

Disability Access and Inclusion Plan

2020-2024



City of Burnside

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Mayor's Statement

I am proud to present the City of Burnside's first Disability Access and Inclusion Plan. We are committed to providing opportunities for people with different abilities to participate fully in community and civic life. This Plan is not simply a reflection of what Council strives to achieve in order to address the barriers people with disability may face, it acknowledges the contribution that people with a disability make each and every day to our diverse community. It is not just about making facilities accessible; it is about welcoming and including all in activities, programs and services with equality and dignity.

The Plan was developed in partnership with staff and key stakeholders from the wider community demonstrating that our visions and aspirations can only be achieved by working together and ensuring the Plan and associated actions are embedded in all facets of decision-making and planning.

Therefore, I am excited about the formation of our new Disability Access and Inclusion Advisory Group. Critically, this group will include members of the community who live with disability, work with or care for someone with disability, or are involved on a day to day basis with the sector, staff and some Elected Members.

This Group will advocate for those with a diverse range of abilities within our community, from our young through to our more elderly residents. I look forward to contributing my knowledge and understanding to this important group.

Mayor Anne Monceaux





Introduction

The City of Burnside values and embraces the diversity within its community and is committed to working with its valued residents, businesses and service providers to build and strengthen its community and ensure people of all abilities are welcome and feel included, especially those who have greater barriers facing them, particularly disability. Council has a leadership role in facilitating and encouraging improved physical access to community and privately-owned facilities. The Disability Access and Inclusion Plan (DAIP) promotes equal rights for all in our community. It recognises our responsibility to support people with disabilities to access the same human rights as everyone in the community.

This Plan will guide Council's actions over the next four years to ensure all members of our community are involved, active and engaged, including reducing and eliminating barriers to access and inclusion.

This is the City of Burnside's first DAIP and forms part of Council's legislative responsibility under the *Disability Inclusion Act 2018* (the Act), to recognise a stronger commitment to access and inclusion planning for people living with disability.

The Act supports the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), acknowledging that people living with disability have the same human rights as other members of the community and that the State and the community have a responsibility to facilitate the exercise of those rights.

“Our vision is an accessible and inclusive South Australia based on fairness and respect.” (*Inclusive SA: State Disability Inclusion Plan 2019-2023*)

Following extensive consultation, the *Inclusive SA: State Disability Inclusion Plan 2019-2023* was released on 31 October 2019. The four key themes and priorities within this state plan are:

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

Leadership and Collaboration

- Priority 4:** Participation in decision making
- Priority 5:** Leadership and raising profile
- Priority 6:** Engagement and consultation

Accessible Communities

- Priority 7:** Universal Design across South Australia
- Priority 8:** Accessible and available information
- Priority 9:** Access to services

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



All of the state priorities were taken into consideration when developing the directions and actions for the DAIP. By focussing on promoting a whole-of-council approach, which will encourage increased access and inclusion of everyone in the community, the Plan aims to identify and encompass all age groups and abilities.

One of Council’s key outcomes is to establish an advisory group to support the implementation of this Plan and discuss future directions. The Disability Access and Inclusion Advisory Group will comprise Council Elected Members, Burnside residents living with disability and service providers; and will create an inclusive future for the City of Burnside.

While this plan sets the focus for the next four years, it is also a living document that will respond to shifting priorities and new information as governments across South Australia work together.

Acknowledgements

The City of Burnside acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan. We also acknowledge the Kurna people as the traditional custodians of the Adelaide region and the land on which we work.



What do we mean by ‘Disability’?

The term ‘disability’ can be used to describe a wide range of conditions and impairments. Accordingly, this plan aims to improve access and inclusion for a wide cross-section of the community.

The definition of ‘disability’ used in this plan comes from the *Disability Inclusion Act 2018 (SA)*. Section three of the Act defines a person with a disability as someone who has physical, psycho-social, intellectual, cognitive, neurological, learning, physical or sensory impairment, or a combination of any of these impairments which may hinder the person’s full and effective participation in society on an equal basis.

Improving access and inclusion for people with a disability will not only benefit those directly affected, but also their friends, carers and the community as a whole.

What is Access and Inclusion?

Access and Inclusion is the consideration and incorporation of the needs of people with disability in all areas of an organisation’s operations. This means ensuring that people with disability have equal access to employment, training and development, products and services, premises, communication and information communication technology.

Our Vision

“A resilient, happy, healthy and connected community.”

