



City of Playford
20ADL-0090
July 2020

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ENGAGEMENT SUMMARY REPORT CITY OF PLAYFORD DISABILITY ACCESS AND INCLUSION PLAN

VOLUME 1



City of Playford DAIP Engagement Summary

28 July 2020

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Prepared for City of Playford

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1.0 Background

The *Disability Inclusion Act 2018 (SA)* mandates the development of a Disability Access and Inclusion Plan (DAIP) for each State Authority which includes local government.

The DAIP is the primary document to guide the City of Playford in meeting its responsibilities in driving strategic planning with regard to the inclusion of people with disability, putting a disability lens over all planning and Council activities. Under the requirements of the Act, the DAIP will set out the measures intended to be put in place to ensure that people with disability can access the mainstream supports and services provided by or on behalf of City of Playford and feel welcome and engaged in community life.

In preparing the DAIP it is critical to engage with people with lived experience of disability, the people that care for and support people with disability, Council staff, service providers and the broader community.

This report outlines the process and results of engagement undertaken by the City of Playford to inform the development of a draft City of Playford DAIP.



2.0 Engagement approach

This engagement was undertaken during COVID-19 restrictions and as such a large public forum was not appropriate to be held.

The following activities were undertaken to understand the barriers and opportunities to improve disability access and inclusion in the City of Playford:

- Workshop with Council's Access and Social Inclusion Advisory Group
- Workshop with Council staff
- Survey to the broader community

2.1 Survey to the broader community

A survey was set up online in survey monkey to capture the broader community's input about issues and opportunities for improving disability access and inclusion in the City of Playford.

A copy of the survey is provided in Appendix A.

The survey was promoted via Council's social media pages, community centres and libraries and through emails to Council's networks and past engagement participants.

Access and inclusion ambassadors were also engaged to assist in getting a good reach and diversity of people participating in the survey including people living with disability, carers and people working to supporting people with disability

Potential ambassadors were identified by Council. These were people primarily who work within the disability sector.

Ambassadors were provided with an information pack (including instructions and hard copy surveys and FAQs) that supported them to reach out to their networks and ask people with a lived experience of disability (either live with disability, are a carer or work in the area) to complete the survey.

2.2 Workshop with Council's Access and Social Inclusion Advisory Group

A workshop was held with Council's existing Access and Social Inclusion Advisory Group on Thursday 11 June between 10am and 12noon at Council's works depot in Davoren Park.

The workshop was facilitated by Nicole Halsey from URPS and was attended by 6 standing members of the advisory group who either live with disability, care for someone living with disability or work in an area that supports people living with disability.

Through the activities undertaken at the workshop, a banner was incrementally filled with the input of the participants about the barriers and opportunities for access and inclusion.

The workshop included 3 activities as explained in the following section.



2.2.1 Activity 1 – State focus areas for Access and Inclusion

This activity asked the participants to consider how often the “I” statements under each of the four focus areas of the State Disability Inclusion Plan, apply to them. Participants indicated their answers using sticky dots (red dot=never, orange dot=sometimes, green dot= always).

The “I” statements were:

Inclusive communities for all:

- I am understood and valued
- I am included in the community
- I know my rights

Leadership and Collaboration

- I can make my own life choices
- I am consulted about things that effect my community
- I have opportunities to lead or advocate in my community

Accessible Communities

- I can live the life I want in my community
- I am included and can access everything I need
- I can access the information I need

Learning & Employment

- I can make the most of my abilities
- I have opportunities to contribute to my community
- I have access to volunteering or work in my community

After applying dots, participants were asked to discuss at their tables what Council can do to increase the number of green dots. Ideas were written on post-it notes.

The results of the activity were added to the banner.

2.2.2 Activity 2 – What Council can do

This activity asked participants what Council could do to improve access and inclusion in particular areas required to be covered by a DAIP. Participants wrote their ideas on post-it notes in relation to the following questions:

- To ensure people with disability can access the information they need Council could...
- To ensure people with disability can access the places they want to go Council could...
- To support people with disability to learn, work or volunteer Council could...
- To ensure people with disability feel included or welcomed in Council programs and centres Council could...

The results of the activity were added to the banner.

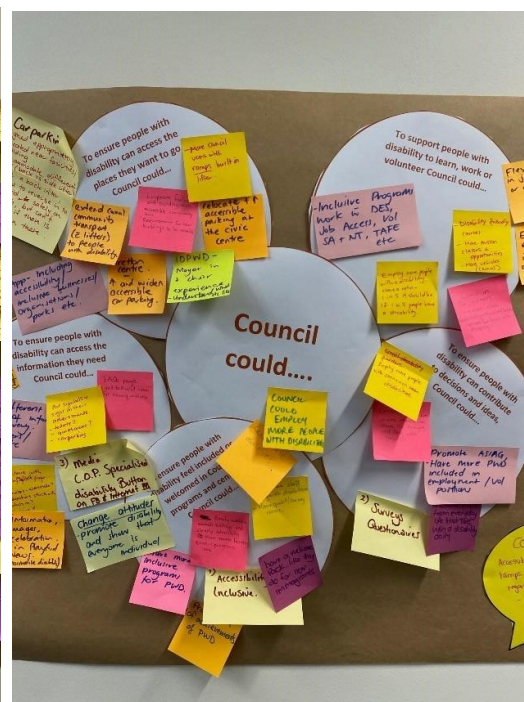
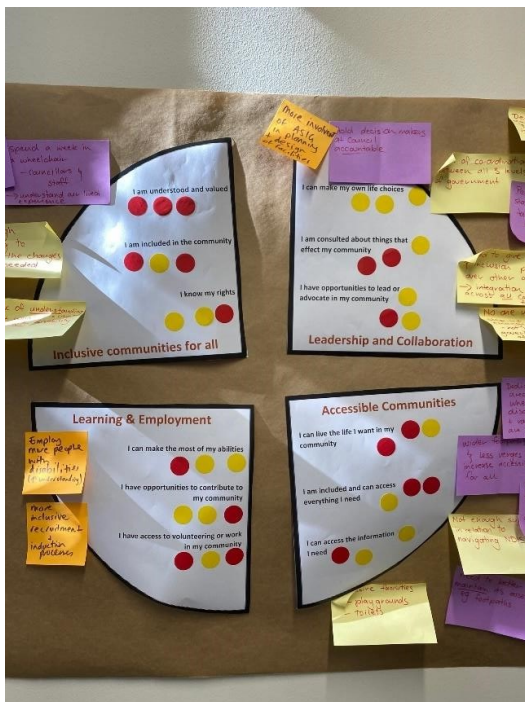
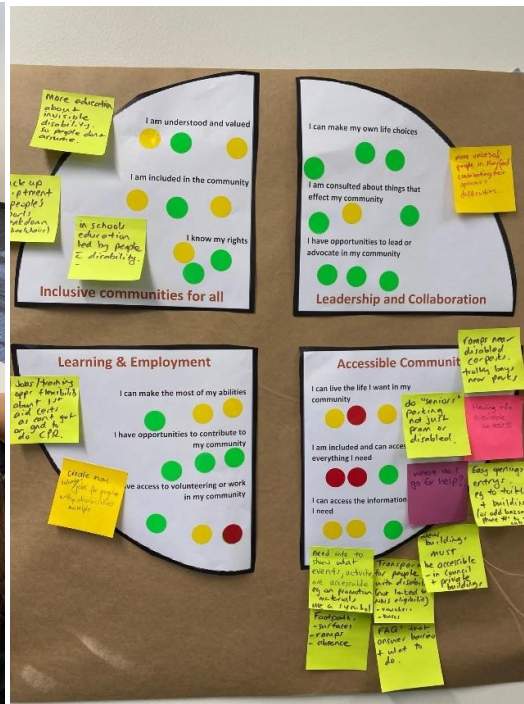


