

Disability Action and Inclusion Plan 2021 - 2025

Interim review and re-alignment



Kaurna acknowledgement


The City of West Torrens is located on the Traditional Homelands of the Kaurna Nation of People, the first Traditional Owners and Custodians of the Adelaide Region.

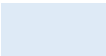

It is important to recognise that, while colonisation has resulted in the dispossession and dislocation of the Kaurna Meyunna, their Spiritual, Cultural Heritage and relationship with their Country is enduring. Kaurna's Connection and obligation to their Ancestral Lands the (Yarta) is still as important to the living Kaurna people today. The Kaurna people have lived on their lands for more than 50,000 years and developed strong and enduring spiritual, social, economic and governance systems that are still relevant for Aboriginal Title and are recognised within the 1836 Letters Patent.

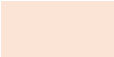
CITY OF WEST TORRENS

2023 interim review

The City of West Torrens' Disability Access and Inclusion Plan 2021-2025 interim review (2023) has been undertaken as per the *Disability Inclusion Act 2018* legislative requirements. A review of priority areas has also been completed, with a re-classification of actions from the 4 key themes identified in the Inclusive SA State Disability Inclusion Plan 2019-2023, to the 7 outcome areas highlighted in Australia's Disability Strategy 2021-2031. This re-alignment with Australia's Disability Strategy 2021-2031 is consistent with that of the Inclusive SA State Disability Inclusion Plan 2019-2023 interim review (2022) and ensures a coordinated approach to disability access and inclusion. This interim review and re-alignment includes a plan for the actions and deliverables under each of the 7 national outcome areas, including how it relates to the strategic objectives of the City of West Torrens' Community Plan 2030. This document should be considered in partnership with the Disability Access and Inclusion Plan 2021-2025. Where relevant, state actions have replaced any similar council actions and action status is highlighted as follows:

Completed 
Yet to start

State-wide action 
Postponed 

In progress/ongoing 

Intersectionality and priority groups

The City of West Torrens acknowledges the intersection of disability with other marginalised population groups and the compounding effect this has on disadvantage and discrimination. As per the *Disability Inclusion Act 2018*, particular consideration will be given to overcoming access and inclusion barriers experienced by the following priority groups:

- Aboriginal and Torres Strait Islander people.
- Culturally and Linguistically Diverse Communities.
- Women.
- Children and young people.

In addition to these priority groups, and in recognising there are other intersectional disability cohorts such as LGBTIQ+, we aim for universal inclusion and seek to support as many intersectional groups as possible. We continue to work with older people through our Aging Well program and consider the diverse experiences of people with disability.

Outcome Area 1: Employment and Financial Security

People with disability have economic security, enabling them to plan for the future, and exercise choice and control over their lives.

Action	Former objective #	Responsibility	Timeframe	Status (in progress, ongoing, postponed, complete)	Key deliverables
<p>1.1 Review recruitment procedures for employees and volunteers to ensure access and inclusion.</p> <p><i>Community Plan 2030: Organisational Strength 04: An inclusive, innovative and collaborative organisation.</i></p>	4.3	<p>Manager People and Safety</p> <p>Access and Inclusion Officer- Community Connections</p>	June 2023	In progress	<p>Staff and volunteer recruitment procedures formally reviewed with a lens to improving access and inclusion.</p>

<p>1.2 Investigate and promote recruitment opportunities available for residents living with disability.</p> <p><i>Community Plan 2030: Community Life 03: Active and healthy lifestyles for all ages and abilities.</i></p> <p><i>Community Life 04: A resilient community through community involvement, social connections and life-long learning.</i></p> <p><i>Community Life 06: Facilitation of community health, wellbeing and safety.</i></p>	(part of) 4.4	<p>Manager People and Safety</p> <p>Access and Inclusion Officer- Community Connections</p> <p>Business Lead Community Partnerships</p>	June 2024		<p>Promote and/or develop and maintain a listing of up-to-date local employment opportunities suitable for people living with disability.</p>
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1.3 (Inclusive SA action 5.)

Develop data measures to track the percentage of people living with disability who are employed in South Australian Government and local councils.

