

TOWN OF



WALKERVILLE

DISABILITY ACCESS AND INCLUSION PLAN 2020-2024

Town of Walkerville

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Message from the Mayor of Walkerville

Welcome to the Town of Walkerville's *2020-2024 Disability and Access Inclusion Plan* (DAIP).

This plan highlights Council's commitment to ensuring that our community of all ages and abilities has the opportunity to live active, connected and fulfilling lives.

One in five South Australians live with disability. People living with disability face challenges participating in everyday life and are more likely to experience poor health, discrimination and violence.

The Town of Walkerville is committed to supporting a community that is free of discrimination, as well as being pro-active in its efforts to facilitate access and inclusion. People with disability have the right to equality by accessing and participating in all aspects of community life.

Our second DAIP builds on Council's Wellbeing Plan, which was endorsed earlier this year – *2020-2024 Living Walkerville: wellbeing for every age and stage* – to improve physical, mental and social wellbeing, as well as quality of life.

To enhance access and inclusion across the Township, it is my goal to ensure that people with disability;

- have the same opportunities as other people to access the services and events organised by the Town of Walkerville;
- gain the same opportunities as other people to access the buildings and other facilities of Town of Walkerville;
- access information from the Town of Walkerville as readily as other people are able to access it;
- receive the same level and quality of service from the staff of the Town of Walkerville;
- have the same opportunities as other people to obtain and maintain employment within the Town of Walkerville.

It is my pleasure to launch the new DAIP, which aims to improve outcomes for all.

Elizabeth Fricker



Mayor of Walkerville



Contents

1.0	Introduction	1
2.0	What is disability?	2
3.0	Policy and legislative context.....	4
4.0	Local government roles and responsibilities.....	10
5.0	People living with disability	13
6.0	About the Town of Walkerville	15
7.0	Council’s strategic context.....	17
8.0	Our plan	20
9.0	Implementing the plan.....	30

2.0 Introduction

This Disability Access and Inclusion Plan (DAIP) describes the actions that the Town of Walkerville will take over the next four years to facilitate equitable access to opportunities and services for people living with disability.

This means considering disability access and inclusion in Council planning and action and putting in place measures to ensure people living with disability can participate in or use Councils services, programs and facilities and that they feel welcome and engaged in community life.

Council has been developing specific plans to address disability access and inclusion since 1999. This new DAIP demonstrates Council's ongoing commitment to creating and supporting an environment that is free of discrimination and pro-active about facilitating access and inclusion.

Since its previous DAIP adopted in 2018, the Disability Inclusion Act (2018) and the State Disability Inclusion Plan have come into effect. As such this new DAIP responds to the directions of the new legislation and in particular the four State Plan priority areas of:

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

3.0 What is disability?

People often think of disability in terms of limitations posed by the impaired functioning of our bodies or mind. However, the environments we create and our processes, systems, cultures and attitudes play a big part in determining the extent to which people living with disability are either enabled or disabled to live happy and productive lives.

“Disability” is a broad concept often not well understood. There are numerous definitions or perspectives, a few of which are described below.

South Australia’s Social Inclusion Board, through its report *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012-2020)*, offers a good reflection on defining ‘disability’:

- Historically defining ‘disability’ relies on medical definitions where the ‘expert voice’ predominates. These definitions see disability foremost as a limitation or barrier to activity and participation.
- The United Nations Convention on the Rights of Persons with a Disability emphasises that environmental and attitudinal barriers are just as important in defining disability as an individual’s physical or intellectual impairment.
- Disability is the product of impairment of functionality and the environment that a person lives in. Social, economic and cultural barriers can limit a person with disability’s capacity to participate and be included. These barriers compound and further define the experience of disability and associated problems which need to be overcome.
- People living with disability differ, not only in the nature and degree of their impairment, but more importantly in relation to their individual circumstances, capacities and skills.

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) defines persons with disabilities as including those who have long-term physical, mental, intellectual or sensory impairments which interact with various barriers to hinder their full and effective participation in society on an equal basis with others.

This broader understanding recognises that disability may also be a product of the environment in which a person lives. Social, attitudinal, economic and cultural barriers can limit participation as can a person’s individual circumstances (i.e. the nature and degree of impairment, capacities and skills).

The Australian *Disability Discrimination Act 1992* however is more liberal and acknowledges that disability can be long term or short term or can come and go and can be from loss or malfunction of parts of the body or from infections. It defines “Disability” as meaning:

- (a) total or partial loss of the person's bodily or mental functions; or
- (b) total or partial loss of a part of the body; or
- (c) the presence in the body of organisms causing disease or illness; or
- (d) the presence in the body of organisms capable of causing disease or illness; or
- (e) the malfunction, malformation or disfigurement of a part of the person's body; or

- (f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- (g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:

- (h) presently exists; or
- (i) previously existed but no longer exists; or
- (j) may exist in the future (including because of a genetic predisposition to that disability); or
- (k) is imputed to a person.