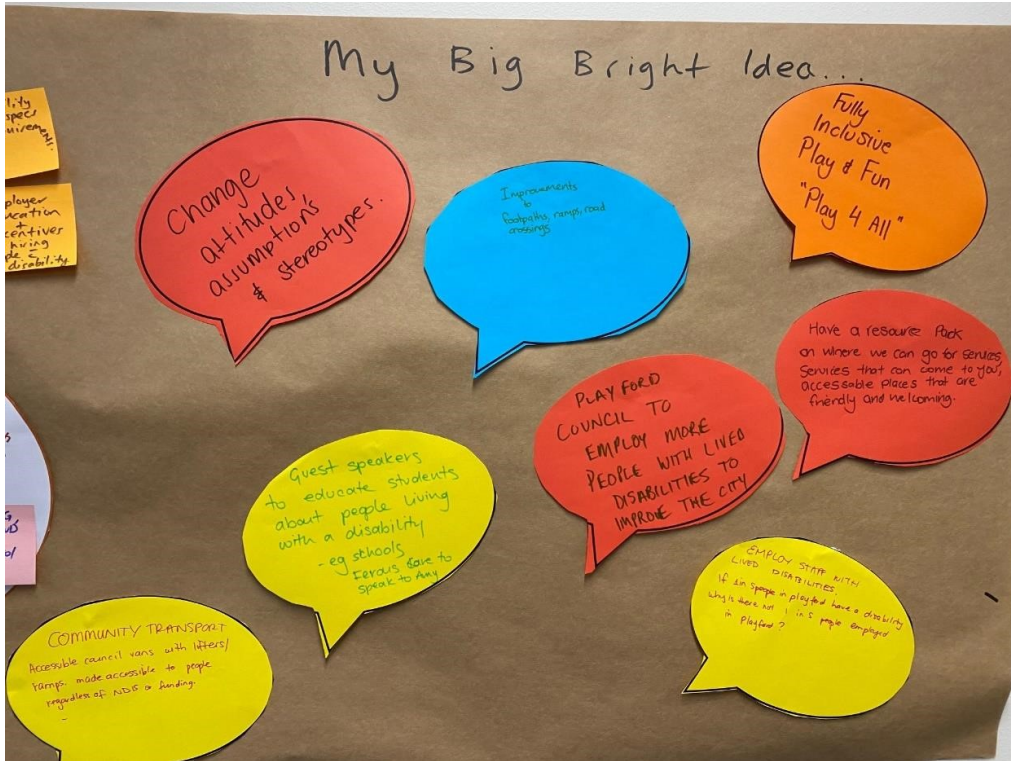
2.2.3 Activity 3 – Big bright idea

This activity asked participants to think about their own experience and everything they have heard today and answer the following, 'If Council did just one thing to make things easier for people with disability what would it be?'.

Participants wrote their ideas in paper speech bubbles and added them to the banner.

Photos of the ASIAG workshop and the banner created are provided over the page.







2.3 Elected Member survey

An online survey was conducted with Elected Members. The survey presented three key themes emerging from the community survey and workshop with Council's ASIAG:

- **Getting Around:** Improvement to footpaths including maintenance of existing footpaths, wider footpaths and better continuity. Better disabled parking provisions including more parks, parks suitable for side and back lifters, senior parks. More community buses (including some with lifters).
- **Greater Inclusion:** Need for a wider range of programs to further engage people living with disability to help them feel active in the community, develop their skills and feel connected to others. Greater opportunity to be actively involved in decision making and have their voice heard. Current programs and venues have improved inclusion provisions including quiet periods. Further creation and promotion of diverse access friendly volunteering and employment opportunities.
- **Access to Information:** Consideration of information made available in alternate accessible formats including large print, visual, verbal, written, digital and hard copy. Current events and programs promoted further and consider using key symbols on promotional materials to indicate the availability of disability friendly facilities, services, parks, playgrounds and other relevant locations. Interest in an Inclusion Newsletter that includes information that is relevant to people with experience of disability in Playford.

The survey asked Elected Members the extent to which they hear these themes expressed by their constituents and also provided Elected Members with the opportunity to provide comments on each theme.

2.4 Workshop with Council staff

A workshop was held with a cross section of Council staff on Thursday 11 June between 10am and 12noon at Council's works depot in Davoren Park.

The workshop was facilitated by Zoe Hambour from URPS and was attended by 19 staff from areas including Community Services, Asset Operations, City & Corporate Planning, Engineering Services, Planning Services, Community Engagement & Experience, Libraries & Civic Venues, Major Projects and Sport & Property.

The workshop sought to clarify what Council's roles are and to identify potential focus areas to address each of the priority areas of the State Disability Inclusion Plan, being:

- Inclusive communities for all:
- Leadership and Collaboration
- Accessible Communities
- Learning & Employment.

Across the workshop, staff were asked to consider the types of feedback coming from the morning workshop with the ASIAG as well as key challenges and strengths identified through background research.

A series of posters were placed on the walls around the room, one for each State Plan priority area. Each poster listed the types of roles that Councils undertake in relation to the priority area, as well as the City of Playford's strengths in delivering the priority area.

Staff were asked to review each poster and use post-it notes to answer the following on each poster:

- Are there any other roles that Council undertakes in relation to the priority area, or do you disagree with any listed?
- Are there any other strengths in delivery you would like to add?
- Are there any particular areas of opportunity that you would like the next DAIP to address?





3.0 Survey results

This section summarises the results of the survey broken down into sections about:

- key themes arising from the survey
- survey respondents
- responses by people living with disability
- responses by carers or family members of people living with disability and people working to support people with a disability.

The verbatim responses are provided in Attachment A (as a separate volume to this report) and provide a lot of richness to the issues and ideas outlined in this section.

3.1 Key themes

The following were key themes arising across all survey responses.

- The need to consider the diversity/spectrum of disability. There are no “one size fits all” solutions. Council must understand the needs of different groups (both age, cultural background and type of disability) in the planning of programs, services and facilities.
- People with disability want more opportunities to be involved including through more tailored and targeted consultation, more diverse programs (inc. for young people with disability), and more employment, volunteering, upskilling and training opportunities. People need support to get their foot in the door and to give them a go.
- The need for easy to understand communication materials and signs that use simple language, colours or colour coding, large print and symbols. The need to communicate in a variety of ways to support different needs (eg. visual and audio).
- There is a desire for improved transport to support people with disability to participate in community life. In particular, want more community transport but also improved public bus stops and there is concern over the potential loss of services.
- Opportunities need to be better promoted. Many people were not aware of the accessible programs, resources or facilities that Council offers. People would like to know what is available and suggested that more of an effort needs to be made to reach them directly or via carers or service providers.
- People need to feel welcome to visit and participate. Venues can be intimidating to visit and people want to know what is there to support them and how to access what they need. They suggested for people to greet them, be friendly and welcoming, for good signage and to build relationships such as with centre staff or with a dedicated inclusion officer.
- To support people with disability to get around, they need infrastructure such as better footpaths, accessible parking (more and properly designed) and accessible toilets (including adult change facilities), quiet spaces/sensory rooms.



3.2 Respondents

A total of 67 surveys were completed. 93% were completed by people with a postcode in the City of Playford. 75% were female and 25% were male. Only 2 responses (3%) were made by people of Aboriginal or Torres Strait Islander background. 12% of respondents (8) spoke a language other than English at home.

Most respondents were aged between 18 and 59 years, with the largest group being 30-39 year olds. No responses were received from children under 12 years old and only one response (1.49%) was received from a 12-17 year old. (

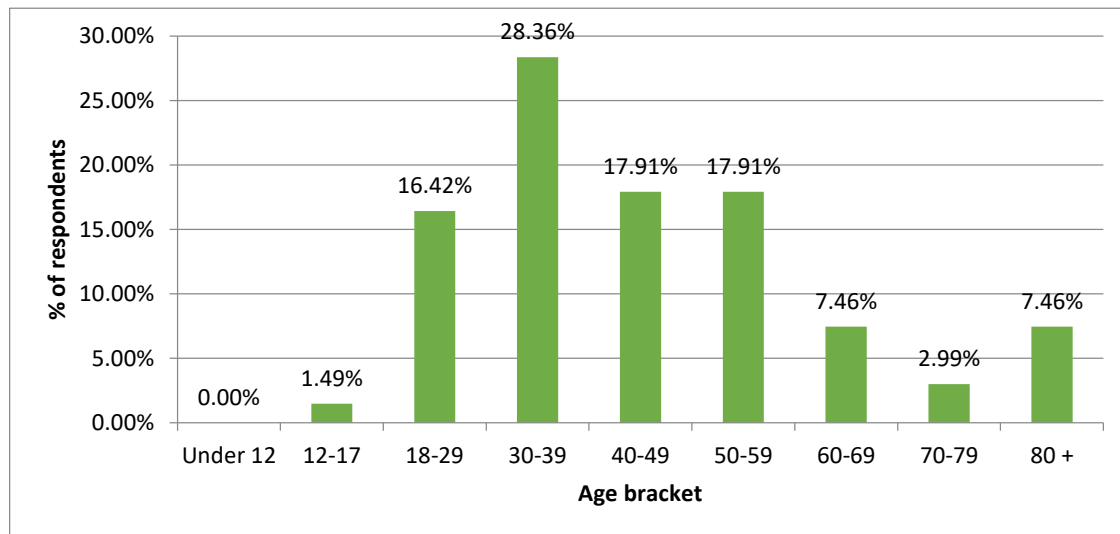


Figure 1)

