

An initiative of 2016-2020 Living Walkerville: wellbeing for every age and stage



2018-2020 DISABILITY ACCESS AND INCLUSION PLAN

Message from the Mayor of Walkerville

In 2015, I had a conversation with a local Australia Day Honour recipient who was being recognised for her services to community health through leadership and advocacy.

This conversation became the catalyst for this Council to implement its first strategic document focused entirely on improving wellbeing.

2016-2020 Living Walkerville: wellbeing for every age and stage was endorsed by this Council in December 2016, following an innovative and inclusive program of community consultation. This landmark document embeds community wellbeing into Council's strategic thinking and budgetary processes.

Living Walkerville has already supported the delivery of a range of wellbeing inspired projects and initiatives. This *Disability access and inclusion plan* is the latest stage in our ongoing conversation about wellbeing.

The plan was developed in collaboration with URPS (Urban Regional Planning Solutions) and was available to the community for a period of public consultation.

The *Disability access and inclusion plan* identifies actions and recommendations that speak to how best we can make the Town of Walkerville accessible and inclusive for everyone. It references the United Nations Convention on the Rights of Persons with Disabilities

and has been developed in compliance with a raft of Australian and South Australian legislation and frameworks.

At a local level, the plan links in with the Council's own overall strategic framework including our *Community strategic plan* and, of course, our *Wellbeing strategy*.

Council's *Disability access and inclusion plan* also aligns with the *Traffic plan* which sets out our vision on how we intend to keep people, goods and services moving on our roads and public transport networks with greater efficiency.

Connected communities are healthy communities and this plan affirms our commitment to delivering convenient access so that everyone has an opportunity to participate in all aspects of community life. The Town of Walkerville is committed to supporting a community that is free of discrimination and pro-active in its efforts to facilitate access and inclusion.

Ray Grigg



Mayor of Walkerville.



The *Disability access and inclusion plan* was endorsed by Council on Monday 19 March 2018 as per resolution CNC265/17-18

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1.0 Introduction

Local Governments can prepare action plans that respond to the requirements of the *Disability Discrimination Act 1992*, sometimes referred to as *Disability Discrimination Act action plans, access plans, or access and inclusion plans*.

These plans identify and address barriers to inclusion and aim to identify and action improvements that will achieve accessible and inclusive communities, agencies and practices for people living with disability.

This *Disability access and inclusion plan* (DAIP) represents the Town of Walkerville's commitment and contribution towards progressing the objectives of the Act.

The Town of Walkerville *is committed to creating and supporting an environment that is free of discrimination and pro-active about facilitating access and inclusion*.

1.1

South Australia's DAIP strategy

The *Disability access and inclusion plan* (DAIP) strategy demonstrates the South Australian Government's commitment to improving the participation of people with disability across a range of areas so that they can enjoy the rights and opportunities provided to all citizens to reach their full potential.

DAIPs provide a systematic approach for organisations to identify and address barriers to access and inclusion and develop strategies that meet the participation and service needs of people with disability. The plans are active documents that recognise community and cultural diversity and acknowledge the valuable contribution of everyone to the social and economic fabric of our society.



1.2

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

1.2.1

Principles

The purpose of the UNCRPD 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.

Article three of the convention identifies the principles as follows:

- 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.

1.3

National Disability Strategy 2010-2020

Inherent in Australia's commitment to the UNCRPD 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.

1.4

Strong voices: a blueprint to enhance life and claim the rights of people with disability in South Australia (2012-2020)

In March 2012, the SA Government endorsed the introduction of DAIPs across government in accordance with recommendation six of the report *Strong voices: a blueprint to enhance life and claim the rights of people with disability in South Australia (2012-2020)*.

The introduction of DAIPs replaces the previous access strategy, *Promoting independence: disability action plans for South Australia*. Although the DAIP strategy has a specific focus on upholding the rights of people with disability, it fits into the broader social inclusion framework of the SA Government.

1.5

Disability Services Act 1993 and Disability Services (Rights, Protection and Inclusion) Amendment Act 2013

The *Strong voices* report recommended that new rights-based legislation, aligned with the UNCRPD, be enacted to replace the *Disability Services Act 1993*. In view of the continuing relevance of this Act and the significant reforms implemented subsequently by both Commonwealth and State Governments (including the establishment of the National Disability Insurance Scheme), it was decided that alternative approaches should be considered.

Consultation and engagement with the community sector and people with disability culminated in the identification of priorities for action and ways to address these through complementary legislation or policy and program implementation.

The Department for Communities and Social Inclusion, through Disability SA, supported these consultations and the drafting of the *Disability Services (Rights, Protection and Inclusion) Amendment Act 2013* which was proclaimed on 5 December 2013.

