

Disability Access and Inclusion Corporate Plan 2019 - 2021

January 2019



CITY OF WEST TORRENS

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Kaurna Acknowledgement

The City of West Torrens acknowledges that the Kaurna people and their descendants are still and will always be the first peoples of the land. The City of West Torrens commits to valuing and supporting the Kaurna people's inherent relationship to the land

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Document history

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1.0	January 2018	Draft for internal review
	May 2018	Draft for consultation
2.0	December 2018	Final draft for Council consideration
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Built Environment



City Prosperity



Community Life



Financial Sustainability



Natural Environment



Organisational Strength

As we head towards 2025, our community has expressed its desire to live and work in a city that embraces diversity, is safe, engaged and active with functional and sustainable natural assets and a thriving business environment.

Council's Community Plan (Towards 2025) reflects our community's vision for the City of West Torrens. It presents aspirations for a vibrant and connected community within a liveable and sustainable city and proposes long-term and short-term strategies to guide the operations, investment and decisions of Council.

The community has a strong voice on preserving and enhancing the way we live, including working towards a community that embraces diversity and offers people with disability the same treatment and opportunities as anyone else in the community.

This Disability Access and Inclusion Corporate Plan (DAIP) is a demonstration of Council's commitment to the community's vision by providing a strategic response to the themes of the community plan:

- Community Life
- Natural Environment
- Built Environment
- City Prosperity
- Financial Sustainability
- Organisational Strength

This DAIP supports Council's vision to be the best place to live, work and enjoy life. It is a proactive way for Council to improve access to programs, services and facilities that provide people with disability the opportunity to fully participate in all aspects of society.

National and State Government policy and legislation are moving from a focus on compliance and service provision to a rights-based approach supporting individual choice, control and independence. The National Disability Strategy (NDS) provides a common framework for this reform.

The term 'people with disability' is defined in the NDS as:

'people with all kinds of impairment from birth or acquired through illness, accident or the ageing process. It includes cognitive impairment as well as physical, sensory and psycho-social disability.'

This DAIP aligns with the six outcomes prescribed by the NDS:

1. Inclusive and accessible communities.
2. Economic security and employment.
3. Rights protection, justice and legislation.
4. Personal and community support.
5. Learning and skills.
6. Health and well-being.

Extensive consultation with the local community has informed the development of the DAIP by providing a systematic approach to identifying barriers to inclusion and local solutions.

The following six key local issues were identified as goals during the consultation and will guide Council's efforts in responding to the National outcomes:

1. Accessibility of assets.
2. Accessibility of services.
3. Liveable private realm.
4. Community attitudes.
5. Partnerships.
6. Active Citizenship.

This DAIP outlines priority areas for action, many with a focus on Council adopting universal design principles across all areas and moving beyond minimum compliance. These areas include programs, events, open space, community facilities and the development assessment process. By planning for universal design, we allow for greater equality of access to services, resources and facilities for all members of the community.

The implementation of the DAIP requires a whole of Council approach towards achieving the six goals. It is a dynamic document that will respond to available information and will be regularly reviewed and updated.

Council has achieved considerable successes for people with disability in providing improved access to community facilities and open space; inclusive community programs and accessible communication strategies. The aim is to build on these achievements and the knowledge gained and to continue to be proactive in working towards creating an accessible and inclusive city in partnership with the local community and stakeholders.

**City of West Torrens
Corporate planning framework**





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What is access and inclusion?

Access and inclusion makes communities liveable for everyone; this means the ability to move around the community and access facilities, programs and services in an equal and dignified manner. This includes involvement in business, work, education, social and leisure activities.

Access (sometimes referred to as universal access) means that regardless of ability, a person can approach, enter, pass to or from and make use of an area and its facilities, programs and services without assistance.

Planning for access and inclusion involves thinking about design, place and people and how they inter-relate.

Why have a plan?

All levels of government, including councils, have obligations under the Disability Discrimination Act, 1992 (DDA). The DDA makes it illegal to discriminate against a person because of disability when providing goods, services or facilities, or access to public premises.

In addition to the DDA, the National Disability Strategy 2010- 2020 (NDS) is bringing together all levels of government in a unified, national approach to improve the lives of people with disability for the first time in Australia's history.

