



**City of Playford**  
20ADL-0090  
June 2020

# Issues and opportunities for disability access and inclusion in the City of Playford

To inform the development of the City of Playford  
Disability Access and Inclusion Plan



# Issues and opportunities for disability access and inclusion

10 June 2020

<b>Lead consultant</b>	URPS
<b>Prepared for</b>	City of Playford
<b>Consultant Project Manager</b>	Zoe Hambour, Associate Suite 12/154 Fullarton Road (cnr Alexandra Ave) Rose Park, SA 5067 Tel: (08) 8333 7999 Email: zoe@urps.com.au
<b>URPS Ref</b>	20ADL-0090

## *Document history and status*

Revision	Date	Reviewed	Approved	Details
1	29/05/20	N. Halsey	Z. Hambour	For client review
2	10/06/20		Z. Hambour	With minor updates from client

© URPS

All rights reserved; these materials are copyright. No part may be reproduced or copied in any way, form or by any means without prior permission.

This report has been prepared for URPS' client. URPS and its associated consultants are not liable to any person or entity for any damage or loss that has occurred, or may occur, in relation to that person or entity taking or not taking action in respect of any representation, statement, opinion or advice referred to herein.

www.urps.com.au  
ABN 55 640 546 010



# Contents

<b>1.0</b>	<b>Introduction.....</b>	<b>1</b>
<b>2.0</b>	<b>What is disability? .....</b>	<b>2</b>
<b>3.0</b>	<b>Policy and legislative context.....</b>	<b>4</b>
3.1	United Nations Convention on the Rights of Persons with Disabilities .....	5
3.2	Federal Disability Discrimination Act .....	5
3.3	National Disability Strategy .....	6
3.4	National Disability Agreement .....	6
3.5	National Disability Insurance Scheme .....	7
3.6	South Australian Equal Opportunity Act .....	7
3.7	Strong Voices.....	7
3.8	South Australian Disability Inclusion Act.....	8
3.9	Inclusive SA: State Disability Inclusion Plan 2019-2023 .....	8
3.10	Disability Access and Inclusion Plans.....	8
<b>4.0</b>	<b>Local government roles and responsibilities .....</b>	<b>10</b>
4.1	Alignment to the State Disability Inclusion Plan .....	11
<b>5.0</b>	<b>Demographic assessment .....</b>	<b>13</b>
5.1	Location and land use .....	13
5.2	Population .....	13
5.3	Age.....	1
5.4	Cultural diversity and proficiency in English .....	2
5.5	Households.....	4
5.6	Socio-economic disadvantage.....	5
5.7	Low income households.....	6
5.8	Volunteering.....	6
5.9	Disability.....	7
<b>6.0</b>	<b>City of Playford strategic framework.....</b>	<b>3</b>
<b>7.0</b>	<b>Previous consultation.....</b>	<b>4</b>
7.1	City of Playford disability access and inclusion engagement 2016 .....	4
7.2	Consultation on the State Disability Inclusion Plan.....	5
7.3	Inclusive play consultation .....	6
<b>8.0</b>	<b>Review of 2017 Disability Access and Inclusion Plan .....</b>	<b>7</b>
<b>9.0</b>	<b>Considerations for the next City of Playford DAIP .....</b>	<b>1</b>
	<b>Appendix A – Staff desktop review of 2017 City of Playford DAIP .....</b>	<b>2</b>



# 1.0 Introduction

The City of Playford is preparing a new Disability Access and Inclusion Plan (DAIP). The DAIP will guide action in relation to Council's services, facilities, infrastructure, programs, and organisational culture and management to ensure people of all abilities can actively participate in Council and community life.

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

A person's impairment or difference is only disabling if the environments they live, work, learn and play in fail to accommodate them. Council wants to ensure that future planning in the City is done with the needs of all abilities in mind and is now in the process of preparing a DAIP.

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

Developing a DAIP illustrates that Council recognises the importance of access and inclusion for everyone in the City of Playford. It shows that Council values the different abilities of all its community and desires an enabling and welcoming environment for all.

This paper presents background information to inform the development of the next City of Playford DAIP. It includes information about the area's demographics, the prevalence of disability in the community, the disability legislative and policy context, and the findings of previous engagement about disability access and inclusion as well as a review of delivery of Council's last DAIP.