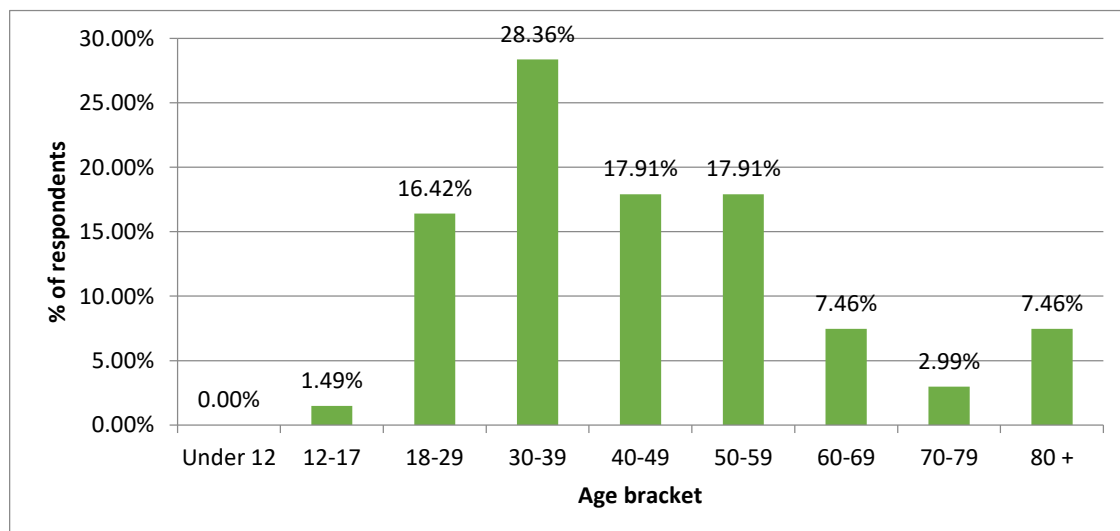


Figure 1 – Age of survey respondents

Most respondents (54% or 36 respondents) were people who have a disability now or have in the past. 28% (19) were carers or family members of a person with a disability and 16% (11) work in an area that

supports people with a disability. One respondent was a general community member interested in the area. (Figure 2)

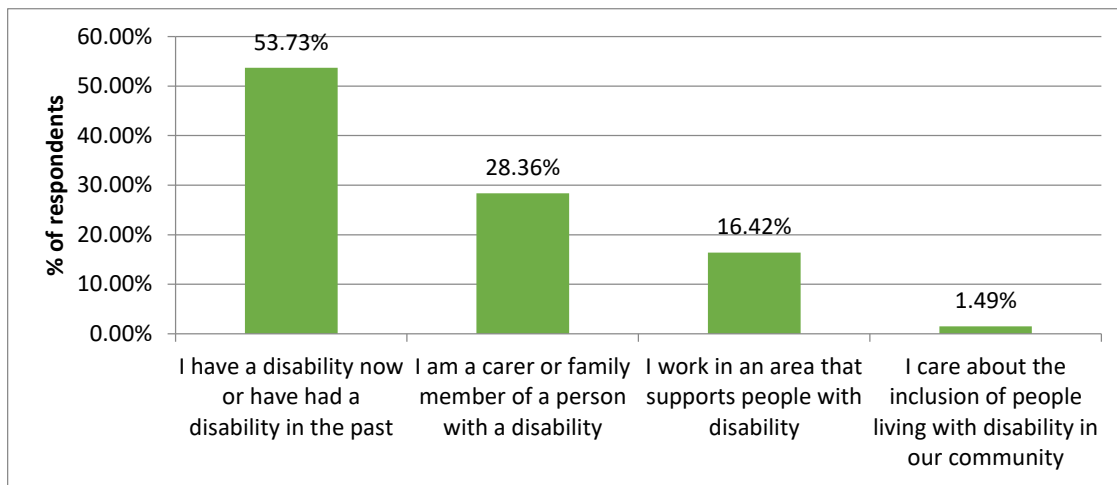


Figure 2 – Types of survey respondents

3.3 Responses of people with a disability

This section summarises the results of the 36 respondents who identified themselves as having a disability now or in the past.

3.3.1 Inclusion and acknowledgement

Most respondents with a disability either only sometimes agreed (50%) or did not agree (25%) that council events are easy for them to attend. However, they mostly sometimes agreed (56%) or agreed (33%) that they felt welcome in Council programs. Half of respondents agreed (50%) that the Council celebrates and acknowledges all types of people. (Figure 3)

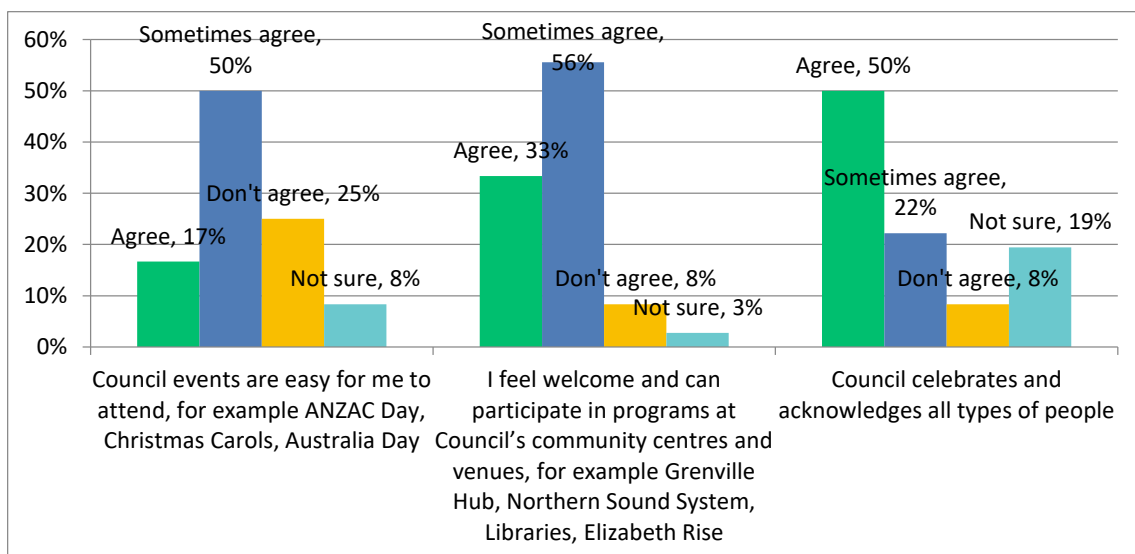


Figure 3 – Extent to which people living with disability felt included or acknowledged

Respondents suggested several ways to ensure people with a disability feel included in Council programs such as:

- having more information clearly displayed and using colours, pictures and simple signs
- Better promoting opportunities to people with disability and their carers
- Having someone to show people with disability around or a dedicated contact
- Making it easier to get to things through better public transport, community transport or accessible parking
- positive communication about people with disabilities including on social media
- More accessibility at larger events, offer Auslan classes or wheelchair sports.

3.3.2 Having a voice

The majority of respondents (42%) felt that they know how to contact Council about their problems and ideas. However, many disagreed (33%) that they know how to contact Council with their problems, and most (36%) disagreed that it is easy for them to have a say in Council consultations.

Suggestions about how to ensure that people with a disability can share their ideas and contribute to decisions included:

- Including more people. Making sure people know about the consultation, come and talk to them, phone them so they know or “ask us”
- Feedback mechanisms suggested included going to people, having regular feedback forms, meetings, not just online
- Ensuring that people can understand by using simple writing, other languages, videos, pictures or supporting those who cannot easily participate on their own. Having “some open meetings where people can attend and feel they have been seen and heard”, and providing information in a variety of mediums such as “visual, verbal and written” to cater to different learning needs.

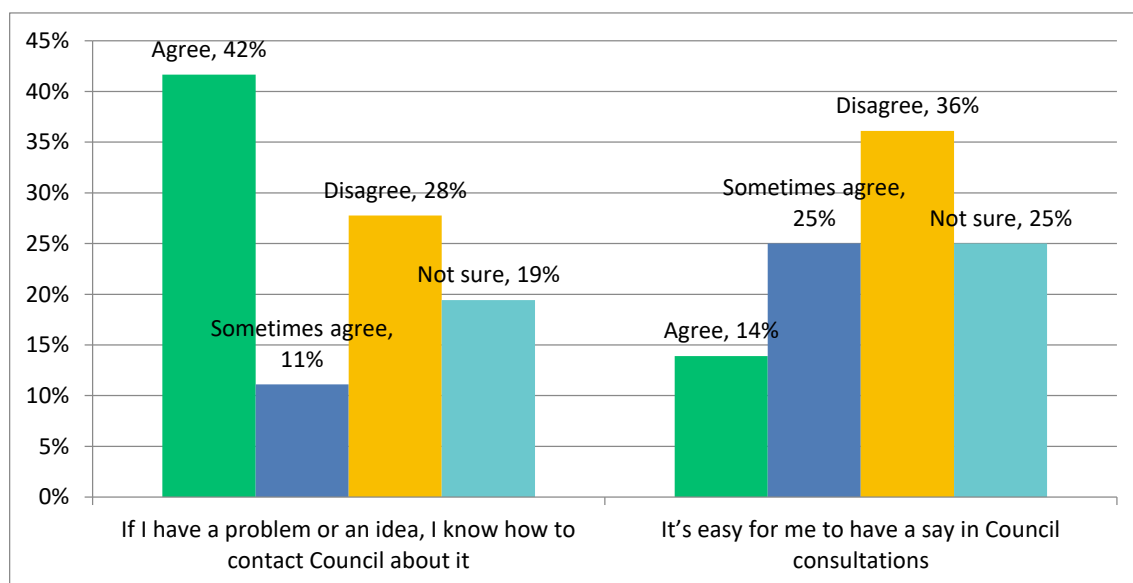


Figure 4 - Extent to which people living with disability felt they had a voice



3.3.3 Access to places and information

Figure 5 shows the extent to which people living with disability find it easy to access the places or the information they need

