation Economics* 29 (1): 304-11.

³ Survey of Disability, Ageing and Carers (SDAC) conducted by the Australian Bureau of Statistics (ABS), 2018

⁴ Australian Bureau of Statistics, Census of Population and Housing, 2011 and 2016

⁵ Australian Bureau of Statistics, Census of Population and Housing, 2016

⁶ NDIS, [Participants by Local Government Areas](#), as at 31 March 2020

⁷ Thanks to Alex Kelly from REMPLAN for this data.

Provide accessibility for the full range of users by ensuring Council’s road, footpath and trails network is adequately maintained and developed for all users

Make the district more accessible and welcoming for all with a focus on disability inclusion.

Seek opportunities to improve transport options for those who need it most

Increase participation from the broadest range of our community and engage with them to shape policies, places and decisions that affect them

Continue to develop a positive culture through supporting an equitable, diverse and continuously improving work environment

Actions

To achieve our vision, our Disability Access and Inclusion Plan (DAIP) focuses on the following themes of the State Government’s first State Disability Inclusion Plan 2019-2023 (*Inclusive SA*):

1. Inclusive communities for all
2. Leadership and collaboration
3. Accessible communities
4. Learning and employment.

Theme 1: Inclusive communities for all

Social inclusion is a priority for people living with disability as it affects all aspects of their lives. It is our aim that the contributions and rights of people living with disability are valued and understood by all South Australians and that their rights are promoted, upheld and protected. We also want to ensure that people living with disability are supported to advocate for their own rights.

- Priority 1: Involvement in the community
- Priority 2: Improving community understanding and awareness
- Priority 3: Promoting the rights of people living with disability

We will support social inclusion and promote and uphold the rights of people with disability through the actions shown in the following table.

Priority 1: Involvement in the community

No.	Action	Team(s) Responsible	Timeframe
1.1	We will	Comms Engage & Events / Comm	Years 1-4

	<ul style="list-style-type: none"> incorporate the DHS event toolkit into the planning of Council events provide relevant staff with training on the DHS event toolkit promote the event toolkit and training opportunities to community groups who run community events. <p>Supports Action 1 in the State Plan</p>	Devel / Librar & Cust Serv	
1.2	<p>We will provide relevant information to the DHS, or their representatives, during their design of an app (or other medium) that displays services and facilities in our district that are wheelchair and disability access friendly. When released, we will promote this app to our residents and visitors with disability, their families and carers.</p> <p>Supports Action 2 in the State Plan</p>	Info Services / Strat Assets	Years 1-4
1.3	<p>We will continue to use the State Government's <i>Inclusive Play: Guidelines for accessible playspaces</i> to guide our development of accessible and inclusive playgrounds and play spaces that provide sensory play experiences.</p> <p>Supports Action 3 in the State Plan</p>	Open Space / Strat Assets	Ongoing
1.4	<p>We will engage with external agencies, clubs and other relevant groups to identify strategies to increase the inclusion of children with disability in mainstream sports activities and clubs.</p> <p>Supports Action 5 in the State Plan</p>	Comm Devel / Open Space	Years 3-4
1.5	<p>We will continue to deliver library programs that are inclusive and adaptive for the needs of children living with disability.</p>	Librar & Cust Serv	Ongoing

	Supports Action 5 in the State Plan		
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Priority 2: Improving community understanding and awareness

No.	Action	Team(s) Responsible	Timeframe
2.1	We will celebrate and promote the International Day of People with Disability annually (3 December), and develop ways to recognise the contributions that people with disability make to our community (e.g. we will look at establishing an International Day of People with Disability Civic Award - in recognition of the public service of people with disability and 'access and inclusion champions' within our community, to be announced each year on International Day of People with Disability).	Comms Engage & Events / Comm Devel	Years 1-4
	Supports Action 6 in the State Plan		
2.2	We will publish stories to shape community understanding and attitudes towards people with disability (via our existing publications and promotional tools).	Comms Engage & Events / Comm Devel	Years 1-4
	Supports Action 6 in the State Plan (and the emerging National Disability Strategy)		
2.3	We will undertake research to better understand and monitor changes in organisational and community attitudes about the rights and needs of people living with disability.	Comm Devel	Years 1-4
	Supports Action 7 in the State Plan		

