

INCLUSIVE COMMUNITIES PLAN 2019-2024



Contents

Mayor and CEO Welcome	2
Introduction	3
Our Access and Incusion Journey	4
Vision and purpose	5
Defining Disability	6
Disability at a glance	7
How the plan was developed	9
The Themes	10
Inclusive Communities Plan: At a glance	11
– Committment	13
– Advocacy	15
– Culture	17
– Built Environment	19
– Products and Services	23
– Communications and Marketing	25
– Information Communication Technology	27
Delivering the Plan	29



Claire Boan
Mayor



Mark Withers
CEO

Mayor & CEO Welcome

The Inclusive Communities Plan 2019-2024 is a forward looking plan that demonstrates the City of PAE's commitment to implementing outcomes that are inclusive and promote participation for all residents living in the city.

Whilst the personal experience and impact of disability is unique to an individual, we acknowledge that disability and mental health conditions are present in all cultural groups, across all ages, genders and socioeconomic levels across the community. Council is in a unique position where it can both advocate and drive change, directly and indirectly, to promote the rights of people with a disability and improve their capacity to engage in all aspects of community life.

Council recognises that social inclusion is an important part of the life and activities of the community and it is important for residents to feel accepted and be able to contribute and participate in mainstream activities.

In Australia, individuals, businesses, not for profit and Government agencies are all taking action to better support people with disability. Whilst City of PAE has a history of being a leader in Access and Inclusion, recently Federal and State Governments have passed legislation which will improve the lives of people with disability and hold us accountable to the community.

We strive to provide equal chance for all people with disability to access to programs, services, activities and facilities in the City of PAE to enable them to have the best lives possible.

Our Inclusive Communities Plan will provide strategic guidance for the work undertaken by Council, in partnership with the community, as it continues to build an equitable, inclusive and accessible city.

Introduction

The City of Port Adelaide Enfield (PAE) has a strong history of developing plans that focus on access and inclusion. This Inclusive Communities Plan 2019-2024, highlights our continued commitment to access and inclusion in all aspects of community life.

City of Port
Adelaide Enfield
Beach Access Mat
at Semaphore



The Inclusive Communities Plan has been developed in consultation with the community and PAE staff. It addresses issues and areas of concern as well as providing awareness of disability in our community. It promotes access and inclusion within the community, as well as within our operations.

Our Access and Inclusion Journey

The PAE Inclusive Communities Plan 2023

Final Assessment of the performance of the plan. Future planning begins for 2024 and beyond.



The PAE Inclusive Communities Plan 2019 – 2024

Aligns with international, national and state legislation and provides a guide to the role of the City of PAE to deliver equality of opportunities for all members of the community to fully participate in community life.



Disability Discrimination Act Action Plan 2013-2017

Outlines our intentions to strengthen inclusion and access for residents and visitors.



United Nations Convention on the Rights of Persons with Disabilities 2008

International human rights treaty of the UN intended to protect the rights and dignity of people with disabilities.



Commonwealth Disability Discrimination Act 1992 (DDA)

DDA makes it against the law to treat people unfairly because of a disability.



State Disability Inclusion Plan 2019-2023

Under this overarching plan, all local councils will be required to prepare a Disability Access and Inclusion Plan (DAIP).



South Australian Disability Inclusion Act 2018

Provides a legal framework to support equal access and participation in areas influenced by the public sector including recreation, education, health, employment and public transport.



Disability Active 2001

We produced our first plan under the Disability Discrimination Act.



Australian Human Rights Commission Act 1986

Provides the Commission with the power to hear and respond to complaints of discrimination.



Vision

The City of PAE is an inclusive Council which supports people with a disability to participate in all aspects of community life.

Purpose of the Plan

One of our responsibilities as a local government is to ensure that all members of our community, regardless of ability, have the same rights to be included and participate in their community, access our services and products, and be considered in the work that we undertake.

The *South Australian Disability Inclusion Act 2018* states that this Inclusive Communities Plan needs “to ensure that people with disability can access the mainstream supports and services provided by or on behalf of the State Authority” and “must explain how the State Authority proposes to give effect to the State Disability Inclusion Plan”.

Under the legislation, the City of PAE is defined as a State Authority.

To afford all community members this right, it is essential that we strive to create an inclusive environment.

This plan provides a guide to how we will act to support and promote access and inclusion that ensures all members of the community have the best opportunities to participate in community life.

The purpose of the Inclusive Communities Plan is to provide an integrated, whole of Council approach to strengthen inclusion and access for all.



Bernie and Dulcie

Defining disability

There are many different kinds of disabilities which can result from accidents, illness or genetic disorders.

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 judgment, 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).

James enjoying
the Liberty Swing
at Semaphore





Stuart and Brett,
Friday Fun @
Lefevre Participants

Disability in the City of PAE At a Glance

18.3%

Almost 1 in 5
Australians live
with a disability.

- Equates to just over 23,000 people in PAE.
- Is likely to grow to about 26,000 people by 2031.



8.1%



At 30 June 2016, 8.1% of persons
aged 16 to 64 in PAE were receiving
a disability support pension.

(Higher than Greater Adelaide - 5.9%)

At the 2016 Census

6.9% of PAE residents reported
needing help in their day to day lives
due to disability.

12.6% of persons aged 15 years
and over provided unpaid assistance
to a person with a disability, long term
illness or due to old age.

The City of PAE also attracts many
workers and visitors each day and a
proportion of these people will have
experience with disability, either
personally or as a carer.



How the Plan was developed

The Plan has been developed by a working group from across Council in collaboration with PAE staff and the community.

Community Engagement

We recognise the importance of engaging with the community to gain insights from people who have lived experience of disability, either personally or as a carer.

A short survey for people who have an interest in, or are impacted by disability in some way was undertaken in 2018.

The survey was distributed through a variety of networks and focused on understanding any challenges faced by the respondents in relation to access and inclusion, as well as understanding their perceptions of Council's role in addressing those challenges and how Council could improve its current approaches.

A total of 36 highly involved stakeholders from our community provided their feedback which was carefully considered in the development of this plan.

Staff Engagement

It was also important to hear from PAE staff about their experience of access and inclusion, within the organisation and in the wider community.