In relation to the ease of accessibility of places and getting around:

- Most respondents agreed (53%) that it was easy for them to visit and access Council centres. however, this still leaves half who feel otherwise
- Most respondents agreed (46%) or sometimes agreed (31%) that Council playgrounds and open space were easy to use
- Most respondents agreed (31%) or sometimes agreed (36%) that Council sports facilities were easy to visit or access. However, almost a quarter (22%) disagreed.
- Interestingly, 60% were not sure if it was easy for them to park (these respondents potentially did not drive) and only 6% disagreed
- Council's footpath network provides the most variable experience. Most sometimes agree (39%) that Council's path network makes it easy to get around. However, both 31% of respondents agreed or disagreed.

In relation to the accessibility of information:

- Most disagree that signage and communications are easy to read (47%)
- Most either disagrees (40%) or were unsure (40%) if the website or online services were easy to use
- Interestingly, 53% were not sure if the library had lots of things for them to borrow. But almost a quarter agreed (22%).

Suggestions about improving accessibility of places and information included:

- To use easy to understand information, website, maps and signage – use simple language, colours, fewer words, large print pictures and symbols
- To reach out information directly to people, newsletter of what's on etc
- Improving transport to places. Providing transport was a frequent suggestion. Also, better public transport and bus shelters
- Improving footpaths – well maintained, sealed
- More parking.

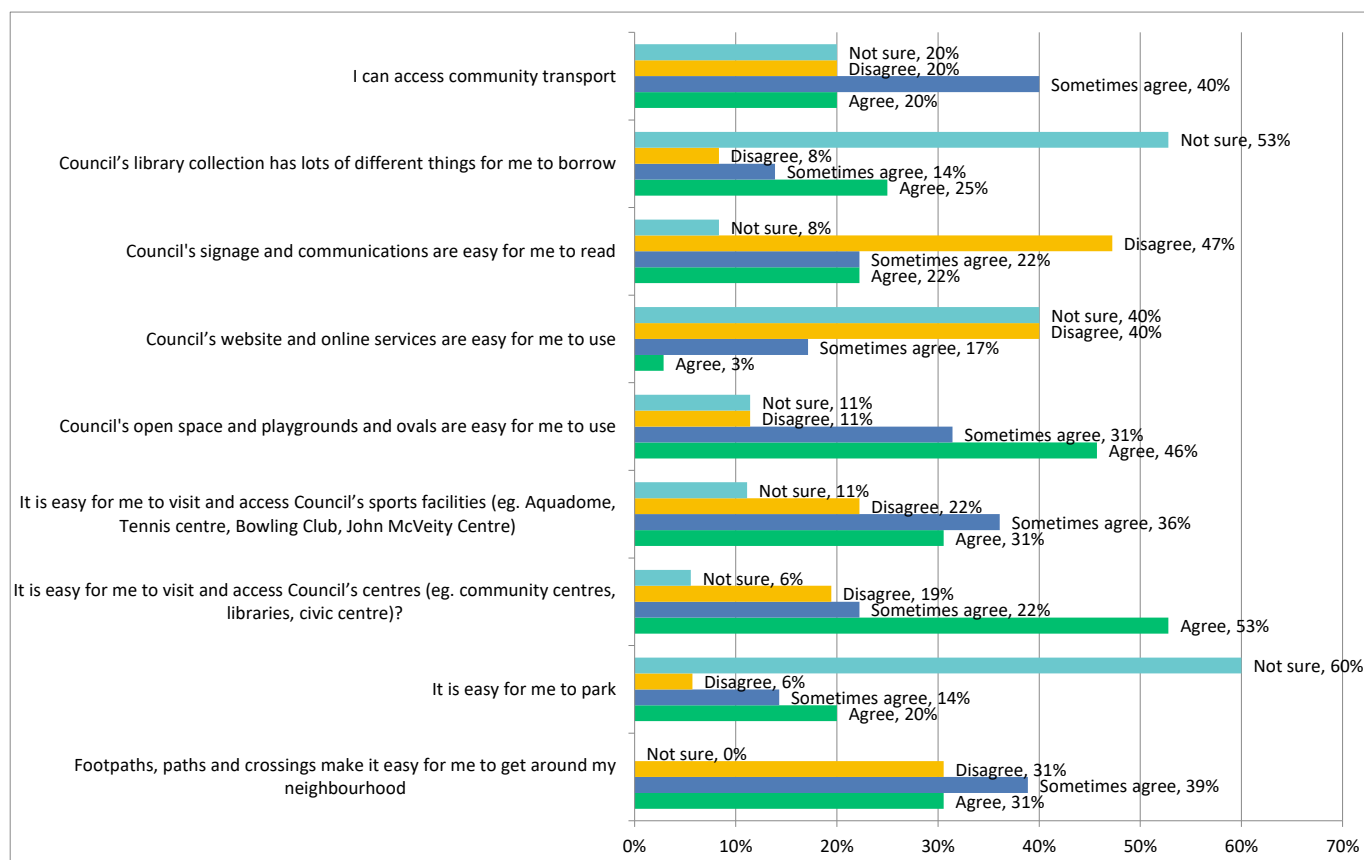


Figure 5 – Extent to which people living with disability find it easy to access the places or the information they need

3.3.4 Volunteering and skill development

Most respondents were unsure about the volunteering (56%) and skill development (61%) opportunities supported by Council (Figure 6).

Ideas for better supporting people with disability to learn work or volunteer included:

- Better promotion (eg. letter box drop, website, showcase day) of the opportunities directly to people, carers or support workers. Don't just provide opportunities for young people
- Providing transport to opportunities
- Being more open to the recruitment of people with a disability. "don't judge a book by its cover"
- Being more encouraging and reassuring – "have real visits to places so we can see what they are like"
- Tailoring opportunities to the individual.

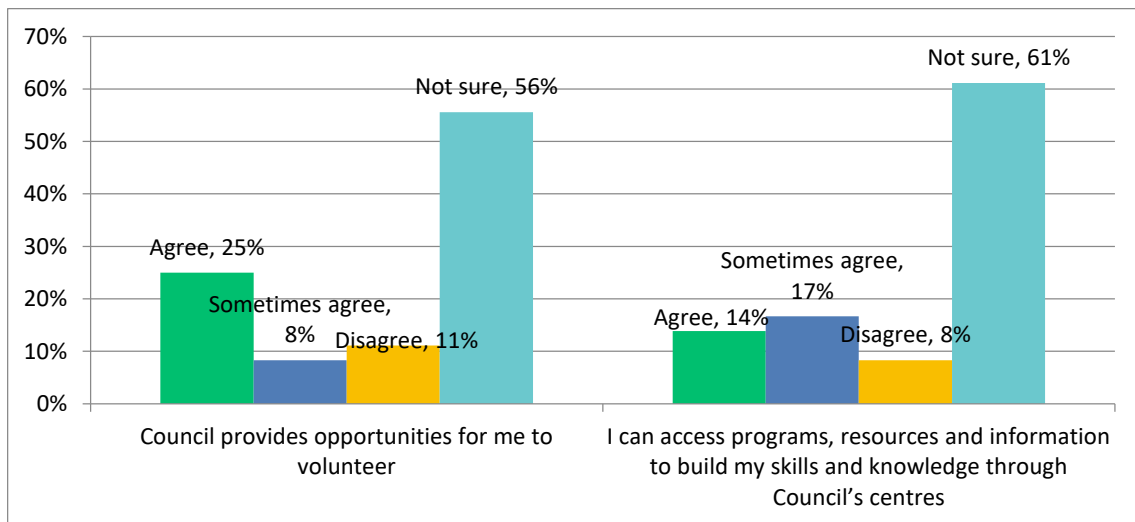


Figure 6 - Extent to which people living with disability find it easy to access volunteering or skill development opportunities

3.3.5 What would make the most difference?

The most frequent ideas suggested by people with disability to make things easier for them were easy to understand information and signage, better promotion of opportunities, improved footpaths and community transport and having a dedicated disability support officer.

