City of Adelaide
Disability Access and Inclusion Plan
2019–2022

CITY OF ADELAIDE

Access and Inclusion Policy Statement

As South Australia's Capital City Council, the City of Adelaide is committed to demonstrating best practice in access and inclusion planning. In implementing the Disability Access and Inclusion Plan (DAIP), we recognise that it isn't impairment, but rather the barriers that exist in the community, that limit people's ability to fully participate and create a disabling environment. This is referred to as the social model of disability, "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." (People with Disability Australia).

We understand that experiences of disability are diverse and may be experienced alongside additional barriers to participation, such as gender, age, sexuality, language, culture and means. As reflected in the *Disability Inclusion Act 2018*, the City of Adelaide also acknowledges there are people that face increased vulnerably due to disability, including women, children, Aboriginal and Torres Strait Islanders and people who are culturally and linguistically diverse.

Disability and the City

"Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others"

– *Convention on the Rights of Persons with Disabilities and Optional Protocol, United Nations.*

The Australian Bureau of Statistics 2015 data states almost 1 in 5 Australians reported living with disability. The City of Adelaide is projected to have a residential population of 37,721 in 2036 which means the number of people experiencing disability in the city is likely to grow to 7,544.

The Australian Bureau of Statistics for 2016 data states approximately 23,900 people live in the city. Census data for 2016 also told us there are 1,528 residents, or 7.3% of the city's residential population over 15 years, providing unpaid care for a "person with a disability, long time illness or old age".

Additionally, the city welcomes more than 310,00 users a day and we can assume based on the census data, that a similar proportion of these people will have a direct experience with disability, either personally or through a caring role.

Focus Areas

Access and inclusion outcomes for the city will be achieved through integrated planning, universal design, partnerships and ongoing community engagement. The six focus areas for the City of Adelaide Disability Access and Inclusion Plan 2019–2022:

1. Getting to and around the city

Actions relate to footpaths, buses and trams, crossings, parking, toilets, signage, Council owned buildings, planning, housing

2. Participating in the life of the city

Actions relate to events, libraries, community centres, grants, sponsorship, cultural development, ageing in the city, volunteering

3. Finding out what's available

Actions relate to customer service, websites, alternative formats, lists, maps

4. Participating in Council decision making

Actions relate to giving feedback, being involved, representation, Council meetings, leadership development

5. Working at City of Adelaide

Actions relate to disability awareness, processes and systems, sector development, support, flexibility, workplace accessibility

6. Leaders in local government

Actions relate to networking, information sharing, collaboration

The focus areas have been linked to key strategic directions of Council, as set out in the City of Adelaide 2016–2020 Strategic Plan: Smart, Green, Liveable, Creative (See appendix 4).

The focus areas also reflect the requirements of the *Disability Inclusion Act 2018* (see appendix 1).

Disability Access and Inclusion 2019–2022 Action Plan

The Disability Access and Inclusion 2019–2022 Action Plan was developed by City of Adelaide staff and underwent a public consultation process (see appendix 2). The City of Adelaide has responsibility for delivering this plan, which will follow an implementation cycle involving numerous stakeholders (see appendix 3).

Implementation

Monitoring Progress

Ongoing Engagement

Review

Evaluation

Disability Access and Inclusion 2019–2022 Action Plan

1. Getting to and Around the City

Action (Deliverable)	Measures and Target	Key Responsibility	Timing	Strategic Plan Action
Outcome **1.1. Pedestrian paths of travel provide consistency, ease and independence for all users**				
1.1.1 City of Adelaide deliver a schedule of kerb ramp improvements across the city	Level of service developed Increase in DDA compliant ramps by 2022	Lead Asset Consultant – Streets	2019/2020	Liveable (a)
1.1.2 City of Adelaide design standards ensure technical specifications meet and where possible are set above minimum Australian Standards for all new and renewal projects	Adelaide Design Manual and related technical specifications stipulate standards that meet and in places go above Australian Standards	Senior Technical Designer	2021/2022	Liveable (a)
1.1.3 City of Adelaide staff and contractors work to ensure disruptions to pedestrian paths of travel due to city works are minimised; and are communicated clearly, both onsite and online	Investigation of online platform to map street activities including but not limited to city works City Works Operating Guidelines provides direction on minimising disruptions and is communicated with contractors	Team Leader,	2019/2020	Smart (a)
1.1.4 City of Adelaide design standards include the provision of regular rest stops, which meet the needs of various users including; older people, wheelchair users, mobility device users, people who experience sensory processing difficulties (quiet spaces), guide dogs (including places to water and toilet)	Adelaide Design Manual includes technical specifications for rest stops	Principal, Landscape Architecture	2021/2022	Liveable (a)
1.1.5 City of Adelaide deliver a schedule of bus stop improvements across the city	Achieve the legislated target of 100% accessible bus stops as per the Transport Standard	Principal, Transport Planning Design and Strategy	2021/2022	Liveable
1.1.6 City of Adelaide work with DPTI to ensure all city tram stops are accessible	All city tram stops are accessible (meet Australian Standards)	Principal, Transport Planning Design and Strategy	2020/2021	Liveable (a)
1.1.7 City of Adelaide deliver a schedule of audio-tactile crossings	All cross walks have audio tactile push bottoms that meet Australian standards 'Pedestrian Network Analysis' tool used to inform decision making	Principal, Transport Planning Design and Strategy	2021/2022	Liveable (a)