The key themes for the City of Burnside’s *Connected Communities Strategy 2017-2021* provide the foundation for this plan. These are:

- Connections** A connected community with a sense of belonging.
- Partnerships** Partnerships which enable delivery of needed and valued community facilities and services.
- Activation** Well used and valued community spaces and services which enable community development, learning, connection and wellbeing.



The Role of Council

The role of Council in improving disability access and inclusion includes partnering with businesses and organisations, connecting with our community and activating public spaces. Council will seek involvement and feedback from the community, advocate to businesses and other levels of government and will be a leader in our community to ensure that people with a disability, their family, friends and carers, feel included and valued. The actions set out in this plan will be monitored and reviewed regularly by Council. Council Administration will integrate relevant actions from this plan cross-departmentally to achieve a whole of Council approach to improving disability access and inclusion.

1. Provide information

Council will provide a comprehensive and trustworthy source of information for people with a disability, families, carers, service providers and the wider community. A truly inclusive community must have an easily accessible source of information and Council aims to include the needs of the whole community in our communication strategy.

2. Advocate

Council will build on its relationships with service providers, community organisations and the wider community to ensure that disability access and inclusion is a focus across our Council area. As a prominent voice in our local community and beyond, Council will advocate for people living with a disability to ensure they have the same opportunities and access as those without a disability.



3. Connect with community

In addition to the consultation which has informed the basis of this plan, Council will continue to engage the community and respond to changing priorities based on feedback. It is vital that people living with disability, as well as the important people in their lives, are included in all decisions relating to improving access and inclusion in the spaces we share.

4. Provide opportunities

Council will seek to lead by example in the area of disability access and inclusion. This plan outlines a commitment from Council to improve services, employment and volunteering opportunities, communication, access and participation for people living with a disability. Council will provide greater opportunities for people with a disability to participate in community life.

Our Community

Based on local data from the 2016 census

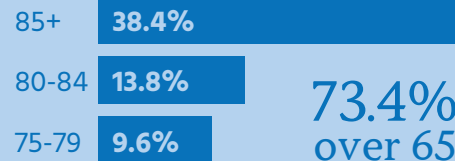
Population

4%
(1,764 residents)



reported needing help in their day-to-day lives due to disability

Proportion of people with disability by age



9% of Youth in SA are living with disability

Employment

City of Burnside residents in the labour force

7.4%
need assistance

needing assistance

89.3%
employed

10.7%
unemployed

City of
Burnside

94.1%

5.9%

South
Australia

Living Circumstances

People reporting needing assistance

80.6%
are home owners

2.5%
live in social housing



28.8%
live alone



21.6%
couple + kid/s



11.5%
single parent



21.4%
live in non-private dwellings
(nursing homes/other accommodation)

Inclusion



English language

22%
English is not first language

3%
difficulty communicating in English

What Our Community Wants

The DAIP was developed through consultation with the community, Council management and staff, Elected Members, disability service providers and advocacy organisations through online surveys and workshops. Consultation was promoted through the Council website, social media and digital engagement campaigns. Advocacy groups and key stakeholders were directly contacted to seek input and submissions towards this plan.

The purpose of the consultation was to provide the community with the opportunity to make access and inclusion issues known to Council. Between May 2020 and June 2020 over 70 people provided valuable feedback and advice. This plan responds to this feedback and emphasises themes of most importance to people with disability living and working in the City of Burnside.



In general the surveys indicated that Council is doing reasonably well, as 77 per cent of respondents rated the City of Burnside as 'good' at inclusivity, while 79 per cent felt the City of Burnside is 'good' at accessibility.

The greatest need for improvement identified were access to information, opportunities for employment and volunteering and involvement in Council planning and decision making processes.

Summary of survey results

- Respondents were aged between 36 - 45 years (22%), 46 - 55 years (33%), 56 - 65 years (28%) and over 65 years (17%)
- 14% of responses were from disability service providers
- 13% of respondents identified as having a disability
- 75% of respondents were not aware of Council programs
- 39% felt excluded at some point through events, services or programs
- 74% felt that Council should increase involvement in planning and decision making
- 67% wanted locations of accessible toilets, playgrounds and reserves published on Council's website
- 91% supported the creation of an external disability group and internal group supporting Council's disability focus
- 88% of organisations that responded said that they were interested in undertaking disability awareness training

Priorities and Actions

1. Inclusive Communities for All

Social inclusion is a priority for people living with disability as it affects all aspects of their lives. It is our aim that the contributions and rights of people living with disability are valued and understood by all South Australians and that their rights are promoted, upheld and protected. We also want to ensure people living with disability are supported to advocate for their own rights.