3.4 Responses of carers or family members

This section summarises the results of the 30 respondents who identified themselves as either a carer/family member of someone with a disability, as some who works providing support to people with disability.

3.4.1 Inclusion and acknowledgement

Most respondents sometimes agree that Council events are easy to attend (50%) and agree that Council celebrates and acknowledges all types of people (53%). An equal proportion of respondents (both 43%) either agree or sometimes agree that Council facilities, centres and programs are welcoming. (Figure 7)

Ideas for improving inclusion and acknowledgement included:

- Make places and people familiar and welcoming. For instance, by providing tours of facilities/places, building relationships with designated staff (such as the inclusion officer or centre staff) and greeting and assisting people on arrival
- Providing more support for non-physical disabilities such as people with intellectual disability, autism
- Better promotion to people with disability, including reaching out directly and to carers, and providing easy to understand materials
- More programs such as during the week when all clients can attend, school holiday programs for teens with a disability, or group activities for kids with disability. Engage with people with disability to understand their needs in programming
- Improving infrastructure such as accessible parking (eg at Stretton Centre) and accessible toilet facilities (eg. lifters, adult change facilities) and providing quiet places and sensory rooms.

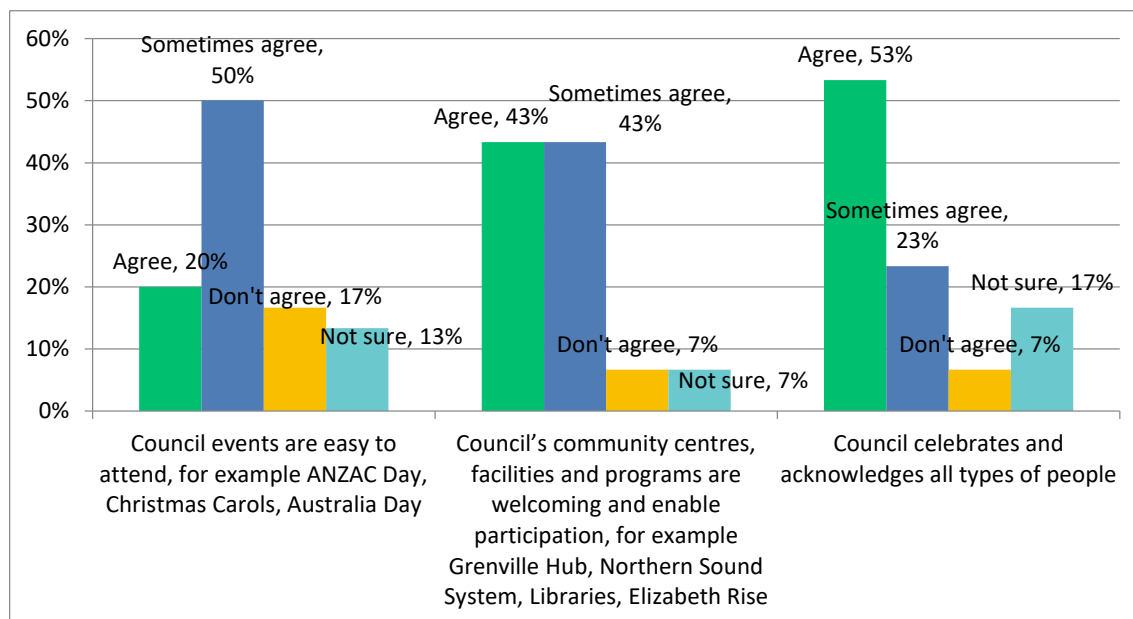


Figure 7 - Extent to which carers/family members or people working to support people with disability feel that people living with disability are included or acknowledged

3.4.2 Having a voice

Most respondents agree (47%) or sometimes agree (27%) that they or the people they support know how to contact Council about ideas or problems. Most respondents sometimes agree (43%) that Council's consultation processes make it easy for the people they care about to have a say. However, 37% were not sure or disagreed. (Figure 8)

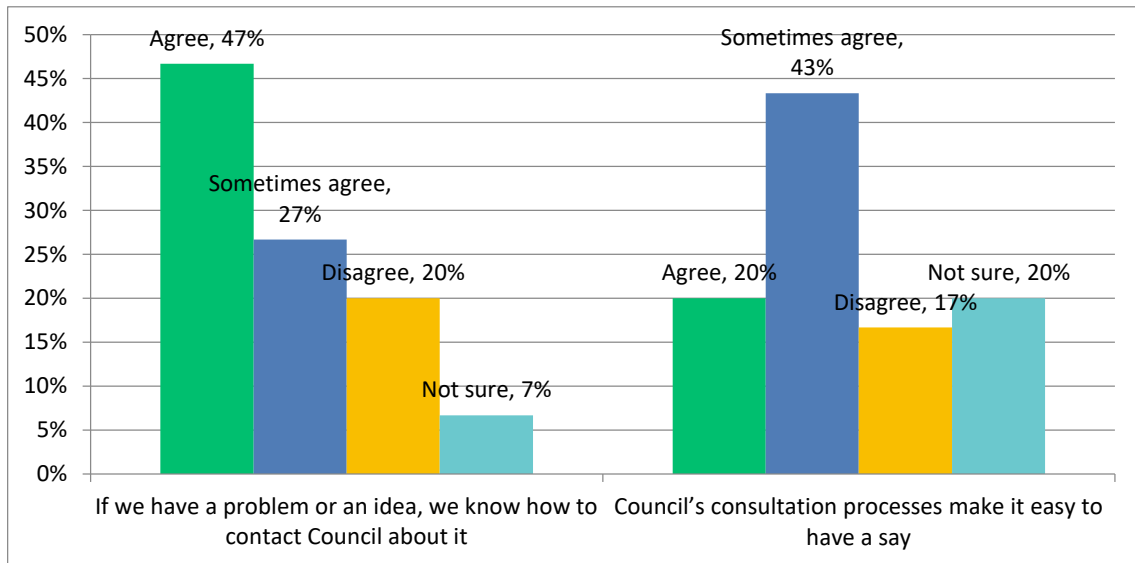


Figure 8 - Extent to which carers/family members or people working to support people with disability feel that people living with disability have a voice

Ideas for assisting the people they care about to have a voice included:

- A range of engagement approaches such as surveys, reference groups/committees, consulting with families/carers and CALD communities, face to face information sessions, including all types of disability areas, reach out to people and carers
- Better publicise opportunities to get involved including social media, local newspaper, plain English language usage, and through service providers
- Be proactive – “just do it!”.

3.4.3 Access to places and information

Figure 9 shows that the accessible information and places areas that scored highest for carers/family members or workers were the library collection, open space and playgrounds and parking. However, parking is still a challenge as around 50% of respondents either only sometimes agreeing or disagreeing that it is easy to park. Also, around a quarter each of respondents were not sure or sometimes agreed that Council's library collection had lots to borrow or use.

The areas that people were least satisfied/disagreed with were signage and communications (27%), footpaths (28%), and most significantly the website and online services (43%). Community transport is a challenging area, receiving a relatively large proportion of “not sure” (33%) and “disagree” (20%) feedback.