This paper considers this information to highlight key considerations for the development of the next City of Playford DAIP.

---

<sup>1</sup> The ABS Survey of Disability, Ageing and Carers (2012) defined a person with a disability as someone who has a functional limitation, restriction or impairment which has lasted, or is likely to last, for at least six months and restricts everyday activities.



## 2.0 What is disability?

People often think of disability in terms of limitations posed by the impaired functioning of our bodies or mind. However, the environments we create and our processes, systems, cultures and attitudes play a big part in determining the extent to which people living with disability are either enabled or disabled to live happy and productive lives.

“Disability” is a broad concept often not well understood. There are numerous definitions or perspectives, a few of which are described below.

South Australia’s Social Inclusion Board, through its report *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012-2020)*, offers a good reflection on defining ‘disability’:

- Historically defining ‘disability’ relies on medical definitions where the ‘expert voice’ predominates. These definitions see disability foremost as a limitation or barrier to activity and participation.
- The United Nations Convention on the Rights of Persons with a Disability emphasises that environmental and attitudinal barriers are just as important in defining disability as an individual’s physical or intellectual impairment.
- Disability is the product of impairment of functionality and the environment that a person lives in. Social, economic and cultural barriers can limit a person with disability’s capacity to participate and be included. These barriers compound and further define the experience of disability and associated problems which need to be overcome.
- People living with disability differ, not only in the nature and degree of their impairment, but more importantly in relation to their individual circumstances, capacities and skills.

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) defines persons with disabilities as including those who have long-term physical, mental, intellectual or sensory impairments which interact with various barriers to hinder their full and effective participation in society on an equal basis with others.

This broader understanding recognises that disability may also be a product of the environment in which a person lives. Social, attitudinal, economic and cultural barriers can limit participation as can a person’s individual circumstances (i.e. the nature and degree of impairment, capacities and skills).

The Australian *Disability Discrimination Act 1992* however is more liberal and acknowledges that disability can be long term or short term or can come and go and can be from loss or malfunction of parts of the body or from infections. It defines “Disability” as meaning:

- (a) total or partial loss of the person's bodily or mental functions; or
- (b) total or partial loss of a part of the body; or
- (c) the presence in the body of organisms causing disease or illness; or
- (d) the presence in the body of organisms capable of causing disease or illness; or
- (e) the malfunction, malformation or disfigurement of a part of the person's body; or



- (f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- (g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:

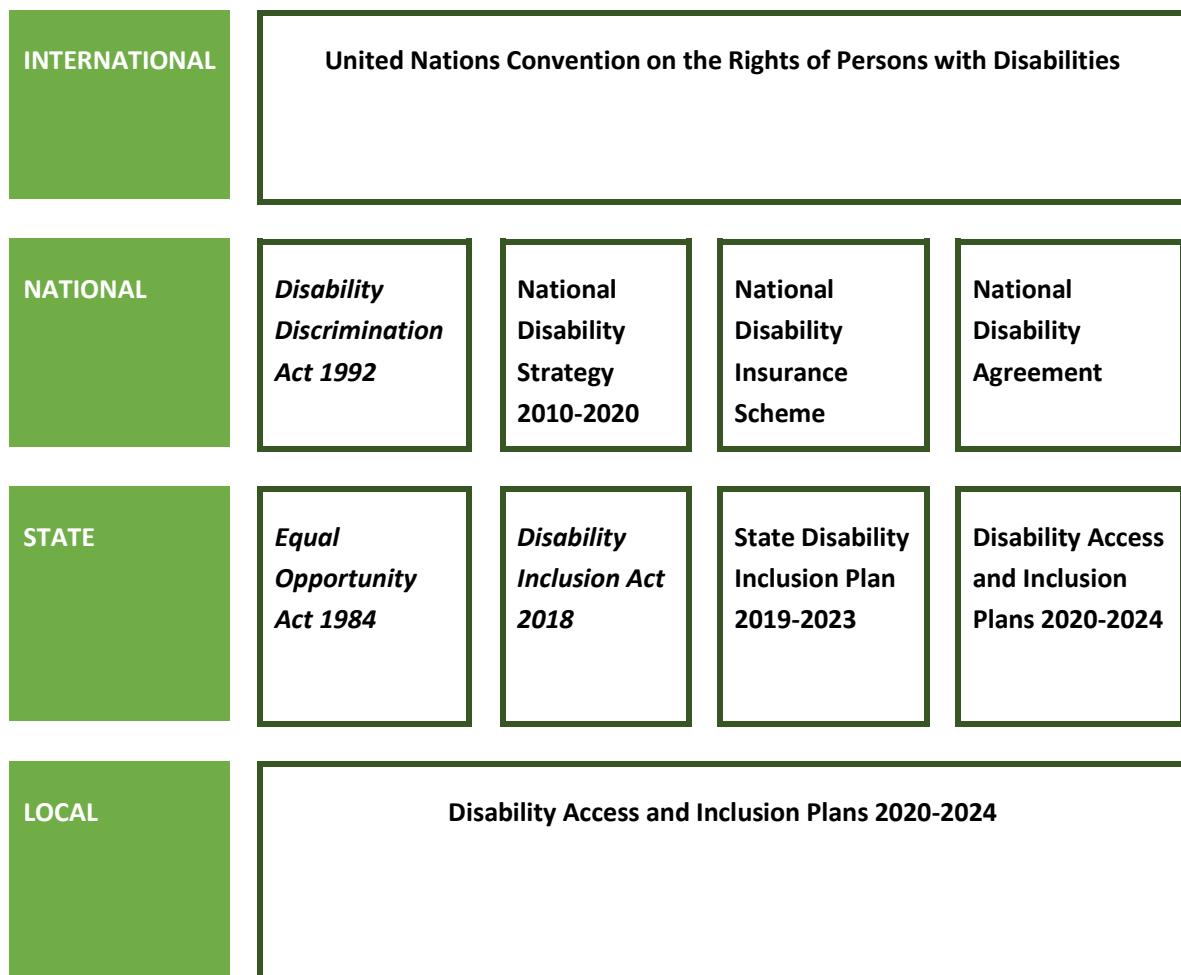
- (h) presently exists; or
- (i) previously existed but no longer exists; or
- (j) may exist in the future (including because of a genetic predisposition to that disability); or
- (k) is imputed to a person.

In the context of planning for local government services it would be worthwhile considering a broad definition. This acknowledges that at some time in our lives most of us will find it hard physically or mentally to participate in day to day life and at such times we still need to be able to access the services we need, to get from A to B, participate and be included and feel welcome or cared for.

## 3.0 Policy and legislative context

Disability access and inclusion is being transformed across Australia through the National Disability Insurance Scheme (NDIS) and changes to legislation. In South Australia, the *Disability Services Act, 1993*, has been replaced by the *Disability Inclusion Act 2018*. The *Disability Inclusion Act* represents a shift in focus – from funding providers of disability services, to promoting the rights and inclusion of South Australians living with disability. The requirement for South Australian Councils to prepare Disability Access and Inclusion Plans (DAIPs) is a part of this shift.

**Figure 1** summarises the policy context that has informed local disability access and inclusion planning by Councils from an international down to a local level. The following section provides further information on each of the parts outlined in the diagram, and has largely been adapted from the South Australian Department of Human Services, Disability Access and Inclusion Plan Tool Kit.



**Figure 1 – The policy landscape for Disability Access and Inclusion**

### 3.1 United Nations Convention on the Rights of Persons with Disabilities

The development of DAIPs aligns with the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD) ratified by Australia in 2008, and the Optional Protocol signed by Australia in 2009.

The Convention acknowledges the value of existing and potential contributions made by people with disabilities to the overall wellbeing of their communities.

The purpose of the Convention is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.

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

- Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons
- Non-discrimination
- Full and effective participation and inclusion in society
- Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- Equality of opportunity
- Accessibility
- Equality between men and women
- Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

### 3.2 Federal Disability Discrimination Act

The Federal *Disability Discrimination Act 1992* (DDA) provides protection for everyone in Australia against discrimination based on disability.

Disability discrimination happens when people with a disability are treated less fairly than people without a disability. Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

Under the DDA it is against the law to discriminate against someone if they have a disability in the following areas of life:

- **Employment** - For example, when someone is trying to get a job, equal pay or promotion.
- **Education** - For example, when enrolling in a school, TAFE, university or other colleges.
- **Access to premises used by the public** - For example, using libraries, places of worship, government offices, hospitals, restaurants, shops, or other premises used by the public.
- **Provision of goods, services and facilities** - For example, when a person wants goods or services from shops, pubs and places of entertainment, cafes, video shops, banks, lawyers, government departments, doctors, hospitals and so on.