In the context of planning for local government services it would be worthwhile considering a broad definition. This acknowledges that at some time in our lives most of us will find it hard physically or mentally to participate in day to day life and at such times we still need to be able to access the services we need, to get from A to B, participate and be included and feel welcome or cared for.

4.0 Policy and legislative context

Disability access and inclusion is being transformed across Australia through the National Disability Insurance Scheme (NDIS) and changes to legislation. In South Australia, the *Disability Services Act, 1993*, has been replaced by the *Disability Inclusion Act 2018*. The *Disability Inclusion Act* represents a shift in focus – from funding providers of disability services, to promoting the rights and inclusion of South Australians living with disability. The requirement for South Australian Councils to prepare Disability Access and Inclusion Plans (DAIPs) is a part of this shift.

Figure 1 summarises the policy context that has informed local disability access and inclusion planning by Councils from an international down to a local level. The following section provides further information on each of the parts outlined in the diagram and has largely been adapted from the South Australian Department of Human Services, Disability Access and Inclusion Plan Tool Kit.



Figure 1 – The policy landscape for Disability Access and Inclusion

4.1 United Nations Convention on the Rights of Persons with Disabilities

The development of DAIPs aligns with the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD) ratified by Australia in 2008, and the Optional Protocol signed by Australia in 2009.

The Convention acknowledges the value of existing and potential contributions made by people with disabilities to the overall wellbeing of their communities.

The purpose of the Convention is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities and to promote respect for their inherent dignity.

It is underpinned by eight guiding principles based on respect, equality and non-discrimination:

- Respect for inherent dignity, individual autonomy including the freedom to make one's own choices and independence of persons.
- Non-discrimination.
- Full and effective participation and inclusion in society.
- Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity.
- Equality of opportunity.
- Accessibility.
- Equality between men and women.
- Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

4.2 Federal Disability Discrimination Act

The Federal *Disability Discrimination Act 1992* (DDA) provides protection for everyone in Australia against discrimination based on disability.

Disability discrimination happens when people with a disability are treated less fairly than people without a disability. Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

Under the DDA it is against the law to discriminate against someone if they have a disability in the following areas of life:

- **Employment** - for example, when someone is trying to get a job, equal pay or promotion.
- **Education** - for example, when enrolling in a school, TAFE, university or other colleges.
- **Access to premises used by the public** -for example, using libraries, places of worship, government offices, hospitals, restaurants, shops or other premises used by the public.
- **Provision of goods, services and facilities** - for example, when a person wants goods or services from shops, pubs and places of entertainment, cafes, video shops, banks, lawyers, government departments, doctors, hospitals and so on.

- **Accommodation** - for example, when renting or trying to rent a room in a boarding house, a flat, unit or house.
- **Buying land** - for example, buying a house, a place for a group of people or drop-in centre.
- **Activities of clubs and associations** - for example, wanting to enter or join a registered club, (such as a sports club, RSL or fitness centre) or when a person is already a member.
- **Sport** - for example, when wanting to play or playing a sport.
- **Administration of Commonwealth Government laws and programs** - for example, when seeking information on government entitlements, trying to access government programs or wanting to use voting facilities.

4.3 National Disability Strategy

Inherent in Australia's commitment to the *United Nations Convention on the Rights of Persons with Disabilities* is an obligation to continually improve the lived experience of people with disability.

For government, that not only means improving outcomes through the specialist disability service system but also ensuring that mainstream services, programs and infrastructure are responsive to their needs.

On 13 February 2011, the Council of Australian Governments (COAG) endorsed the *National Disability Strategy 2010–2020* (NDS). The NDS provides a shared agenda to help achieve the vision of an inclusive Australian society that enables people with disability to achieve their full potential as equal citizens.

The NDS outlines a 10-year national policy framework for all governments to address the barriers faced by Australians with disability and will ensure that services and programs including healthcare, housing, transport and education, address their needs.

The NDS will help ensure that the principles underpinning the UNCRPD are incorporated into policies and programs to improve access and outcomes for people with disability, their families and carers.

The NDS was developed in partnership with the Commonwealth, State and Territory Governments under the auspice of COAG. The Australian Local Government Association also assisted in the development of the NDS.

4.4 National Disability Agreement

The National Disability Agreement, introduced by the Council of Australian Governments in 2009, is a high-level agreement between the Australian and state and territory governments for the provision of disability services for people with disability. It features clear roles and responsibilities for each level of government and joins these efforts together through nationally agreed objectives and outcomes for people with disability, their families and carers.

In the Agreement, governments strive towards the following objective: People with disability and their carers have an enhanced quality of life and participate as valued members of the community.