1. Getting to and Around the City

Action (Deliverable)	Measures and Target	Key Responsibility	Timing	Strategic Plan Action
1.1.8 City of Adelaide set pedestrian crossing times above Australian Standards	Pedestrian speed is calculated at 1.0 metres per second	Principal, Transport Planning Design and Strategy	2021/2022	Liveable (a)
1.1.9 City of Adelaide install technologies to improve pedestrian safety	No. of locations technology is trialled and applied	Principal, Transport Planning Design and Strategy	2021/2022	Liveable (a)
1.1.10 City of Adelaide's design standards include technical specifications for signage, tactile signage, braille signage, audio description and integrated technology	Adelaide Design Manual includes technical specifications for signage, tactile signage, braille signage, audio description and integrated technology	Principal, Transport Planning Design and Strategy	2021/2022	Liveable (a)
1.1.11 City of Adelaide works with city businesses and users to encourage and regulate clear paths of travel for pedestrians	Number of City Safety resolutions logged via Pathways and CRM systems, categories include: A-Frames, Outdoor dining/objects on footpaths, Reporting hazards, Footpaths faults (trip hazards) On-Street Activities Policy and Operating Guidelines provide direction on minimising disruptions and encouraging and regulating clear paths of travel	Team Leader, Community Health and Safety Customer	2021/2022	Liveable (a)
1.1.12 City of Adelaide service standards ensure a responsive program of maintenance and renewal for city streets	Maintain service levels	Associate Directors Infrastructure and Public Realm	2021/2022	Liveable (a)
1.1.13 City of Adelaide provide a clear point of contact for reporting obstructions to paths of travel, and an efficient and responsive feedback loop	Online form developed to replace 'Adelaide Report It' app	Manager, Customer Experience Customer	2019/2020	Liveable (a)
Outcome **1.2. Quality public infrastructure enables people's participation**				
1.2 City of Adelaide continues to provide and promote the UPark Accessibility Pass	Number of accessibility passes issued annually	Team Leader Off-Street Parking Services Commercial	2021/2022	Liveable (a)

1. Getting to and Around the City

Action (Deliverable)	Measures and Target	Key Responsibility	Timing	Strategic Plan Action
1.2.1 City of Adelaide regularly reviews our provision of on-street and off-street (UPark and other) accessible car parking to ensure it continues to balance the needs of a range of users including drivers, carers and modified vehicles (including rear loading)	Accessible Parking Audit/ User Needs Assessment Number of designated accessible parking spaces (on and off street) Number of accessibility passes issued annually	Team Leader, On-Street Parking Management Customer Team Leader Off-Street Parking Services Commercial	2021/2022	Liveable (a)
1.2.2 City of Adelaide continue to build on the branding of the Adelaide Aquatic Centre as an accessible community facility	Evidence of targeted marketing initiatives Evidence of partnerships with disability sector providers	Group Team Leader – Operations, Adelaide Aquatic Centre Finance and Businesses	2021/2022	Liveable (a)
1.2.3 City of Adelaide review the Category 3 – Residential Parking Permit ('Daily Care Parking Permit') to ensure it meets the needs of those that require and provide care and personal support	Review undertaken through engagement with key stakeholders Number of Category 3 – Residential Parking Permits issued annually	Business Service Representative (Residential Parking) Customer	2021/2022	Liveable (b)
1.2.4 City of Adelaide supports up to date information about accessible car parking locations and features across the city, and the accessibility of related infrastructure, onsite and online	Park Adelaide App launched Data made available for online map BlueBays App promoted on City of Adelaide website	Team Leader, On-Street Parking Management Customer	2021/2022	Smart (b)
1.2.5 City of Adelaide continues to provide the free City Connector Bus in partnership with the State Government, and investigates opportunities to model best practice public transport provision including but not limited to the provision of on-board hearing augmentation systems	User Testing for hearing augmentation systems Training resources for driver disability awareness developed Adelaide Metro Customer Satisfaction Survey	Principal, Transport Design	2021/2022	Liveable (c)
1.2.6 City of Adelaide regularly review our provision of accessible toilets to ensure they meet Standards, are well located, and help to provide adequate coverage across the city	Level of service developed	Lead Asset Consultant – Buildings	2019/2020	Liveable (a)