Conversations were held with teams from across all areas of operations and PAE staff were also at a later stage engaged to discuss how the plan could address the issues and opportunities raised during the first round of consultation.

Pip and Carah on the One and All



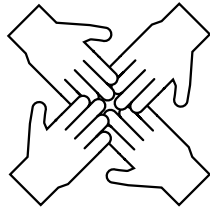
The Themes

In order to ensure that we deliver a Plan that meets the needs of our community and enables us to deliver the strategic outcomes, we have worked with the community and staff to identify key areas of focus.

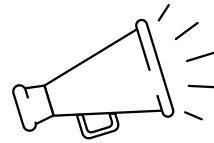
These focus areas have resulted in the emergence of seven themes.



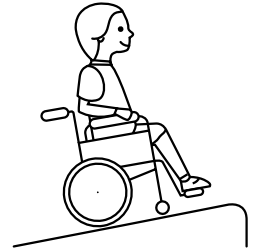
Commitment



Culture



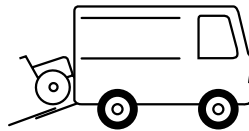
Advocacy



Built Environment



Communications
& Marketing



Products
& Services



Information
Communication
Technology

On the following page the diagram provides a summary of the key themes of this plan.

This is followed by a detailed discussion of each of the themes, including:



A description



What we heard
from the community
and PAE staff



Our aim – where
we want to be



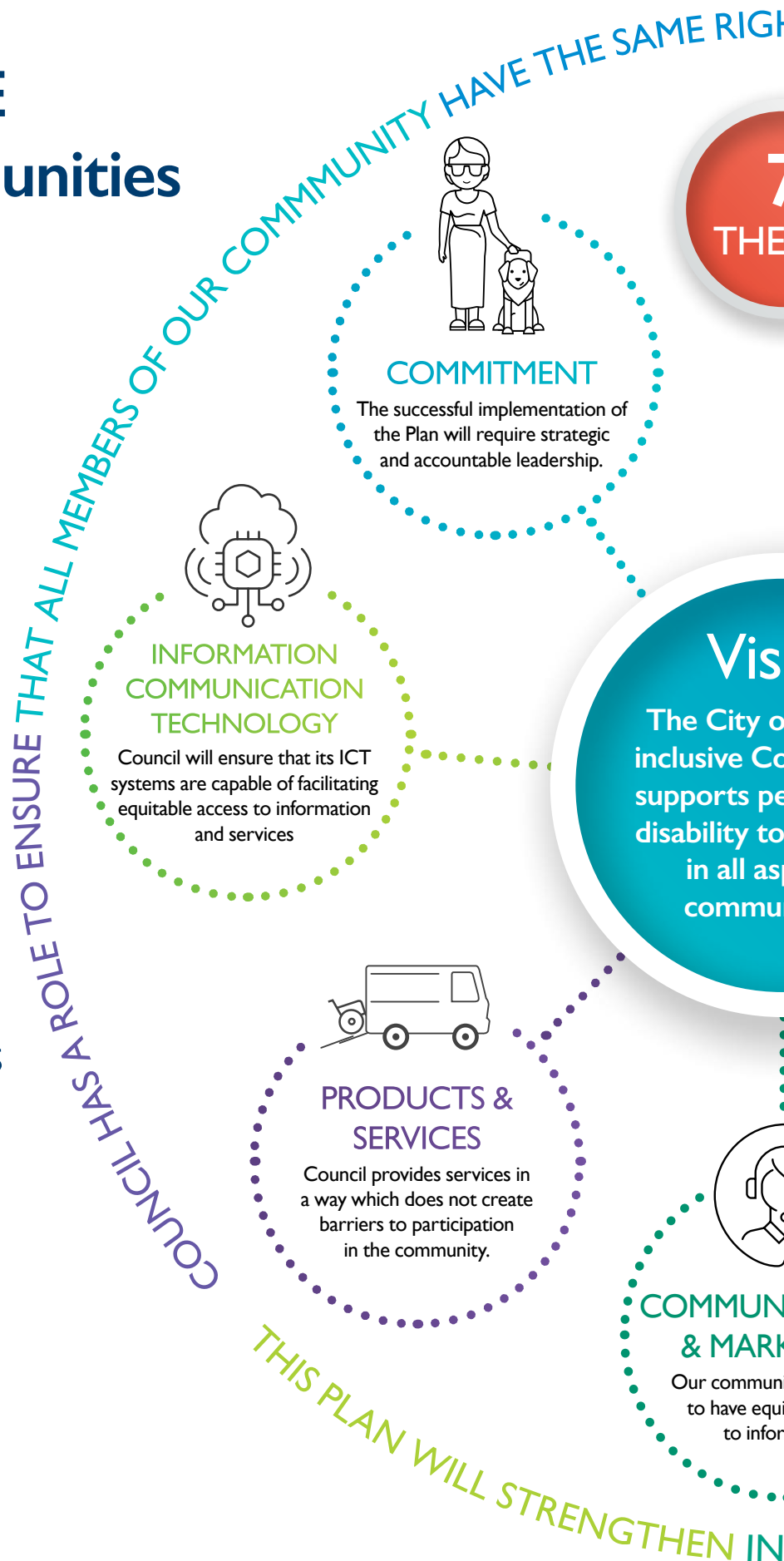
How we will
deliver on
each theme

The City of PAE Inclusive Communities Plan 2019-2024

In order to ensure that we deliver a plan that meets the needs of our community and enables Council to deliver the strategic outcomes, we have worked with staff and the community to identify 7 areas of key focus for this plan.

Purpose of the Plan

The City of PAE Inclusive Communities Plan provides an integrated whole of Council approach and commitment to strengthen inclusion and access for all.





The City of PAE City Plan 2030

The City of Port Adelaide Enfield is accountable to all members of its community for the delivery of the City Plan 2030. The Inclusive Communities Plan aims to ensure that the City Plan 2030 is effectively and uniformly delivered to everyone who lives, works, recreates, visits and provides services in the City of PAE.