The amendments strengthen protections available to South Australians living with disability by referencing the UNCRPD and including provisions such as enshrining the right to exercise choice and control in decision-making, ensuring accessible complaints and grievance processes and protection for those who raise a complaint. State and national discrimination legislation is also referenced and safeguarding policies mandated for all disability service providers.

1.6

Disability access and inclusion plan framework

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

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

2.0 Definitions

Under federal legislation (the *Disability Discrimination Act 1992*) and SA legislation (*Equal Opportunity Act 1984*) it is against the law to discriminate against someone based on their disability. Disability discrimination happens when people with a disability are treated less fairly than people without a disability and the discriminator fails to make reasonable adjustments to rectify the situation. It also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

2.1

Disability Discrimination Act 1992

The *Disability Discrimination Act 1992* 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.



2.2

United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) definition

The 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 (ie the nature and degree of impairment, capacities and skills).

The UNCRPD defines discrimination on the basis of disability to mean '... any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field.'



2.3

What is disability?

The Australian Bureau of Statistics (ABS) estimates suggest that 1 in 5 Australians identify as having a disability, the incidence of disability increasing with age¹. Most of us will experience disability or will care for others with disability at some time.

‘Disability’ is a broad concept often not well understood. The Social Inclusion Board’s *blue print report*² 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 definition of ‘disability’ in the *Disability Discrimination Act, 1992*, includes:
 - psychiatric – e.g. someone with mental illness, such as depression
 - physical – e.g. someone who uses a wheelchair, stick or walking frame, uses a scooter, or a person with an 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.

¹ The ABS Survey of Disability, Ageing and Carers (2012) defined a person with a 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.

² *Strong voices: a blueprint to enhance life and claim the rights of people with disability in South Australia (2012-2020)*

3.0 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.

3.1

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.

4.0 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
- Nottage Terrace
- Robe Terrace
- North East Road
- Main North Road
- 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.

4.1

Age profile

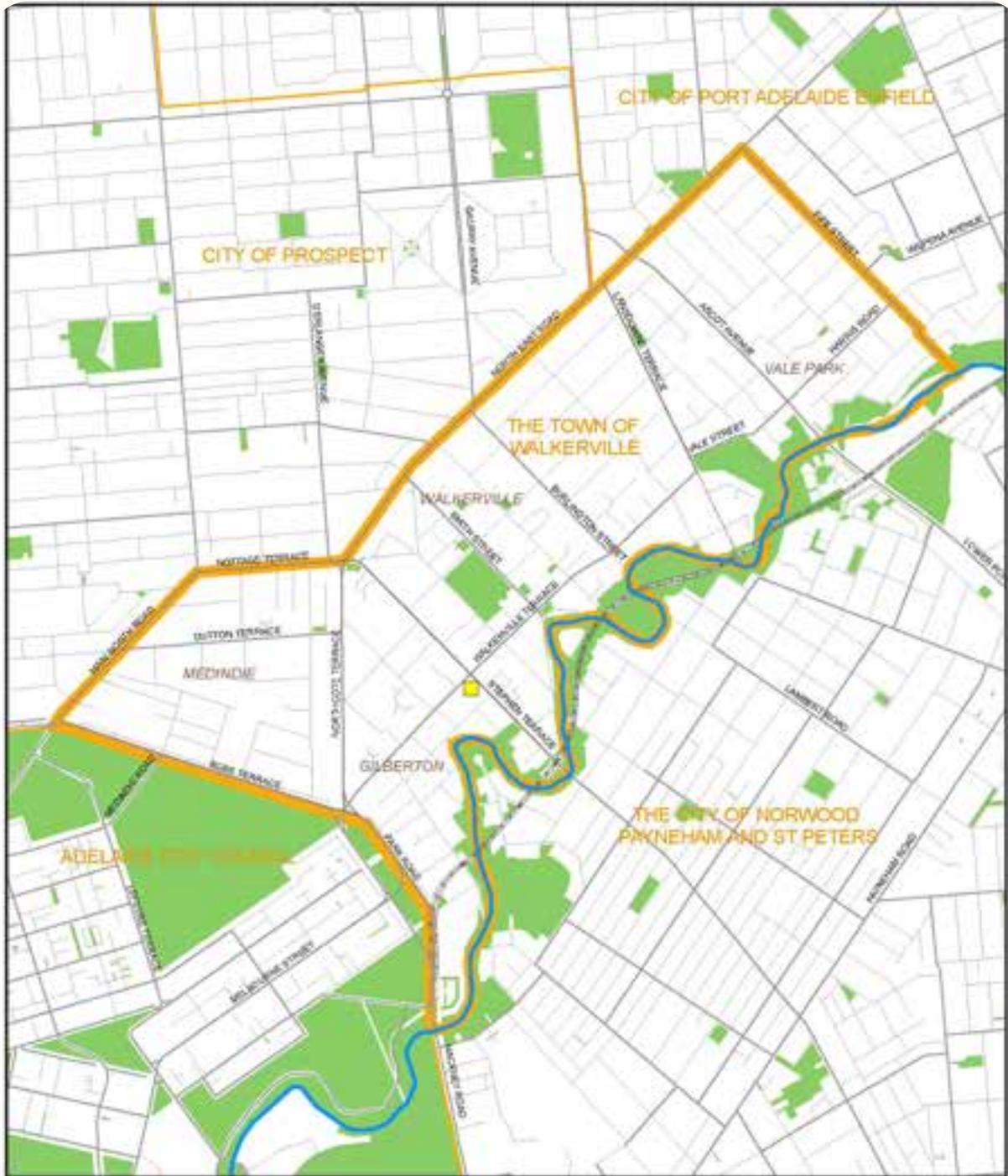
Walkerville has 22% of its population (1,700 people) aged 65 years and over which is higher than the proportion for Greater Adelaide (17.3%).