1. Getting to and Around the City

Action (Deliverable)	Measures and Target	Key Responsibility	Timing	Strategic Plan Action
1.2.7 (a) City of Adelaide deliver our first Changing Places accredited facility in the city (James Place), and **(b)** Investigates opportunities for further provision across the city through joint funding with state government	Level of service developed Project processes documented through A&I Case Study Additional sites identified	Program Manager – Infrastructure Delivery Infrastructure	2018/2019 2020/2021	Liveable (a)
1.2.8 City of Adelaide continue our affiliation with Recharge Scheme Australia and work with partners to build the listing of recharge points across the city	Six new Recharge Point listings on Recharge Scheme Australia website for City of Adelaide 19 points in 2018/19	Coordinator, Healthy Ageing, Wellbeing & Resilience Community	2021/2022	Liveable (d)
1.2.9 City of Adelaide adopts the 'Touched by Olivia Inclusive Playspace Guidelines' for all new and renewed playspace developments	Guidelines applied to all new and renewed playspace projects	Associate Director Design and Strategy	2021/2022	Liveable (e)
1.2.10 City of Adelaide ensure the Rymill Park Masterplan prioritises accessibility and includes the development of a new inclusive play space to be named in recognition of Quentin Kenihan	Delivery of a new inclusive play space in Rymill Park	Manager, Strategy Design and Strategy	2021/2022	Liveable (e)
1.2.11 City of Adelaide continue to build on the branding of the Adelaide Aquatic Centre as an accessible community facility	Evidence of targeted marketing initiatives Evidence of partnerships with disability sector providers	Group Team Leader – Operations, Adelaide Aquatic Centre Finance and Businesses	2021/2022	Liveable (a)
1.2.12 City of Adelaide continue to build on the branding of the Golf Course as an accessible community facility	Evidence of targeted marketing initiatives Evidence of partnerships with disability sector providers	Gold Professional, Golf Links Finance and Businesses	2021/2022	Liveable (a)
1.2.13 City of Adelaide condition audit briefs include baseline access measures to current standards	Condition audit briefs include access measures to current standards	Lead Asset Consultant – Buildings Infrastructure	2019/2020	Liveable (a)

1. Getting to and Around the City

Action (Deliverable)	Measures and Target	Key Responsibility	Timing	Strategic Plan Action
1.2.14 City of Adelaide to investigate the role and provision of quiet zones and noise mitigation strategies across the city, with particular reference to the experience of people who experience sensory processing difficulties	Discussion/Research Paper prepared and presented to Council	Manager Strategy Design and Strategy	2020/2021	Liveable (a)
1.2.15 City of Adelaide work toward making the entire length of the Adelaide Parklands Trail accessible to all users	Identify and implement opportunities to upgrade and improve the Park Lands Trail as part of the three-year asset renewal plan	Principal, Transport Planning Design and Strategy	2021/2022	Liveable (a)

Outcome
1.3. City planning and development reflects Universal Design Principles

Action (Deliverable)	Measures and Target	Key Responsibility	Timing	Strategic Plan Action
1.3.1 City of Adelaide has access consulting expertise, including within Building Assessment, Traffic Management and Civil Engineering	Evidence of qualification and/or training	Planning and Development Design and Strategy	2019/2020	Liveable (b)
1.3.2 City of Adelaide educates the building sector on how to achieve universal design principles	Evidence of industry engagement	Building Surveying Officer Planning and Development	2021/2022	Liveable (f)
1.3. City of Adelaide supports further embedding universal design principles in the planning system by leveraging the *Planning, Development and Infrastructure Act 2016* provisions. This may include new Planning Policies (Planning and Design Code and/or Design Standards)	Development of assessment guidelines for City of Adelaide	Senior Policy Planner Planning and Development	2021/2022	Liveable (f)
1.3.4 City of Adelaide advocates and works with industry providers towards the delivery of housing outcomes for people with disability, including but not limited to NDIS Specialist Disability Accommodation and Liveable Housing Design Guidelines	Evidence of advocacy, partnerships, delivery	Associate Director Property Associate Director Economic Development and Tourism	2021/2022	Liveable (g)
1.3.5 City of Adelaide establishes accessibility guidelines/ standards for lease and licence agreements	Accessibility guidelines/ standards developed and included in all new lease and licence agreements	Associate Director Property Associate Director Infrastructure	2020/2021	Liveable (b)

2. Participating in the life of the city

Strategy or Action (Deliverable)	Targets and Measures	Key Responsibility	Timing	Strategic Plan Objective
Outcome **2.1. City events are accessible to all**				
2.1.1 Incorporate accessibility measures into the planning for all City of Adelaide run events	Evidence of accessible measures implemented at events Develop Accessible Events Checklist	City Events Project Consultant Customer	2019/2020	Liveable (h)
2.1.2 City of Adelaide implement an accessible events checklist for Council run meetings including workshops, forums, information sessions, focus groups and consultation activities	Accessible Events Checklist implemented	Senior Consultant, Council Business People and Governance Senior Community Engagement Officer Marketing and Communications	2019/2020	Liveable (h)
2.1.3 City of Adelaide encourages the delivery of accessible events in the city, by providing information, support and funding to event organisers	Grants and sponsorship supports accessibility improvements Event application process requires submission of an access and inclusion plan as part of their site plan Accessible Event Information Sessions delivered As an outcome of the Events Service Review, Event Operating Guidelines/ tools and templates created and updated to include access and inclusion checklists and plans.	Senior Events Facilitator, Events Customer Grants Administration Officer Community and Culture	2019/2020	Liveable (b)
Outcome **2.2. Social connectedness and wellbeing**				
2.2.1 Library programs and services are adaptable and responsive to user needs, by having staff with disability awareness, Information Management (IM) systems which are accessible, and partnerships which support inclusive programming	Number of employees who have undertaken disability awareness training IM solutions that support users with disability Evidence of partnerships that support people with disability	Manager Culture and Lifelong Learning Community and Culture	2021/2022	Liveable (h)