The Agreement sets out the responsibility of the Australian Government to provide income support and employment services for people with disability. It is the role of the states and territories to deliver specialist disability services such as disability supported accommodation, respite and community support services such as therapy, early childhood interventions, life skills and case management.

(Source: Department of Social Services www.dss.gov.au/disability-and-carers/programmes-services/government-international/national-disability-agreement)

4.5 National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) was launched in July 2013 by the Federal Government in a trial phase. Full national rollout commenced in July 2016.

The NDIS was established in response to a 2011 Productivity Commission report that found disability services were “underfunded, unfair, fragmented and inefficient”. The Commission recommended a system of flexible individual funding packages that could be used to purchase disability supports.

The NDIS provides funding packages to people under the age of 65 who have a permanent impairment that substantially reduces their intellectual, cognitive, neurological, sensory, physical, psychological and social functioning. People can opt in to continue in the scheme post the age of 65 or access aged-care services.

Before the NDIS, state governments contracted disability service providers to deliver specified services. The person receiving support was usually assigned to one disability service provider and restricted to the supports that agency provided. It was also difficult to change service providers.

Instead the NDIS provides a determined level of funding to an eligible individual to meet their goals. That individual can then choose providers for their required services.

(Source: Dr Carmel Laragy (RMIT) *Understanding the NDIS: how does the scheme work and am I eligible for funding?*, The Conversation, July 2016)

4.6 South Australian Equal Opportunity Act

The South Australian *Equal Opportunity Act 1984* is in place to promote the equality of opportunity, to prevent discrimination and to facilitate participation regardless of sex, race, age or disability.

The Equal Opportunity Commission is an independent statutory body that was established under the Act. The functions of the Commission include to resolve complaints, educate about rights, undertake independent reviews of workplaces and support culture change, undertake research and to advise government.

4.7 Strong Voices

In 2009, the Social Inclusion Board in South Australia consulted widely with people living with disability, their families, carers, advocates and service providers. *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012-2020)* is the outcome of that consultation.

A universal theme of the consultation was that people living with disability ‘felt undervalued as citizens and experienced difficulty finding a place in the wider community.’ The report made thirty-four recommendations designed to shift the way disability is viewed.

In response to recommendation six of the report, the SA Government endorsed the introduction of the first generation of DAIPs across government in March 2012.

4.8 South Australian Disability Inclusion Act

The National Disability Insurance Scheme has necessitated a change in the legislative landscape. State Government will no longer directly fund services and so the *Disability Services Act 1993* has been replaced with the *Disability Inclusion Act 2018*.

The *Disability Inclusion Act 2018* supports and furthers the principles and purposes of the *United Nations Convention on the Rights of Persons with Disabilities* and promotes the full inclusion in the community of people with disability. It reflects the South Australian Government’s commitment to the NDIS and aims to provide safeguards in relation to the delivery of all supports and services for people living with disability.

The Act requires the State to prepare a State Disability Inclusion Plan and for each State authority (including Councils) to prepare Disability Access and Inclusion Plans.

4.9 Inclusive SA: State Disability Inclusion Plan 2019-2023

Inclusive SA was launched on 1 November 2019 and is the South Australian Government's first State Disability Inclusion Plan. The Plan is required by the *Disability Inclusion Act 2018*.

The Plan is a commitment to create an accessible and inclusive South Australia based on fairness and respect. It brings State Government agencies and local councils together to reduce the barriers faced by people living with disability.

Inclusive SA sets out state priorities and actions for four years under the following themes:

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

4.10 Disability Access and Inclusion Plans

The *Disability Inclusion Act 2018* requires State authorities (including local councils) to prepare Disability Access and Inclusion Plans (DAIPs).

These plans must include measures to ensure that people living with disability can access the mainstream supports and services provided by or on behalf of the State authority. The plans must include strategies to support people with disability in the following areas:

- Access to built environs, events, and facilities.
- Access to information and communications.
- Address the specific needs of people with disability in programs and services.
- Employment.

DAIPs must be developed in consultation with people living with disability and people or bodies representing the interests of people with disability. DAIPs should take into account the extra disadvantage experienced by children, women, Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse communities.

The first DAIP of each State authority must be published by 31 October 2020. They must be published in an accessible format and are required to be reported on annually and reviewed every four years.

5.0 Local government roles and responsibilities

Local Government has a range of roles and responsibilities in relation to our community, including vulnerable groups and people living with disability. These roles and responsibilities differ to those of other agencies.

Councils do not provide formal health services, schools and tertiary education and they do not make the laws. While Councils facilitate an environment where businesses are able to thrive, they do not have a primary responsibility for general economic security and employment.

Councils do play very important roles as advocates to, and partners with, State and Commonwealth service providers, non-government organisations (NGO's) and the private sector to enable their communities to have access to the services they need to live full and rewarding lives.