- **Accommodation** - For example, when renting or trying to rent a room in a boarding house, a flat, unit or house.
- **Buying land** - For example, buying a house, a place for a group of people, or drop-in centre.
- **Activities of clubs and associations** - For example, wanting to enter or join a registered club, (such as a sports club, RSL or fitness centre), or when a person is already a member.
- **Sport** - For example, when wanting to play, or playing a sport.
- **Administration of Commonwealth Government laws and programs** - For example, when seeking information on government entitlements, trying to access government programs, wanting to use voting facilities.

### 3.3 National Disability Strategy

Inherent in Australia's commitment to the *United Nations Convention on the Rights of Persons with Disabilities* is an obligation to continually improve the lived experience of people with disability.

For government, that not only means improving outcomes through the specialist disability service system but also ensuring that mainstream services, programs and infrastructure are responsive to their needs.

On 13 February 2011, the Council of Australian Governments (COAG) endorsed the *National Disability Strategy 2010–2020* (NDS). The NDS provides a shared agenda to help achieve the vision of an inclusive Australian society that enables people with disability to achieve their full potential as equal citizens.

The NDS outlines a 10-year national policy framework for all governments to address the barriers faced by Australians with disability and will ensure that services and programs including healthcare, housing, transport and education, address their needs.

The NDS will help ensure that the principles underpinning the UNCRPD are incorporated into policies and programs to improve access and outcomes for people with disability, their families and carers.

The NDS was developed in partnership with the Commonwealth, State and Territory Governments under the auspice of COAG. The Australian Local Government Association also assisted in the development of the NDS.

### 3.4 National Disability Agreement

The National Disability Agreement, introduced by the Council of Australian Governments in 2009, is a high level agreement between the Australian and state and territory governments for the provision of disability services for people with disability. It features clear roles and responsibilities for each level of government and joins these efforts together through nationally agreed objectives and outcomes for people with disability, their families and carers.

In the Agreement, governments strive towards the following objective: People with disability and their carers have an enhanced quality of life and participate as valued members of the community.

The Agreement sets out the responsibility of the Australian Government to provide income support and employment services for people with disability. It is the role of the states and territories to deliver

specialist disability services such as disability supported accommodation, respite and community support services such as therapy, early childhood interventions, life skills and case management.

(Source: Department of Social Services [www.dss.gov.au/disability-and-carers/programmes-services/government-international/national-disability-agreement](http://www.dss.gov.au/disability-and-carers/programmes-services/government-international/national-disability-agreement))

### 3.5 National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) was launched in July 2013 by the Federal Government in a trial phase. Full national rollout commenced in July 2016.

The NDIS was established in response to a 2011 Productivity Commission report that found disability services were “underfunded, unfair, fragmented and inefficient”. The Commission recommended a system of flexible individual funding packages that could be used to purchase disability supports.

The NDIS provides funding packages to people under the age of 65 who have a permanent impairment that substantially reduces their intellectual, cognitive, neurological, sensory, physical, psychological and social functioning. People can opt in to continue in the scheme post the age of 65 or access aged-care services.

Before the NDIS, state governments contracted disability service providers to deliver specified services. The person receiving support was usually assigned to one disability service provider and restricted to the supports that agency provided. It was also difficult to change service providers.

Instead the NDIS provides a determined level of funding to an eligible individual to meet their goals. That individual can then choose providers for their required services.

(Source: Dr Carmel Laragy (RMIT) *Understanding the NDIS: how does the scheme work and am I eligible for funding?*, The Conversation, July 2016)

### 3.6 South Australian Equal Opportunity Act

The South Australian *Equal Opportunity Act 1984* is in place to promote the equality of opportunity, to prevent discrimination and to facilitate participation regardless of sex, race, age or disability.

The Equal Opportunity Commission is an independent statutory body that was established under the Act. The functions of the Commission include to resolve complaints, educate about rights, undertake independent reviews of workplaces and support culture change, undertake research and to advise government.