2. Participating in the life of the city

Strategy or Action (Deliverable)	Targets and Measures	Key Responsibility	Timing	Strategic Plan Objective
2.2.2 Community Centre programs and services are adaptable and responsive to user needs, by having staff with disability awareness, Information Management (IM) systems which are accessible, and partnerships which support inclusive programming	Number of employees who have undertaken disability awareness training IM solutions that support users with disability Evidence of partnerships that support people with disability	Manager Participation and Inclusion Community and Culture	2021/2022	Liveable (i)
2.2.3 City of Adelaide grants and sponsorship programs support accessible activities and events; the guidelines, application forms and online application system are accessible to all users	Audit of online systems Guidelines and application form available in accessible formats Listing of funding provided to support increased accessibility	Grants Administration Officer Community and Culture Events and Festivals Sponsorship Advisor Economic Development and Tourism	2019/2020	Liveable (h)
2.2.4 The Cultural Strategy supports artist and audience development; by providing information, support and funding to develop content, venues and promotional material that is accessible and inclusive	Evidence of funding provided Evidence of artist development Evidence of audience development Evidence of disability sector partnerships	Senior Coordinator Arts and Culture Community and Culture	2021/2022	Creative (a)
2.2.5 City of Adelaide supports older residents and carers to remain independent, through the provision of programming and supports that work with their strengths and help achieve the goals of 'wellbeing and reablement'	Scope of programs and supports offered No. of new participants	Coordinator, Healthy Ageing Community and Culture	2021/2022	Liveable (i)
2.2.6 City of Adelaide's volunteer program supports people with disability to engage in a variety of volunteering roles within the city, by having volunteer supervisors with disability awareness and processes and systems which are accessible	Online application system audited Volunteer supervisors trained in disability awareness Examples of role redesign Volunteer testimony/profile on website	Volunteer Coordinator Community and Culture	2020/2021	Liveable (h)

2. Participating in the life of the city

Strategy or Action (Deliverable)	Targets and Measures	Key Responsibility	Timing	Strategic Plan Objective
2.2.7 City of Adelaide continues our affiliation with the Companion Card SA program	City of Adelaide services including Adelaide Aquatic Centre and Adelaide Golf Links remain affiliated	Commercial Manager, City Businesses Commercial	2021/2022	Liveable (h)
2.2.8 City of Adelaide promote a program of International Day of People with Disability celebrations each year	Calendar of activities listed on What's On	Senior Social Planner Community and Culture	2021/2022	Liveable (h)

3. Finding out what's available

Strategy or Action (Deliverable)	Targets and Measures	Key Responsibility	Timing	Strategic Plan Objective
Outcome **3.1 Customer services are accessible to all users**				
3.1.1 Person to person, and face to face communication opportunities are retained and promoted	Customers are aware of other options that are easily identifiable Customer feedback is sought regarding the services that they want/ need provided person to person and face to face	Manager, Customer Experience Customer	2019/2020	Liveable (b)
3.1.2 Person to person, and face to face opportunities are complimented by accessible online services including City Chat and the City of Adelaide website	Evidence of services provided % of people accessing online services	Manager, Customer Experience Customer	2019/2020	Smart (a)
Outcome **3.2 Information is accessible to all users**				
3.2.1 All City of Adelaide websites adhere to the Web Accessibility National Transition Strategy (NTS) and WCAG 2.0 Level AAA compliance	Website Audit compliance	Communications and Digital Marketing Consultant Marketing and Communications	2019/2020	Liveable (b)
3.2.2 Council information is available in multiple formats including Easy English/Read, AUSLAN and formats that are compatible with reader technology	Marketing Standard Developed	Manager Marketing Operations Marketing and Communications	2021/2022	Liveable (b)
3.2.3 City of Adelaide has Communication Access expertise within the staff team, or an arrangement in place to access this expertise	Evidence of qualification and/or training provided; or contract with specialist provider	Manager Marketing Operations Marketing and Communications	2019/2020	Liveable (b)
3.2.4 City of Adelaide has a central webpage listing key accessibility information and maps, for toilets, car parking, destinations e.g. accessible play spaces	Data requirements investigated	Senior Social Planner Participation and Inclusion	2019/2020	Liveable (b)
3.2.5 City of Adelaide further investigates opportunities to support people to undertake journey planning online and onsite, building on learnings and research from the 'Accessible Adelaide Project' pilot	Evidence of investigation and delivery of solutions	Senior Social Planner Participation and Inclusion	2019/2020	Smart (a)

3. Finding out what's available

Strategy or Action (Deliverable)	Targets and Measures	Key Responsibility	Timing	Strategic Plan Objective
3.2.6 City of Adelaide investigates the recommendations from the 'Provision of Accessibility Information' research project to support accessible tourism, such as opportunities to support Traveller's Aid services, volunteer information champions and precinct accessibility maps	Examples of strategies implemented	Visitor Experience Advisor Economic Development and Tourism	2020/2021	Liveable (b)
3.2.7 City of Adelaide share relevant business-related data in Economic Insights Dashboard	Data collection supports business insights	Research Analyst Special Projects Economic Growth Economic Development and Tourism	2020/2021	Smart (a)
3.2.8 City of Adelaide investigates opportunities to promote the business case for accessibility	Evidence base collated and shared with stakeholders Marketing and media coverage of case study examples in the city	Research Analyst Special Projects Economic Growth Economic Development and Tourism	2019/2020	Liveable (i)