Councils provide very important services and programs that contribute to social inclusion, health and well-being. Councils provide and manage libraries, community centres, open spaces for active recreation, parks and gardens for relaxation and social interaction.

The quality of the physical and built environment that supports accessibility for people living with disability is a key focus for the design and maintenance of public spaces and Council owned and managed buildings.

Councils are often the first point of contact for local residents and businesses, highlighting the importance of appropriate information provision and customer service and support.

Councils provide a range of avenues for people to participate in making decisions about matters that affect their lives. It is important that these methods recognise and respond to any particular barriers that might limit the ability of people living with disability to participate.

The State Government Planning Reforms are looking to create a single suite of development policies that will be applied across the state through the Planning and Design Code. The Code will set objectives for access and inclusion in developments. Councils, as the assessment authority, will play a role in ensuring that developers appropriately consider the access and inclusion within their developments.

Councils are significant employers in most communities. Their inclusive policies and practices can provide high quality working environments for their employees and act as a model for other businesses.

Councils often have strong volunteer involvement which is another important way for people living with disability to contribute to community life.

Councils' commitment to building an inclusive, welcoming and responsive culture is also often reflected in its staff induction processes and training programs.

5.1 Alignment to the State Disability Inclusion Plan

Council DAIPs are now required to consider the themes and priorities in the State Disability Inclusion Plan. Table 1 presents the types of disability inclusion activities that Councils can deliver in relation to the State's Plan themes and priorities.

Table 1 – Local Government activities in relation to the State Disability Inclusion Plan themes and priorities

State Disability Inclusion Plan		Examples of types of Local Government Activities
Theme	Priorities	
Inclusive communities for all	1. Involvement in the community	<ul style="list-style-type: none"> • Accessible events • Accessible play spaces • Supporting accessible sport and cultural activities within Council venues. • Inclusive and accessible customer service environments and platforms • Administration of community grants that support accessibility and inclusion outcomes • Promotion the accessibility of Council activities or facilities • Community education or cultural activities that raise awareness or celebrate diverse ability • Marketing that shows a diversity of people • Linkages with local service providers to promote opportunities
	2. Improving community understanding and awareness	
	3. Promoting the rights of people living with disability	
Leadership and collaboration	4. Participation in decision-making	<ul style="list-style-type: none"> • Consultation opportunities that are accessible • Seek broad perspectives in consultation processes • Access and Inclusion Panel/Committee • Accessibility of Council meetings and reports • Supporting people living with disability to nominate and serve as Elected Members
	5. Leadership and raising profile	
	6. Engagement and consultation	
Accessible communities	7. Universal Design across South Australia	<ul style="list-style-type: none"> • Accessible pedestrian environments • Accessible buildings and facilities • Provision of community transport services for people with disability • Development assessment that considers universal design and access • Accessible websites • Accessible signage and communications • Library collections in a variety of formats
	8. Accessible and available information	
	9. Access to services	

State Disability Inclusion Plan		
Theme	Priorities	Examples of types of Local Government Activities
Learning and employment	10. Better supports within educational and training settings	<ul style="list-style-type: none"> ● Equal opportunity employer ● Accessible work environments ● Volunteer opportunities for people experiencing disability ● Learning/training opportunities through Council centres that are accessible and inclusive ● Free internet access that is accessible ● Accessible community meeting spaces ● Inclusive recruitment and retention practices
	11. Skill development through volunteering and support in navigating the pathway between learning and earning	
	12. Improved access to employment opportunities and better support within workplaces	

6.0 People living with disability

6.1 South Australians living with disability

The Australia Bureau of Statistics (ABS) *Survey of Disability, Ageing and Carers 2015* (SDAC) defines a person with disability as someone who has a functional limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.

In SA, over one in five people (382,700 or 22.9%) reported having a disability in 2015. Of these, most (88.2%) had a specific limitation or restriction that meant they were limited in the core activities of self-care, mobility or communication, or restricted in schooling or employment.

Around 31.4% of people with disability had a profound or severe limitation in one or more of the core activity areas with a further 49.6% having a moderate or mild limitation in core activity areas.

In 2015, there were 29,100 children aged less than 15 years with a disability (9.8% of all children aged less than 15 years). Of these, 55% had a profound or severe limitation in core activity areas and 16.2% had a moderate or mild limitation in core activity areas.

ABS findings from the 2016 Census indicate that there were 168,496 people providing informal assistance to people with disability (12.2% of population). Of these, 56,000 people identified themselves as being primary carers (3.4% of the population).

The ABS also measures the participation of people with disability in a range of activities away from home. In the previous three months, most people with disability had visited relatives or friends (87.2%).