Priority 3: Promoting the rights of people living with disability

No.	Action	Team(s) Responsible	Timeframe
3.1	We will <ul style="list-style-type: none"> update induction of new AHC employees, Council Members and volunteers to include 	Org Dev / Comm Devel / Govern & Perf	Years 1-4

	<p>information about working with people with disability</p> <ul style="list-style-type: none"> provide training for staff, Council Members and volunteers in disability awareness. This may be part of a broader and coordinated diversity learning program. <p>Supports Action 9 in the State Plan</p>		
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Theme 2: Leadership and collaboration

People living with disability want to have a greater role in leading and contributing to government and community decision-making. It is our aim that the perspectives of people living with disability are actively sought and that they are supported to participate meaningfully in government and community consultation and engagement activities.

- Priority 4: Participation in decision-making
- Priority 5: Leadership and raising profile
- Priority 6: Engagement and consultation

We will support people with disability to have a greater role in influencing Council and community decision-making and participating in our community consultations through the following actions:

Priority 4: Participation in decision-making

No.	Action	Team(s) Responsible	Timeframe
4.1	<p>We will ensure our emerging Community Engagement Framework encompasses strategies to enable young people with disability to participate in Council decision-making processes.</p> <p>Supports Action 11 in the State Plan</p>	Comms Engage & Events / Comm Devel	Ongoing
4.2	<p>We will:</p> <p>seek advice about local disability issues and Council decisions from existing external disability advisory groups in our region and State (such as the Adelaide Hills Disability Inclusion Reference</p>	Comm Devel	Ongoing

	<p>Group and DHS’s Disability Engagement Group)</p> <p>Explore community interest in establishing an AHC disability inclusion reference group - to enable direct engagement with residents with disability and their families, carers and advocates on Council decision-making and specific barriers for priority groups (children with disability, women with disability, Aboriginal and Torres Strait Islander peoples with disability and people with disability from culturally and linguistically diverse backgrounds). We will develop specific actions to address the needs and risks that are identified, and update our DAIP accordingly.</p>		
4.3	<p>We will actively seek participation in the AHC reference group (see 4.2) by young people living with disability in our district.</p> <p>Supports Action 11 in the State Plan and Section 9 of the Disability Inclusion Act 2018 (SA)</p>	Comm Devel	Years 1-4
4.4	<p>We will:</p> <ul style="list-style-type: none"> utilise resources produced by the Electoral Commission SA and the Local Government Association of SA to make it easier for residents with disability to vote and stand as a candidate in Council elections continue to identify and address barriers for residents with disability to meet with Council Members, attend Council meetings, and participate in our community consultations and engagement events. 	Comm Devel / Comms Engage & Events / Govern & Perf	Ongoing

Priority 5: Leadership and raising profile

No.	Action	Team(s) Responsible	Timeframe
5.1	We will encourage residents with disability to participate in our Advisory Groups and Committees when recruiting new members, and will offer accessibility support at any stage of the recruitment process. Supports Action 12 in the State Plan	Comms Engage & Events / Comm Devel	Years 2-4
5.2	We will encourage young people with disabilities to participate in the Adelaide Hills Council Youth Leadership Program (YLP), and provide accessibility supports where required.	Comm Devel	Years 1-4

Priority 6: Engagement and consultation

No.	Action	Team(s) Responsible	Timeframe
6.1	We will use the DHS engagement toolkit (when released in Dec 2020) to consult and engage with people living with disability when developing policies and programs. We will provide staff training in the use of this toolkit where required. Supports Action 14 in the State Plan	Comms Engage & Events	Years 1-4
6.2	We will adopt co-design principles ⁸ that engage our residents with disability, their families and carers, in the ongoing management, maintenance and replacement planning of public infrastructure (including roads, bridges, signage, footpaths) through consultation processes.	Strat Asset / Open Space / Civil Serv	Years 1-4
6.3	We will ensure our emerging Community Engagement Framework includes guidance for staff on best practice in consulting and engaging with people with disability.	Comms Engage & Events / Org Dev	Ongoing

⁸ See https://www.pwdwa.org/documents/connect_with_me/co-design-toolkit/index.htm#principles-to-follow

6.4	We will continue to consider accessibility issues and the needs of all staff, Council Members and volunteers when purchasing, refitting or leasing Council offices, depots, IT and communications systems- equipment, staff fleet vehicles and car parking.	Finan Serv / Comms Engage & Events / all other teams	Ongoing
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Theme 3: Accessible communities

The accessibility of the built environment, quality services and information is key to ensuring people living with disability are included and have the opportunity to equally participate in all aspects of community life. It is our aim to increase accessibility to public and community infrastructure, transport, services, information, sport and recreation and the greater community.

