**Adelaide City Council**

**Access and Inclusion Strategy**

**“Adelaide: A welcoming and inclusive place for people of all abilities to enjoy”**

**Final**

**Endorsed 13 November 2012**

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**1 INTRODUCTION**

The Adelaide City Council (ACC) Access and Inclusion Strategy sets out the Council’s commitment to making the City a welcoming and inclusive place for people of all abilities to enjoy.

The Strategy aims to complement the directions of South Australian and Australian Government policy and help Council move toward a best practice model for access and inclusion planning, with a particular focus on better outcomes for people with disability. It provides a strategic framework that will guide Council staff and partners in the development of key actions within each program area (department) of Council through annual planning.

“*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).

**2 BACKGROUND**

The Australian Bureau of Statistics (ABS) estimates suggest that 1 in 5 Australians identify as having a disability, the incidence of disability increasing with age. If this estimate is applied to projected population numbers for Adelaide City Council, the number of residents with disability is anticipated to rise from approximately 4,000 to nearly 8,000 by 2030. This number does not account for those caring for people with disability or for visitors, workers and students coming to the City.

It is important that Council continues to ensure equal access for people with disability and that minimum standards of Disability Discrimination Act 1992 (DDA) compliance are met. Council has had four (Disability) Access Action Plans, which set out strategies and actions to assist in achieving disability access outcomes.

Since the development of Council’s last (Disability) Access Action Plan (2010-2012), disability sector reform has received a higher profile through a number of key reports. Extensive community consultation was undertaken with the Australian public to develop the *National Disability Strategy 2010-2020* and *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012-2020*). South Australia also committed to the first stage of the implementation of the National Disability Insurance Scheme (NDIS).

**3 ACCESS AND INCLUSION POLICY STATEMENT**

As South Australian’s Capital City Council, Adelaide City Council is committed to working toward demonstrating best practice in access and inclusion planning. In implementing the Access and Inclusion Strategy Council recognises that it isn’t disability, but rather the barriers that exist in the community, that limit people’s ability to fully participate. It is also acknowledged that there are many ‘disability types’ and disability may be experienced alongside additional barriers to participation such as gender, age, sexuality, language, culture and means.

Access and inclusion outcomes for the City will be achieved through integrated planning, universal design, partnerships and ongoing community engagement.

The six desired outcomes that will guide Council’s efforts are:

1. Adelaide City Council programs, services and events are inclusive
2. Adelaide City Council buildings, facilities, streets and parks are accessible
3. Adelaide City Council information is accessible
4. Adelaide City Council has a clear, readily available and accountable feedback process for access and inclusion actions
5. Adelaide City Council provides opportunities for all people to participate in the decision making of Council
6. Adelaide City Council and the South Australian Government take a collaborative approach to access and inclusion planning for the City

These outcomes are to be considered in conjunction with the related key strategic directions of Council. The City of Adelaide Strategic Plan 2012-2016, *One City, Many Places* outlines six overarching outcomes the Council is working toward over the next 30 years:

Outcome 1: City of Great Places

Outcome 2: Accessible City

Outcome 3: Creative City

Outcome 4: Liveable City

Outcome 5: Prosperous City

Outcome 6: Environmentally Sustainable City

**4 DEVELOPMENT OF THE ACCESS AND INCLUSION STRATEGY**

Responsibility for the planning process

A draft Strategy was developed using the findings and recommendations of the *National Disability Strategy 2010-2020* and *Strong Voices* report; research; strategic directions of Council such as those outlined in the draft Integrated Movement Strategy; City Community Strategy and Strategic Plan (and associated engagement findings). Information gathered for the (Disability) Access Action Plan 2010-2012 audit report also contributed to the draft. This was an effective way to map the desired outcomes of the community and use suggested strategies as a starting point for further engagement.

Community engagement process

A targeted community engagement process was undertaken in the development of the Strategy. A workshop was held with key stakeholders including disability sector representatives and Council staff. The workshop and written responses provided direction about whether the outcomes and strategies in the draft accurately reflected priorities, and whether the language was appropriate. It was also an opportunity to further discuss the best approach and tools for ongoing engagement and partnership opportunities.

In response to these processes, the final Strategy was endorsed by Council in November 2012.