### 3.7 Strong Voices

In 2009, the Social Inclusion Board in South Australia consulted widely with people living with disability, their families, carers, advocates and service providers. *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012-2020)* is the outcome of that consultation.

A universal theme of the consultation was that people living with disability ‘felt undervalued as citizens and experienced difficulty finding a place in the wider community.’ The report made thirty-four recommendations designed to shift the way disability is viewed.

In response to recommendation six of the report, the SA Government endorsed the introduction of the first generation of DAIPs across government in March 2012.

### 3.8 South Australian Disability Inclusion Act

The National Disability Insurance Scheme has necessitated a change in the legislative landscape. State Government will no longer directly fund services and so the *Disability Services Act 1993* has been replaced with the *Disability Inclusion Act 2018*.

The *Disability Inclusion Act 2018* supports and furthers the principles and purposes of the *United Nations Convention on the Rights of Persons with Disabilities* and promotes the full inclusion in the community of people with disability. It reflects the South Australian Government’s commitment to the NDIS and aims to provide safeguards in relation to the delivery of all supports and services for people living with disability.

The Act requires the State to prepare a State Disability Inclusion Plan and for each State authority (including Councils) to prepare Disability Access and Inclusion Plans.

### 3.9 Inclusive SA: State Disability Inclusion Plan 2019-2023

*Inclusive SA* was launched on 1 November 2019 and is the South Australian Government's first State Disability Inclusion Plan. The Plan is required by the *Disability Inclusion Act 2018*.

The Plan is a commitment to create an accessible and inclusive South Australia based on fairness and respect. It brings State Government agencies and local councils together to reduce the barriers faced by people living with disability.

*Inclusive SA* sets out state priorities and actions for four years under the following themes:

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

### 3.10 Disability Access and Inclusion Plans

The *Disability Inclusion Act 2018* requires State authorities (including local councils) to prepare Disability Access and Inclusion Plans (DAIPs).

These plans must include measures to ensure that people living with disability can access the mainstream supports and services provided by or on behalf of the State authority. The plans must include strategies to support people with disability in the following areas:

- access to built environs, events, and facilities



- access to information and communications
- address the specific needs of people with disability in programs and services
- employment.

DAIPs must be developed in consultation with people living with disability and people or bodies representing the interests of people with disability. DAIPs should take into account the extra disadvantage experienced by children, women, Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse communities.

The first DAIP of each State authority must be published by 31 October 2020. They must be published in an accessible format and are required to be reported on annually and reviewed every four years.



## 4.0 Local government roles and responsibilities

Local Government has a set of roles and responsibilities in relation to our community, including vulnerable groups and people living with disability. These roles and responsibilities differ to those of other agencies.

Councils do not provide formal health services, schools and tertiary education and they do not make the laws. While Councils facilitate an environment where businesses are able to thrive, they do not have a primary responsibility for general economic security and employment.

Councils do play very important roles as advocates to, and partners with, State and Commonwealth service providers, non-government organisations (NGO's) and the private sector to enable their communities to have access to the services they need to live full and rewarding lives.

Councils provide very important services and programs that contribute to social inclusion, health and well-being. Councils provide and manage libraries, community centres, open spaces for active recreation, parks and gardens for relaxation and social interaction.

The quality of the physical and built environment that supports accessibility for people living with disability is a key focus for the design and maintenance of public spaces and Council owned and managed buildings.

Councils are often the first point of contact for local residents and businesses, highlighting the importance of appropriate information provision and customer service and support.

Councils provide a range of avenues for people to participate in making decisions about matters that affect their lives. It is important that these methods recognise and respond to any particular barriers that might limit the ability of people living with disability to participate.

The State Government Planning Reforms are looking to create a single suite of development policies that will be applied across the state through the Planning and Design Code. The Code will set objectives for access and inclusion in developments. Councils, as the assessment authority, will play a role in ensuring that developers appropriately consider the access and inclusion within their developments.

Councils are significant employers in most communities. Their inclusive policies and practices can provide high quality working environments for their employees and act as a model for other businesses.

Councils often have strong volunteer involvement which is another important way for people living with disability to contribute to community life.

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

## 4.1 Alignment to the State Disability Inclusion Plan

Council DAIPs are now required to consider the themes and priorities in the State Disability Inclusion Plan. Table 1 presents the types of disability inclusion activities that Councils deliver in relation to the State's Plans themes and priorities.