- Priority 7: Universal Design⁹ across South Australia
- Priority 8: Accessible and available information
- Priority 9: Access to services

We will help improve access to its buildings, environments and services through the following actions:

Priority 7: Universal Design across South Australia

No.	Action	Team(s) Responsible	Timeframe
7.1	We will continue to incorporate Universal Design principles (see the section “Universal design” earlier in this Plan) in our criteria for new Council building and public projects and planning for programs, services and events (including clear conditions about using Universal Design when we contract architecture, engineering and construction companies to deliver big projects for/with us). Supports Action 19 in the State Plan	Strat Asset / Open Space / Civil Serv / Prop Serv / Org Dev / Comms Engage & Events / Sustain Waste & Emerg Man	Years 1-4

⁹ Universal Design involves applying the following 7 principles when planning every place, space and service: equitable use, flexibility in use, simple and intuitive to use, perceptible information, tolerance for error, low physical effort, and size and space for approach and use. See <http://universaldesign.ie/What-is-Universal-Design/The-7-Principles/>

7.2	We will provide information and training for relevant staff and contractors in Universal Design Principles. Supports Action 19 in the State Plan	Strat Asset / Open Space / Civil Serv / Prop Serv / Org Dev / Comms Engage & Events / Sustain Waste & Emerg Man	Years 1-4
7.3	We will review and, where required, plan for the increased demand for accessible car parking (including extended length car parking) at Council service hubs and events. We will include most needed works when scheduling upgrades. Supports Action 19 in the State Plan	Civil Serv / Dev Serv / Comms Engage & Events	Ongoing
7.4	We will consider Liveable Housing Australia design guidelines ¹⁰ and Universal Design principles in decision-making around residential development applications. Supports Action 17 of the State Plan	Dev Serv	Years 1-4

Priority 8: Accessible and available information

No.	Action	Team(s) Responsible	Timeframe
8.1	We will promote the State Government's new <i>Inclusive SA</i> website (when launched in June 2021) through our Website and existing publications and promotional tools. Supports Action 20 in the State Plan	Comms Engage & Events / Comm Dev	Years 1-4
8.2	We will aim to make our new Council website and e-services technology accessible and inclusive for all users. We will use the State Government's Online Accessibility Toolkit to inform the planning, building and procurement of our new Website, e-services and online environment technology.	Info Services / Comms Engage & Events / Fin Serv	Ongoing

¹⁰ Livable design is about including key easy living features that aim to make homes easier and safer to use for all occupants including: people with disability, ageing Australians, people with temporary injuries, and families with young children.

	We will encourage and support Council staff, volunteers and external stakeholders and community groups to use the State Government's new Online Accessibility Toolkit. Supports Action 21 and 22 in the State Plan		
8.3	We will provide Easy Read ¹¹ training for staff and volunteers who produce public documents, information and communications related to Council consultations and decision-making. Supports Action 21 of the State Plan	Comm Devel / Comms Engage & Events / Org Devel / Govern & Perf	Years 1-4
8.4	We will assess the need and resources required to provide information and communications about our services in different accessible formats. These may include easy read, Auslan, pictorial forms, large font, audible options, braille, closed captions and voice over. Supports Action 21 of the State Plan	Comms Engage & Events / Info Serv	Ongoing

Priority 9: Access to services

No.	Action	Team(s) Responsible	Timeframe
9.1	We will monitor the development of the State Government's new toolkit for signage, wayfinding and multimedia devices. When released (Dec 2020), we will promote and use this toolkit to support deaf, hard of hearing, blind, vision or hearing-impaired persons. Supports Action 25 in the State Plan	Comms Engage & Events / Civil Serv / Open Space / Prop Serv / Strat Assets / Librar & Cust Serv	Years 1-4
9.2	We will identify Council service hubs that may need installation or upgrade of disability access signage. We will include	Strat Asset / Dev & Reg Serv / Prop Serv / Open Space	Years 1-4