**5 IMPLEMENTATION, REVIEW AND REPORTING**

Responsibility for implementing the Access and Inclusion Strategy

The Adelaide City Council has responsibility for implementing this Access and Inclusion Strategy (IAS). The outcomes and strategies of the IAS will be integrated into the ongoing business planning of Council, including annual planning and budget processes. Council will also focus on incorporating Access and Inclusion outcomes on major projects across the City and in key Council objectives such as place making, city vibrancy, co-creation and red tape reduction.

Council staff are required to incorporate targeted engagement opportunities into their annual planning, to identify relevant actions in their area of business. Importantly, partnership opportunities with the disability sector are sought as part of ongoing information exchange, engagement and collaboration.

An annual stakeholder workshop is facilitated by Council, to assist in determining priorities and actions for annual program plans. One ‘case study’ project per Council business portfolio is identified annually, to highlight and raise the profile of initiatives that improve access and inclusion in the City.

The Access and Inclusion Advisory Panel assist Council in achieving the outcomes of the Strategy, by providing strategic, expert and impartial advice to the City on the development, implementation, monitoring and review of Council polices, strategies, plans and projects to advance the inclusion of people with a disability.

Communicating the Strategy to staff, partners and the community

To ensure integration of the Strategy across Council, it is available to staff through the intranet system of Council. It is also introduced to staff during their induction to the organisation. The Strategy is also available on the Council website and is distributed to disability sector representatives such as the Disability Information and Resource Centre South Australia (DIRCSA). There is an annual stakeholder workshop with staff and the community, designed to review and inform actions that will help Council achieve the outcomes in the Strategy. The Strategy was launched at the 20 year celebration of the International Day of People with Disability and continues to be celebrated annually at this time.

Review and evaluation

The Strategy is subject to ongoing review through annual audits. The audit includes analysis of both qualitative and quantitative data to measure how effective Council has been in achieving the targets and measures outlined in the Strategy. Review also occurs at the annual stakeholder workshop.

**5 REPORTING ON THE ACCESS AND INCLUSION STRATEGY**

An Access and Inclusion Strategy engagement report is presented annually to Council’s City Culture & Community Services Committee. This report details the key feedback from the annual stakeholder workshop and aims to assist Council in determining priorities for the coming year. A report detailing the results of the annual audit, including achievements against the targets and measures is also presented to the Committee at this time.

**6 OUTCOMES AND STRATEGIES TO IMPROVE INCLUSION AND ACCESS**

The following strategies act as a guide for specific actions, which are identified in Council Program Plans (developed for each department of Council annually). The strategies are organised under the six desired outcomes, which provide a framework for improving Access and Inclusion in the City, with particular regard for people with disability.

**Outcome 1:** Adelaide City Council programs, services and events are inclusive

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| **Strategy** | **Timeline** | **Target and Measures** |
| Work with the community and disability sector partners to identify opportunities to modify Council services to meet the needs of people with disability | 2013-2016 | No. of targeted business improvement projects implemented annually |
| Seek information, partnerships and funding to support people with disability, their families and carers to live independently and actively engage in their community (including but not limited to the HACC Program) | 2013-2016 | No. of new and ongoing partnerships with disability sector representatives and organisations annually  Amount of external funding received annually  Amount of Council grant funding distributed annually |
| Work with the community and disability sector partners to demonstrate best practice in the delivery of Council events | 2013-2016 | Case study prepared |
| Work with the community and disability sector partners to ensure that library and community centre services and programs are inclusive | 2013-2016 | Evidence of engagement with disability sector representatives and organisations in the design and/or delivery of services and programming |
| Provide regular awareness training to frontline staff | 2013-2016 | No. of staff trained in disability related topics annually |
| Ensure Council’s ‘People and Culture Strategy’ demonstrates Council’s commitment to ensuring our employment policies encourage participation from people from a wide range of backgrounds, including those with disability | 2013-2016 | An increase in the number of Council employees with disability |
| Support the celebration of International Day of People with Disability | 2013-2016 | Event celebrated in the City annually |