ECONOMY



COMMUNITY



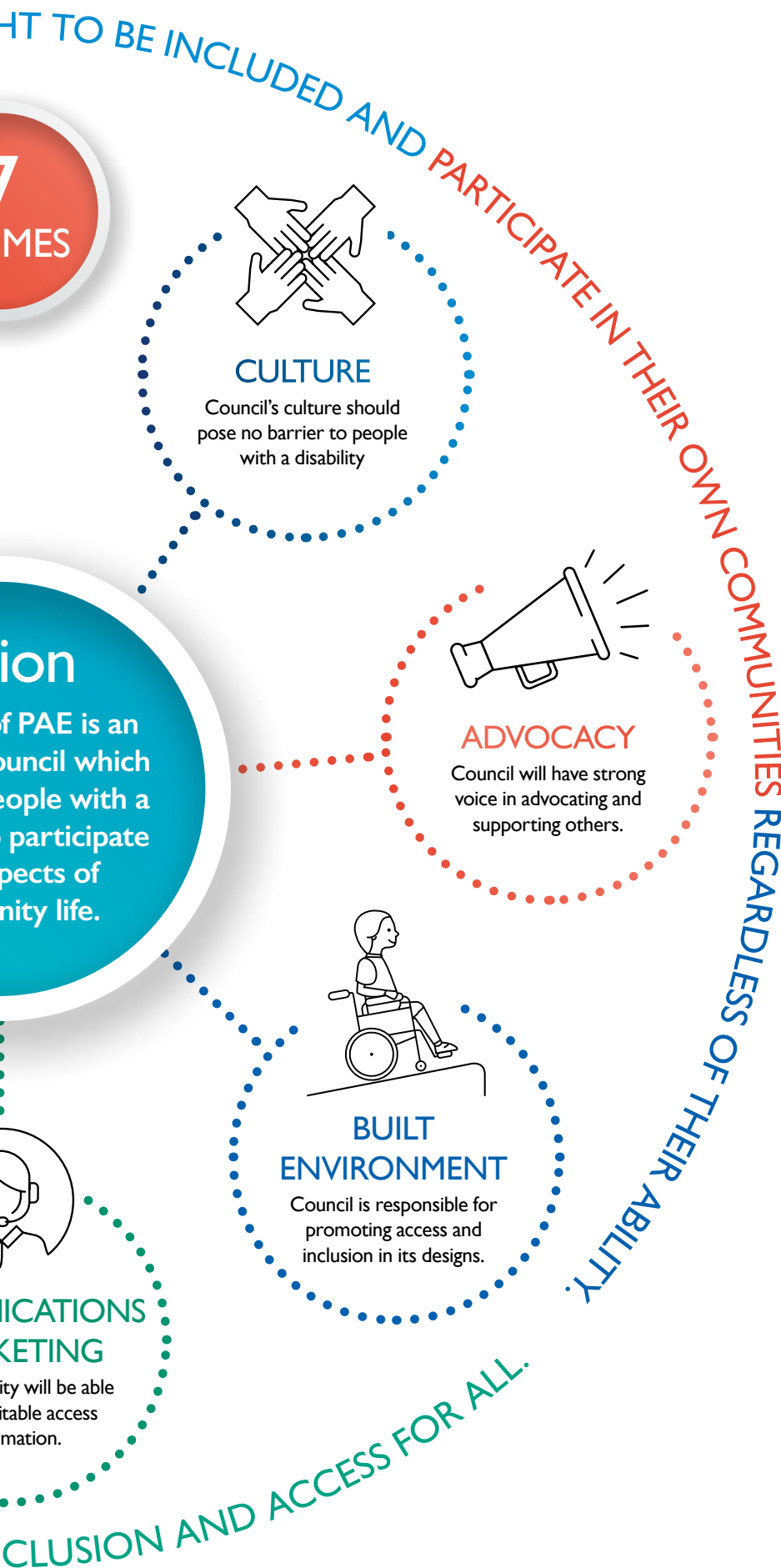
ENVIRONMENT



PLACEMAKING

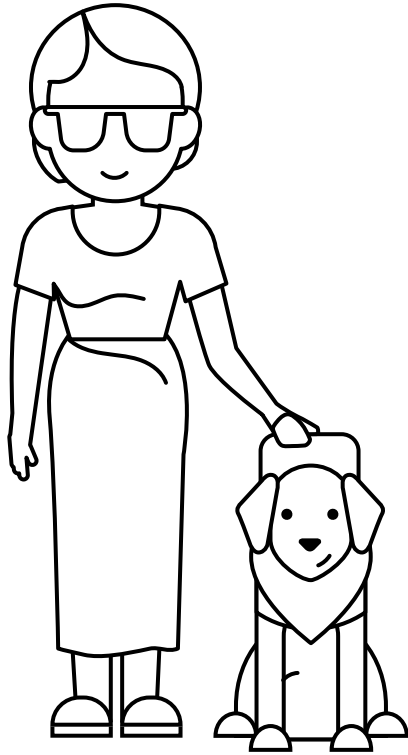


LEADERSHIP



Theme:

Commitment



What we mean by Commitment

The successful implementation of the Inclusive Communities Plan will require commitment as well as strategic and accountable leadership from Council.

The Plan's implementation will be administered by PAE to ensure that all community members have an opportunity to be included in community life, and that the objectives of the plan are met in a coordinated, timely and effective manner.



Ongoing commitment from Elected Members, the Executive Leadership Team and all PAE staff will be important throughout the life of the plan to ensure:

- that the plan is clearly understood, agreed and implemented across PAE
- processes and practices are created to ensure engagement with staff and community is effective and ongoing, and leads to positive outcomes
- access and inclusion is considered when preparing budgets and resource requirements are able to be met
- staff are accountable for its delivery.



What we heard from the community and PAE staff

- There is a need for a commitment to staff awareness of access and inclusion
- PAE staff would benefit from training around inclusive technologies, products and services
- Greater support and promotion of accessible and inclusive services in the community
- Improvement of processes for reporting and responding to access and inclusion issues
- There is a need for the Inclusive Communities Internal Advisory Group to continue to meet after the plan has been adopted to track its progress and support the organisation to address access and inclusion



Our aim for commitment

Our aim is to achieve ongoing commitment from Elected Members, the Executive Leadership Team and all PAE staff to access and inclusion.