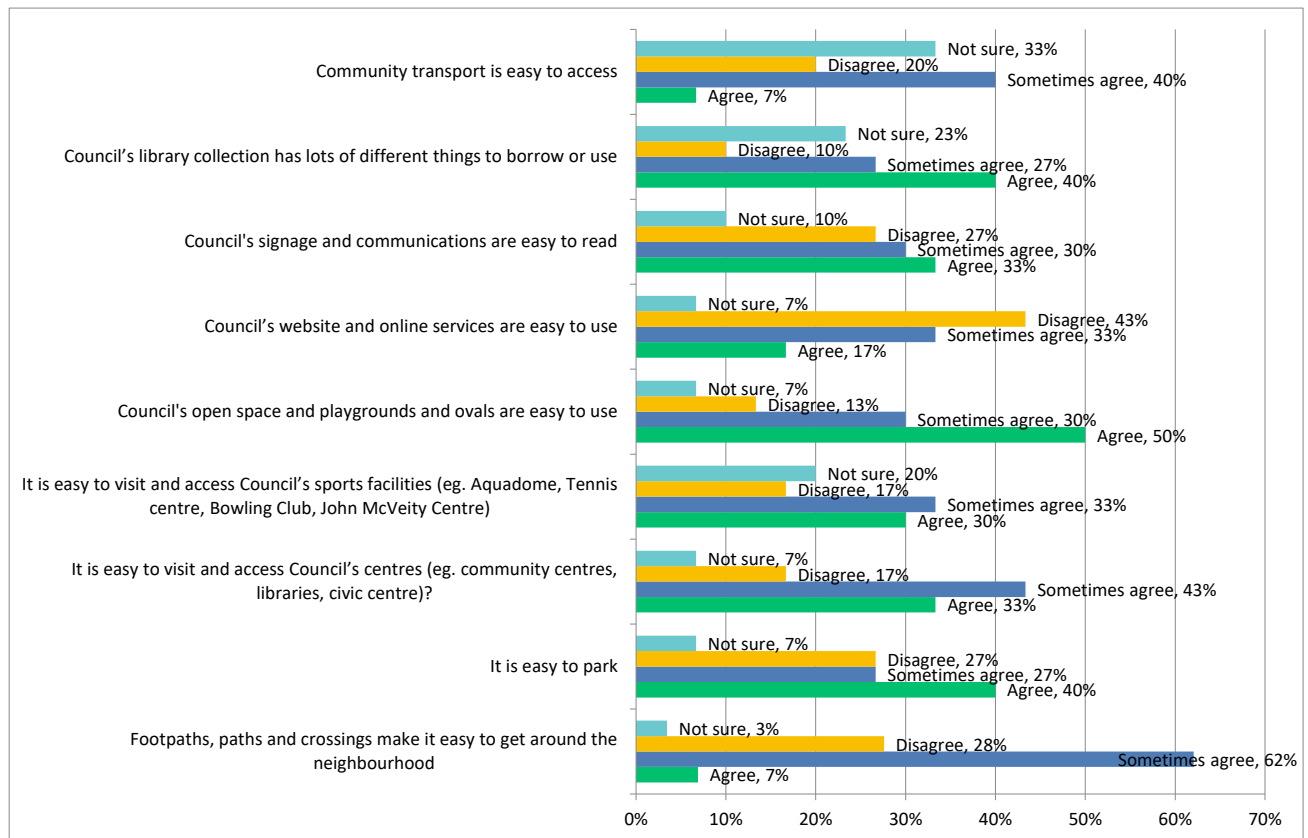


Figure 9 – Extent to which carers/family members or people working to support people with disability feel that places and information area accessible

Suggestions about improving accessibility of places and information included:

- Simple and easy to understand information, colour coding, symbols, more visual information, other language, make website easier to use
- Consider multiple formats aimed at different levels of disability such as audio (eg. phone messages for people who are non-verbal), booklets, links and letters
- Place information in accessible locations or target it to people's homes or to service providers
- Improve community transport and public transport (shelters and not scrapping services)
- More and better designed accessible parking spaces and toilets
- Improving footpaths and pedestrian environments (surface quality, obstructions such as plants, cars and rubbish
- Improve and promote the accessibility of facilities.

3.4.4 Volunteering and skill development

There was a lot of variation in the opinion of carers/family members and workers about the provision of volunteering opportunities. Most were unsure (38%) or sometimes agreed (28%). About a fifth (21%) agreed that Council does provide opportunities.

Most only sometimes agreed (60%) that programs, resources and information to build skills and knowledge through Council's centres are accessible. However, around a quarter (27%) disagreed or were not sure.

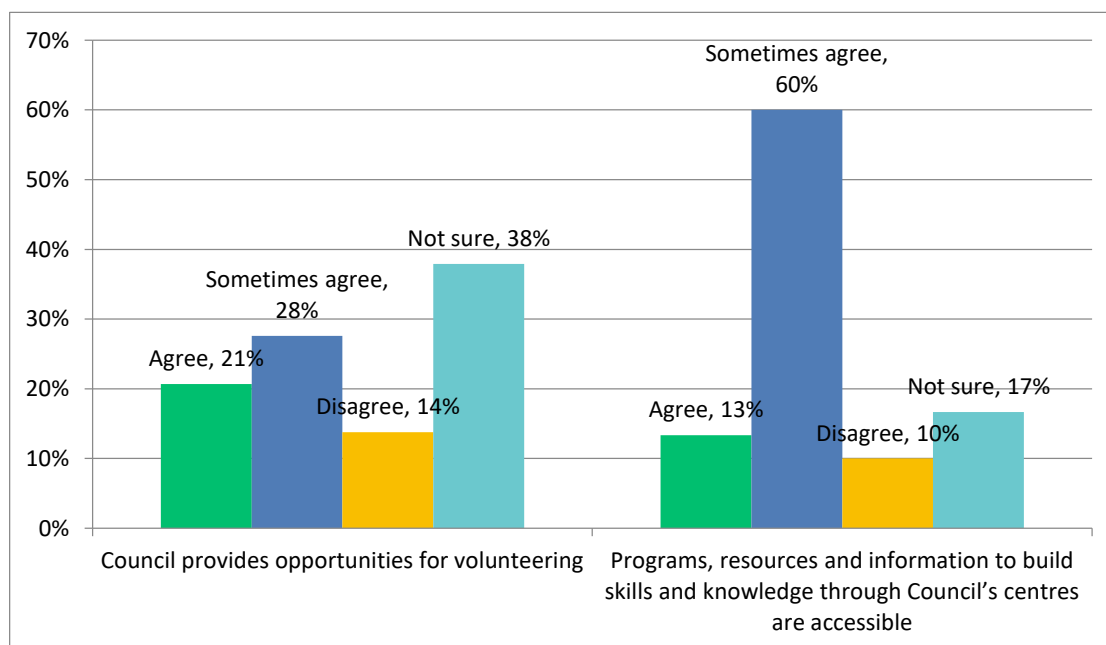


Figure 10 - Extent to which carers/family members or people working to support people with disability feel that there are opportunities for volunteering and skill development



Ideas for better supporting people with disability to learn work or volunteer included:

- Better promotion of services and programs (eg info packs, sheets, or reaching out). The way information goes out “needs to improve”
- Provide more job, volunteering and training opportunities that are inclusive of people with disability, all ages or CALD background
- Better support people with disability to find a job (eg resumes, interview skills), volunteer work experience, technology courses
- People need support to get their foot in the door and give them a go.

3.4.5 What would make the most difference?

The most frequent ideas suggested by carers/family members of people with disability or people working to support people with a disability were:

- To enable people to attend by providing transport and keeping things affordable
- Improved parking and footpaths (including obstructions) and all new projects accessible
- Make welcoming and inclusive environments, make people feel a part of something
- Promotion of events with enough notice and offering some smaller events tailored to people with disability
- Activities and support for kids or teens with disability (eg. school holiday programs), older people and people from CALD backgrounds
- Get in touch with your stakeholders, give people a voice and act on it
- Better and more accessible information and improving the website.



4.0 Results of workshop with Council's Access and Social Inclusion Advisory Group

The following section summarises the result of the ASIAG workshop.

Key themes arising through the workshop were:

- The strong desire to see more people with disability employed by Council to provide opportunity but also to educate and get improved outcomes from within
- The need for more accessible buildings (particularly entrances), car parking and footpaths
- The need for information about the accessibility of events and facilities to encourage participation
- The desire for information in response to FAQs and disability friendly services and places
- Some frustration that changes aren't being made despite voiced concerns
- That the ability to participate on the ASIAG and to have an Access and Inclusion Coordinator was highly valued.

4.1 Activity 1 – State focus areas for Access and Inclusion

Table 1 shows the number of sticky dots applied by participants to each of the 'I' statements of the State Plan priority themes. The colour of the dot indicated the participants experience in relation to the 'I' statements with red dots representing "never feel that", orange dots representing "sometimes feel that way" and green dots representing "always feel that way".

There was variation in the sentiment of responses between the different priority areas and between participants.

All priority areas received more negative or partially sentiment (ie. red "never", or orange "sometimes" dots) than positive sentiment (green "always" dots), with the exception of "leadership and collaboration" which received the most green dots.

For "leadership and collaboration", participants largely, felt that they have the ability to make their own choices and to lead or advocate in their community. Participants commented that the feeling that they can lead or advocate was strongly linked to their participation on the ASIAG.

"Accessible communities" was the priority area that had the most "never" and "sometimes" and the fewest "always" responses. Largely, participants felt that they never or could only sometimes live the life they want in their community. Most feel that they are never included and could never access everything they needed; and could only sometimes get the information they needed.

Overall, the 'I' statements that received the most red "never" dots were:

- I am understood and valued
- I have access to volunteering or work in my community



- I can live the life I want in my community
- I am included and can access everything I need.

Overall, the “I” statements that received the most green “always” dots were:

- I can make my own life choices
- I have opportunities to lead or advocate in my community.

Overall, the “I” statements that received the most orange “sometimes” dots were:

- I am included in the community
- I know my rights
- I can make the most of my abilities
- can access the information I need.

