



CITY OF
TEA TREE GULLY
Naturally Better

Disability Access and Inclusion Plan

2020–2024

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Acknowledgement of Country

Marni Ninna Budni ‘Welcome’

We acknowledge the Kurna people as the Aboriginal traditional owners and custodians of the lands and waters in the area now known as the City of Tea Tree Gully.

We respect the spiritual relationships with country and stories here that have developed over tens of thousands of years.

We recognise that this rich cultural heritage is a living culture and remains important to Kurna people, other Aboriginal people and our non-Aboriginal communities today.

The wellbeing and prosperity of Kurna and other Aboriginal people is important to the strong, vibrant communities we strive for.

Introduction

The City of Tea Tree Gully has been engaged in disability access and inclusion planning and policy for a significant part of the past two decades. We are committed to ensuring, as far as practicable, that the community is accessible for the widest diversity of our population.

We acknowledge that certain physical and communication environments and social attitudes contribute to lack of access and inclusiveness for people with a disability, some women, young people and seniors, and many people from culturally and linguistically diverse communities and Aboriginal and Torres Strait Islander people. We believe that an inclusive and accessible community is one in which all Council's functions, facilities, services, programs, activities and events are open and available to all people. We will work towards achieving this by providing the same opportunities, rights and responsibilities enjoyed by all other people in the community, where it is relevant and fair to do so.

We also recognise that all people contribute to the social, economic and cultural life within the City, but that many can do so only after overcoming unintentional social and economic barriers.

Council believes that a community that recognises its diversity and supports the participation of all its members makes for a richer community.

The *Disability Discrimination Act 1992* defines disability as:

- Total or partial loss of the person's bodily or mental functions
- Total or partial loss of a part of the body
- The presence in the body of organisms causing disease or illness
- The malfunction, malformation or disfigurement of a part of the person's body

- A disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement, or that results in disturbed behaviour
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction

and includes disability that:

- presently exists
- previously existed but no longer exists
- may exist in the future
- is imputed to a person (meaning it is thought or implied that the person has disability but does not).

As a Council, we acknowledge that there are many different kinds of disability and they can result from accidents, illness or genetic disorders.

Disability may affect mobility, ability to learn things or ability to communicate easily, and some people may have more than one disability.

Disability may be visible or hidden, permanent or temporary, and may have minimal or substantial impact on a person's abilities.

We understand that, although some people in our community are born with a disability. For example, a person may acquire a disability through a workplace incident or car accident, or may develop a disability as they age.

Our Community Wellbeing and Inclusion for All policy was adopted in late 2017 after consultation

with a number of key stakeholders. The objectives of this policy aligned with the introduction of the *SA Disability Inclusion Act 2018* and formed the key foundations for the development of this plan.

The *SA Disability Inclusion Act 2018* came into force on 1 July 2018. Under this Act, 'State authorities' (which include councils, SA Government departments and other entities) must among other things:

- Publish a Disability Access and Inclusion Plan (DAIP) by 31 October 2020
- Consult with people with disability when preparing a DAIP
- Include measures which provide for the diversity of people living with disability especially women, children, Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse communities
- Explain how the DAIP will give effect to the priorities in Inclusive SA, the State Disability Inclusion Plan 2019–2023.

We believe that Council has an important role to play in ensuring that local infrastructure, services and programs are accessible and inclusive and that our workforce reflects the diversity of our own community.

After consultation with our community and key stakeholders, we have developed the DAIP to support and enhance our ongoing commitment to providing inclusive and equitable access to our services and facilities to people living with disabilities, their families and carers.

In developing this plan, we are cognisant that there are long-term financial costs in establishing new facilities and upgrading current facilities using universal design principles.

We are also aware that we have limited discretionary funding available to ensure that our activities, projects and programs are inclusive of people with all abilities.

However, we are committed to proactively sourcing funds from grants and where possible partnerships with other levels of government to achieve our DAIP.

This plan will be implemented through Council's annual business planning processes and an Access and Inclusion Community Reference group will be established to guide staff to deliver in key areas and monitor the progress against the plan over the next four years.





Message from the CEO

I am proud to present the City of Tea Tree Gully
Disability Access and Inclusion Plan.