- Priority 1** Involvement in the community
- Priority 2** Improving community understanding and awareness
- Priority 3** Promoting the rights of people living with disability

Objective	Action	Time-frame	Responsibility	Expected Outcome	State Plan Priority #
1.1 Advocate and support the contributions and rights of people living with disability.	1.1.1 Collaborate with stakeholders to improve access to information. 1.1.2 Work with local networks to identify issues and promote opportunities for improved access to services and information.	Short Short	Community Connections	<ul style="list-style-type: none"> • Increased representation for people with disability. • Increased access to information and services. 	Priority 3
1.2 Establish best practice communications to ensure inclusion for all.	1.2.1 Undertake website review to ensure Council uses language and formats to promote inclusion. 1.2.2 Seek advice from key advisory groups, while undertaking review. 1.2.3 Review, update and promote the location of accessible facilities on Council's website.	Medium Medium Medium	People and Innovation, Community Connections, Community Engagement	<ul style="list-style-type: none"> • Website improvements identified. • Website highlights locations of accessible facilities. 	Priority 2
1.3 Promote community participation through established community groups.	1.3.1 Establish stronger links with community leaders from diverse ethnic and religious communities to develop dialogue about disability.	Medium	Community Connections, Community Engagement	<ul style="list-style-type: none"> • Increased participation in community groups and increase in shared events/programs. 	Priority 1
1.4 Increase awareness of access and inclusion internally.	1.4.1 Establish internal Access and Inclusion 'Champions' consisting of a variety of staff across Council, to promote and advocate disability and inclusion issues and ideas. 1.4.2 Where possible incorporate all abilities options into Council strategy frameworks, e.g. Event Management Framework, Risk Analysis Framework.	Short Medium	Community Connections, all staff	<ul style="list-style-type: none"> • Access and Inclusion Champions Established. • All abilities strategies incorporated at commencement of projects. 	Priority 1
1.5 Support sporting and recreational opportunities across the municipality (especially supporting youth).	1.5.1 Promote sporting opportunities that meet the needs of all participants. 1.5.2 Promote established all abilities sporting clubs and recreational organisations' programs to the community to increase participation and improve accessibility in these organisations. 1.5.3 Support sporting and recreational groups with education and training to increase inclusiveness.	Medium Medium Medium	Community Connections, Assets and Infrastructure, Community Engagement	<ul style="list-style-type: none"> • Increased youth participation. • Increased participation in sport and leisure. • Increased inclusive programming at sporting clubs. 	Priority 3

2. Leadership and Collaboration

People living with disability want to have a greater role in leading and contributing to government and community decision making. It is our aim that the perspectives of people living with disability are actively sought and that they are supported to participate meaningfully in government and community engagement activities.

- Priority 4** Participation in decision-making
- Priority 5** Leadership and raising profile
- Priority 6** Engagement and consultation

Objective	Action	Time-frame	Responsibility	Expected Outcome	State Plan Priority #
2.1 Promote and lead a change in community attitudes towards disability.	2.1.1 Develop and implement a disability community awareness campaign in partnership with key stakeholders.	Medium	Community Connections, Community Engagement	<ul style="list-style-type: none"> Increased participation in community groups and increase in shared events. 	Priority 5
2.2 Establish a Disability Access and Inclusion Advisory Group advocating disability access and inclusion across Council.	2.2.1 Establish a Disability Access and Inclusion Advisory Group.	Medium	Community Connections	<ul style="list-style-type: none"> Committee established. Increased scrutiny of plans and developments. Increased consideration on the needs and requirements of people with disability. 	Priority 6
2.3 Promote participation in Council meetings and decision making processes.	2.3.1 Encourage people living with disability to participate in Council meetings. 2.3.2 Advertise meetings and consultations in accessible formats. 2.3.3 Ensure City of Burnside's Community Engagement (Public Consultation) Policy is utilised for changes to existing and heritage facilities, parks and reserves, as and where deemed necessary.	Medium	Community Connections, Community Engagement	<ul style="list-style-type: none"> Enhancing communication across stakeholder groups. 	Priority 4
2.4 Encourage voting in Council elections to ensure access and inclusion are represented.	2.4.1 Liaise with advocacy and disability groups to encourage participation. 2.4.2 Ensure all abilities are able to vote.	Medium	Community Connections, Office of the CEO, Community Engagement	<ul style="list-style-type: none"> All abilities given every opportunity to vote. 	Priority 4
2.5 Encourage community leadership.	2.5.1 Promote the community grants program to disability groups and organisations.	Short	Community Connections	<ul style="list-style-type: none"> Community leadership increased through community grants program. 	Priority 5
2.6 Develop links between the DAIP and organisational policies, plans, strategies and processes to embed inclusive practices across the organisation.	2.6.1 Advocate that as all Council policies, protocols and procedures are created or reviewed ensure there are links made with the DAIP where relevant.	Medium	Community Connections, all staff	<ul style="list-style-type: none"> Everyday practice established to ensure DAIP outcomes addressed and included. 	Priority 6