We also seek to ensure that the Inclusive Communities Plan will help us develop a two way relationship with the community so we can be informed about issues and opportunities arising in the community relating to access and inclusion.

Emma and Denise at
the Friday Fun @
Lefevre program

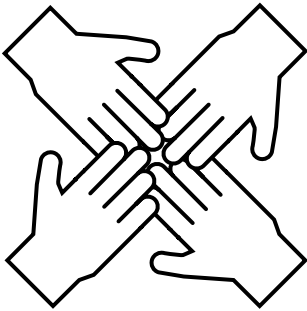


To successfully deliver this aim we will:

- ensure the Inclusive Communities Plan is adopted by Council for implementation by staff
- create action plans with relevant Council teams to enable the Plan to be appropriately implemented, measured and reported
- meet State Government reporting requirements under the Disability Inclusion Act 2018
- implement a system to monitor and address access and inclusion matters raised by the community.



Theme: Culture



What we mean by Culture

Inclusive culture is found where respect, equity, and positive recognition of differences are supported.

This theme refers specifically to the need for us to ensure that we have a culture within the organisation where access and inclusion is a natural way of thinking and acting by all staff, regardless of their role and experience with disability.



What we heard from the community and PAE staff

- Council staff should demonstrate, through their decisions and actions, their understanding of how their work impacts on residents with a disability
- Disability awareness and training is needed to support staff to understand disability and incorporate access and inclusion into their decisions and actions
- The need to foster a culture where we provide great customer service and respect where the same level of service and respect is provided. This may require the same service to be delivered in a variety of ways
- Access and inclusion should be clearly defined and communicated to enable us to identify and achieve successful outcomes
- Council has a role in community education with regard to access and inclusion and in advocating on behalf of residents



Our aim for Culture

PAE's culture should pose no barrier to people with a disability who may be our customers, residents, visitors and staff. We therefore will strive to operate in a way which promotes access and inclusion.



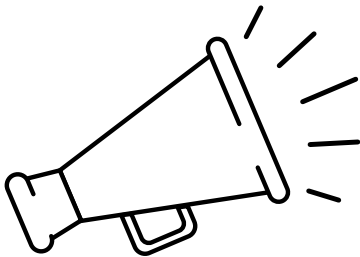
Council staff member signing



To successfully deliver this aim we will

- identify ways to embed inclusive culture throughout the organisation
- review our procurement processes to require suppliers, providers and partners to demonstrate that they have an inclusive culture
- maintain relationships with employment agencies to ensure that everyone has access to information about employment opportunities
- setup and maintain a training program to educate employees about disability, diversity and inclusion
- collaborate with members of the community who have lived experience of disability to form a list of community members who can be contacted to provide advice and guidance on request
- report on and promote the successful delivery of accessibility practices, projects, tasks and initiatives across PAE and to our community.
- continue the internal advisory group of staff (Inclusive Communities Internal Advisory Group) to:
 - > act as a contact point for disability related matters
 - > create opportunity for community voices to be heard
 - > allow employees to share their experience through provision of advice and sharing of information to other members of the organisation
 - > encourage innovation and solutions “outside the box”
 - > support a culture of inclusiveness throughout the organisation
 - > provide employees with the support, tools and skills as required to deliver inclusive services

Theme: Advocacy



What we mean by Advocacy

Disability Advocacy is the act of representing, promoting, protecting and defending the human rights of people with disability.

There are many different types of advocacy that we can provide or support: self-advocacy, individual, group, citizen, systemic and legal. Advocacy can achieve positive social change through trust and relationship building.

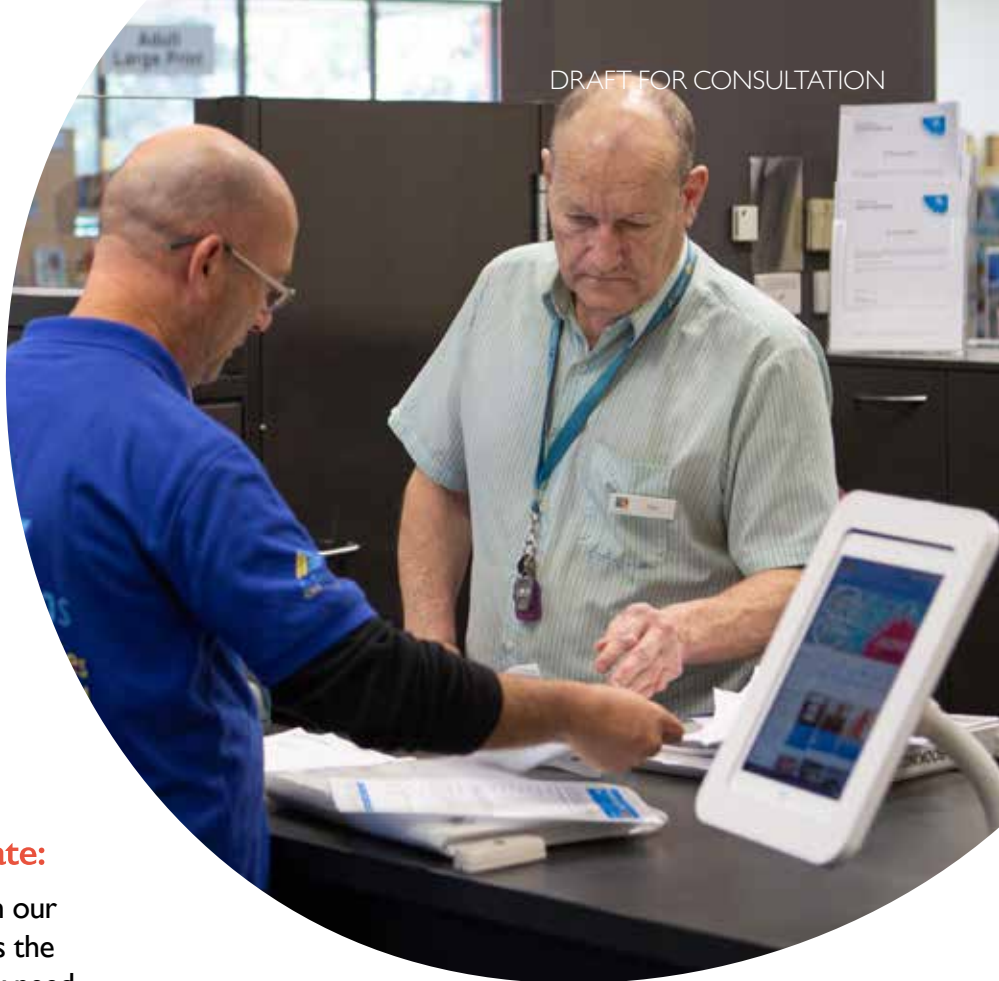
It can provide education and information, give individuals more control, open communications and encourage the development of strategic partnerships.