4. Participating in Council decision making

Strategy or Action (Deliverable)	Targets and Measures	Key Responsibility	Timing	Strategic Plan Objective
Outcome 4.1 Self-determination				
4.1.1 City of Adelaide ensures that our community engagement opportunities are provided online and person to person (verbally), and that online research and consultation activities are accessible	YourSay meets WCAG 2.0 Level AAA Contact person nominated for all engagements Survey standard investigated	Senior Community Engagement Officer Marketing and Communications Senior Consultant, Corporate Planning and Reporting People and Governance	2019/2020	Liveable (i)
4.1.2 City of Adelaide acknowledges the diversity of disability and designs engagement opportunities accordingly; in partnership with sector experts. Engagement with vulnerable groups is actively sought out including but not limited to; Aboriginal and Torres Strait Islander people with disability, women with disability, children with disability, culturally and linguistically diverse people with disability (as defined in the *Disability Inclusion Act 2018*)	Examples of engagement activities with vulnerable groups	Senior Social Planner Community and Culture	2021/2022	Liveable (h)
4.1.3 City of Adelaide continues to facilitate the Access and Inclusion Advisory Panel; and promotes their role in advising case study projects and related activities across City of Adelaide	Membership reflects Terms of Reference Membership attendance at meetings Minimum quarterly meetings held	Senior Social Planner Community and Culture	2021/2022	Liveable (h)
4.1.4 City of Adelaide's Access and Inclusion Advisory Panel are provided with opportunities to engage with Elected Members	Opportunities provided	Senior Social Planner Community and Culture	2021/2022	Liveable (h)

4. Participating in Council decision making

Strategy or Action (Deliverable)	Targets and Measures	Key Responsibility	Timing	Strategic Plan Objective
4.1.5 City of Adelaide investigates opportunities to make Council decision making more accessible to the community; such as investigating accessible documentation, interactive live streaming of Council meetings, live captioning of Council meetings, attending and making presentations to Council meetings, and Elected Member disability awareness	Evidence of investigation and delivery of solutions No. of Elected Members who have undertaken disability awareness training	Senior Consultant, Council Business People and Governance	2021/2022	Smart (a)
4.1.6 City of Adelaide investigates opportunities to support leadership development for people with disability in the community	Evidence of investigation and delivery of solutions	Senior Social Planner Community and Culture	2019/2020	Liveable (h)
4.1.7 City of Adelaide provides an up to date listing of disability advocacy and complaints services on our website	Listing audited annually	Senior Social Planner Community and Culture	2021/2022	Liveable (b)
4.1.8 City of Adelaide continue to respond to formal complaints respectfully and efficiently	Number and nature of DDA or Human Rights complaints received and resolved annually	Manager, Governance People and Governance	2021/2022	Liveable (b)

5. Working at City of Adelaide

Strategy or Action (Deliverable)	Targets and Measures	Key Responsibility	Timing	Strategic Plan Objective
Outcome **5.1 An inclusive organisational culture**				
5.1.1 City of Adelaide employees and volunteers are offered disability awareness training via the Learn and Perform system	All employees and volunteers complete training All employees and volunteers offered refresher training every 3 years	Manager, Talent and Organisational Development People and Governance	2019/2020	Liveable (b)
5.1.2 City of Adelaide employees are supported to undertake disability related training as required, including but not limited to Communications Access training	No. of employees trained Examples of training undertaken	Manager, Talent and Organisational Development People and Governance	2021/2022	Liveable (b)
5.1.3 City of Adelaide review our processes and systems regarding job design, recruitment and selection, on-boarding, resources and tools; to ensure barriers to inclusion are removed	Evidence of investigation and delivery of solutions	Manager, People Services People and Governance	2021/2022	Liveable (b)
5.1.4 City of Adelaide works with other local government partners and/or state government to identify initiatives which improve the experience of employees with disability	Initiatives identified and implemented	Associate Director People and Governance	2020/2021	Liveable (b)
5.1.5 City of Adelaide leaders have the skills and knowledge needed to support staff with disability and caring responsibilities	Examples of leadership training delivered annually	Manager, People Services People and Governance	2020/2021	Liveable (b)
5.1.6 City of Adelaide promotes flexible working arrangements, our 'Flexible Work Arrangements Operating Guideline' enables this	Review of Flexible Work Arrangements Operating Guideline Explore how to define and measures flexible work arrangements Culture Survey results	Associate Director People and Governance	2019/2020	Liveable (b)
Outcome **5.2 An accessible workplace**				