In accordance with Part 5 of the *Disability Inclusion Act 2018*, State authorities must develop and implement a DAIP to include strategies to support people with disability in accordance with guidelines that are being developed. Areas to address include, but are not limited to:

- Access to built environs, events and facilities.
- Access to information and communication
- Addressing the specific needs of people with disability in its programs and services.
- Employment and other provisions as may be required in the guidelines and regulations.

Planning for disability access and inclusion benefits not only people with disability but also the wider community and councils as organisations and employers.

What will the plan do?

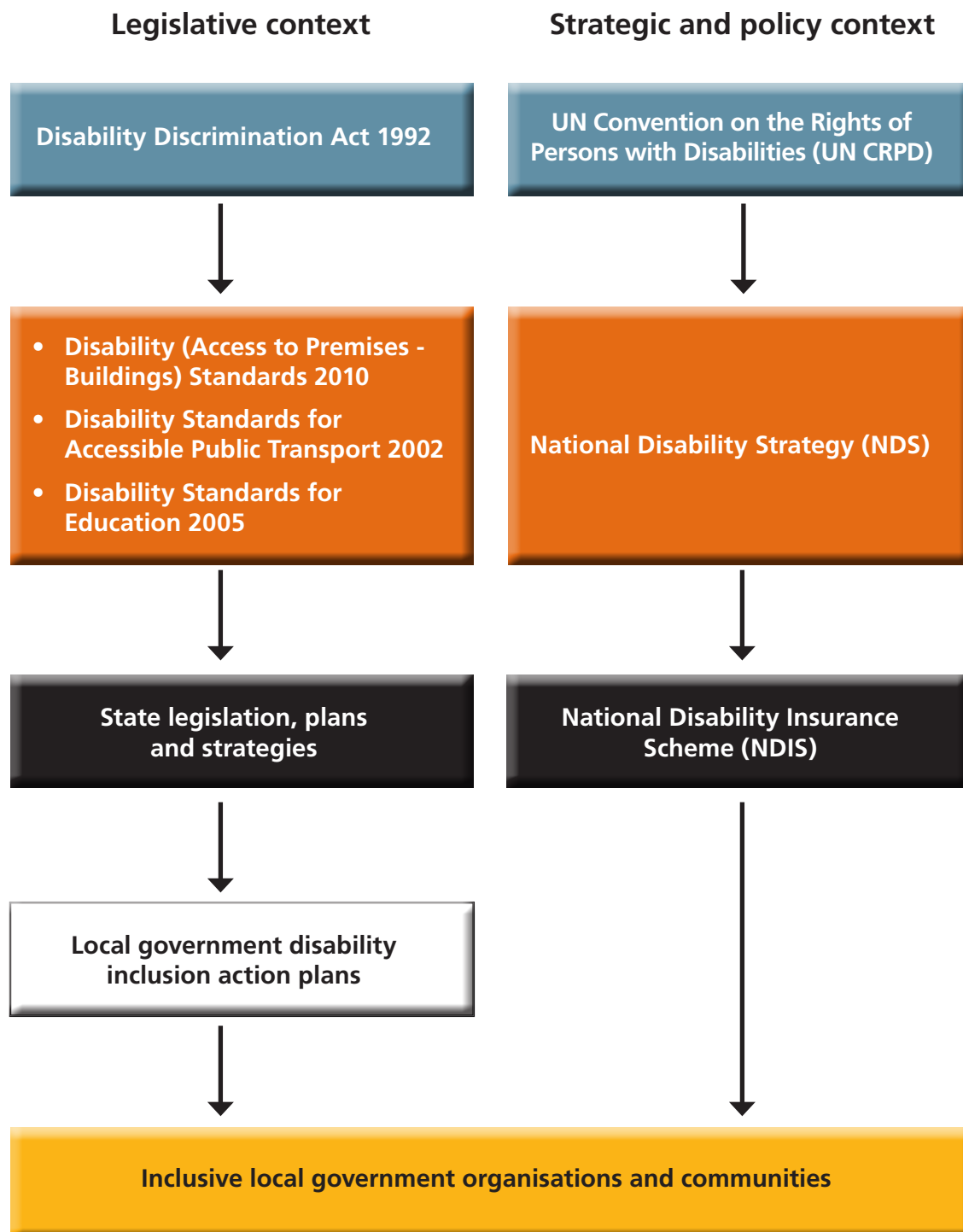
Council recognises that people with disability are part of the fabric of our community and should have the opportunity to fully participate in all aspects of society. As such it is important to plan for opportunities that facilitate a shift from segregated to integrated service delivery, mainstream diversity and move beyond minimum compliance.