The City of PAE is well placed to advocate on behalf of its residents to promote change due to its unique relationships with State and Commonwealth Governments, local businesses, community leaders and individuals.



Labs for Life at
Port Adelaide Library

Tim providing
customer service at
Greenacres Library



Council's role is to advocate:

- with people with disabilities in our community so they can access the services and facilities that they need
- to support employment and other opportunities for people with a disability
- to the State Government in relation to any gaps that will arise through changes in the Disability Sector
- to the Federal Government around the National Disability Strategy 2010-2020 and beyond



Our aim for Advocacy

PAE will have a strong voice in advocating and supporting others to advocate on behalf of people with disabilities in our community to improve and promote access and inclusion throughout the City.



What we heard from the community and PAE staff

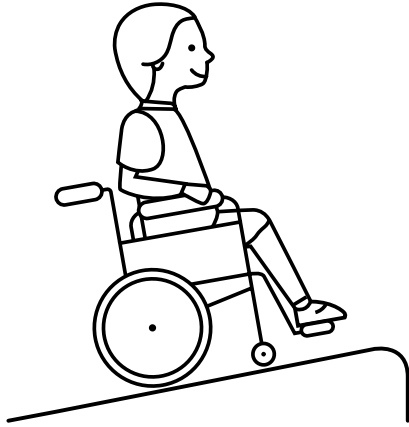
- A key role for PAE is to advocate on behalf of our community on issues that have substantial impacts on the lives of the community
- We should utilise and develop partnerships to create a stronger voice to advocate on behalf of the community in relation to access and inclusion and on mental health supports in the community.
- By forming partnerships with the National Disability Insurance Agency and National Disability Insurance Scheme providers we will be better placed to inform residents about the scheme.



To successfully deliver this aim we will

- put in place a process to support advocacy on behalf of our residents on issues that impact community life
- continue our involvement in the Local Government Access and Inclusion Network and other relevant disability networks
- provide feedback on Commonwealth and State Government legislation, plans and initiatives around access and inclusion
- support other agencies to advocate on behalf of people with a disability.

Theme: Built Environment



Changing Places facility
at The Parks library

What we mean by Built Environment



We consider the term Built Environment to include all of the buildings, parks, roads, footpaths, cultural facilities, foreshore and recreational areas that we are responsible for creating and/or maintaining.

PAE has a role in ensuring that all activities we conduct in the built environment are implemented to the relevant standards and, wherever possible, provide best practice to enable access, connection and inclusiveness for all residents and visitors in the community.

PAE also supports and conducts activities that identify and remove physical barriers and promote access and inclusion for built environment which is not created or maintained by Council.





What we heard from the community and PAE staff

Our City includes a number of assets built prior to the introduction of standards and the Disability Discrimination Act 1992. We have been working on upgrading or replacing assets over time to meet current standards or legislation.

The issue most often raised by the community was the barriers created by the built environment in prohibiting members of the community with disability (particularly those with a physical disability) from being included in aspects of community life, in some cases leading to a reduced opportunity to participate in the community.

The most common barriers were identified in:

- connection to public transport / transport options
- access to, and within buildings
- access to natural areas e.g. coastal access
- navigation and suitability of footpaths
- lack of appropriate car parking
- lack of appropriate signage and other forms of wayfinding

PAE staff also identified specific areas where improvement could be made to support access and inclusion.

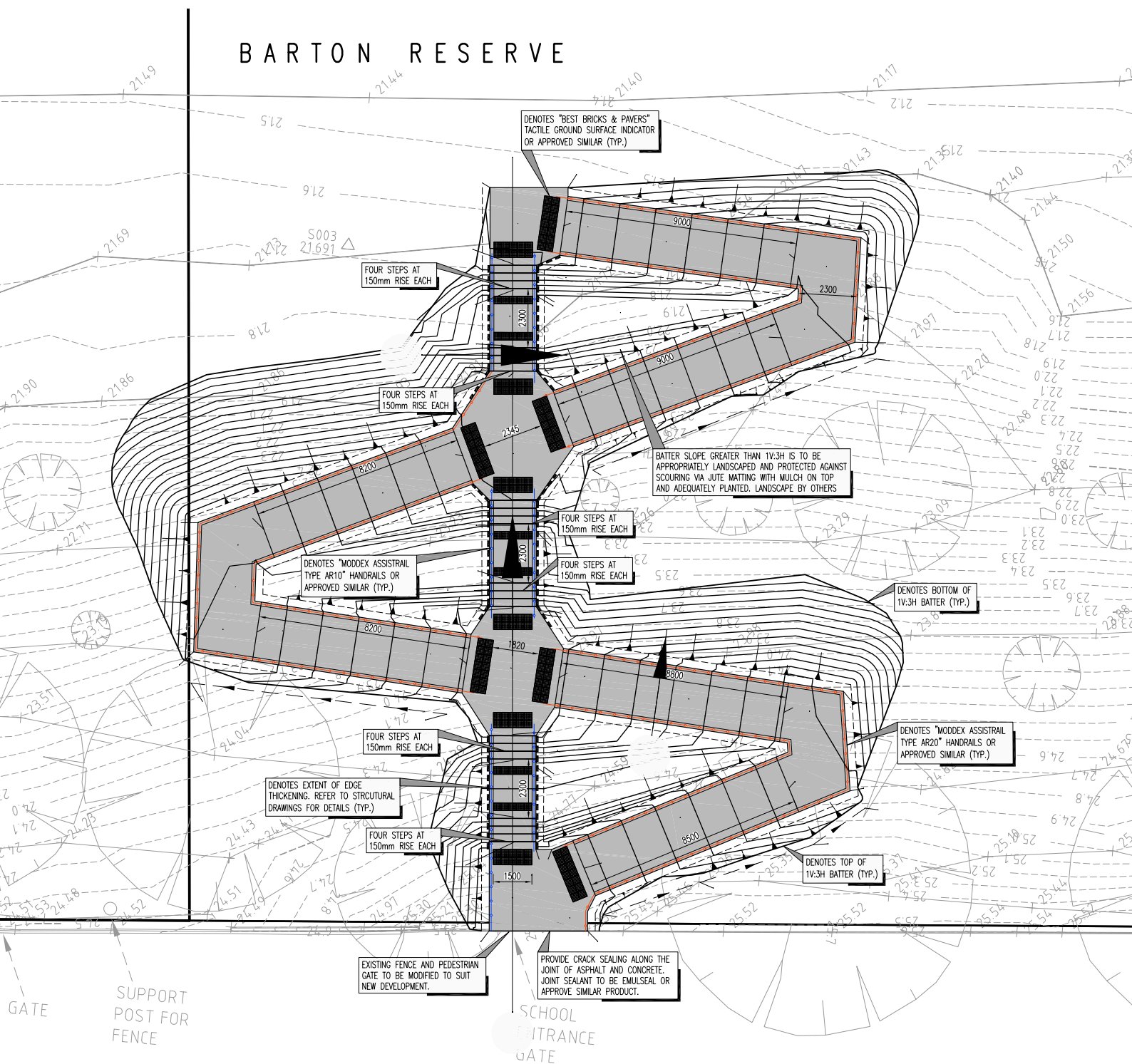
They included:

- formalised tools in project planning, in order to better consider accessibility in project planning stages
- guidance when guidelines or standards are not able to be applied
- knowledge sharing, utilising colleagues lived experience or technical knowledge regarding access and inclusion
- seeking advice and guidance from the community on projects that may need to consider access and inclusion beyond our experience and expertise



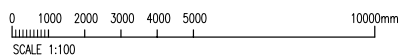
Braille signage at
Parks Library

BARTON RESERVE



PEDESTRAIN ACCESS RAMP GRADING PLAN

SCALE 1:100



SCALE 1:100



Theme:

Built Environment



Our aim for Built Environment

We will enable and advocate for dignified and equitable access to our built environment.

We recognise that improving physical access through new capital, replacement and maintenance activities, in accordance with universal and best-practice design, may be the most important factor in improving equitable access throughout the Council area.



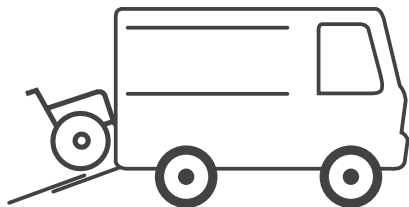
To successfully deliver this aim we will:

- continue to assess all developments against the relevant standards and advocate for best practice outcomes
- plan new capital works programs that actively promote accessibility
- provide advice to developers, builders and designers that promotes principals that ensure the built environment is dignified, accessible, affordable and safe.
- ensure all council works meet relevant codes and standards, including best-practice principles when creating new or maintaining existing environments
- perform strategic renewal of existing infrastructure to improve access and inclusion
- give priority to upgrading of existing infrastructure projects that will have the greatest community benefit
- improve knowledge of cross departmental projects and people who are best placed to provide advice, in order to ensure best outcomes for the community
- utilise our role as a stakeholder and advisor in significant developments to ensure relevant standards are met and, where possible and appropriate they are exceeded
- investigate pilot projects that showcase initiatives in access and inclusion using universal design principles such as inclusive playground equipment, changing places and accessible tourism.



New ramp at Barton St Reserve, Blair Athol
(Supported by a grant from the Government of South Australia)

Theme: Products and Services



What we mean by Products and Services

PAE provides a range of products and services that assist individuals and groups in the community.

Many of these products and services promote wellbeing and encourage the inclusion and participation of residents in community life. Services such as community transport, libraries, events and community groups all contribute to making the City a place where people love to be.



What we heard from the community and PAE staff

- PAE has a role to provide and promote access to services and all services should be accessible and inclusive
- There is a need to identify people with access and inclusion requirements and help them connect with the supports and programs available
- We should support education to clubs, groups and activities around inclusion of people with disabilities
- Community groups and events are a really good way of promoting access and inclusion. Council events should be accessible and inclusive and that this is promoted to the community



Our aim for Products and Services

PAE provides its services in a way which does not create barriers for participation. We have regular communication with residents who are isolated from community life and offer services and assistance that enable them to participate.

We provide services in a customer focused approach across the City and ensure equitable experiences for all members of the community. We will implement and promote services in a way which creates an equality of opportunity for everyone.



David (volunteer driver) and
the Community Services
Home Support Van



To successfully deliver this aim we will

- regularly review our products and services to ensure they provide best practice and value for our community and involve community members with experience of a disability in this process
- provide options for people experiencing physical or sensory disabilities at events and festivals. This includes but is not limited to; quiet spaces, sensory retreats, wheelchair ramps, suitable toilet facilities, access to transport and clear signage
- encourage innovation from PAE staff and community around ideas that make our services more inclusive and accessible
- promote times at Libraries, Community Centres and Council Offices for low lighting and quiet spaces/time for people with sensory needs
- share information with the community on what our clubs and groups are doing that make them accessible and encourage participation
- educate staff on first person discussions and consultations with the person experiencing disability with regard to our services.

Theme: Communications and Marketing



What we mean by Communications and Marketing

This theme focuses on adopting a strategic approach to how we share information with our staff and the community.



This includes any documents, presentations, meetings and advertisements created by PAE. It also includes any intranet and internet website content, including social media content, and any other mode of communication or marketing used to engage with employees, customers, residents and stakeholders.

Media and communications is specifically about content and the methods used to communicate the content, it does not take into consideration the technological aspects of receiving and making use of the information.