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

4.2

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.



THE TOWN OF WALKERVILLE



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

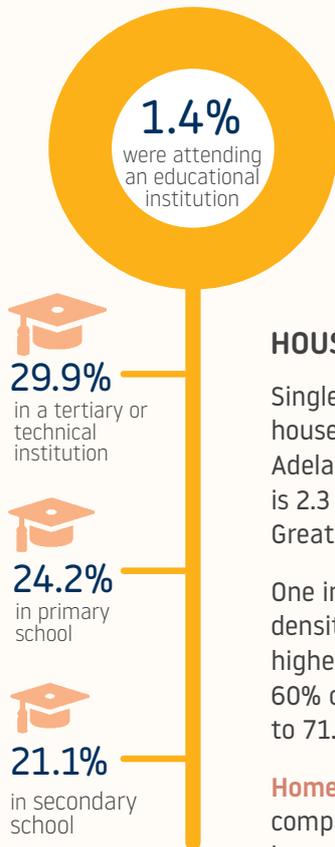
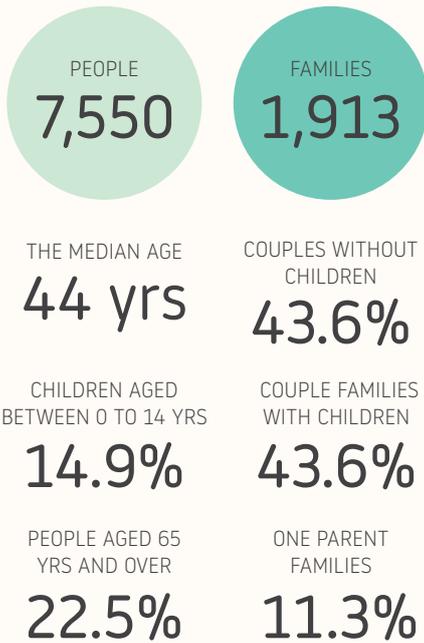
DATE: 1/08/2016
 PREPARED BY: AP
 DATE: 21/10/2017
 REVISION: 1
 DATA SOURCE: IPT/DRMM



4.3

Snapshot of our community

AGES AND STAGES



HOUSEHOLDS

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.

Source URPS

WELLBEING

1589

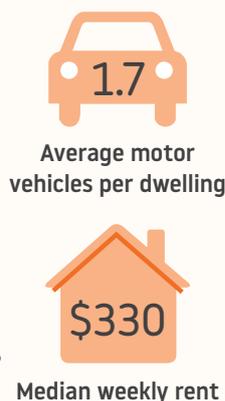
PEOPLE DID VOLUNTEER WORK THROUGH AN ORGANISATION IN THE LAST 12 MONTHS

INCOMES

Average people per household: **2.3**

Median weekly household income **\$1,703**

Median monthly mortgage repayments **\$2,000**



5.0

Council's strategy context – relationship of DAIP to other plans and policies

5.1

2016-2020 Living in the Town of Walkerville: a strategic community plan

Council's strategic community plan was developed with significant input from the community. Many of the initiatives, desired outcomes and targets are directly relevant for access and inclusion outcomes identified in the DAIP.



Key focus area 1:

Vibrant local culture inspired by diversity and inclusivity

Initiative:	Cultural and community events are well attended.
Target:	Events and programs are co-hosted with key stakeholders.
Initiative:	Promote activation and participation within the Town Centre.
Target:	An 'information pack' is available for community use, identifying public (open) spaces/places for use.
Initiative:	Create opportunities for people of every age to participate in community life.
Target:	<i>Living Walkerville: Wellbeing for every age and stage</i> is implemented and reviewed annually.