5. Working at City of Adelaide

Strategy or Action (Deliverable)	Targets and Measures	Key Responsibility	Timing	Strategic Plan Objective
5.2.1 City of Adelaide Information Management systems are accessible and meet the Australian Standard for Accessibility requirements suitable for public procurement of ICT products and services (AS EN 301 549: 2016)	Standards investigated and reflected in procurement guidelines: (a) Baseline with vendors (b) At contract renewal (c) Replacement opportunities identified	Associate Director Information Management	2019/2020	Liveable (b)
5.2.2 City of Adelaide employees are skilled in identifying a range of accessible hardware and software solutions to increase the accessibility of our IM systems, where required	Number of employees trained in disability awareness Establish operating guideline/standard	Associate Director Information Management	2019/2020	Liveable (b)
5.2.3 City of Adelaide offers all employees a work station assessment when they commence, or change work station	% of employees who have had a work station assessment	Manager, My Safety People and Governance	2021/2022	Liveable (b)
5.2.4 City of Adelaide considers the impact of building works, upgrades and reconfigurations on employee's access, including impacts regarding access to accessible toilets, access to quiet space, dust, chemicals, lighting and noise	Access requirements included in project risk assessment	Manager, My Safety Team People and Governance Manager, Infrastructure Delivery Infrastructure	2021/2022	Liveable (b)

6. Leaders in local government

Outcome	Strategy or Action (Deliverable)	Targets and Measures	Key Responsibility	Timing	Strategic Plan Objective
6.1 Lead by example	**6.1.1** City of Adelaide shares our learning and participates in sector development opportunities; including but not limited to the Local Government Access and Inclusion Network	Examples of sector participation	Senior Social Planner Community and Culture	2021/2022	Liveable (b)
6.2 Work collaboratively with the State Government	**6.2.1** City of Adelaide works with the State Government to meet the requirements of the Disability Inclusion Act, identify joint initiatives and support sector development	State Government membership of the Access and Inclusion Advisory Panel Examples of joint initiatives Reporting requirements met for the *Disability Inclusion Act 2018*	Senior Social Planner Community and Culture	2021/2022	Liveable (b)

Appendices

Appendix 1: Background

Local government plays an important role in enabling equable access. Minimum standards are compliant with the federal *Disability Discrimination Act 1992* and Australian Standards (Appendix 5). The City of Adelaide identifies the importance of delivering more than compliance. The City of Adelaide have had four Disability Access Actions Plans, and most recently the Access and Inclusion Strategy 2013–2016.

The previous Disability Access Actions Plans have incrementally increased the responsibility that the City of Adelaide has taken for removing barriers to participation in the life of the city. The Access and Inclusion Strategy 2013–2016 was the first to establish the 'Access and Inclusion Advisory Panel', and the access and inclusion case study approach. Throughout the delivery of the Access and Inclusion Strategy 2013–2016, there were several matters which fell outside the jurisdiction of local government, therefore there was a strong role in advocacy, brokerage and leveraging with other levels of government. This was particularly true regarding the establishment of the 'Changing Places' model of public convenience provision, which the City of Adelaide first explored in the delivery of an 'Assisted Changeroom' at the Adelaide Aquatic Centre in 2015. The delivery of Changing Places facilities is now part of this DAIP 2019–2022, with a funding contribution from the Department of Human Services.

Since the development of Council's Access and Inclusion Strategy 2013–2016, South Australia has experienced the roll out of the National Disability Insurance Scheme (NDIS) through the Federal Government National Disability Insurance Agency. In 2018, the State Government introduced the Disability Inclusion Bill 2018 which was passed and became the *Disability Inclusion Act 2018 (the Act)* in June 2018. The Act (Part 5) requires statutory bodies including local government to prepare Disability Access and Inclusion Plans (DAIPs). The DAIP must set out the measures that Council intends to establish to ensure that people with disability can access mainstream supports and services. According to the Act, the DAIP must be prepared in consultation with the community, must be reported on annually and must be reviewed at least once in each 4-year period. It is established that the DAIP must include strategies to support people with disability in the following areas:

1. Access to built environs, events and facilities

2. Access to information and communications

3. Addressing the specific needs of people with disability in its programs and services

4. Employment

At the time of writing the Disability Inclusion (Transitional Arrangements) Regulations 2018 state, "The first plan in respect of a State authority must be prepared and published on a website determined by the State authority on or before 31 October 2020".

Due to changes to the disability sector and the ongoing role local government plays in people's everyday lives, the National Disability

Insurance Agency (NDIA) funded University of Technology Sydney's Institute for Public Policy and Governance to undertake research with local government across Australia. This work, which involved engaging with over 200 Councils, lead to the development of the report 'How local government can increase the social and economic participation of people with disability: A place-based framework for success'. This report outlines six key focus areas for local government to consider, which have informed the development of the City of Adelaide DAIP. They include:

- Engage people with disability about their needs
- Plan, implement and measure outcomes
- Build capacity and leadership
- Build collaborative networks and partnerships
- Advocate within and outside the sector
- Boost local employment

An additional resource which was used to develop the DAIP is the Australian Local Government Association's 'Disability Inclusion Planning – A Guide for Local Government'.

Appendix 2: Development

Responsibility for the planning process

This DAIP has been prepared by City of Adelaide through research, benchmarking, reviewing the final audit report for the Access and Inclusion Strategy 2012–2016, community engagement and application of the requirements of the *Disability Inclusion Act 2018*.

Community engagement process

A staged community engagement process was undertaken in the development of the DAIP.

Stage One of the consultation included online engagement through the City of Adelaide YourSay website, an external stakeholder workshop involving people with disability, carers, organisational representatives and state government, and City of Adelaide workshops. The stakeholder workshop feedback, written submissions and staff workshops provided clear direction for actions and strategies across the four focus areas outlined in the *Disability Inclusion Act 2018*.