Participation in other specific activities away from home over the previous 12 months was also measured. These include visiting a library, participating in physical activities for exercise or recreation, or attending a sporting event or movie. One in six (16.3%) South Australians with a disability aged less than 65 years did not participate in any of these activities away from home.

6.2 People living with a disability in the Town of Walkerville

The key measure of disability is the reported need for assistance with day to day activities which is the result of a severe or profound disability. In Walkerville in 2016 this was reported as 348 people or 4.6% of the population. This is slightly lower than the proportion for Greater Adelaide which is 5.9%.

In 2016 there were 175 people on disability pensions, 743 on age pensions, 26 on carers support and 47 with a veterans pension (DVA).

Far higher numbers of people provide **unpaid** assistance to a person with a disability, long-term illness or old age. In 2016 there were 825 carers undertaking this role, representing 11% of the total population.

6.2.1 Priority Populations Living with Disability this is something Anna will need to do

Women, children and CALD and Aboriginal and Torres Strait Islander communities are priority populations for the State Disability Inclusion Plan. Table 2 shows the extent of these groups in the Town of Walkerville

- 6.2% of women need assistance with core activities. This is lower than for Greater Adelaide (7.6%). Women make up nearly 60% of people needing assistance in the Town of Walkerville.
- 1.1% of children (0-14 years) need assistance with core activities. This is much lower than for Greater Adelaide (3.4%). Children they make up 3.4% of people needing assistance in the Town of Walkerville.
- 13.0% of people of Aboriginal or Torres Strait Islander descent need assistance with core activities. This is higher than for Greater Adelaide (8.4%) however is less than 10 people in total. People of Aboriginal or Torres Strait Islander descent make up 9.9% of people needing assistance in the Town of Walkerville.
- 11.4% of people with poor proficiency in English need assistance with core activities. This is significantly lower than for Greater Adelaide (18.2%). People with poor proficiency in English make up 6.9% of people needing assistance in the Town of Walkerville. Chinese Mandarin is the most commonly spoken language at home, followed by Italian and Greek.

Table 2 – State Disability Inclusion Plan priority populations in the Town of Walkerville (Source: ABS Census 2016, TableBuilder)

		Number that need assistance with core activities	Percentage of population group that needs assistance	% of people needing assistance with core activities
Women (15 years and over)	Town of Walkerville	205	6.2%	58.9%
	Greater Adelaide	38,916	7.6%	50.6%
Children (0-14 years)	Town of Walkerville	12	1.1%	3.4%
	Greater Adelaide	7666	3.4%	9.9%
People of Aboriginal or Torres Strait Islander descent	Town of Walkerville	7	13.0%	2.0%
	Greater Adelaide	1538	8.4%	2%
People with poor proficiency in English	Town of Walkerville	24	11.4%	6.9%
	Greater Adelaide	8207	18.2%	10.7%

7.0 About the Town of Walkerville

The Town of Walkerville encompasses the suburbs of Gilberton, Medindie, Vale Park and Walkerville and is located immediately north-east of the city of Adelaide, about 4 kilometres from the Adelaide GPO.

The Town of Walkerville is bordered by the River Torrens, the Adelaide Parklands and residential suburbs to the north and north-east. Its street boundaries are Park Terrace, Robe Terrace, Main North Road, Nottage Terrace, North East Road and Fife Street. A map of the Town of Walkerville is provided on the following page.

In 2016 the population of the Town of Walkerville was reported as 7,673 (2016 ABS Census). This represents 9.6% growth since the 2011 Census. Walkerville was the 12th fastest growing LGA in Australia in 2014/15.

7.1 Age Profile

Walkerville has 22% of its population (1,700 people) aged 65 years and over which is higher than the proportion for Greater Adelaide (17.3%).

Walkerville also has a higher proportion of 55-64 year olds (13.5%) compared with 12.1% for Greater Adelaide.

7.2 Cultural and Linguistic Diversity

Apart from people born in the United Kingdom, the next highest proportions of overseas born residents in Walkerville are from India, Italy, China and Malaysia. Of the total population, 19% of those were born in non-English speaking countries. 21% speak a language other than English and 2.8% are not proficient in English. The number of people in this category had increased by 43% between 2011 and 2016.

7.3 How do we live?

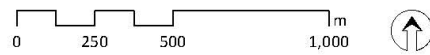
Single person households comprise 30.9% of total households which is higher than 28.1% for Greater Adelaide. The average household size for Walkerville is 2.3 which is slightly lower than the 2.4 figure for Greater Adelaide.

One in three dwellings in Walkerville are medium density (31.2%) and high density (6.5%). This is higher than the proportion in Greater Adelaide. 60% of all dwellings are separate houses compared to 71.5% in greater Adelaide.

Home ownership in 2016 was high at 39.5% compared with 29.5% in Greater Adelaide. Fewer households were paying a mortgage, 25.5% compared with 34.4%. Social housing rentals comprised 6.2% and private rentals 20.8% of all households. These figures are slightly lower than Greater Adelaide which has 6.5% social housing and 21.9% private rental housing.