Key focus area 2:

Sustainable and resilient future based on a sensitive and sensible approach to planning, heritage, economic development and the public realm

Initiative:	A well designed, accessible and connected Township.
Desired outcome:	Movement and access for all modes of transport is improved.
Target:	Townwide traffic plans/movement action plans are implemented.
Initiative:	Council's public infrastructure is responsibly managed and maintained.
Desired outcome:	Asset management maturity and improved capabilities to deliver positive outcomes to the community in the management of Council assets.
Initiative:	Development which supports mixed use, higher density and activation along arterial corridors.
Target:	Annual review of Council's policies and procedures to ensure they support this initiative.
Initiative:	Development in balance with the environment.
Desired outcome:	Council's development plan, policies and procedures deliver a wide choice of living and work places that are in balance with the needs of the environment.

Key focus area 3:

Transparent and accountable local tier of Government that is respected for its forward thinking approaches and cross Council collaborations.

Initiative:	Council's communication and decision making is clear, open and transparent.
Desired outcome and target:	Council's publications are written in plain language. Council regularly seeks feedback from its community.
Initiative:	Council consistently meets its legislative compliance obligations.
Desired outcome:	Council policies are reviewed annually to ensure they are compliant within legislation.

Key focus area 4:

Healthy, connected and inspired community.

Initiative:	Enhance community wellbeing.
Desired outcome:	<ul style="list-style-type: none"> • <i>Community wellbeing strategy</i> developed, endorsed and implemented. • Facilitate and develop programs and services for vulnerable members of the community.
Initiative:	Provide active and passive recreational spaces.
Desired outcome:	<ul style="list-style-type: none"> • Lighting, signage and footpaths improved along Linear Park. • Amenities along Linear Park are improved, providing picnic and BBQ areas.
Initiative:	Support community leaders to facilitate community events and activities.
Desired outcome:	Positive and collaborative working relationships exist between Council and community leaders to deliver community requirements.
Initiative:	Technology is available for community use through Council's facilities.
Target:	Civic and Community Centre has a selection of appropriate technology available for community use.
Initiative:	Active living is promoted and encouraged.
Desired outcome:	<ul style="list-style-type: none"> • Facilitate forums/events to educate community on active and healthy living. • Develop map outlining local walking trails. • Develop resources and programs to meet the learning and literacy needs of the community.

Key focus area 5:

Positive and respectful customer service experience delivered by professional, informed and cohesive workforce.

Initiative:	Enhanced customer experience.
Desired outcome:	<ul style="list-style-type: none"> • Processes, policies, procedures and service levels are easily accessible. • Concierge services are expanded • Increase accessibility to services and staff • Update website to provide for greater online services.
Initiative:	Civic and Community Centre is easily accessible and widely utilised.
Desired outcome:	Facility is actively used by a variety of community groups.
Initiative:	Positive working relationship with the community and stakeholders.
Desired outcome:	Community and stakeholders actively participate in public consultation opportunities.
Target:	All consultation models provide multiple ways to engage.

5.2

Access Walkerville: DDA action plan adopted by Council 1999

5.2.1 Purpose, aim & goals

The purpose of the action plan is to equip the Council with the knowledge and skills to provide all services to its customers in a manner which:

- Maximises access to all citizens, including those with disabilities.
- Enables participation of people with disabilities in the life of the community, with dignity and as few barriers as practicable.
- Achieves as far practicable, equity of service delivery through the development of appropriate policies and the implementation of those policies across all functions of Council.

Aim

To develop an action plan that identifies issues and suggests strategies to address the needs of people living in the Town of Walkerville, that have some form of disability as defined in the *Disability Discrimination Act 1992*, and to lodge this plan with the Human Rights and Equal Opportunities Commission.

Goals

Council's goals in undertaking this project are to:

- Prepare an action plan suitable for lodgement with the Human Rights & Equal Opportunities Commission.
- Achieve elected member and staff commitment to the DDA action plan.
- Co-operate with other levels of government, to increase disability awareness within the community and at all levels of Council planning and delivery of services.
- Develop strategies to ensure that the ongoing delivery of Council services to the community is in keeping with changing needs.
- Develop an adequate system to handle complains concerning disability discrimination.
- Provide equal employment opportunities for persons with disabilities.
- Identify barriers to persons with disabilities and to develop strategies for the eventual removal of those barriers.
- Ensure that all designs and alterations to civic infrastructure be carried out to facilitate access for persons with disabilities.
- Ensure all Council services and facilities are accessible to people with disabilities wherever reasonable.
- Ensure that all works or programs undertaken by external consultants or contractors are in accordance with the objectives of the DDA.



5.2.2 Principles

The development of the action plan has been underpinned by the following principles adapted from the *Disability Discrimination Act (1992)*.