This is our plan for a thriving, inclusive community with a quality lifestyle where people living with disability are valued and treated equally, with dignity and respect.

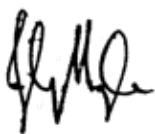
This plan was developed in consultation with the community and incorporates their feedback, views and aspirations. I sincerely thank community members, external organisations and Council staff who contributed to the development of this plan.

4% of residents in the City of Tea Tree Gully are living with a profound or severe disability; 18% of residents are aged over 65; and 12% provide unpaid caring assistance to others. This plan will assist us in working towards further supporting our most vulnerable people to live their life in their community.

Council is committed to following ‘universal design’ principles, which guide the design of environments to minimise access difficulties and be inclusive to as many people as possible. Council will continue to go above standard compliance to enable residents to enjoy community buildings, playgrounds and parks.

Inclusivity benefits everyone and we are committed to doing our best to ensure our facilities and services are accessible to all. This plan demonstrates our commitment to delivering realistic and achievable goals over the coming four years.

The City looks forward to progressing this plan and sharing the achievements with you.



John Moyle
CEO



Background

The City of Tea Tree Gully (the City) is located in Adelaide’s north-eastern suburbs and covers around 95km². It has approximately 99,000 residents where 1 in 5 people live with a disability. The **Disability Access and Inclusion Plan** has been prepared by Council staff in accordance with the *SA Disability Inclusion Act 2018* and was adopted by Council on 25 August 2020.

This plan provides a sound basis and direction for Council to support and enhance our ongoing commitment to provide inclusive and equitable access to our services and facilities to people living with disabilities, their families and carers for the next 4 years.

The actions outlined in this plan support the key themes:

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

This **Disability Access and Inclusion Plan** is not a stand-alone document. Its objectives and Council’s role regarding them have been created with reference to the City of Tea Tree Gully Council’s Strategic Plan 2020. Here are selection of strategic objectives relevant to this plan:

- People feel a sense of belonging, inclusion and connection with the City and Community
- Diversity is welcome and celebrated
- There are opportunities for people to volunteer, give back and share their skills with others
- Our services are accessible to all and respond to changing community needs
- People can have a say in decisions that affect them and the key decisions of the Council
- People are supported to develop their leadership and employment opportunities
- Streets, paths, open spaces and parks are appealing safe and accessible
- Opportunities exist to express and experience art and culture
- Infrastructure and community facilities are fit for purpose, constructed using sustainable practices and well maintained
- Customer service provides a positive experience for people and is based on honesty and transparency
- Planning considered current and future community needs.



Our Strategic Plan Vision

A thriving community with a quality lifestyle that values its people and natural environment.



Our Disability Access and Inclusion Plan Vision

A thriving inclusive community with a quality lifestyle where people living with disability are valued and treated equally, with dignity and respect.



Themes

Theme 1:

Inclusive communities for all

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

We also want to ensure that people living with disability are supported to advocate for their own rights.

Inclusive SA Priority 1: Involvement in the community

Inclusive SA Priority 2: Improving community understanding and awareness

Inclusive SA Priority 3: Promoting the rights of people living with a disability

The outcomes we would like to achieve in our community under this theme include:

- People living with disability in the City of Tea Tree Gully are valued for who they authentically are. They will be heard, understood and their contributions acknowledged
- Council services, programs and events are accessible and inclusive and promote participation in the community, including social, sporting, recreational and cultural life for people living with disability
- Our communication tools including our websites and other digital technologies reflect best practice accessibility and inclusion standards
- All staff, volunteers and Elected Members have an increased awareness about the rights and needs of people living with a disability
- The number of partnerships and collaborations with other levels of government to support the accessibility of health services and health promotion in the City of Tea Tree Gully is increased.