This plan aims to:

- Align the City of West Torrens' obligations under the DDA and the United Nations Convention of the Rights of Persons with Disabilities with Council's internal planning framework.
- Continue to improve access to facilities, services and assets that contribute to a quality of life for residents, visitors and employees of the City of West Torrens, using a fair and reasonable approach.
- Facilitate active citizenship whereby people with disability vote and are engaged members of the local community, in partnership with key agencies and service providers within West Torrens.
- Promote attitudinal change in the community through role modelling and advocacy.
- Recognise areas in which the Council is successful in supporting access and inclusion.
- Investigate and commit to beyond minimum compliance actions.

Legislative and strategic context

State, national and international authorities have produced highly relevant policy documents that direct and influence action at a community level and consequently on the development of the DAIP.



Disability and Inclusion Planning - A Guide for Local Government

International

United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) - ratified by Australia 2008. The UNCRPD promotes, protects and ensures the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities and promotes respect for their inherent dignity.

National

Disability Discrimination Act 1992 (DDA). The DDA protects individuals across Australia from unfair treatment in many parts of public life. The DDA makes discrimination unlawful and promotes equal rights, opportunities and access for people with disability.

The DDA is supplemented by Disability Standards and Guidelines which are legally binding regulations and assist with compliance.

The National Disability Strategy 2010 - 2020 (NDS).

This is a comprehensive national implementation strategy for the UNCRPD and provides a shared agenda to help achieve the vision of an inclusive Australian society and recommends the development of access and inclusion plans.

National Disability Insurance Scheme (NDIS)

2013. Introduced as an equitable and consistent system to support people with disability early to improve their outcomes later in life. The NDIS builds on the shared vision of the NDS.

State

Disability Inclusion Act 2018

The Act began on 1 July 2018 and provides a legal framework to support equal access and participation for people with disability in the community including in recreation, education, health, employment and public transport.

The Act is designed to ensure South Australians with disability have the opportunity to participate in the community as equal citizens. The Act aligns with the United Nations Convention on the Rights of Persons with Disabilities and the National Disability Strategy, the 10-year national plan for creating an inclusive Australian society.

Under the Act there will be a State Disability Inclusion Plan which will set out cross-government policies and priorities. Sitting below this overarching Plan will be Disability Access and Inclusion Plans (DAIPs). Local councils are required to produce a DAIP to be reported on annually and reviewed every four years.

Planning Development and Infrastructure Act

2016 - this will focus on increasing South Australia's liveability and promote universal design for the benefit of people with differing needs and abilities.

Local

City of West Torrens Disability Access and Inclusion Corporate Plan 2018 - aligns Council's obligations under international, national and state legislation and set a framework for achieving improved access to local services and assets.



Disability Access and Inclusion Plan framework

The introduction of a DAIP demonstrates a commitment to improving the participation of people with disability across a range of areas so that they can enjoy the rights and opportunities provided to all citizens to achieve their full potential.

Key outcome areas listed within the DAIP align with those of the NDS, which were developed following extensive consultation with people with disability, their families and carers. Although aligned with the national strategy, policy directions specifically relate to the South Australian context.

This approach provides for development and implementation of a common framework that reflects the direction of current disability reforms in moving from a focus on service provision to a rights-based approach supporting individual choice, control and independence. Within this framework, individual agencies can determine actions and strategies based on their own priorities and time-lines.

The National Disability Strategy focusses on six outcomes:

1. Inclusive and accessible communities.

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.

2. Economic security and employment.

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

3. Rights protection, justice and legislation.

People with disability have their rights promoted, upheld and protected.

4. Personal and community support.

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

5. Learning and skills.

People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives.

6. Health and well-being.

People with disability attain the highest possible health and well-being outcomes throughout their lives.

Development of the plan

The DAIP builds on the considerable experience of Council in developing and implementing DDA Action Plans, and was developed through consultation with the community and through research.