Table 1 – Results of Activity 1 sticky dot exercise

State Plan priority area	“I” statements	Number of sticky dots placed by participants		
		Never (Red)	Sometimes (Yellow)	Always (Green)
Inclusive communities for all	I am understood and valued	3	2	1
	I am included in the community	2	3	1
	I know my rights	1	3	2
	Total for priority area	6	8	4
Leadership & collaboration	I can make my own life choices	0	3	3
	I am consulted about things that effect my community	2	2	2
	I have opportunities to lead or advocate in my community	1	2	3
	Total for priority area	3	7	8
Learning & employment	I can make the most of my abilities	1	4	1
	I have opportunities to contribute to my community	1	2	3
	I have access to volunteering or work in my community	3	2	1
	Total for priority area	5	8	5
Accessible communities	I can live the life I want in my community	3	3	0
	I am included and can access everything I need	4	1	1
	I can access the information I need	1	4	1
	Total for priority area	8	8	2
Total dots across all priority areas		22 (31%)	31 (43%)	19 (26%)



Comments or types of activities suggested by participants to improve experience for people living with disability in relation each priority area (ie. get more green dots) included:

Inclusive communities for all:

- To increase awareness about living with a disability including in school education (led by people with a disability), more education about “invisible” disability, and immersive “in my wheelchair” type education for staff and Elected Members.
- Concern about the lack of funding and action on the ground as well as the value for money for rate payers.

Leadership and collaboration

- Increased involvement of ASIAG in the design of facilities
- Improving coordination, action and accountability across all levels of government
- Concern that decision makers are not listening or being accountable for making changes/improvements.

Learning and employment

- Employ more people with disabilities to provide opportunity to those people but also to increase understanding within Council of people living with disability
- To create more inclusive recruitment and induction process including flexibility in job requirements (eg. drivers licences or first aid certificates)
- Create more volunteer or job roles for people with multiple disabilities.

Accessible communities

- More accessible footpaths (eg. have them, continuity, width, surfaces, ramps, well maintained)
- More accessible buildings (Council and private) including easy opening doors to buildings (or at least buzzers or numbers to call) and toilets
- Design of car parks in developments/council facilities that considers the ease of getting in and out of accessible parks (eg. not getting out of vehicle into traffic, gardens etc) as well as in and out of the venue (eg. safe route and accessible ramps). Suggestion for ‘seniors’ bays, not just pram or accessible bays
- Having content available online that provides information on key topics (eg. NDIS) that support people living with disability (eg. a list of FAQs and ability to lodge new questions)
- Providing more information in the promotion of events about the accessibility features of the events (suggestion made for use of symbols)
- Having a dedicated contact to raise issues to and to follow them through
- To provide transport support (eg. vouchers or bus service) not linked to NDIS eligibility (which has reduced availability).



4.2 Activity 2 – What Council can do

The following ideas were raised by participants about what Council could do in key areas required to be covered by the next DAIP.

To ensure people with disability can access the places they want to go council could...

- Design and improve car parks (eg. Stretton Centre, Civic Centre) to better consider the needs of people living with disability (eg. near building entrances) and their vehicles (eg. back vs side car doors/lifters)
- Develop an app that explains the access and inclusion features of facilities, businesses, parks, routes and events
- Extend Council community transport (with lifters/ramps) to people with disability
- Improve footpaths and building access
- Require new buildings to be accessible
- Have a 'Mayor in a chair' experience (eg on International Day for People With Disability).

To ensure people with disability can access the information they need Council could...

- List of (directory) contacts and services that are safe/great for people with disability (eg. local companies)
- Have multiple ways people can view/receive information such as newsletters or blogs
- Put symbols or signs on promotion for events and facilities – are there toilets? Quiet areas? Carparking?
- Establish an FAQ page for people with disability and ability to contact (eg. hotline) for new questions new questions
- Normalise disability by including pictures of people with disability in Council communications, newsletters and plans
- Specialised disability button (accessibility tool) on Facebook and website.

To ensure people with disability feel included or welcomed in Council programs and centres Council could...

- Change attitudes – promote disability, celebrate abilities and show that everyone is individual
- Have more inclusive programs for people with disability and advertise how access friendly programs are
- Have easily accessible Council buildings (eg. including quiet sensory rooms)
- Employ more people with disabilities
- Have a welcome pack for people with disability.

To support people with disability to learn, work or volunteer Council could...

- Employ more people with a disability (including to be more flexible in job requirements)
- More access friendly education/training options for those with disability
- More Auslan classes and opportunities
- More Council community transport vehicles
- Employer education and incentives on hiring people with disability
- Disability education for potential employers
- Collaborate with job, training and volunteer providers to increase opportunities (eg. Job Access, TAFE, Volunteering SA).

**To ensure people with disability can contribute to decisions and ideas Council could...**

- Employ more people with seen and non-seen disabilities so that those people can advise and influence from within
- Have a community forum where anyone can share their thoughts and ideas with Council
- Promote the ASIAG
- Surveys/questionnaires
- Include people from everyday life that live with a disability daily.

4.3 Activity 3 – Big bright idea

The participants offered the following Big Bright Ideas for improving disability access and inclusion:

- Change attitudes, assumptions and stereotypes
- Guest speakers to educate students about people living with a disability
- Improve footpaths, ramps and road crossings
- Employ more people with a lived experience of disability
- Increase inclusive play opportunities
- Provide information about service providers and places that are accessible, friendly and welcoming.



5.0 Results of Elected Member survey

Six Elected Members responded to the survey. The following sections outlines the results.

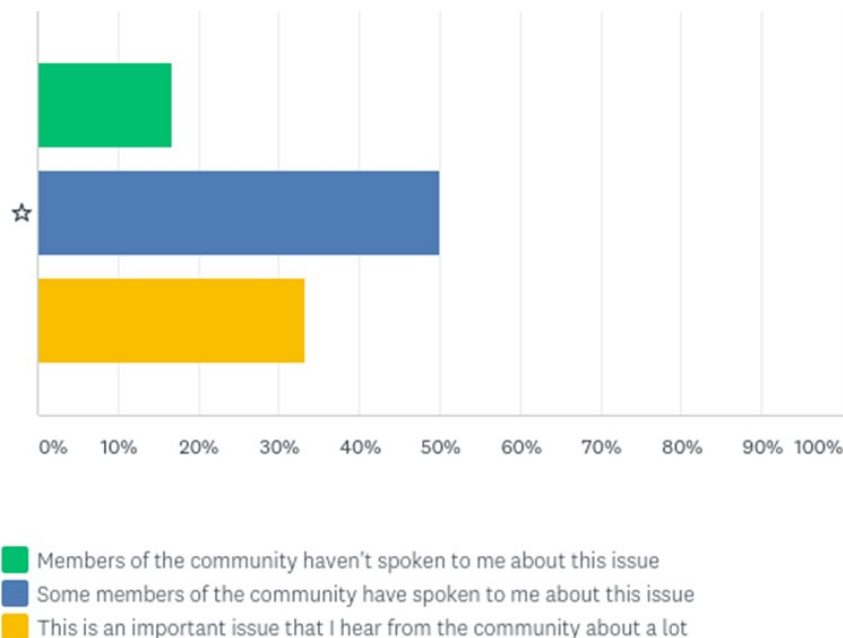
It should be noted that whether or not constituents have raised the issues with them may not just relate to whether the issues are significant for the community. The results may also be a function of how well engaged people with disability are and how comfortable/aware they are of contacting Elected members about concerns.

Complete responses are provided in Attachment A (a separate volume to this report).

5.1 Getting Around

Description provided in survey question: Improvement to footpaths including maintenance of existing footpaths, wider footpaths and better continuity. Better disabled parking provisions including more parks, parks suitable for side and back lifters, senior parks. More community buses (including some with lifters).

Result

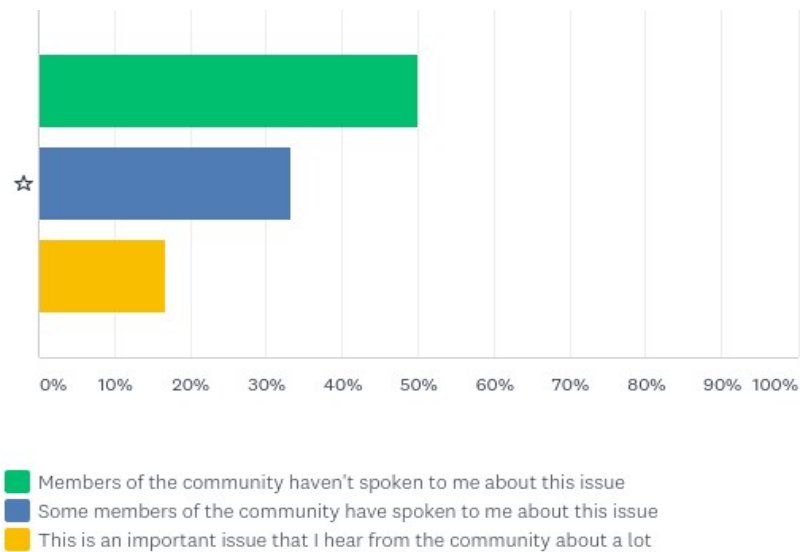


5.2 Greater Inclusion

Description provided in survey question: Need for a wider range of programs to further engage people living with disability to help them feel active in the community, develop their skills and feel connected to others. Greater opportunity to be actively involved in decision making and have their voice heard. Current programs and venues have improved inclusion provisions including quiet periods. Further creation and promotion of diverse access friendly volunteering and employment opportunities.