Possible actions to support these outcomes include:

- Ensuring that Council information is available in multiple formats including Easy English/Read, AUSLAN and formats that are compatible with reader technology
- Where practicable, remove jargon and sector specific language in Council documents and providing interpretation options on request
- Retaining and promoting person-to-person and face-to-face communication opportunities as part of customer experience standards, including personalised online options
- Ensuring that all communication channels are accessible and meet best practice standards for people of all abilities
- Continuing to provide events such as sensory evenings at the library
- Where practicable, developing inclusive social environments to accommodate a spectrum of abilities and anxieties
- Continuing to deliver Commonwealth Home Support Program funded wellness and re-ablement focused social programs for people living with disability aged 65 and over
- Continuing to promote equity in sport
- Providing disability awareness training for all staff, volunteers and Elected Members including hidden, chronic pain and mental health disabilities
- Providing disability awareness training as part of induction programs for new employees and volunteers
- Undertaking proactive communication campaigns focused on promoting and celebrating social inclusion and contributions for all abilities
- Establishing a feedback mechanism to understand the requirements of people living with disability through our request for service system
- Facilitating community awareness about inclusion and access strategies in conjunction with the NDIS Local Area Coordination Partner and other key disability sector organisations.

Theme 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 consultation and engagement activities.

Inclusive SA Priority 4: Participation in decision-making

Inclusive SA Priority 5: Leadership and raising profile

Inclusive SA Priority 6: Engagement and consultation

The outcomes we would like to achieve in our community under this theme include:

- Increased attendance and participation in formal Council and Committee meetings for people living with a disability
- Residents living with a disability have a greater role in leading and contributing to Council decisions and issues more broadly in the community
- Council advocates and encourages the provision of person-centred care and support provided by specialist disability services and mainstream services, informal care and support services in the City.

Possible actions to support these outcomes include:

- Investigating opportunities to make Council decision-making more accessible to the community – such as providing accessible documentation, interactive live streaming of Council meetings, live captioning of Council meetings, attending and making presentations to Council meetings
- Establishing an Access and Inclusion Community Reference group to guide Council decision-making
- Co-designing engagement opportunities in partnership with sector experts
- Implementing specific strategies to encourage and support young people living with disability to participate in community engagement activities of Council
- Advocating to the Local Government Association of SA about promoting a greater representation of people of all abilities for council elections
- Investigating the establishment of a Disability Services Providers Network to exchange expertise and resources between businesses, non-government organisations (NGOs) and other levels of government
- Supporting NGOs and National Disability Insurance Scheme (NDIS) providers to deliver programs and services by offering a subsidised hire fee for use of Council’s community facilities
- Encouraging and supporting providers to apply for our community grants to deliver programs, events and projects that are inclusive and accessible
- Promoting the services and programs offered by NGOs and NDIS providers in the City of Tea Tree Gully in accessible formats
- Developing an agreement with the NDIS Local Area Coordination Partner to collaborate on projects of priority to both organisations and to provide information about access and inclusion matters affecting residents with a disability
- Working with local businesses to raise their understanding about the needs of people with a disability, their families and carers and how to make their businesses accessible and inclusive
- Exploring opportunities to improve accessibility into retail premises such as Westfield Tea Tree Plaza and other major shopping centres in the region, including access from Modbury Interchange.

Theme 3:

Accessible communities

This theme is about improving the accessibility of the built environment and the quality of information and services provided.

This ensures people living with disability are included and have equal opportunities to access public and community infrastructure, transport, services, information, sport and recreation and the greater community.

Inclusive SA Priority 7: Universal design across South Australia

Inclusive SA Priority 8: Accessible and available information

Inclusive SA Priority 9: Access to services

The outcomes we would like to achieve in our community under this theme include:

- All new and redevelopments of community infrastructure to incorporate universal design guidelines
- Greater accessibility of Council buildings and infrastructure including roads, footpaths, community transport, parks, buildings, car parking, etc.

Possible actions to support these outcomes include:

- Incorporating universal design principles in criteria for all new building, and public realm projects that carefully integrates new with existing facilities (including those facilities that are under lease and licence) and planning for programs, services and events
- Advocating for higher standards for inclusion (beyond compliance) and universal design as part of Council’s planning and development processes
- Pursuing a 12-month partnership agreement with Job Access to identify and reduce barriers that may exist in employing people living with disability such as workplace adjustments, unconscious bias and occupational health and safety issues supported by the Commonwealth Government
- Forming a DAIP internal steering group to monitor plans, registers and achievements in increasing accessibility
- Establishing and keeping updated a Corporate Register to capture all planned improvements to bus stop waiting areas, to comply with the requirements of the Disability Standards for Accessible Public Transport 2002
- In conjunction with relevant government agencies, identifying and prioritising the upgrade of all bus stop waiting areas, including bus stop shelters
- Adopting a strategic long-term planning approach for Disability Discrimination Act building upgrades within the integrated organisational framework, which goes beyond compliance
- Conducting regular infrastructure and building audits with people with disability to identify areas for improvement
- Developing universal design training plans for relevant staff
- All Council contractors demonstrating their understanding of universal design as part of the procurement process
- Universal design being included as a critical desired outcome in whole-of-site planning during the annual business planning process and during the design and implementation of stages of project management
- Including the installation of signs on the front of buildings indicating disability access in infrastructure maintenance and upgrade schedules
- Constructing an all-inclusive play space in Dry Creek as identified in the Dry Creek Corridor, Modbury Precinct Master Plan
- Establishing minimum standards for priority parks and reserves that improve access and inclusion for people living with disability and implementing a program of priority actions, including exemplary visitor experiences
- Ensuring that regional and district playgrounds provide access to and equipment that caters for all ages and abilities including accessible, inclusive and sensory elements

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- Investigating funding opportunities to provide City of Tea Tree Gully's first Changing Places accredited facility through joint funding with State Government or other partners
 - Reviewing the provision and availability of Council-owned street and off-street accessible car parking to ensure it meets the needs of a range of users, including drivers, carers and modified vehicles (including rear loading)
 - Supporting and educating private parking providers to ensure their car parks meet the needs of a range of users including drivers, carers and modified vehicles (including rear loading)
 - Contributing to an alliance of Councils seeking funding and the collaboration of the SA Department of Planning, Transport and Infrastructure to develop guidelines and training resources to apply universal design through the SA Planning and Design Code and under the State Planning Policy 2: Design Quality
 - Source training in website and publication accessibility for staff responsible for these functions as a first step towards assessing and improving access to information
 - Investigating the development of a 'Communication Access' accreditation for customers who are non-verbal or who have other communication challenges.

Theme 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.

Inclusive SA Priority 10: Better supports within educational and training settings

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

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

The outcomes we would like to achieve in our community under this theme include:

- City of Tea Tree Gully has a culture and workplace for employees and volunteers where:
 - People feel safe, included and have a sense of belonging
 - Their contributions are valued and they can reach their full potential
 - Diversity in decision-making is encouraged
 - Leaders promote and encourage diversity and inclusion and demonstrate great leadership
- People living with disability have opportunities to participate in meaningful volunteer opportunities within the City
- Advocacy is undertaken so that local businesses and community organisations employ people with disability to increase their economic participation in the City.

Possible actions to support these outcomes include:

- Implementing the Diversity and Inclusion Framework/principles to create a workplace environment, which supports and values people living with disability
- Identifying and reducing barriers which may exist in employing or volunteering for people living with disability, such as workplace adjustments, unconscious bias, interviewing and occupational health and safety issues
- Ensuring workplace modifications are undertaken to enable an employee or volunteer living with a disability the best possible opportunity to be successful in their position
- Developing a range of induction and ongoing training programs for staff such as unconscious biases and Universal Design training for staff and volunteers
- Building leadership for accessibility and inclusion into performance management
- Ensuring that corporate digital systems are Web Accessibility National Transition Strategy (NTS) and WCAG 2.0 Level AA compliant
- Assessing the capability requirements of current volunteer roles against the capabilities of people living with disability in the community to identify opportunities for volunteering
- Ensuring volunteer training for people living with disability is supported and accommodates individual learning needs
- Ensuring support systems for volunteers and volunteer coordinators are in place, such as accessible format for the volunteer handbook or interpreter
- Consider establishing a network of individuals, organisations or institutions that are involved in providing volunteer opportunities for people living with disability in the region
- Connecting with local employers and businesses, disability employment services and other NGOs to identify training and employment opportunities within City of Tea Tree Gully
- Working with local related industry sectors, such as tourism, aged care, ancillary health services and education to support an increase in the employment of local people living with disability.





C I T Y O F

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