The purpose of the consultation was to provide the community with the opportunity to make access and inclusion issues known to Council and to inform the development of the DAIP.

Community consultation

During 2012 more than 280 people across West Torrens participated in the Vulnerable Residents Project, which sought feedback on issues and needs of vulnerable groups.

The key issues identified can be grouped into the following themes:

1. Access to Council services and facilities.
2. Building community capacity.
3. Better use of resources.

Lessee consultation

Between 2012 and 2013, Council sent questionnaires to lessees of 48 Council-owned community facilities.

Seventeen lessees participated and completed the questionnaire and 41 per cent of the respondents identified access and inclusion issues for their communities. Current and future Building and Asset Management Plans will work towards addressing these priorities.

Disability network

Since 2013, Council has maintained an active disability network, liaising with local disability organisations and residents with disability. Through the active engagement of organisations such as Orana and SCOSA as part of the network, Council has seen increased participation of people with disability at community venues, activities and events.

Residents with disability are encouraged and supported to engage with Council's Community Development staff to develop pathways into Council services and connect with support networks in the local community.

The outcomes of these consultations were collated and analysed to draw out key issues and opportunities for Council, and to inform the DAIP.



Issues relating to access and inclusion

Who needs greater access and inclusion?

According to the 2016 Australian Bureau of Statistics (ABS) Census, more than 3,300 people (5.75 per cent) of the West Torrens population need help in their day-to-day lives due to disability. This data identifies people who report a need for assistance with self-care, mobility or communication due to 'profound or severe core activity limitation' caused disability, long-term health condition or old age.

This should not be viewed as the total population with disability as many people with disability do not require assistance on a day-to-day basis. Just over 18 per cent of Australian's experience disability.

Add to this number the 3,300 children aged under four years and more than 10,000 people aged over 65 years living in the West Torrens area. When this is taken into account, the number of residents with access and inclusion needs significantly increases due to the use of strollers and prams, walkers, wheelchairs and scooters.

The 2016 Census findings also indicate that there were around 5,600 people providing informal assistance to people with disability, with long-term illness or in old age.

A number of people with disability and their carers also visit the City of West Torrens due, in part, to the high number of disability agencies and organisations based within the city. Organisations such as (but not limited to): Disability Rights Advocacy Service, Motor Neurone Disease Association of SA, Autism SA, Physical Disability Council of SA and Arthritis Foundation of SA are located within West Torrens.

These statistics help in understanding the prevalence of people who need support in the community and, along with information on unpaid care to a person with a disability, how that support is provided.

In order to gain a full picture of disability in the community Council must also understand the issues and barriers facing local people and visitors with a disability.

Improving access

Small changes can have a big impact on people with disability. Improving access creates a more inclusive and engaging community and has benefits for a broad range of people including parents of young children in prams, people with temporary illness and injury, older Australians, delivery people shoppers with heavy bags or trolleys and people with disability.



People with disability are community members, family, employees and voters who need access to local services such as medical, shopping centres, sports clubs, transport, schools, information etc. It is imperative that the broader community and mainstream services and facilities which are part of everyday life be available and fully accessible for people with disability.

The Disability Access and Inclusion Plan

Key Focus Areas

Through consultation and the process of developing the DAIP, six key local issues emerged as areas in which Council can have an impact:

1. Accessibility of assets

Including the built environment, Council-owned facilities, open space, streetscapes and connectivity across the city.

2. Accessibility of services

Including access to Council's mainstream programs and activities, information and events.

3. Liveable private realm

Including increased housing density, housing liveability and universal design.

4. Community attitude

Including the opportunity to role model and influence inclusive attitudes.

5. Strategic partnerships

Create partnership opportunities with disability service providers located within West Torrens for the benefit of our community.

6. Active citizenship

Increasing awareness of civic rights and opportunities to actively participate in community life.

The six local issues have been identified as key focus areas of the DAIP.

The goals will guide Council's efforts in delivering the West Torrens Community Plan's community aspirations and responding to the six main outcomes as outlined by the National Disability Strategy:

- 1 Inclusive and accessible communities
- 2 Economic security and employment
- 3 Rights, protection, justice and legislation
- 4 Personal and community support
- 5 Learning and skills
- 6 Health and well-being



The Disability Access and Inclusion Plan

Accessibility of assets

Objective:

Include accessibility to assets such as the built environment, Council-owned facilities, open space, streetscapes and connectivity across the city.