¹¹ See <https://www.accessibility.sa.gov.au/introduction/easy-read>

	needed works when scheduling infrastructure maintenance and upgrades. Supports Action 26 of the State Plan	/ Comm Dev / Lib & Cust Serv	
9.3	We will identify our key customer service outlets where installation of multi-media devices in queues may better include people who are deaf, hard of hearing, vision impaired, or blind. We will consider technological solutions for achieving more inclusive customer service in our Business Plans (from 2021-22). Supports Action 26 of the State Plan	Prop Serv / Lib & Cust Serv	Years 2-4
9.4	We will review the application guidelines, priorities and criteria of our Grant Program to increase applications and support for accessible and inclusion projects and events.	Comm Devel	Ongoing
9.5	We will participate in the joint project: <i>Regional Champions for Accessible Destinations in the Southern and Hills LGA</i> , which will involve an access audit of one destination site in our district and using the learnings to train relevant Council staff to achieve accessible destinations. We will encourage our external partners who manage visitor destinations to improve access and inclusion for residents and visitors where required. Supports Action 31 in the State Plan	Open Space / Econ Dev / Prop Serv / Civil Serv / Strat Assets	Ongoing

Theme 4: Learning and employment

Workforce participation is fundamental to social inclusion. It provides economic independence and choice, social connections and friendships, value, identity and belonging. It is our aim that people living with disability have access to inclusive places of study and that education and training provides pathways to meaningful and inclusive employment and volunteering opportunities.

Priority 10: Better supports within educational and training settings

Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning

Priority 12: Improved access to employment opportunities and better support within workplaces

We will undertake the following actions to create and support workplace learning and employment opportunities for people with disability:

Priority 10: Better supports within educational and training settings

No.	Action	Team(s) Responsible	Timeframe
10.1	We will explore opportunities to promote local support groups for parents and teachers who are preparing children with disabilities for life beyond school. Supports Action 33 in the State Plan	Comm Devel / Comms Engage & Events	Years 1-4

Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning

No.	Action	Team(s) Responsible	Timeframe
11.1	We will review recruitment, registration, induction and experiences of our Council volunteers in relation to accessibility and participation for volunteers with disability.	Comm Devel / Comms Engage & Events / Org Dev	Years 1-4
11.2	We will consider providing targeted traineeships and work experiences across Council for people with disability, in partnership with local training providers and Disability Employment Services (DES) providers.	Org Dev / Comm Develop	Years 2-4

Priority 12: Improved access to employment opportunities and better support within workplaces

No.	Action	Team(s) Responsible	Timeframe
12.1	We will utilise information and resources in the new <i>SA Public Sector Disability Employment Toolkit</i> to identify next steps in creating a workplace culture and environment that is welcoming, inclusive and accessible for people with disability.	Comm Devel / Org Dev /	Years 1-4

	Supports Action 37 of the State Plan		
12.2	We will utilise information and resources in the new <i>SA Public Sector Disability Employment Toolkit</i> to encourage our local business and organisations to consider the benefits and requirements of employing people with disability.	Comms Engage & Events / Econ Dev	Years 1-4
	Supports Action 37 of the State Plan		
12.3	We will advocate to the State Government and transport providers for more accessible and connected transport services to key employment hubs in our district	Comm Devel	Years 1-4
12.4	We will develop appropriate measures for tracking the percentage of Council staff and volunteers who have requested workplace adjustments	Org Dev / Comm Devel	Years 1-4
	Supports Action 39 in the State Plan		

Monitoring implementation of our DAIP

Measuring and monitoring success

To map our progress, we will adapt and use the [interim measures](#) provided in Appendix 1 of the State Plan, and the outcomes framework that is expected to be released with the new national disability strategy for beyond 2020. We will adapt indicators in consultation with our stakeholders.

We will establish an internal DAIP working group, with representatives from all relevant teams, to provide advice around the further development, implementation, progress and improvement of our DAIP.

Our Chief Executive will receive a report on the progress of our DAIP in September in preparation to go to the October meeting of Council each year.

We will also send, on or before 31 October each year, a report to the Chief Executive of DHS outlining the operation of our DAIP during the preceding financial year (including a summary of the progress achieved in implementing our DAIP).

We will also include information about the progress we make in our Annual Report.

In accordance with the Act, we will formally review this DAIP every four years or following a review of the State Disability Inclusion Plan.

Communicating the DAIP

Our DAIP will be available to our Elected Members, employees, volunteers, contractors and partners, and the broader community. It will be promoted on our Council website, including in Easy Read format, and can be made available in other accessible formats and languages upon request.