Manager People and Safety
Manager Information Services

September 2023 - ongoing

Work with Purple Orange and Local Government Access and Inclusion Network (LGAIN) to determine most appropriate way to capture data in line with Inclusive SA reporting requirements.

Track data through recruitment process, including application, interview and on-boarding.

Outcome Area 2: Inclusive Homes and Communities

People with disability live in inclusive, accessible, and well-designed homes and communities.

Action	Former objective #	Responsibility	Timeframe	Status (in progress, ongoing, postponed, complete)	Key deliverables
<p>2.1 Communication and information systems using accessible technologies and alternative formats, including website accessibility (could include Easy Read, Auslan, pictorial forms, large font, audible options, Braille, subtitles and Voiceover).</p> <p><i>Community Plan 2030: Organisational Strength 10: A resilient organisation that is able to effectively respond to emergency incidents and events.</i></p> <p><i>Community Life 05: A community that embraces technological change and the opportunities it offers.</i></p>	3.6	<p>Team Leader Customer Contact</p> <p>Access and Inclusion Officer- Community Connections</p> <p>Team Leader Creative Services</p> <p>Manager Information Services</p>	<p>Audit- February 2022</p> <p>(ongoing increases in access formats thereafter)</p>	Complete	<p>Audit Council communications and use of accessible technologies and alternative formats with the aim of increasing the use of alternative accessible formats.</p> <p>Design and introduce website widgets to support accessibility features.</p>

Action	Former objective #	Responsibility	Timeframe	Status (in progress, ongoing postponed, complete)	Key deliverables
<p>2.2 Facilitate opportunities for residents living with disability to be active, valued members of our community who participate in the life of our city.</p> <p><i>Community Plan 2030: Community Life SO2: Universal accessibility to facilities and services</i></p> <p><i>Community Life 03: Active and healthy lifestyles for all ages and abilities.</i></p> <p><i>Community Life 04: A resilient community through community involvement, social connections and life-long learning.</i></p>	1.1	<p>Access and Inclusion Officer- Community Connections</p> <p>Team Leader Events</p> <p>Engagement Coordinator</p>	July 2022	Postponed	<p>Access and Inclusion Advisory Group established to act as a reference group for Council.</p> <p>- Prioritise upcoming 2024 DAIP consultation.</p>
			March 2023	In progress	<p>Develop local Access and Inclusion 'Consultant' network to support business areas of Council.</p>
			Ongoing	Ongoing	<p>Monitor and measure attendance of people living with disability at programs, activities and events.</p>

<p>2.3 Ensure customer service facilities (physical and digital) can support people living with disability to access Council.</p> <p><i>Community Plan 2030: Organisational Strength 09: Technology as a tool to help innovate how we interact with each other and our community.</i></p>	1.3	<p>Organisational Change and Improvement Team</p> <p>Team Leader Customer Contact</p>	September 2022/ ongoing	Complete	<p>Include disability access/awareness initiatives in the Customer Experience program.</p>
		<p>Manager People and Safety</p> <p>Team Leader Library</p> <p>Manager Information Services</p>		In progress	<p>Review customer service facilities as part of Purple Orange business mentoring project.</p>
				TBC	<p>Communication Access accreditation process (proposed-TBC) to be undertaken with Two Way Street.</p>
<p>2.4 Adopt universal design principles when planning for procurement in the public realm.</p> <p><i>Community Plan 2030: Community Life 02: Universal access to facilities and services.</i></p>	3.1	<p>Responsible project managers</p> <p>Team Leader Procurement</p>	July 2022/ Ongoing	In progress/ ongoing	<p>Undertake measures to include universal design principles in procurement decisions.</p>