THE TOWN OF WALKERVILLE



- Council Office
- Watercourse
- Arterial / collector roads
- Local road
- Busway
- Town of Walkerville council boundary
- LGA boundary
- Suburbs
- Open space, parks and recreation
- Waterbodies

JOB REF.	17ADL-240
PREPARED BY	AP
DATE	31.10.2017
REVISION	1
DATA SOURCE	DPTI, DEWNR



8.0 Council's strategic context

This section provides a summary of relevant Council plans that are related to disability access and inclusion.

8.1 2020-2024 Living in the Town of Walkerville: a strategic community plan

The vision of the Town of Walkerville strategic plan is to create a “A liveable, cohesive, safe, active and sustainable township”. To achieve this the Council has a mission that “We will provide services that are affordable, equitable and sustainable”.

The strategic plan focuses on seven key pillars:

- Places and spaces
- Safety
- Mobility and movement
- Assets
- Heritage
- Economy
- Leadership.

Desired outcomes within the strategic plan that are directly related to disability access and inclusion include:

- Programs that target socially isolated or vulnerable groups are introduced
- Physical and social infrastructure that match community demographics are promoted
- Council's infrastructure is maintained at an appropriate level that meets community needs.

8.2 2020-2024 Living Walkerville: Wellbeing for Every Age and Stage

The Town of Walkerville wellbeing strategy acknowledges that “Community wellbeing is about the health and happiness of the community in which we live. Our sense of wellbeing is affected by our physical and mental health, the relationships between us, the natural and built environments in which we live, the economy and our ability to have our say in decisions that matter to us”.

The Wellbeing Strategy has eight themes as follows:

- theme 1: young people 0 – 25
- theme 2: women and men
- theme 3: inclusivity and cultural diversity
- theme 4: literacy
- theme 5: mental health
- theme 6: safety
- theme 7: active ageing
- theme 8: support at home.

While ageing is definitely not a disability, the prevalence of disability increases as people age. A strong focus on health promotion and active living may reduce the level of disability experienced by older people. For people living with a disability and older people, support at home and inclusive, empowering and responsive services and programs are very important. Mental health and dementia both impact on people's ability to participate fully in community life.

Desired outcomes within the wellbeing strategy that are directly related to disability access and inclusion include:

Theme 3 – 'diversity and inclusivity' desired outcomes

- Diversity in our community is recognised and celebrated. We live and work in an environment that values a diverse range of views, knowledge and experiences and uses this to maximise our service delivery capabilities
- Information and programs are adapted for people with hearing loss or deafness, impaired vision, blindness or other disabilities

Theme 4 – 'literacy' desired outcomes

- Range of library services and resources continue to grow and adapt to meet community needs through literacy and learning programs and individual support

Theme 5 – 'mental health' desired outcomes

- Awareness and understanding of mental health exists in the community through displays, forums, website and Council's promotional networks
- Staff are given effective tools, skills and information to support them in dealing with customers living with mental health illnesses

Theme 7 – 'active ageing' desired outcomes

- Active living is promoted and encouraged
- Walkerville is an accredited dementia friendly organisation
- Staff are trained to understand and assist people living with dementia

Theme 8 – 'support at home' desired outcomes

- Programs and services are offered for vulnerable members of the community, especially for those that are socially isolated
- Members of the community with mobility issues have access to the Home Library Service
- Domestic assistance and home maintenance services are available
- Information is available on government funded programs and accessibility to services
- Continue to extend the reach of library services into the community for those who are unable to visit the library
- Families and carers have access to organisations that provide support services and information
- The community has a range of ways to express their interests and needs of library and council services

8.3 Better Living Better Health Regional Public Health and Wellbeing Plan 2020 – 2025

The Town of Walkerville is a part of the Eastern Health Authority (EHA), which is a regional subsidiary established under the Local Government Act (1999) to improve public and environmental health standards. The Councils that are partners of the EHA are the City of Burnside, Campbelltown City Council, City of Norwood Payneham & St Peters, City of Prospect and the Town of Walkerville.

The EHA has prepared Better Living Better Health Regional Public Health and Wellbeing Plan 2020 – 2025 which outlines a series of regional health and wellbeing projects that the Authority will undertake.