- Principle 1:** People with disabilities have the same basic human rights as other members of society and we will endeavour to enable them to exercise those basic human rights.
- Principle 2:** Provision of programs, facilities and services within the Town of Walkerville will be flexible and complement existing family and community supports.
- Principle 3:** People with disabilities have the same rights as others to access services and programs within the Town of Walkerville in a manner which maximises these rights.
- Principle 4:** We will strive to develop an integrated community to ensure that all people who live, work in or visit the Town of Walkerville have equal access to all council facilities, services and programs.
- Principle 5:** Information about council facilities, services and programs, will be provided in a variety of media as required or requested by the community.
- Principle 6:** People with disabilities within the Town of Walkerville have the same opportunities as other residents to participate in council's decision-making processes.
- Principle 7:** Service providers within the Town of Walkerville will be encouraged to maximise access to their facilities, programs and services.
- Principle 8:** The Town of Walkerville is an equal opportunity employer.



5.3

2016-2020 Living Walkerville: Wellbeing for every age and stage

During 2016 Council consulted on a draft wellbeing strategy for the Town of Walkerville. A number of engagement methods were used to canvas opinion. The top three themes were identified as:

- active ageing.
- support at home.
- inclusivity and cultural diversity.

The wellbeing strategy has nine themes as follows:

- babies and early childhood.
- youth.
- women and men.
- inclusivity and cultural diversity.
- literacy.
- mental health.
- disability.
- active ageing.
- support at home.

While disability is a separate theme in the strategy, the initiatives and outcomes for many of the other community sectors that are also relevant include:

- supporting positive health outcomes for babies.
- supporting early childhood development.
- fostering a sense of belonging and connection for families and carers.
- young people are inspired to pursue their dreams and aspirations.
- partnering with peak bodies that advocate for equal participation, closing the gender pay gap and the prevention of domestic violence and elder abuse.
- providing volunteering opportunities.
- greater community interaction and participation.
- build socially cohesive communities.
- build literacy, language and lifelong learning skills.

The initiatives below are all very relevant for the DAIP, especially those for mental health and dementia which impact on people's ability to participate fully in community life.

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.

Theme 6: Mental health

Initiative:	Engage with key stakeholders in the mental health sector to raise awareness of mental issues and understand the impact of mental health on communities.
Desired outcome:	Awareness and understanding of mental health issues exists in the community through displays, website and Council's promotional networks. Staff are given effective tools, skills and information to support them in dealing with customers with mental health issues.
Targets:	Information sessions on mental health issues are presented quarterly. Staff are regularly trained on mental health issues. Helplines and links to services are accessible on Council's website.

Theme 7: Disability

Initiative:	Accessible communities.
Desired outcome:	Local buildings and public spaces are accessible for people with disabilities.
Targets:	Disability action and inclusion plan is reviewed and updated (as required) annually.
Initiative:	Accessible information.
Desired outcome:	Information is available for people with hearing loss or deafness, impaired vision or blindness, or disabilities that affect the ability to learn or think.
Targets:	Information provided to the public is clear and concise and various communication formats are used.



Theme 8: Active ageing

Initiative: Enhanced health and wellbeing

Desired outcome: Active living is promoted and encouraged. Healthy lifestyle is promoted.

Targets: Forums and information sessions with key stakeholders on health and wellbeing are held biannually.

Resources are accessible through the library that assist and promote active ageing.

Sessions on healthy eating and cooking are held quarterly.

Initiative: Service and programs are inclusive, empowering and responsive.

Desired outcome: Diversity of seniors and their right to safety is recognised.

Targets: Forums and information sessions with key stakeholders on a variety of relevant topics are held monthly.

Initiative: Dementia friendly organisation.

Desired outcome: Walkerville is an accredited dementia friendly organisation.

Staff are trained to understand people with dementia health issues.

Targets: Programs and sessions on dementia are held biannually.

Information and resources on dementia are available through the library and on the website.

Theme 9: Support at home

Initiative: Ensure diverse needs of older people are supported and acknowledged.

Desired outcome: Programs and services are offered for vulnerable members of the community.

Members of the community with mobility issues have access to the Home Library Service and outreach programs.

Targets: Attendance at social programs held at the Civic Centre are increased annually.

Number of people using the Community Bus service increases annually.

Outreach programs are promoted and uptake increases annually.

Initiative: Support people to remain in their own home for as long as they wish.

Desired outcome: Domestic assistance and home maintenance services are available.

Information is available on government funded programs and accessibility to services.

Targets: Home and community care services are promoted.

Information is accessible through the library and on Council's website.

Forum sessions are held annually with key stakeholders to advise the community of changes to government funded services.

5.4

Better living better health: The regional public health and wellbeing plan for the Eastern Health Authority Constituent Councils 2014-2018.

The Town of Walkerville is a member of the Eastern Health Authority which comprises five Councils which collaborate regionally on a range of programs and projects. One of these was the preparation of the *Regional public health and wellbeing plan* as required under the *South Australian (SA) Public Health Act 2011*.

The strategic framework in the plan has 3 key focus areas:

- environments for health
- capacity for health
- protection for health.

Each of these areas contains directions that are directly relevant to people living with disabilities and therefore provide links to this DAIP.