<p>2.5 Promote the design and development of more accessible and adaptable private housing using universal design standards.</p> <p><i>Community Plan 2030: Built Environment 01: An attractive, safe and cohesive urban environment that supports better quality development assessment outcomes, diverse housing choice and compatible non-residential development.</i></p> <p><i>Built Environment 02: Infrastructure that meets the needs of a changing city and climate.</i></p> <p><i>Built Environment 03: Neighbourhoods designed to promote safe, active travel and strengthen connections, amenity and accessibility.</i></p>	3.2	Manager City Development	July 2023	In progress	Promote universal design standards to private housing developers (e.g. via an e- brochure and advocacy).
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<p>2.6 (Inclusive SA action 9) Local council access and inclusion planning to consider consultation outcomes including</p> <ul style="list-style-type: none"> • incorporating universal design principles in criteria for all new building and public projects and planning for programs, services and events. • developing universal design training plans for staff and contractors • reviewing availability for accessible car parks in identified areas. <p><u>Community Plan 2030:</u></p> <p><i>Community Life 02: Universal access to facilities and services.</i></p> <p><i>Built Environment 03: Neighbourhoods designed to promote safe, active travel and strengthen connections, amenity and accessibility.</i></p>	<p>(covered by) 3.3</p>	<p>Community Planner</p> <p>Manager City Property</p> <p>Manager City Assets</p>	<p>July 2022/ ongoing</p>	<p>Ongoing</p>	<p>Undertake measures to include universal design principles in major projects, community hubs and public realm designs.</p> <p>Undertake a review of availability of accessible carparks in relation to Council owned facilities.</p>
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2.7 (Inclusive SA action 10)

Consider the installation of multi-media devices and inclusive signage at service outlets and at the front of public buildings to accommodate people with disability.

N/A

Community Planner
Manager City
Property

Dec 2024

Ongoing

Multi-media devices are available at all Council service outlets to include people who are Deaf, hard of hearing, vision-impaired or legally blind.

Where it has been assessed by an accredited access consultant, disability access signage to be installed on public buildings.

Outcome Area 3: Safety, Rights and Justice

The rights of people with disability are promoted, upheld and protected, and people with disability feel safe and enjoy equality before the law.

Action	Former objective #	Responsibility	Timeframe	Status (in progress, ongoing, postponed, complete)	Key deliverables
<p>3.1 Promote awareness and acceptance of the rights of people living with disability.</p> <p><i>Community Plan 2020: Community life 01: A diverse, inclusive and welcoming community.</i></p>	1.4	<p>Team Leader Creative Services</p> <p>Team Leader Library</p> <p>Access and Inclusion Officer- Community Connections</p> <p>Manager People and Safety</p> <p>Digital Services Team Leader</p>	<p>By December 3 every year</p> <p>Ongoing</p> <p>Ongoing</p>	Ongoing	<p>Actively promote and celebrate International Day of People Living with Disability (3 December).</p> <p>Promote to the community information about the rights of people living with disability.</p> <p>Share and promote positive stories of inclusion in Council publications and website.</p>

Action	Former objective #	Responsibility	Timeframe	Status (in progress, ongoing, postponed, complete)	Key deliverables
<p>3.2 Strengthen the ability for people living with disability to provide advice and seek information.</p> <p><i>Community Plan 2030: Organisational Strength 08: Our community can communicate and meaningfully engage with Council.</i></p>	2.2	Access and Inclusion Officer- Community Connections	July 2022 - ongoing	Postponed	<p>Establish an Access and Inclusion Advisory Group to act as a reference group and support co-design opportunities.</p> <p><i>- Prioritise upcoming 2024 DAIP consultation.</i></p>
				In progress	<p>Develop relationships with the National Disability Insurance Scheme (NDIS) Local Area Coordinator (LAC) to improve information referral pathways through drop-in sessions for NDIS and non-NDIS participants.</p>
				In progress	<p>Make links available on CWT website to state and national disability information via Disability Gateway.</p>

Outcome Area 4: Personal and Community Support

People with disability have access to a range of supports to assist them to live independently and engage in their communities.

Action	Former objective #	Responsibility	Timeframe	Status (in progress, ongoing, postponed, complete)	Key deliverables
<p>4.1 Promote access to the Hamra Centre Library's collection of large print, Autism resources, aids and equipment for people living with disability.</p> <p><i>Community Plan 2030:</i></p> <p><i>Community Life 01: Universal access to facilities and services.</i></p> <p><i>Community Life 02: Active and healthy lifestyles for all ages and abilities.</i></p> <p><i>Community Life 03: A resilient community through community involvement, social connections and life-long learning.</i></p> <p><i>Community Life 05: A community that embraces technological change and the opportunities it offers.</i></p>	3.4	<p>Access and Inclusion Officer- Community Connections</p> <p>Team Leader Creative Services</p> <p>Collections Coordinator</p> <p>Community Services Team</p>	December 2022 (in line with National Disability Day). Ongoing usage track.	Complete/ ongoing	Promote the collections to increase usage/borrowing of the collections.
4.2 Increase awareness of	(part of) 3.5	Access and Inclusion	June 2023		Develop partnerships/