Relevant projects and project actions directly related to disability access and inclusion include:

Regional project	Relevant project actions
Active Regional Connections- Open space mapping with cycling and walking routes	Identify opportunities to enhance connectivity and amenity to increase access for all ages and abilities – apply climate change adaptation lens
Regional community transport network	Plan enhancements to regional community transport network based on mapping and gap analysis
Regional Promotion of activities and events	Plan roll-out of regional promotion approach across broad spectrum of events and activities. Apply an access for all lens over all promotion (including access details)
'Talk to your neighbour' – addressing social isolation	Map vulnerable populations

8.4 Dementia-Friendly Organisation Action Plan

The Town of Walkerville has expressed its commitment to being a dementia friendly organisation through the adoption of a dementia-friendly action plan. This plan commits Council to integrating dementia-friendly design principles in its community information kiosk and in the review of Council buildings

Staff will be provided with dementia awareness education and training and supported with online resources.

Council will engage with people with dementia and their carers through the Living Walkerville consultant process and through an annual information forum.

Council has also committed to make available dementia friendly resources in the library for people with dementia and their carers.

9.0 Our plan

The Town of Walkerville DAIP is structured around the priority areas and actions of the *Inclusive SA: State Disability Inclusion Plan* and takes into consideration the areas of policy action under the National Disability Strategy 2010-2020.

9.1 Inclusive communities for all

Social inclusion is a priority for people living with disability as it affects all aspects of their lives. The contributions and rights of people living with disability should be valued and understood by everyone and that their rights promoted, upheld and protected. People living with disability should be supported to advocate for their own rights.

9.1.1 State priorities

Inclusive SA describes three priority themes for action under inclusive communities for all:

Priority 1: Involvement in the community

Priority 2: Improving community understanding and awareness

Priority 3: Promoting the rights of people living with disability.

9.1.2 Our goal

People living with disability feel welcome and participate in community life.

9.1.3 Our targets

- Guidelines for accessible and inclusive services, programs and events established
- Disability awareness and valuing training delivered to all Council staff and Elected Members

9.1.4 Actions

Action	Lead responsibility	Timing
Deliver access and inclusion training to all staff and Elected Members and relevant volunteers (including through induction processes) to continue to provide a welcoming and supportive environment for all		
Develop plain language 1-page guidelines and checklist for accessible and inclusive planning of events, services, programs, and hire arrangements. Include information about access, communication, relationship building and available supports.		
Provide and review Council programs (e.g. digital literacy, yoga) to support participation of people with disability or those caring for people with disability.		
Review and design library processes and spaces to support participation by people living with disability or dementia and their carers (e.g. signage, layout, assistive technologies, greeters and one on one assistance)		
Celebrate all abilities and accessible and inclusive local businesses in Council communications and local media and through International Day of People with a Disability		
Develop a 'Diversity in All Documents' guide that encourages diverse images and text in Council documents and promotions		
Encourage community and disability organisations to apply for community grants for events, activities and programs that support access and inclusion		
Promote opportunities for participation to disability organisation and those representing priority populations (e.g. CALD community)		

9.2 Leadership and collaboration

People living with disability want to have a greater role in leading and contributing to local government and community decision-making. The perspectives of people living with disability should be actively sought and they should be supported to participate meaningfully in local government and community consultation and engagement activities.

9.2.1 State priorities

Inclusive SA describes three priority themes for action under leadership and collaboration:

Priority 4: Participation in decision-making

Priority 5: Leadership and raising profile

Priority 6: Engagement and consultation.

9.2.2 Our goal

People living with disability participate in Council decision making.

9.2.3 Our targets

- Access and Inclusion Advisory Group established
- Access and Inclusion Register established

9.2.4 Actions

Action	Lead responsibility	Timing
Continue to offer consultation processes that use multiple methods of engagement (e.g. written, on-line, face-to-face, and group sessions) and ensure that materials and events are accessible and inclusive		
Establish an Access and Inclusion Panel that includes people with lived experience of disability, carers or people working in the disability sector to provide input into Council projects or plans. Consider membership representing priority populations such as young people, women and CALD communities.		
Develop an Access and Inclusion Register of people with lived experience of disability, or those representing the disability sector that would like to be kept informed of consultation opportunities, programs and events.		
Updates Council’s Customer Request System to enable easy tracking of access and inclusion matters raised by the community		
Identify a position in Council to drive access and inclusion outcomes and provide a point of contact for community and stakeholders		

9.3 Accessible communities

The accessibility of the built environment, sport and recreation, quality services and information are key to ensuring people living with disability are included and have the opportunity to equally participate in all aspects of community life.

9.3.1 State priorities

Inclusive SA describes three priority themes for action under accessible communities:

Priority 7: Universal Design across South Australia

Priority 8: Accessible and available information

Priority 9: Access to services.

9.3.2 Our goal

Council provides an environment and information that enable people with disability.

9.3.3 Our targets

- One significant public realm or facility upgrade project that comprehensively incorporates disability access and inclusion features
- Accessible Communication Guidelines completed.