Liveable private realm

Objective:

Be an advocate for housing liveability by supporting universal design principles within infill development.

Key considerations

The City of West Torrens already takes seriously the need for inclusive and accessible communities. Its combined Infrastructure and Asset Plans aim to improve physical access to a range of Council-owned community facilities. For example, Council has recently upgraded Western Youth Centre, Camden Community Centre Hall and plans to upgrade several buildings along Sir Donald Bradman Drive to include accessible facilities.

Community consultation showed that a continuous accessible path of travel is a key need for people with disability. It allows people to have an uninterrupted path of travel to and between local destinations and popular focal points such as shops, food stores, schools, parks and public transport stops. Extensive walking and cycle paths have been provided across the city by Council, which help achieve a more walkable and accessible local community.

Moving beyond minimum compliance, Council is committed to taking a universal design approach to programs, services and facilities as an effective way to remove barriers that exclude people with disability. The City of West Torrens has begun to introduce more universally accessible open space including playgrounds and amenities such as the playground built at Kings Reserve on Ashley Street, Torrensville.

Liveable private realm is about advocating for and influencing housing choices of various access types. Seeking planning policy and legislation that promotes infill growth and increased household density will apply the principles of universal access to design, assessment and subsequent development of new dwellings.



Built Environment



Community Life



City Prosperity

Key initiatives:

Council will:

- Improve the provision of universal design in public spaces including open space and community facilities.
- Promote the design and development of more accessible and adaptable private housing using universal design standards.
- Adopt universal design principles when planning for procurement in the public realm.
- Promote people with disability as integrated members of the West Torrens community.

Meeting the National outcomes

- 1 Inclusive and accessible communities**
- 6 Health and well-being**

Accessibility of services

Objective:

Increase the access to Council's mainstream programs and activities, information and events.

Key considerations

Council provides a range of services to residents and aims to make these universally accessible to people with disability. We can also play a role in increasing community engagement by actively supporting people with disability to participate in its programs.

To achieve this, Council employs a Community Development Officer who maintains a focus on access and inclusion and ensures that inclusion is a natural component of Council's programs and services.

Council also maintains an Independent Living Collection, which is a collection of equipment for loan designed to assist people with temporary or longer term impairment. Customers can borrow this equipment to trial a particular item without incurring the often prohibitive cost of assistive devices, or to aid them in recovery from and injury or illness. This collection is unique among South Australian public libraries.

Other Council services such as community transport, community meals, the Mobile Library and a range of centre-based activities enable residents with disability to remain connected to their communities.

 City Prosperity

 Community Life

Key initiatives:

Council will:

- Promote access to the Hamra Centre Library's collection of aids and equipment for people with disability.
- Ensure residents living with disability have opportunities to be active valued members of the community who participate in the life of the city.
- Strengthen the capacity for healthy ageing in place through applying universal design principles and support programs.

Meeting the National outcomes

4 Personal and community support

5 Learning and skills

The Disability Access and Inclusion Plan

Community attitude

Objective:

The opportunity to role model and influence inclusive attitudes.

Key considerations

The City of West Torrens recognises the extremely important role economic security plays in enabling people to participate in community life. City Prosperity is a core aspiration in Council's 'Towards 2025 Community Plan'. This means exploring partnership opportunities to support local businesses to increase employment opportunities, fostering economic growth and increasing pathways to training and employment.

Volunteering, work experience and employment opportunities are key areas in which the Council plays a role as a local employer. The City of West Torrens employs people with disability and supports volunteers with disability to carry out various roles.

Employee disability awareness training ensures that colleagues and customers with disability can be assured of a welcoming environment free of discrimination. Appropriately trained employees also results in inclusive services for the community.



City Prosperity



Community Life



Organisational Strength

Key initiatives:

Council will:

- Investigate and implement an annual access and inclusion professional development program.
- Ensure employees are aware of their roles and responsibilities regarding disability discrimination.
- Develop and review existing recruitment policies for employees and volunteers to ensure access and inclusion.
- Work with key partners to identify and reduce any fair and reasonable barriers and disincentives for the employment of people with disability.
- Investigate a community grants program to support local business improve accessibility to their premises.
- Ensure customer service facilities are able to support people with disability who visit Council.