5.4.1 Environment for health

Built environment

- Provide a framework for diverse and affordable housing choices.
- Incorporate requirements for access and inclusion for all ages and abilities into asset planning and policies.
- Promote the provision of open space and a quality public realm that reflects growing population needs, particularly in regard to new development.

Open space, recreation and sporting facilities

- Continue to plan for local, neighbourhood and regional open space and regional infrastructure through Council open space planning. Consider:

- priority locations and infrastructure for disability access.

Transport, pedestrian and cycle connections

- Implement infrastructure standards to promote accessibility and safety, eg footpath availability and width standards.

Economic environment

- Consider further opportunities for co-locating health, wellbeing, fitness and other services such as child care centres within community facilities such as community and sporting hubs, recreation centres and public spaces.



5.4.2 Capacity for health

Community connection and wellbeing

All of the directions related to community interaction, informal social support, community and cultural events and programs, community safety and providing a stronger sense of belonging and inclusion for all age groups and abilities, are critical to enhancing the capacity for health for people living with disabilities, their families and carers.

Improving health capacity for key groups

- Continue to raise awareness and advocate for services and housing to assist people with complex needs (including people with mental health and other disabilities, families in crisis and those experiencing domestic violence) in partnership with key stakeholders.
- Implement the actions contained in Council plans to improve access and inclusion for people with disabilities.
- Promote and advocate for more co-ordinated services, particularly for people with complex needs.

Other directions in this area which are very relevant for people living with disabilities include those related to:

- community and public transport.
- health promotion and learning opportunities in libraries and community centres.
- access to digital learning opportunities.
- advocacy for improved service provision to address gaps.

Community engagement and participation

All of these directions are relevant for the DAIP, in particular it is important to utilise a range of consultation methods to ensure effective engagement with people of all ages and backgrounds.

5.4.3 Protection for health

This theme covers public and environmental health, immunisation, food safety, healthcare and community services and emergency management.

All of the directions in this theme are global, that is they apply equally to all members of the community. The one direction that could have specific application for some people living with disabilities in supported residential accommodation is “promoting adequate standards of personal care and facilities for residents of SRF accommodation”

5.5

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 as outlined in *Living Walkerville!*

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



5.6

Summary

The following table summarises the way each of the reviewed documents considers the 6 disability access and inclusion outcomes.

Disability access and inclusion outcomes

Plans and policies	inclusive programs, services & events	accessible physical environment	information and customer service	participation in decision making	planning and building	informed & supportive working environments
2016-2020 Living in the Town of Walkerville: A strategic community plan	✓✓✓	✓✓	✓✓	✓✓		
Access Walkerville: DDA Action Plan 1999	✓✓	✓✓	✓✓	✓✓		✓✓
2016-2020 Living Walkerville: wellbeing for every age and stage	✓✓✓	✓✓✓	✓✓✓			✓✓✓
Regional public health and wellbeing plan for ERA Councils 2014-2018	✓✓✓	✓✓✓	✓	✓✓	✓✓	
Dementia friendly organisation action plan	✓✓	✓✓	✓✓	✓✓		✓✓

- ✓ mention
- ✓✓ consideration
- ✓✓✓ comprehensive consideration

6.0 Disability access and inclusion plan (DAIP) outcomes for State and Local Governments

Ensuring that the rights of people living with disability are upheld is the responsibility of the whole community and requires a state-wide response. Most people take the ability to go about their daily life for granted. People with disability should also be able to access and participate in all aspects of our society, including using 'mainstream' services and programs. Social inclusion is fundamental to one's quality of life and critical to achieving positive life outcomes across all domains.

Developing a DAIP illustrates that an agency recognises the importance of including and being accessible to everyone, has a welcoming attitude and employs well informed staff who are aware of the needs of people with disability.

The following section provides an overview of the outcomes established for the South Australian DAIP. It includes a discussion of the way these relate to Local Government's roles and responsibilities. Section 6.3 proposes outcomes to be included in the Town of Walkerville's *Disability access and inclusion plan*.

6.1

South Australian DAIP outcomes

The SA DAIP strategy specifies the following outcome areas.

Outcome 1 inclusive and accessible communities

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

Outcome 2 economic security and employment

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

Outcome 3 rights protection, justice and legislation

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

Outcome 4 personal and community support

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

Outcome 5 learning and skills

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

Outcome 6 health and wellbeing

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



6.2

Council roles and responsibilities

Local Government has a different set of roles and responsibilities in relation to our community, including vulnerable groups and people living with a disability. We do not provide formal health services, schools and tertiary education and we 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 do 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 a disability is a key focus for the design and maintenance of the public realm 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 a disability to participate.

Land use development and building construction are regulated through Council Development Plans. This provides an opportunity to set policies that support accessibility and influence the developer's response to meeting guidelines for inclusion and access.