3. Accessible Communities

The accessibility of the built environment, quality services and information is key to ensuring people living with disability are included and have the opportunity to equally participate in all aspects of community life. It is our aim to increase accessibility to public and community infrastructure, transport, services, information, sport and recreation and the greater community.

Universal design is the design concept that considers people of all ages, abilities and situation. Universal design allows everyone to the greatest extent possible, to use programs, services and facilities. This includes access to the physical environment including public buildings, parks and streetscapes. It also relates to the provision of transport, information and communication systems and products

- Priority 7** Universal design across South Australia
- Priority 8** Accessible and available information
- Priority 9** Access to services

and services. It is often cheaper and more effective to incorporate universal design features in the planning stages rather than trying to adapt or retrofit existing structures and programs later.

Universal design is paramount in providing an accessible and inclusive environment within the City of Burnside.

Objective	Action	Time-frame	Responsibility	Expected Outcome	State Plan Priority #
3.1 Communication and information systems available through accessible technologies and alternative formats.	3.1.1 Ensure Council information is available through alternative formats, including websites, accessibility (Easy Read, Auslan, pictorial forms etc). 3.1.2 Publish key plans/strategies in accessible formats.	Medium	Community Connections, Community Engagement, Customer Experience, Innovation and Technology	<ul style="list-style-type: none"> • Decrease in complaints regarding limited access to information. 	Priority 8
3.2 Ensuring civic life is accessible to all.	3.2.1 Promote existing accessible sensory experience opportunities in Council parks and facilities. 3.2.2 Consider all abilities equipment as part of Council’s recreation space upgrades.	Short Short	Assets and Infrastructure, Community Engagement	<ul style="list-style-type: none"> • Accessible opportunities listed on website. • New recreational space upgrades cater to all abilities where possible. 	Priority 9
3.3 Ensure continuous improvement of access to council buildings and infrastructure.	3.3.1 Undertake an audit of Council facilities and premises to identify modifications required. 3.3.2 Review access requirements as routine part of planning process. 3.3.3 Establish framework to receive feedback from the community about issues and advocate for improvements to infrastructure.	Medium Medium Medium	Assets and Infrastructure, Community Engagement	<ul style="list-style-type: none"> • Facility audit completed. • Identified modifications prioritised. • Framework established. 	Priority 9
3.4 Incorporate universal design principles to Council facilities and assets.	3.4.1 Incorporate universal design principles when planning new and redeveloped Council facilities and assets.	Short	Assets and Infrastructure	<ul style="list-style-type: none"> • As much as practicable, ensure all new and redeveloped Council infrastructure is accessible for people with a disability. 	Priority 7
3.5 Promote community input into Council decision making processes.	3.5.1 Strengthen relationships with key support organisations to increase understanding of how to participate in Council decision making processes.	Short	Community Connections, Community Engagement	<ul style="list-style-type: none"> • Increased participation and responses. 	Priority 8

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. It is our aim that people living with disability have access to inclusive places of study and that education and training provides pathways to meaningful and inclusive employment and volunteering opportunities.