**Outcome 2**: Adelaide City Council buildings, facilities, streets and parks are accessible

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| **Strategy** | **Timeline** | **Target and Measures** |
| Reflect ‘investing early’ principles in Council planning by consulting with the Access and Inclusion Advisory Panel, undertaking targeted community engagement, and where necessary engaging an access consultant as part of the design team, throughout the project management steps of key Council projects to ensure that access is appropriately addressed | 2013-2016 | Evidence of early engagement on major projects  Case study prepared |
| Encourage the adoption of best practice in access by exceeding minimum DDA, BCA and Australian standard requirements across the City | 2013-2016 | Case study prepared  Annual Key Performance Indicators:   * Number of DDA claims lodged * % increase in accessible bus stops * % increase in accessible kerb ramps * % increase in traffic poles with audio signal |
| Consider the needs of people with Multiple Chemical Sensitivity in Council operations | 2013-2016 | Maintenance and operation guidelines for Council acknowledge the needs of people with Multiple Chemical Sensitivity  Case study prepared |
| Work with the community and disability sector partners to identify and promote the use and establishment of accessible venues | 2013-2016 | Examples of where Council has brokered support for external stakeholders to improve accessibility |
| Work in consultation with the community and disability sector partners to research and design projects to improve people’s ability to find their way (wayfinding) in the City | 2013-2016 | No. of wayfinding projects researched, designed and implemented in consultation with sector representatives annually |
| Investigate opportunities to improve accessible toilet facilities in the City, with special regard to the needs of people who require carers assistance | 2013-2016 | Evidence of investigation  Delivery of solutions |

**Outcome 3:** Adelaide City Council information is accessible

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| **Strategy** | **Timeline** | **Target and Measures** |
| Ensure online information is accessible and available in a range of formats that respond to diverse needs, including but not limited to vision impairment and low literacy, that meets relevant reader technology standards | 2013-2016 | Website passes an accessibility audit within 2 years of the Strategy’s implementation |
| Provide information in plain English and in a print size that is easy to read | 2013-2016 | Case study prepared |
| Work with the community and disability sector partners to make best use of new and emerging technology | 2013-2016 | Examples of where new and emerging technologies have been utilised |

**Outcome 4:** Adelaide City Council has a clear, readily available and accountable feedback process for access and inclusion actions

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| **Strategy** | **Timeline** | **Target and Measures** |
| Make feedback procedures clear and provide details online, and enable people to provide verbal as well as written feedback | 2013-2016 | Feedback process published on access and inclusion page of Council |
| Make the annual report readily available to the community through Council’s website | 2013-2016 | Listing audited annually |
| Provide links on Council’s website to the Disability Advocacy and Complaints Service SA (DACSSA) and the Australian Human Rights Commission (AHRC) | 2013-2016 | Listing audited annually |

**Outcome 5:** Adelaide City Council provides opportunities for all people to participate in the decision making of Council

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| **Strategy** | **Timeline** | **Target and Measures** |
| Ensure that engagement occurs early in the development of Council projects or proposals | 2013-2016 | Case study prepared for Council’s Community Engagement Toolkit |
| Utilise an Accessible Events Checklist for all engagement meetings and workshops | 2013-2016 | Accessible Events Checklist included in the Community Engagement Toolkit  Case study prepared |
| Support the Access and Inclusion Advisory Panel | 2013-2016 | Access and Inclusion Advisory Panel established  Minimum quarterly meeting of the Access and Inclusion Advisory Panel  Membership attendance at meetings  No. of Council projects presented to the panel for comment annually |
| Work with the community and disability sector partners to make best use of new and emerging technology that enables participation (as well as maintaining opportunities for face-to-face feedback and interaction) | 2013-2016 | Examples of where new and emerging technologies have been utilised |
| Work with the community and disability sector partners to advocate for access and inclusion outcomes in the City, beyond the services and infrastructure delivered and managed by us, by providing information and support | 2013-2016 | Evidence of advocacy |
| Ensure that consultation occurs with a diverse range of disability representatives | 2013-2016 | Stakeholder list compiled for Community Engagement Toolkit  Evidence of engagement with a range of disability stakeholders |

**Outcome 6:** Adelaide City Council and the South Australian Government take a collaborative approach to access and inclusion planning for the City

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| **Strategy** | **Timeline** | **Target and Measures** |
| Work with the State Government to identify, establish and support effective ongoing community engagement models that can inform key actions for the City | 2013-2016 | Joint ongoing community engagement models implemented |
| Work with the State Government to identify joint initiatives to improve access and inclusion for people in the City | 2013-16 | No. of joint initiatives identified and implemented |