What we heard from the community and PAE staff

- Council needs to consult with people with disability, their families and support givers to seek feedback on how it delivers its media and communications products
- The Council newsletter (Pen 2 Paper) is not accessible to all people and alternatives to print are required
- Some forms of Council's correspondence are not accessible
- We should include closed captions on all media communications
- Online systems are difficult to navigate



Our aim for Communications and Marketing

All community members should have an equal opportunity to access our services, and be informed about and participate in their community. The information we produce should be inclusive and accessible to all of the members of our community.

We recognise the diversity and uniqueness of our community and will use a variety of communication and marketing methods to support access to information and increase participation.



To successfully deliver this aim we will

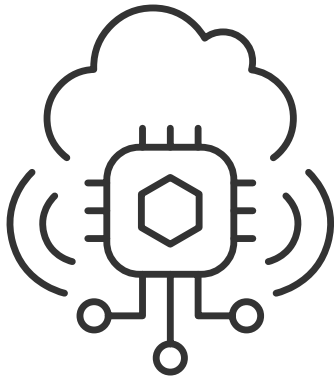
- ensure community members with disabilities are able to access and easily use our website, and social media content, for example, ensuring video content is captioned, and materials are produced to be sensitive to colour contrasts
- review our online presence with respect to access and inclusion
- research and use standards, templates and guidelines for accessible online and printed content
- ensure all outgoing media is designed, where possible, to meet inclusive and accessible standards
- review PAE signage to ensure messages are simple, clear, and concise and easily understood
- ensure our content is readable and easy to understand, and appears and operates in predictable ways
- undertake consultation with community members and those people with disability, their families and carers to seek feedback on its communications products
- develop online mobility maps to assist people with disabilities to navigate our City e.g. accessible playgrounds, parking, accessible toilets and changing places sites.

City of Port Adelaide
Enfield Facebook
Video Updates with
Mayor Claire Boan



Theme:

Information Communication Technology



What we mean by Information Communication Technology

We use technology (hardware and software) in our day to day business to support residents and employees.



Technology refers to phones, computers, tablets, conferencing systems and our online systems and applications. This theme addresses the technology we use to communicate with our community.



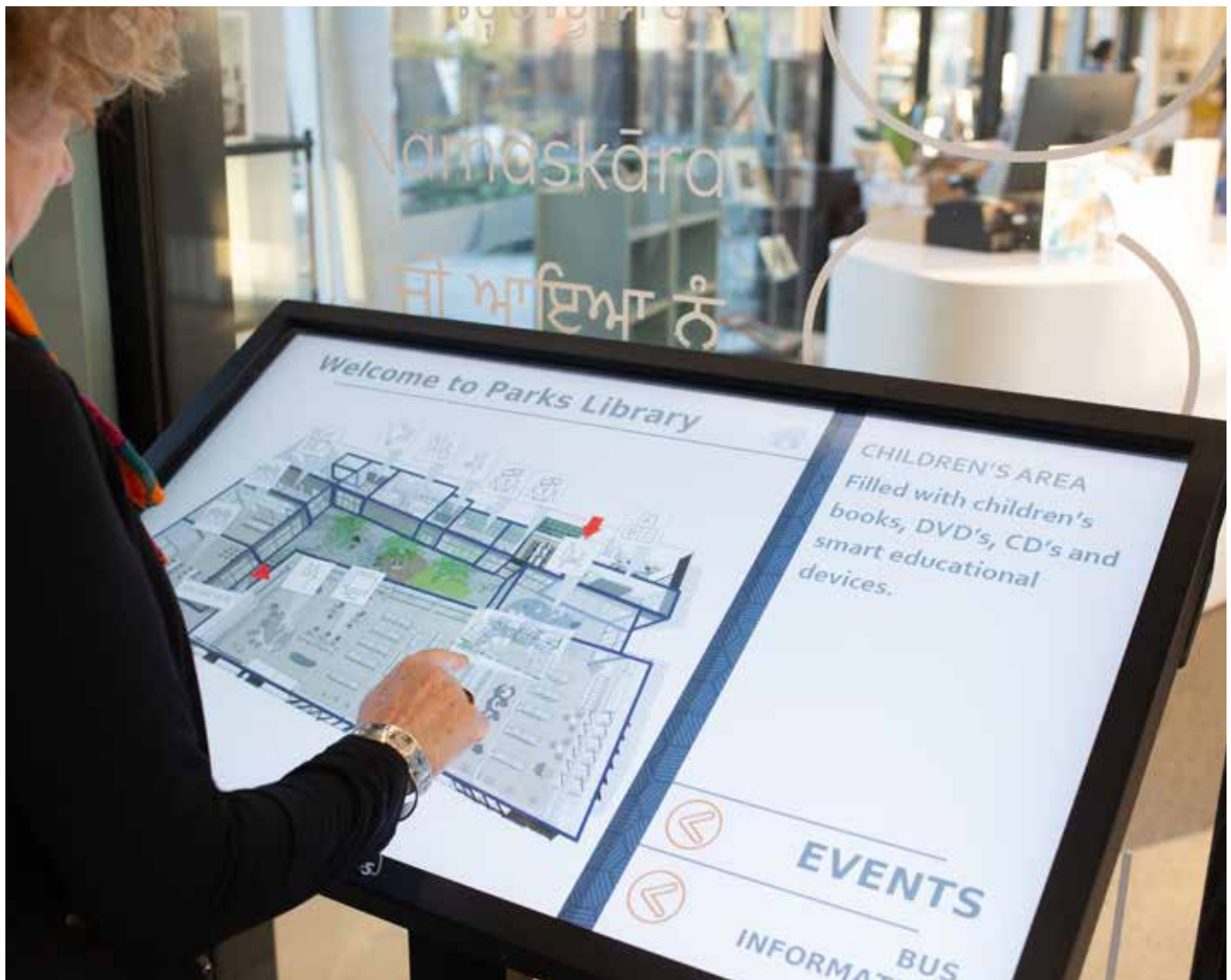
What we heard from the community and PAE staff

- Access and inclusion should be given consideration when selecting or designing our technology to deliver services
- Technology should be used to support, and not create barriers to, access and inclusion within the community
- Council should have a feedback process that allows technology access issues to be recorded, investigated and resolved
- Media communications should use accessible technology such as closed captioning and screen reader capable technology



Our aim for Information Communication Technology

We are committed to providing technology that is accessible and easy to use. All technology should be designed to enhance choice and control for our customers and employees.