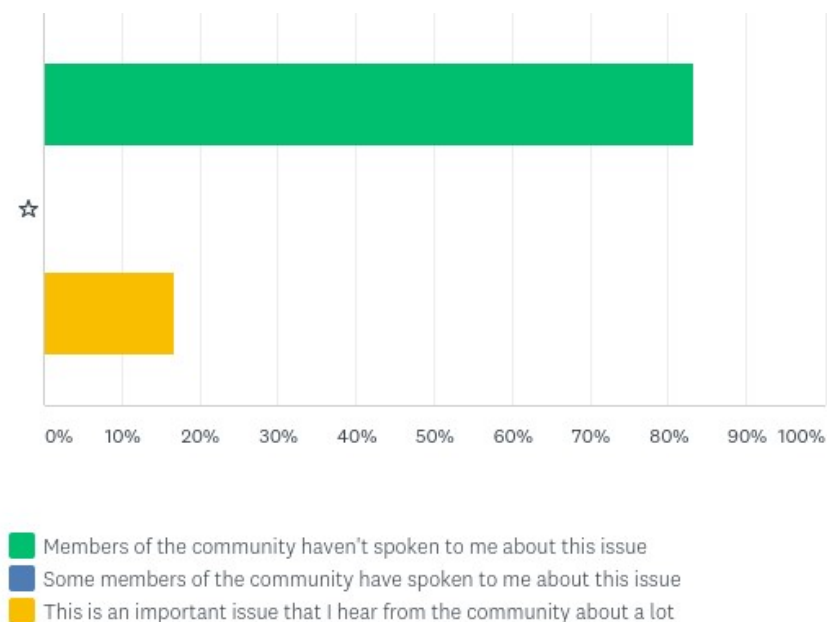
Result



5.3 Access to Information

Description provided in survey question: Consideration of information made available in alternate accessible formats including large print, visual, verbal, written, digital and hard copy. Current events and programs promoted further and consider using key symbols on promotional materials to indicate the availability of disability friendly facilities, services, parks, playgrounds and other relevant locations. Interest in an Inclusion Newsletter that includes information that is relevant to people with experience of disability in Playford.

Result





6.0 Results of workshop with Council staff

The following roles, strengths and key opportunities were identified by staff for each of the State Plan priority areas.

Inclusive communities for all

What's Council's role?

- Accessible events
- Accessible play spaces
- Supporting accessible sport and cultural activities from Council centres
- Inclusive and accessible customer service environments and platforms
- Community grants that support accessibility and inclusion outcomes
- Promotion of the accessibility of Council activities or facilities
- Community education or cultural activities that raise awareness or celebrate diverse ability.

What are Council's achievements/strengths?

- Disability awareness session provided to local organisations through ILC grant
- Key Council events have included access matting, AUSLAN interpreters and wheelchair viewing areas
- Grant's for projects to promote inclusion and community awareness including ILC grant and Look n Cook Book
- Fremont Park as an all abilities play space (underway)
- Hearing technology installed at key customer service locations
- Inclusion training provided to local sporting clubs
- Annual hosting of events such as Positive Futures Expo and Carnival in the North to provide information on services to people with disability
- Celebration of Ability event held every year to celebration International Day of People with Disability
- Council is a Companion Card affiliate
- Two Playford representatives selected to be part of the working group to develop State Inclusive Play Guidelines.

What are the key opportunities Council could focus on in the next DAIP?

- DDA audit of main facilities
- Think about inclusion first in everything we do
- Captions on all social media content
- Auslan content for promotional videos
- Better promotion of current Council events and programs
- More staff and community education and awareness (inc. AUSLAN, autism, mental health)
- Develop inclusive events checklist
- Providing people for support at programs in conjunction with services



- 'Playford Inclusion News' – distribution list
- Promotion of sports voucher program and inclusive sports program
- Online programs
- Upload accessible facility data into google maps
- Implementing of state inclusive play guidelines.

Leadership and collaboration

What's Council's role?

- Consultation opportunities that are accessible
- Seek broad perspectives in consultation processes
- Access and Inclusion Panel/Committee.

What are Council's achievements/strengths?

- Establishing a youth position on the Disability and Social Inclusion Advisory group
- Participants of Council's disability services targeted in Council's Customer Satisfaction Survey and inclusive play survey
- Engagement Hub website has key accessibility features including language selection and font size.

What are the key opportunities Council could focus on in the next DAIP?

- Add children's voice through consultation
- Include easy links to Engagement Hub and translation tool on our website
- Targeted research to support decision-making
- Mix of 'traditional' and digital tactics that are accessible
- Develop an Advocacy Statement for People with Disability in Playford
- Putting a 'face' behind the engagement 'key contact' – build trust and a responsibility
- Partnerships/projects with LGA on leadership of people with disability (inc. young people)
- Supporting people with disability to be on Council
- Increase marketing to disability networks
- Make Council's brand and material more inclusive.

Accessible communities

What's Council's role?

- Accessible pedestrian environments
- Accessible buildings and facilities
- Community transport services
- Planning policy and assessment that supports universal design
- Accessible websites
- Accessible signage and communications
- Library collections in a variety of formats
- Marketing that shows a diversity of people



- Linkages with local service providers to promote opportunities.

What are Council's achievements/strengths?

Infrastructure:

- New infrastructure and footpath upgrades meeting DDA standards
- The involvement of the Access and Inclusion Coordinator in major projects
- The installation of an adult change facility
- 46 out of 53 Council owned assets have an access toilet
- 37 out of 53 Council owned assets have accessible car parks
- RECHARGE Scheme set up in key locations around Playford to recharge mobility scooters/wheelchairs

Libraries & community centres:

- The accessibility of libraries and their collections
- Drop-in disability advocacy services available
- Commencement of inclusion project in services, programs and community centres
- Variety of services and programs for all community members to participate in (some specifically for people with disability, some open/mainstream)

Partnerships:

- Partnerships with local service providers on pilot programs and services

Communications:

- Updating Council's website above the standards of the Web Content Accessibility Guidelines
- Including text and audio descriptions on social media posts
- Incorporating accessibility considerations in Council's style guide

What are the key opportunities Council could focus on in the next DAIP?

- Improvements to the pedestrian network including ramps, continuity, wayfinding, key route considerations
- Continue to upgrade infrastructure to improve accessibility (inc. all public toilets, bus stops, lighting/audible service) and keep up with changing requirements to standards (AS1428)
- Funding increase to Asset Management Plan to support access requirements and DDA program
- Better planning for inclusion in new developments (accessible housing, bus stops, footpaths, play space, parking)
- Provide DDA on street parking where needed
- Improved information about the accessibility of locations and events (eg. accessible checklist or google maps)
- Collaboration with the Access and Inclusion Coordinator and ASIAG on new projects
- Improving the accessibility of Council communications (eg. easy read documents, audio and visual aids such as hearing loops, reducing barriers to technology)
- Better collaboration with partners to promote facilities and programs and to identify opportunities
- Diverse people represented across communications/marketing
- Expand daytime tenancy community sport buildings by service providers
- Advocate for accessible public transport networks
- Celebrating diversity across everything we do



- Inclusion considerations in procurement processes and selection.

Learning and employment

What's Council's role?

- Equal opportunity employer
- Accessible work environments
- Volunteer opportunities for people experiencing disability
- Learning/training opportunities through Council centres that are accessible and inclusive
- Free internet access that is accessible
- Accessible community meeting spaces.

What are Council's achievements/strengths?

Skills and employment:

- volunteering, work experience and training opportunities within Council
- Community (training) Café
- Positives futures Expo for people living with disability
- Partnerships with service providers to run job readiness skill development training in community centres and libraries
- Stretton Centre Business Development Project and RED workshops supporting people with disability to start their own business

Organisational development:

- disability inclusion awareness training delivered for 120 staff
- disability awareness included as part of volunteer induction
- Job Access audit completed of employment and recruitment processes.

What are the key opportunities Council could focus on in the next DAIP?

- Implementation of report from Job Access on inclusive recruitment processes
- Prepare the organisation – physical, EQ, employee knowledge, employment systems including ongoing staff support
- Diversity and inclusion plan includes neg training and feedback loop
- Actively seeking to employ diverse staff and encouraging people with disability to apply for jobs
- Provide inclusion training to all staff, managers and Elected Members to create safe and inclusive workplaces
- Accessible playgrounds and open space
- Upgrade/make DDA friendly environment building
- Seek partnerships with service providers to support work placement and advertise to specialist employment services working in disability
- Regular review of training facilities
- Utilising job access funding opportunities
- Partnerships with universities on assisted tech for workers, ie Tonsley.