9.3.4 Actions

Action	Lead responsibility	Timing
Undertake an audit of Council owned and operated buildings, facilities and open spaces to assess their compliance with DDA Standards and identify priorities for upgrades (eg. to footpaths, toilets, entrances, parking, the library and play spaces)		
Review and identify opportunity to improve the access and inclusion of Linear Park. Consider pathways, furniture, play spaces, public toilets and car parking		
Add value to “business as usual” public realm maintenance and upgrades by incorporating access and inclusion improvements		
Identify priority reserves for establishing accessible infrastructure and features (e.g. dementia friendly and sensory gardens) in collaboration with aged care housing and disability service providers		
Ensure that the Master Plans for Levi Caravan Park and the Walkerville Sporting Club address existing barriers to access, notwithstanding Council’s responsibility to preserve particular heritage attributes under certain circumstances.		
Review lease agreements for groups using Council owned facilities to ensure access and inclusion requirements are specified and monitor regularly		
Continue to provide a community bus service for Walkerville residents and Commonwealth Home Support Program (CHSP) clients and people living with disability who are unable to access their own transport		
Complete review and update Council’s website to work towards meeting Web Content Accessibility Guidelines (WCAG)		
Provide information on the accessibility of Council facilities and programs including through the website, New Residents Information Pack, and targeted information to aged care and disability service providers and also the development of a map that shows the accessibility features of council facilities (eg entrances, toilets, parking , etc)		
Continue to provide and update an accessible collection through the library and home library service		

<p>Prepare Accessible Communication Guidelines to support the development and review of Council publications and promotional materials that are easy to read and comply with disability format standards</p>		
<p>Provide training or information to support planners to maximise access and inclusion outcomes through the development assessment process.</p>		
<p>Support the integration of Universal Design Principles and Age-Friendly Residential Living Guidelines into new developments through provision of advice to developers and participating in collaborative research and planning projects such as the Co-housing for Ageing Well program in partnership with UniSA.</p>		

9.4 Learning and employment

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

9.4.1 State priorities

Inclusive SA describes three priority themes for action under learning and employment:

Priority 10: Better supports within educational and training settings

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

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

9.4.2 Our goal

Council provides an environment that enables people living with disability to work or volunteer

9.4.3 Our targets

- Training and systems are in place to support managers and human resources staff to recruit and retain of people living with disability in employment or volunteer roles
- Relationships established with disability placement agencies to identify the barriers and explore opportunities for volunteering, placements and employment opportunities.

9.4.4 Actions

Action	Lead responsibility	Timing
Provide training and systems for managers and human resources staff to support the recruitment and retention of people living with disability in employment or volunteer roles		
All position advertisements and recruitment processes are Equal Employment Opportunity compliant and in formats that comply with disability standards		
Work proactively with disability placement agencies to identify the barriers and explore opportunities for volunteering, placements and employment opportunities		
Ensure position requirements are not unnecessarily restrictive, offer flexible working arrangements and provide systems that enable the ongoing employment of people living with disability		
Undertake an access audit of all workplaces to ensure these are accessible for people working with disability		
Liaise with the LGA to identify potential training opportunities.		

10.0 Implementing the plan

Delivery of the actions in this DAIP will require the efforts of multiple areas of Council.

The Manager, Community Development and Engagement will be responsible for coordinating the implementation of this plan. Specific actions will be the responsibility of a given department or team to deliver.

Implementation of the DAIP will involve an annual cycle of planning, delivery, reporting and improvement. Additionally, the DAIP will be reviewed every 4 years in consultation with the community and stakeholders.

Focus area	Action
Planning	<ul style="list-style-type: none"> • In alignment with the annual business plan and budget planning process. The Manager Community Development and Engagement will meet with relevant areas of Council to identify and allocate actions to be delivered that year as projects • Relevant areas of Council incorporate the actions and required resourcing into their business plan and budget planning process (or Long Term Financial Plan or Asset Management Plan) • The Manager Community Development and Engagement, in conjunction with the relevant area of Council, identifies a project to be a case study for maximising access and inclusion outcomes • Project/actions approved by Council as part of the Annual Business Plan and Budget
Delivery	<ul style="list-style-type: none"> • Relevant areas of Council are responsible for delivering the actions assigned to them through the planning process • Convene a panel of members of the Access and Inclusion Panel at least six monthly, to provide input on Council projects, plans or policy. If desired, members of the panel could be invited to participate in Task Groups for specific initiatives
Reporting	<ul style="list-style-type: none"> • Quarterly progress updates are made by responsible staff to the Manager Community Development and Engagement • Progress in implementing the Plan is reported annually to Council by the Manager Community Development and Engagement and to the Chief Executive of the Dept. for Human Services • Case study outcomes are promoted to the community
Improvement	<ul style="list-style-type: none"> • Outcomes of implementation (successes and obstacles) and issues raised by the public through the Customer Request System are used to inform improvements in the way the Plan is implemented in following years and when it is reviewed

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