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 a disability to contribute to community life.

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



7.0 Our plan

The Town of Walkerville is committed to creating and supporting an environment that is free of discrimination and pro-active about facilitating access and inclusion.

This plan will guide Council's efforts over four years in the following areas.

The Town of Walkerville DAIP outcomes

- Support for health and wellbeing through inclusive programs, services and events.
- Accessible buildings, streets and open spaces.
- Appropriate information and responsive customer service.
- Effective participation in decision making.
- Proactive planning and building assessment processes.
- Informed and supportive working environments.

7.1

Support for health and wellbeing through Inclusive programs, services and events

The Town of Walkerville currently provides a number of accessible and inclusive programs through the library.

These include:

- A home library service.
- Events and activities run by the Library and Friends of the Walkerville Library.
- IT assistance, including Tech Tuesdays where people can obtain support with their devices.
- Ability to download eCollections including eBooks, eAudio books, eMagazines and online training.
- Existing library collections in areas of interest such as dementia and active ageing.

Council also provides a number of inclusive events including Christmas Fair, volunteer lunches, citizenship ceremonies and wellbeing programs.

Focus area

Actions

Inclusive centres, programs and activities

- Provide and promote more adult activities through the library.
- Maintain and further develop wellbeing activities.
- Consider the needs of parents caring for a child living with a disability in providing programs such as yoga for mums.

Event planning and management

Identify ways to engage with new arrival communities and celebrate their contribution to the Town of Walkerville through events.

Library services, materials and technology

- Review and update the provision of assistive technology to support library use (eg supportive technologies for people with hearing and vision impairments).
- Review digital literacy programs for relevance to targeted groups, including older people, isolated residents and new arrivals.
- Increase the number of accessible materials available through the library collection and home library service.
- Recognise the needs of people living with dementia in the design and layout of the library and in the way customer services are provided.
- Provide and promote reading and audio-visual materials in languages, other than English, spoken in the community.
- Review and increase specialist materials available through the library to assist with language and literacy solutions for new arrivals.

Community transport

Continue to provide a community bus service for Walkerville residents and Commonwealth Home Support Program (CHSP) clients.

7.2

Accessible buildings, streets and open spaces

Discussion

While Council ensures that all new developments, including roads and streets meet DDA standards, many of the older areas within Council would not be compliant. Council has a program for upgrading pram ramps and kerbing in priority locations.

The availability of State Government funding enabled Council to do bus shelter upgrades that provided a hardstand area and tactile markers. This funding has ceased.

Council has not undertaken an audit of its current level of service in regards to footpaths and open space. Council is aware that the River Torrens Linear Park has limited accessibility with only one access point at Willow Bend, which may not be compliant with current access standards.

Council is currently preparing master plans for the Walkerville Sporting Club and Levi Caravan Park. These will address existing accessibility limitations.

Focus Area

Actions

Meeting *Disability Discrimination Act*, Building Code of Australia or Australian Standards in buildings, public realm and facilities

- Undertake a targeted audit of Council owned and operated buildings, facilities and public gathering spaces to assess their compliance with DDA Standards and identify areas for improvement.
- 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.
- Undertake a review of the Civic Centre and Library to address identified gaps and issues. Explore opportunities to improve access for people living with disabilities to a toilet on the upper level.
- Review lease agreements for groups using Council owned facilities to ensure access and inclusion requirements are specified and monitor regularly (ie at least annually) for compliance.

Footpaths, parks and reserves

- Review the provision of access to Linear Park to identify any practical opportunities to improve this. Consider all ability park furniture and play spaces. Promote any improvements that are able to be made through on-site signage, Council's website and maps.
- Add value to 'business as usual' by incorporating accessibility improvements to public realm maintenance and upgrades.
- Review the relationship of Council's parks and gardens to housing and facilities for people with limited mobility and sensory impairment. Use this information to identify priority reserves for introducing accessible pathways, seating and other features such as sensory planting. Explore the potential for partnerships with providers of housing for older people and people with disabilities.

7.3

Appropriate information and responsive customer experience

Discussion

Council has commenced the redevelopment of its website which may provide an opportunity to increase access for people living with a disability.

Council is establishing a kiosk at the Walkerville Shopping Centre which will enable internet access and give residents the ability to make a range of Council payments online. The kiosk will also provide information on community programs and events.

Council's customer experience staff have had training in mental health and dementia awareness. It was considered that additional training in specific areas such as sensory, physical mobility and intellectual disability would be beneficial, not just for customer experience staff but also for depot staff and all those who have direct contact with the community.