There were 219 total visits to the Stage One YourSay Adelaide webpage. This included:

- 163 'aware' participants – people who looked at the engagement page
- 57 people 'informed' – people who downloaded the engagement documents
- 7 people 'engaged' by providing a response.

There were 977 total page views of the Eventbrite booking page for the 'Access and Inclusion Stakeholder Workshop' held on 13 June 2018 and the event booked out with 60 people registered.

Stage Two of the consultation included online engagement through the City of Adelaide YourSay website and three focus groups.

There were 330 total visits to the Stage Two YourSay Adelaide webpage. This included:

- 266 'aware' participants – people who looked at the engagement page
- 108 people 'informed' – people who downloaded the engagement documents
- 3 people 'engaged' by providing a response.
- Twenty people registered to attend the three focus groups.

Appendix 3: Delivery

Implementation

City of Adelaide has responsibility for implementing the DAIP. The focus areas and strategies/actions of the DAIP will be integrated into the ongoing business planning of Council, including annual planning and budget processes. As with previous years, this DAIP provides scope to identify additional actions as they emerge over the 4-year timeframe. Refer to Fig.1 for a diagram of the implementation cycle.

City of Adelaide will continue to implement the 'access and inclusion case study' approach to project delivery. Each year, City of Adelaide staff and the Access and Inclusion Advisory Panel (AIAP) will choose a selection (approximately four) of projects which are given 'access and inclusion case study' status. These projects receive ongoing support from the AIAP and additional targeted engagement is undertaken, to ensure a variety of user needs are understood and incorporated into project design, delivery and evaluation. These projects are then documented to raise awareness and understanding amongst City of Adelaide staff and stakeholders.

Previous case study projects have included the Adelaide Aquatic Centre, Adelaide Design Manual, Public Toilets Audit and New Year's Eve event.

Monitoring Progress

The progress of the DAIP will be monitored by an internal reference group made up of staff with action responsibility, who meet quarterly, chaired by the Associate Director of Community and Culture (or delegate). This process will not only focus on the actions within the DAIP, but also identify emerging opportunities which may require a refocus of attention and resources.

An annual report including the DAIP audit report and notice of the chosen 'access and inclusion case study projects' will be presented to Elected Members.

Ongoing Community Engagement

The AIAP are the primary resource for ongoing engagement with people experiencing disability. The AIAP are established to assist Council in achieving the outcomes of the DAIP, by providing strategic, expert and impartial advice on the development, implementation, monitoring and review of Council polices, strategies, plans and projects to advance the inclusion of people experiencing disability. The Terms of Reference and current membership for the AIAP are available on City of Adelaide's website. There are twelve members including six individuals and six organisational representatives.

In addition to this, ongoing targeted engagement will be undertaken for each 'access and inclusion case study project' and any access and inclusion related projects which may emerge over the course of the DAIP timeframe.

A bi-annual newsletter will be produced to update the community on the activities of the AIAP and DAIP. The newsletter will be sent to people on the City of Adelaide's new access and inclusion database and will be made available on our website. We will also continue to utilise the state government's SA Disability Engagement Group for targeted engagement opportunities, such as focus groups.

Review

The DAIP is subject to ongoing review through annual Strategic Plan milestone reporting, summarised in an annual DAIP audit report. The DAIP audit report will include analysis of qualitative and quantitative data to measure how effective City of Adelaide has been in achieving the targets and measures outlined in the DAIP.

Evaluation

External – At the time of writing, the City of Adelaide Administration are advocating to the Department of Human Services SA to introduce state wide evaluation measures for DAIPs. In requiring local governments to prepare, monitor and report on our DAIPS, we see a role for state government in supporting an evaluation framework that can be applied across the state to track meaningful change over time. City of Adelaide will use the question set from the state Disability Access and Inclusion Survey 2017 to benchmark at a local level, through our City User Profile (CUP) and proposed Household Survey. An update to this DAIP document will be provided to include the evaluation measures the state government supports, once they are considered during consultation for the South Australian State Disability Inclusion Plan (scheduled for completion in October 2019).

Internal – Staff members who have DAIP action plan responsibility and others, will be surveyed to determine whether involvement in DAIP implementation increases their confidence to deliver programs and services that are accessible and inclusive of people living with disability.

Appendix 4: Strategic Alignment

City of Adelaide Disability Access and Inclusion Plan 2019–2022 alignment with the City of Adelaide 2016–2020 Strategic Plan:

Smart

a. Transform our services and business processes to improve our effectiveness and efficiency and provide improved communications, including having all City of Adelaide forms able to be submitted online by 2018 and all development applications able to be submitted online by 2020

b. By June 2017, as part of an improved customer experience we will develop a business plan and implement smart parking technology across the City and North Adelaide to move toward an expiation-free environment

Liveable

a. Create world class infrastructure by adopting a three year rolling capital works program for the city and Park Lands to ensure all new and existing infrastructure are delivered and maintained to high quality standards, incorporating universal access, technology, heritage, arts and green elements

b. Deliver City of Adelaide's core services efficiently and with brilliant customer service for a growing and increasingly diverse and multicultural community

c. Encourage the State Government to improve public transport to promote greater patronage, including continued investment and expansion of the free City Connector