**7 APPENDICES**

Acronyms and Definitions

|  |  |
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| ACC | Adelaide City Council |
| AHRC | Australian Human Rights Commission |
| AUSLAN | Australian sign language |
| DACSSA | Disability Advocacy and Complaints Service SA |
| DDA | Disability Discrimination Act (Commonwealth 1992) |
| DIRCSA | Disability Information and Resource Centre South Australia |
| HACC | Home and Community Care |
| W3C | World Wide Web Consortium (provides international standards for the web) |
| Access and Inclusion Advisory Panel | To 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. |
| 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 |
| Multiple Chemical Sensitivity | Is an unusually severe sensitivity or allergy-like reaction to many different kinds of pollutants including solvents, VOC’s (Volatile Organic Compounds), perfumes, petrol, diesel, smoke, “chemicals” in general and often encompasses problems with regard to pollen, house dust mites, and pet fur & dander. |
| Universal Design | "Universal Design is a framework for the design of **places, things, information, communication** and **policy** to be usable by the widest range of people operating in the widest range of situations without special or separate design. Most simply, Universal Design is human-centered design of everything with everyone in mind." (Institute of Human Centered Design) |
| 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 wayfind, e.g. maps, street numbers, and directional signs. Wayfinding is much more than signage. Tactile Ground Surface Indicators, dome buttons on handrails 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. |

Disability Regulation Matrix

|  | **National** | **State** | **ACC** |
| --- | --- | --- | --- |
| **Acts** | Disability Discrimination Act 1992 | Equal Opportunities Act 1984  Disability Act (in development 2012)  Development Act (Building Rules) (SA) 1993 |  |
| **Policy and Strategy** | National Disability Strategy 2010-2020  National Disability Insurance Scheme | SA Strategic Plan  Strategic Infrastructure Plan for South Australia 2005-2015  Promoting Independence Strategy | Strategic Plan 2012-2016  City Community Strategy 2012-2016  Draft Integrated Movement Strategy |
| **Plans** |  | Promoting Independence Disability Action Plans for South Australia | **Adelaide City Council Access and Inclusion Strategy** |
| **Standards** | Premises Standards  Disability Standards for Accessible Public Transport and Australian Standards 1428.1,2,3 &4.1; 2353; 1735. 12; 2899. 1, 2890.6 |  |  |
| **Guidelines** | Disability Standards for Accessible Public Transport Guidelines  Access to Buildings and Services – Guidelines and Information  Guide to Traffic Engineering Practice Part 13 – Pedestrians |  | Companion Animal Policy and Operating Guidelines  Events in the Park Lands Operating Guidelines  Fair Treatment in the Workplace Guidelines  Footpath Paving Guidelines  Home and Community Care Program Guidelines  Outdoor Dining Guidelines  Park Lands Building Design Guidelines  Rundle Mall Passenger Assistance Shuttle Bus |
| **Codes** | Building Code of Australia |  |  |

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| **Strategic Plan Vision: One City, Many Places 2012-2016** | | | | | | | | | | |
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| **Outcome 1:**  **City of Great Places** |  | **Outcome 2:**  **Accessible City** |  | **Outcome 3:**  **Creative City** |  | **Outcome 4:**  **Liveable City** |  | **Outcome 5:**  **Prosperous City** |  | **Outcome 6: Environmentally Sustainable City** |
|  |  |  |  |  |  |  |  |  |  |  |
| * City Design Program * City Planning Program * Public Realm Program |  | * Accessible City Program |  | * Vibrant City Program |  | * City Community Program * City Safety and Customer Service Program * City Growth & Development Program * Active City Program |  | * Economic Development Program * Information & Communication Technology (ICT) Program |  | * Sustainable City Program |

Appendix A

Adelaide City Council Strategic Plan, program (department) alignment for Council Strategies

Appendix B

Access and Inclusion Strategy Implementation Cycle

**Access and Inclusion**

**Advisory Panel,**

**Targeted Engagement and Partnerships**

Quarterly reporting

Annual

Report to Council

Four ‘Case Study’

Projects identified plus other actions

Annual Council Program Planning

Annual Staff Workshop

Quarterly reporting

Annual Stakeholder Workshop