Focus Area

Actions

Published content

- Complete review and update of Council's website and work towards meeting *Web content accessibility guidelines (WCAG)*. This will ensure that the website is intuitive and easy to navigate for people living with a disability.
- Review and update the new residents information pack to include information about services and facilities that support access and inclusion such as:
 - location of accessible toilets
 - charging points for electric wheel chairs and mobility scooters via link to recharge scheme: <http://www.rechargescheme.org.au>
 - free wifi access points
 - information in other community languages
 - regular services, programs and events.
- Review Council's existing publications and promotional material to ensure that the information is accessible or that documents that comply with disability format standards can be provided on request.

Customer experience

- Identify training opportunities for all Council staff who have regular contact with members of the community to increase their capacity to deliver exceptional customer experience to people of all abilities.
- As part of the ITC Strategy, seek to broaden the functionality of the customer request system to include filters for accessibility and inclusion. Link the system to a mechanism for reporting and response.

7.4

Participation in decision making

Discussion

The Town of Walkerville has a strong commitment to public consultation and high rates of community participation in the development of Council's community strategic plan, wellbeing strategy and other planning and budgeting processes.

All Council meetings are accessible to the community and copies of Council's agendas and minutes are on the website and available in hard copy. Council meetings are held in buildings that are generally accessible, although the lack of a hearing loop and difficulties getting to an accessible toilet were noted as potential barriers.

Council does not have any structures or processes in place that enable the input of people living with a disability to Council plans, policies, projects and programs.

Focus area

Actions

Consultation processes

- 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 these comply with disability format standards.
- Consider the introduction of hearing loop technology in the Civic and Community Centre and/or better promote existing hearing assistance.
- Review and improve disabled access to toilets for people attending consultation events at Council venues.

Access and inclusion stakeholder involvement

Develop a stakeholder register of people with lived experience of disability, or those representing the disability sector and establish a panel that meets 2 to 3 times a year to provide input into the development of Council projects, plans or policy. Members of this panel could also be invited to participate in task groups for specific initiatives.



7.5

Planning and building

Discussion

New development is controlled by Council's *Development plan* and the Building code of Australia. New buildings are required to meet the accessibility standards set in the *Disability Discrimination Act*.

It is the responsibility of owners, builders and developers to ensure that they are fully informed of their DDA obligations. Some Councils such as Liverpool City Council, have prepared fact sheets to support developers in meeting these obligations.

There are other guidelines that may be helpful to developers who wish to go beyond the statutory minimum requirements and position their products as premium housing that supports people to remain in their homes regardless of changes in their age and ability.

The *Age friendly living guidelines for residential development* available on the SA Health website reflect the World Health Organisation's age-friendly cities checklist.

The recommended guidelines for dwelling design that is appropriate for all ages and abilities are based on the *Liveable housing design guidelines* developed by the Commonwealth Government and *The housing SA design guidelines "Sustainable housing principles 2.3 Universal housing design criteria"*.

Planners always have an opportunity to try and facilitate better design outcomes. The provision of information about ways to increase the market appeal of their development can influence a different design response.

Focus area

Actions

Development planning and assessment

- DDA requirements will be integrated into the development approval process and *Development plan* amendments.
- Provide training or information to support planners to maximise accessibility outcomes through the development assessment process.

Information for developers and builders

Provide the *Age-friendly guidelines for residential living (based on universal design principles)* to landowners and private sector developers undertaking infill housing projects to enable them to assess the suitability of these sites for older people and people living with disability.

7.6

Informed and supportive working environments

Discussion

The Town of Walkerville has a strong commitment to Equal Employment Opportunity and human resources management practices that do not discriminate against people living with a disability.

There may however be 'hidden' barriers in the working environment which would only be revealed by undertaking an audit with an access consultant.

Since all Councils will be required to prepare *Disability access and inclusion plans* under the new legislation, it is possible that the Local Government Association (LGASA) could be encouraged to undertake sector wide training.

In the absence of a state level response, Council may wish to develop its own disability awareness training or work with a suitably experienced trainer.

Focus area Actions

Recruitment

- Recruitment processes do not discriminate against people living with a disability.
- All position advertisements are Equal Employment Opportunity compliant and in formats that comply with disability format standards.
- Work proactively with disability placement agencies to explore opportunities for placements.

Workplaces

- Support workplace requirements, offer flexible working arrangements and provide skill development opportunities for staff working with disability.
- Undertake an access audit of all workplaces to ensure these are accessible for people working with disability.

Awareness training

- Liaise with the LGA to identify potential training opportunities.
- Provide training regarding the breadth, depth and prevalence of disability and the challenges and capabilities of people living with disability to customer interfacing staff, volunteers and Elected Members.
- Incorporate disability awareness information as a part of the staff induction process.



8.0

Implementing the plan

Delivery of the actions in this plan 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 plan will involve an annual cycle of planning, delivery, reporting and improvement.

Focus area Actions

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 <i>Long term financial plan</i> or <i>Asset management plan</i>). • 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 <i>Annual business plan and budget</i>.
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 DAIP stakeholder register 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. • 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.