Touchscreen at
Parks Library

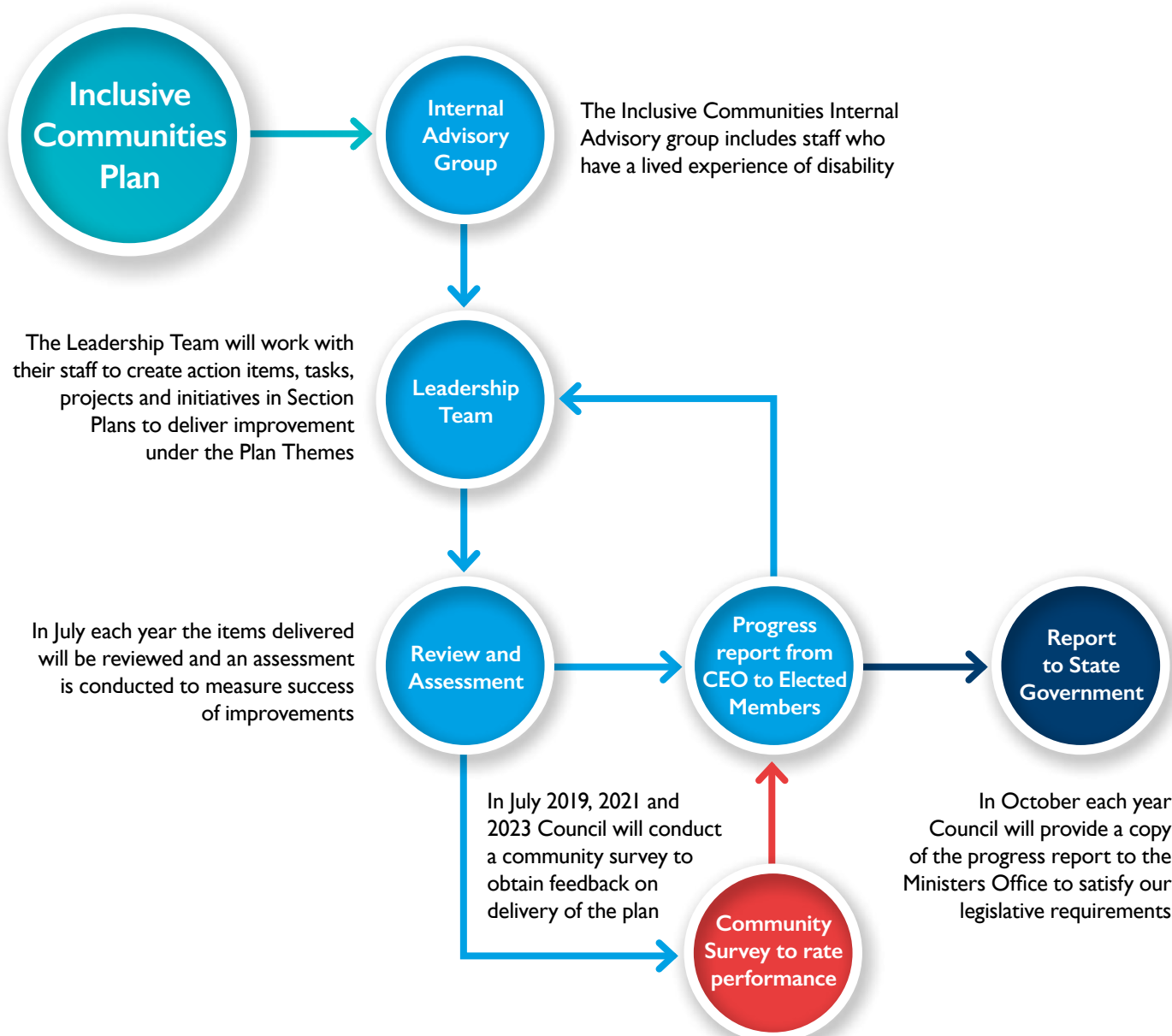


To successfully deliver this aim we will

- commit to the continuous improvement of our online environment, and enhance options available to the community
- provide a range of alternatives to electronic communication
- ensure technology used by Council strives to meet best practice standards for access and inclusion
- identify staff members with appropriate experience of disability to assist in the development of our technology
- ensure that media communications use accessible technology such as closed captioning and screen reader capable technology, where possible.

Delivering the plan

In order for us to demonstrate our long-term commitment to the successful delivery of this plan we will need to assess its current performance against the key plan outcomes.



- It is important that this strategic reporting approach incorporates the development of task based action plans.

- The process will measure performance internally amongst individual teams and externally through community feedback. This means we are able to compare our performance against the community's expectations and the performance of other similar organisations.

Delivering our commitment

PAE's Leadership Team will be required to consider the themes detailed in this plan.

They will work with their staff to set tasks, actions, projects and initiatives in their strategic business planning to deliver on our commitment.

Measurement of implementation

PAE teams will undertake a rating process to measure their understanding and implementation of access and inclusion.

- Level 1 - Basic Participation
- Level 2 - Compliance Only
- Level 3 - Programmed Participation
- Level 4 - Strategic Participation

Reporting and Review

Achieved ratings will be noted in a report which will be presented at the September meeting of Council each year.

This reporting will detail the steps taken, tasks completed and projects undertaken to deliver the outcomes of the plan including evidence of achievements and progress made.

In order to meet the State legislative requirements for reporting Council will submit the progress report to the State Government Minister in October each year.

The progress of the Inclusive Communities Plan 2019-2024 will be monitored by the Inclusive Communities Internal Advisory Group and reported back to the Executive Leadership team with a comprehensive review commencing in 2023.



Ramp at the
Sailmaster Hotel



CITY OF
Port Adelaide Enfield

A copy of the plan
can be found at:

www.cityofpae.sa.gov.au

Email:

service@cityofpae.sa.gov.au

References

- > Disability Inclusion Act
SA 2018
- > Commonwealth Disability
Discrimination Act