- 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

Objective	Action	Time-frame	Responsibility	Expected Outcome	State Plan Priority #
4.1 Support employment and training opportunities across Council for people with disability.	4.1.1 Review human resource protocols and address barriers or gaps.	Medium	People and Innovation	<ul style="list-style-type: none"> • Related protocols reviewed and amended as practical • Increase work experience student attendances. • Future Council partners support 'all abilities' opportunities. 	Priority 12
	4.1.2 Provide work experience opportunities for people with disability to promote career opportunities in Local Government.	Medium			
	4.1.3 Where possible ensure any future partnerships established support 'all abilities'.	Medium			
4.2 Promote understanding of the needs and capacities of people with disability by Council staff through training and induction.	4.2.1 Review induction and training programs including disability awareness training opportunities.	Short	People and Innovation	<ul style="list-style-type: none"> • Induction program reviewed and implemented as needed. • Data on disability awareness training sessions held, and the proportion of staff who have attended. 	Priority 10
	4.2.2 Investigate options for providing online multimedia training in access and disability inclusion.	Medium			
4.3 Advocate employment and work experience opportunities for people living with disability, particularly youth.	4.3.1 Work with local businesses to promote the benefits and requirements of employing a person with disability.	Medium	Community Connections, People and Innovation	<ul style="list-style-type: none"> • Record where possible people employed or who undertook work experience from this advocacy. 	Priority 10
	4.3.2 Advocate for local employment opportunities to be developed particularly for youth.	Medium			
4.4 Ensure staff with disability feel supported and empowered.	4.4.1 Ensuring accessible workplaces, timely modifications and flexible job design.	Short	People and Innovation	<ul style="list-style-type: none"> • Feedback from staff regarding their experiences. 	Priority 12
4.5 Advocate volunteering opportunities.	4.5.1 Ensure volunteering roles are accessible and flexible for people living with disability.	Short	Community Connections	<ul style="list-style-type: none"> • Increase in volunteers with disability. 	Priority 11
	4.5.2 Promote volunteering to create social connections and friendships.	Short			
4.6 Improve understanding of community access and inclusion requirements.	4.6.1 Develop a data resource to support decision making around disability access and inclusion.	Short	Community Connections	<ul style="list-style-type: none"> • Establish data resource. 	Priority 12

Implementation, Monitoring and Review

The City of Burnside will oversee the implementation, monitoring and reporting on the actions of the DAIP. Implementation of this plan will be a shared responsibility across all departments nominated in the plan, reflecting a whole of Council commitment to improve outcomes for people with disability.

Section 7 of the Act, requires the City of Burnside to report on the operation and the disability access and inclusion plan (including a summary of the extent to which the disability access and inclusion plan has been implemented) by 31 October each year to its Chief Executive Officer. In addition, the Chief Executive on or before 31 December each year, must provide to the Minister of Human Services a report summarising the reports received under subsection (1) in respect of the preceding financial year.

The proposed Disability Advisory Committee will also monitor the implementation of the objectives and actions and contribute to the annual reporting and review. A detailed action plan will be published on the Council website each year, outlining the progress of the DAIP. Monitoring and review of the DAIP will also include assessing the ongoing relevance of objectives and actions to ensure suitability.

A final review of the DAIP will be undertaken in 2023, with a view to develop a new plan.

The review of the DAIP will consider:

- The extent to which actions have been implemented over the period of the plan;
- The extent to which, through the plan and other influencing factors, the inclusion of people with disability in our community has improved; and
- Which objectives have been most successful in influencing improved outcomes for people with disability.

The final review process will also identify emerging issues, trends and opportunities in order to develop a new plan building on the strengths of the Disability Access and Inclusion Plan.

Plan Timeframes

- Short term (to be achieved between 1 - 2 years)
- Medium term (to be achieved within four years)

Challenges

Given the age of Council facilities and the topography of the Burnside Council area, it is acknowledged that providing full access will be an ongoing challenge in the years ahead. Tackling access issues across the City will take considerable planning, coordination and funding in cooperation with all departments. The primary challenges Council faces in terms of meeting access objectives include:

- the heritage status of a significant portion of Council's facilities and buildings;
- the terrain, trees and landscape of the Council area;
- complex and competing community priorities; and
- financial impact on Council's budget.

Providing equitable access will always be a priority for Council, including alternative options to ensure inclusivity for all our community.



Feedback

The City of Burnside welcomes your feedback on disability access and inclusion. Please feel free to forward any comments or information to:

Email burnside@burnside.sa.gov.au
Office hours Monday to Friday, 8.30 am to 5 pm
(except Public Holidays)

Appendix

Policy Context

Directions for Council are determined by a number of plans, strategies and policies, some of which are outlined below:

- Burnside 2030 - Strategic Community Plan
- Connected Communities Strategy 2017-2021
- The City of Burnside Hub Precinct Strategy
- Playground Strategy 2014-2024
- Property Strategy
- Open Space Strategy
- Sport and Recreation Strategy
- Community Access, Inclusion and Participation Policy
- Footpath Policy
- Open Space Policy
- Community Engagement (Public Participation) Policy
- State Public Health Plan