Services

d. Work with the State Government, community leaders and community organisations to support vulnerable members of the community

e. Deliver sport and recreation activity hubs consistent with the Active City Strategy and Adelaide Park Lands Management Strategy

f. Work with the State Government to address housing affordability, including diversity of dwelling stock, and deliver a range of initiatives such as adaptive building reuse and new building technologies

g. Encourage growth in the full range of residential property development in a mixed-use environment in a manner that respects the human scale and different characters of districts in the City

Creative

a. Support businesses, community groups and individuals to grow their contribution to the creative, cultural and artistic life of the City

Appendix 5: Regulation Matrix

	City of Adelaide	**National**	**State**
Acts		Disability Discrimination Act 1992 Fair Work Act 2009 Equal Opportunities Act 1984	Disability Inclusion Act 2018 Development Act (Building Rules) (SA) 1993
Codes		Building Code of Australia	Planning and Design Code
Policy and Strategy	Strategic Plan 2016–2020 Smart Move Strategy 2012–2022 Cultural Strategy 2017–2023 Adelaide Park Lands Management Strategy 2015–2025 Objects on Footpaths Policy Asset Management Policy Customer Service Policy Wayfinding Strategy On-Street Activities Policy and Operating Guidelines	National Disability Strategy 2010–2020 National Disability Insurance Scheme (NDIS) Web Accessibility National Transition Strategy (NTS)	

	City of Adelaide	National	State
Standards	Construction and Maintenance Standards Trade Service Standards	Access to Premises Standards AS1428 Suite Design for access and mobility AS4586 Slip Resistance of Pedestrian Surface Materials AS3745 Planning for emergencies in facilities AS4299 Adaptable housing AS2890 On street and off street car parking AS1735 Lift Standards ISO10535 Hoists Disability Standards for Accessible Public Transport 2002 AS EN 301.549:2016 Accessibility requirements suitable for public procurement of ICT products and services	
Guidelines	Public Toilet Operating Guideline Outdoor Dining Operating Guideline On Street Parking Operating Guideline Induction and Onboarding Operating Guideline Encroachments Operating Guidelines City Works Operating Guidelines Adelaide Park Lands Building Design Guidelines Flexible Work Arrangements Operating Guideline Urban Design Guidelines (Adelaide Design Manual) Disability Employment Parking Scheme Operating Guidelines 2018 Volunteer Services Operating Guideline (Operating Guideline)		
Plans	Disability Access and Inclusion Plan 2019–2022 Adelaide Park Lands Events Management Plan Asset Management Plans Integrated Business Plan		

Appendix 6: Acronyms and Definitions

Access and Inclusion Advisory Panel (AIAP)	A group of community and organisational representatives who provide strategic, expert and impartial advice to the City on the development, implementation, monitoring and review of the City's polices, strategies, plans and projects to advance the inclusion of people with disability.
AUSLAN	Australian sign language
Communications Access	"Communication Access aims to create a world where people who have communication difficulties are able to communicate successfully with everyone" – Scope Victoria
DHS	Department of Human Services – South Australian Government department responsible for disability policy
Disability Discrimination Act (DDA) definitions of disability	Broadly categories of disability covered by the DDA include: **Psychiatric** – e.g. someone with mental illness such as depression **Physical** – e.g. someone who uses a wheel chair, stick or walking frame; uses a scooter; or a person with amputation or cerebral palsy **Sensory** – e.g. people who have vision impairment or who are deaf or hard of hearing **Intellectual** – e.g. someone with Down's Syndrome **Learning** – e.g. problems with literacy such as dyslexia **Neurological** – e.g. Multiple Sclerosis **Disease processes** – e.g. Hepatitis B or HIV/AIDS
Sensory processing difficulties	"Sensory processing is the ability to organise and interpret information we receive through our senses. This allows us to produce appropriate responses for particular situations, tasks and environments. Sensory processing difficulties are commonly reported and observed in individuals with autism and sensory processing challenges are now recognised in the new diagnostic criteria for autism (DSM-V). There are two broad categories of sensory processing difficulties: • Over-sensitivity • Under-sensitivity" – Autism Spectrum Australia
NDIS	"The National Disability Insurance Scheme is called the NDIS. The NDIS is a new way to help people under 65 with disability get care and supports. The NDIS also helps families and carers with information about services to support people with disability." – Australian Department of Human Services
Universal Design	Universal Design principles include: 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 (Centre for Universal Design Australia)

Wayfinding	Wayfinding is a term used by access consultants and experts that describes the manner in which people find locations in the built environment. People with low vision and blindness particularly require environmental cues to way find, e.g. maps, street numbers, and directional signs. Wayfinding is much more than signage. Tactile Ground Surface Indicators, dome buttons on handrail ends, raised and directional signage, continuous handrails, tactile trails, Braille signage, infrared wireless and interactive signage can all assist in wayfinding. Universal design which enables intuitive wayfinding is considered best practice in planning and development. An example of this is ensuring the alignment of kerbs across a street.
WCAG	The Web Content Accessibility Guidelines (WCAG) are part of a series of web accessibility guidelines published by the Web Accessibility Initiative (WAI) of the World Wide Web Consortium (W3C), the main international standards organisation for the Internet.