Action	Former objective #	Responsibility	Timeframe	Status (in progress, ongoing, postponed, complete)	Key deliverables
<p><i>personal and community support</i> programs, information and services available for residents living with a disability.</p> <p><i>Community Plan 2030: Organisational Strength 08: Our community can communicate and meaningfully engage with Council.</i></p> <p><i>Organisational Strength 09: Technology as a tool to help innovate how we interact with each other and the community.</i></p>		<p>Officer- Community Connections</p> <p>Manager Information Services</p> <p>Digital Services Team Leader</p>	<p>June 2023 - ongoing</p>		<p>initiatives with relevant service providers.</p> <p>Investigate development of an information/service guide/web hub.</p>

Outcome Area 5: Education and Learning

People with disability achieve their full potential through education and learning.

Action	Former objective #	Responsibility	Timeframe	Status (in progress, ongoing, postponed, complete)	Key deliverables
<p>5.1 Investigate and promote volunteering opportunities available for residents living with disability.</p> <p><i>Community Plan 2030: Community Life 03: Active and healthy lifestyles for all ages and abilities.</i></p> <p><i>Community Life 04: A resilient community through community involvement, social connections and life-long learning.</i></p> <p><i>Community Life 06: Facilitation of community health, wellbeing and safety.</i></p>	(part of) 4.4	<p>Manager People and Safety</p> <p>Access and Inclusion Officer- Community Connections</p> <p>Project Officer- Volunteers and Training Support</p> <p>Business Lead Community Partnerships</p>	June 2024		<p>Promote and/or develop and maintain a listing of up-to-date local volunteer opportunities suitable for people living with disability.</p>

5.2 (Inclusive SA action 27)
 State authorities to facilitate meaningful volunteering opportunities for people living with disability and to identify clear pathways to transition from volunteering to work placement.

N/A

Manager People and Safety

 Access and Inclusion Officer- Community Connections

 Project Officer- Volunteers and Training Support

June 2024

Explore pathway supports in line with the *Disability Inclusion Act Amendment Bill* measurement parameters (tbc)

Outcome Area 6: Health and Wellbeing

People with disability attain the highest possible health and wellbeing outcomes throughout their lives.

Action	Former objective #	Responsibility	Timeframe	Status (in progress, delayed, complete)	Key deliverables
<p>6.1 Strengthen the capacity for healthy ageing by applying universal design principles to programs.</p> <p><i>Community Plan 2030: Community Life 02 Universal accessibility to facilities and services</i></p>	1.2	<p>Community Development Officer - Active Ageing</p> <p>Access and Inclusion Officer- Community Connections</p>	February 2022	complete	Reference checklist available for programs and activities to ensure adherence to universal design principles.

<p>6.2 Increase awareness of <i>health and wellbeing</i> programs, information and services available for residents living with disability.</p> <p><i>Community Plan 2030: Organisational Strength 08: Our community can communicate and meaningfully engage with Council.</i></p> <p><i>Organisational Strength 09: Technology as a tool to help innovate how we interact with each other and the community.</i></p>	(part of) 3.5	<p>Access and Inclusion Officer- Community Connections</p> <p>Community Connections Officer</p> <p>Manager Information Services</p> <p>Digital Services Team Leader</p>	<p>June 2023</p> <p>June 2023/ Ongoing</p>		<p>Develop partnerships/ initiatives with relevant service providers.</p> <p>Investigate development of an information/service guide/web hub.</p>
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Outcome Area 7: Community Attitudes

Community attitudes support equality, inclusion and participation in society for people with disability.