Meeting the National outcomes

2 Economic security and employment

4 Personal and community support

5 Learning and skills

Strategic partnerships

Objective:

Create partnership opportunities with disability service providers located within West Torrens for the benefit of our community.

Key considerations

Like many facets of our lives our health is determined by our overall quality of life and the ease with which we can access services, infrastructure and social support.

Through its commitment to working in all six outcome areas of the National Disability Strategy, Council is working towards better health for people with disability.

Additionally, through the four objectives of its Public Health Plan, Council is committed to healthy communities for all residents.

Strategic partnerships is reflective of the fact that West Torrens is a highly accessible and attractive location for disability access and inclusion service providers. We have the potential to capitalise on our resident partners for greater advocacy to attract investment and initiatives to improve access and inclusion, also to partner in the identification and implementation of strategic service opportunities to improve the quality of life of our residents and visitors with greater access needs.



Community Life



Organisational Strength

Key initiatives:

Council will:

- Strengthen the ability for people with disability to seek information.
- Reduce barriers for people with disability in accessing public health services.

Meeting the National outcomes

- 1 Inclusive and accessible communities
- 3 Rights, protection, justice and legislation
- 6 Health and well-being



The Disability Access and Inclusion Plan

Active citizenship

Objective:

Increasing awareness of civic rights and opportunities to actively participate in community life.

Key considerations

As a sphere of government in Australia, Local Government plays a vital role in ensuring that citizens' rights are upheld and protected. The right to be connected to, to contribute to your local community and to have a say in what matters is important for everyone but often an opportunity denied to people with disability.

The City of West Torrens has a strong history of partnering with other spheres of government and external stakeholders with the common goal of building capacity and increasing civic engagement opportunities for people with disability.

Council is also committed to delivering civic education to people with disability to ensure people know how to have a say in their communities; from being involved in local activities through to enjoying the right to vote.



City Prosperity



Organisational Strength

Key initiatives:

Council will:

- Promote awareness and acceptance of the rights of people with disability.
- Ensure people with disability have every opportunity to be active participants in the civic life of the community.
- Strengthen the ability for people with disability to provide advice and seek information.

Meeting the National outcomes

3 Rights, protection, justice and legislation

4 Personal and community support

Implementing and monitoring our progress

Council's role

The DAIP recognises that not all people with disability are alike. People with disability have specific needs, priorities and perspectives based on their personal circumstances and some people with disability experience multiple disadvantages.

The City of West Torrens' DAIP sets out goals, priority actions and anticipated outcomes for our community based on the six key outcomes of the National Disability Strategy 2010 - 2020.

To achieve outcomes across the priority areas, Council will assume one or more roles as described in our Community Plan:

Facilitator:

Help groups of people or organisations understand their common objectives and assist them to plan to achieve them.

Leader:

Guide the community by example in direction, course or action.

Advocate:

Appeal on behalf of the community to service providers and other levels of government.

Partner:

Work in cooperation and share responsibility, with other people or groups to achieve a common goal.

Service provider:

Be directly responsible for funding and providing service.

Monitoring and reporting

It is the responsibility of each Council department to implement its Annual Service Plans inclusive of the DAIP initiatives and to ensure staff that are responsible for particular actions have the training and expertise to implement them.

Reports on the achievements of the DAIP will be provided to the Council's Executive Management Team.

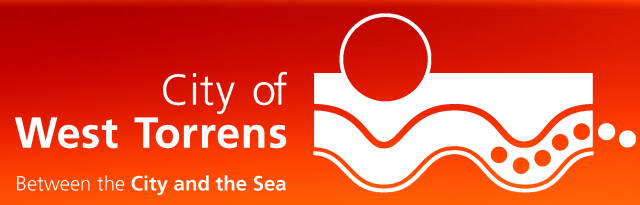
The DAIP will be communicated to all staff to ensure that they understand the goals and targets and how they can contribute to its success.

Monitoring and evaluation of the DAIP will focus on tracking and analysing progress toward the indicators of success outlined in the DAIP.

The focus areas and key initiatives of the DAIP move our Council beyond minimum compliance towards a culture change which focuses on best practice and innovation.

City of West Torrens Corporate planning framework - implementation





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