Action	Former objective #	Responsibility	Timeframe	Status (in progress, postponed, ongoing, complete)	Key deliverables
<p>7.1 Actively promote and facilitate ways for people living with disability to participate in election voting.</p> <p><i>Community Plan 2030: Organisational Strength 08: Our community can communicate and meaningfully engage with Council.</i></p> <p><i>Organisational Strength 09: Technology as a tool to help innovate how we interact with each other and our community.</i></p>	2.4	<p>Access and Inclusion Officer- Community Connections</p> <p>Senior Governance Officer</p>	<p>March 2022 (State election)</p> <p>November 2022 (Council election)</p>	complete	<p>Promote and facilitate the rights of people living with disability to vote in local government elections.</p> <p>Monitor the number of people assisted/ supported to participate.</p>

<p>7.2 Actively promote and facilitate the opportunity for people living with disability to nominate as a candidate in Local Government elections.</p> <p><i>Community Plan 2030: Organisational Strength 04: An inclusive, innovative, and collaborative organisation.</i></p>	2.5	<p>Development Officer -Access and Inclusion</p> <p>Senior Governance Officer</p>	November 2022 (Council election)	complete	<p>Promote and facilitate the rights of people living with disability to nominate in local government elections.</p> <p>Monitor the number of people assisted/ supported to nominate as a candidate in Local Government elections.</p>
<p>7.3 Investigate and implement an access and inclusion awareness program to all staff and volunteers.</p> <p><i>Community Plan 2030: Organisational Strength 02: Customer experience and community are at the centre of our considerations</i></p> <p><i>Organisational Strength 04: An inclusive, innovative and collaborative organisation.</i></p>	4.1	<p>Manager People and Safety</p> <p>People and Safety Business Partner</p> <p>Project Officer- Volunteers and Training Support</p> <p>Community Development Officer -Access and Inclusion</p>	December 2022	complete	<p>Develop training sessions re access and inclusion awareness and universal design principles and implement to all staff and volunteers.</p>

<p>7.4 Ensure employees and volunteers are aware of their roles and responsibilities regarding disability discrimination.</p> <p><i>Community Plan 2030: Organisational Strength 02: Customer experience and community are at the centre of our considerations</i></p> <p><i>Organisational Strength 04: An inclusive, innovative and collaborative organisation.</i></p>	4.2	<p>Manager People and Safety</p> <p>Project Officer- Volunteers and Training Support</p> <p>People and Safety Business Partner Access and Inclusion Officer- Community Connections</p>	December 2022	complete	<p>Information regarding disability discrimination included in staff and volunteer access and inclusion training, and as part of new staff and volunteer induction program.</p>
<p>7.5 Encourage and support business and other community stakeholders to increase access and inclusion.</p> <p><i>Community Plan 2030: Prosperity 03: Economic development through innovation, collaboration and investment and connections between businesses and the community.</i></p>	1.5	<p>Business Lead Community Partnerships</p> <p>Access and Inclusion Officer- Community Connections</p> <p>Team Leader Environmental Health</p> <p>Team Leader Creative Services</p>	March 2024		<p>Information developed and promoted to raise awareness with local businesses and community stakeholders.</p>

<p>7.6 Develop consultation and engagement guidelines that educate CWT staff of methods required to ensure people living with disability are engaged.</p> <p><i>Community Plan 2030: Organisational Strength 08: Our community can communicate and meaningfully engage with Council.</i></p> <p><i>Organisational Strength 09: Technology as a tool to help innovate how we interact with each other and our community.</i></p>	<p>2.3</p>	<p>Engagement Coordinator</p> <p>Access and Inclusion Officer- Community Connections</p>	<p>March 2023</p>	<p>postponed</p>	<p>Develop Access and Inclusion consultation best practice fact sheet with guidelines included in Community Engagement Framework.</p>
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7.7 (Inclusive SA action 33)

Provide opportunities for active participation in decision-making for people living with disability, with particular focus on the identified priority groups:

- Aboriginal and Torres Strait Islander people.
- Culturally and Linguistically Diverse communities.
- Women.
- Children (and young people).

N/A

Team Leader
Creative Services

Business Lead-
Community
Partnerships

Engagement
Coordinator

Access and Inclusion
Officer- Community
Connections

Community
Development Officer
-Youth

Library Officer Youth

Library Officer
Children

Dec 2024

Establishing an
Access and Inclusion
Advisory Group