**Table 1 – Local Government activities in relation to the State Disability Inclusion Plan themes and priorities**

State Disability Inclusion Plan		Types of local government activities
Theme	Priorities	
<b>Inclusive communities for all</b>	1. Involvement in the community	<ul style="list-style-type: none"> <li>• Accessible events</li> <li>• Accessible play spaces</li> <li>• Supporting accessible sport and cultural activities within Council venues.</li> <li>• Inclusive and accessible customer service environments and platforms</li> <li>• Administration of community grants that support accessibility and inclusion outcomes</li> <li>• Promotion the accessibility of Council activities or facilities</li> <li>• Community education or cultural activities that raise awareness or celebrate diverse ability</li> </ul>
	2. Improving community understanding and awareness	
	3. Promoting the rights of people living with disability	
<b>Leadership and collaboration</b>	4. Participation in decision-making	<ul style="list-style-type: none"> <li>• Consultation opportunities that are accessible</li> <li>• Seek broad perspectives in consultation processes</li> <li>• Access and Inclusion Panel/Committee</li> <li>• Accessibility of Council meetings and reports</li> <li>• Supporting people living with disability to nominate and serve as Elected Members</li> </ul>
	5. Leadership and raising profile	
	6. Engagement and consultation	
<b>Accessible communities</b>	7. Universal Design across South Australia	<ul style="list-style-type: none"> <li>• Accessible pedestrian environments</li> <li>• Accessible buildings and facilities</li> <li>• Provision of community transport services for people with disability</li> <li>• Development assessment that considers universal design and access</li> <li>• Accessible websites</li> <li>• Accessible signage and communications</li> <li>• Library collections in a variety of formats</li> <li>• Marketing that shows a diversity of people</li> <li>• Linkages with local service providers to promote opportunities</li> </ul>
	8. Accessible and available information	
	9. Access to services	



State Disability Inclusion Plan		Types of local government activities
Theme	Priorities	
<b>Learning and employment</b>	10. Better supports within educational and training settings	<ul style="list-style-type: none"><li>• Equal opportunity employer</li><li>• Accessible work environments</li><li>• Volunteer opportunities for people experiencing disability</li><li>• Learning/training opportunities through Council centres that are accessible and inclusive</li><li>• Free internet access that is accessible</li><li>• Accessible community meeting spaces</li><li>• Inclusive recruitment and retention practices</li></ul>
	11. Skill development through volunteering and support in navigating the pathway between learning and earning	
	12. Improved access to employment opportunities and better support within workplaces	

## 5.0 Demographic assessment

This section provides key statistics about people who live in the City of Playford. Where possible a focus is provided on the intersectional groups of people living with disability who are also of a Culturally and Linguistically Diverse (CALD) background, of Aboriginal and Torres Strait Islander (ATSI) background, children, or women.

This demographic assessment uses ABS 2016 Census data and City of Playford's Profile id website, unless otherwise stated.

### 5.1 Location and land use

The City of Playford is in Adelaide's outer northern suburbs, about 30 kilometres from the Adelaide CBD. It covers an area of 34,497 hectares (345km<sup>2</sup>) and the main land use is primary production (60%) followed by parkland (15%) and residential (10%) (Figure 2).

### 5.2 Population

The City of Playford Estimated Resident Population for 2019 is 94,848, with a population density of 2.75 persons per hectare.

The City of Playford's population at the ABS Census in 2016 was 89,372 people. This was an increase of 10,259 people or 13% from 2011.

49.6% of the population are male and 50.4% are female.

The City of Playford's population is projected to continue to grow (Table 2). The City of Playford's population will grow by 39,531 people between 2016 and 2036. This is the largest projected increase in people of any metropolitan Adelaide Local Government Area and represents a growth rate of 43.7% - more than double that projected for Greater Adelaide over the same period.

**Table 2 – Population projection at 2036 for the City of Playford compared with Greater Adelaide under a medium growth scenario** (Source: DPTI population projections 2020)

	2016	2036		
	Total population	Total population	# change 2016-2036	% change 2016-2036
City of Playford	90,549	130,080	39,531	43.7 %
Greater Adelaide	1,407,330	1,663,701	256,371	18.2%



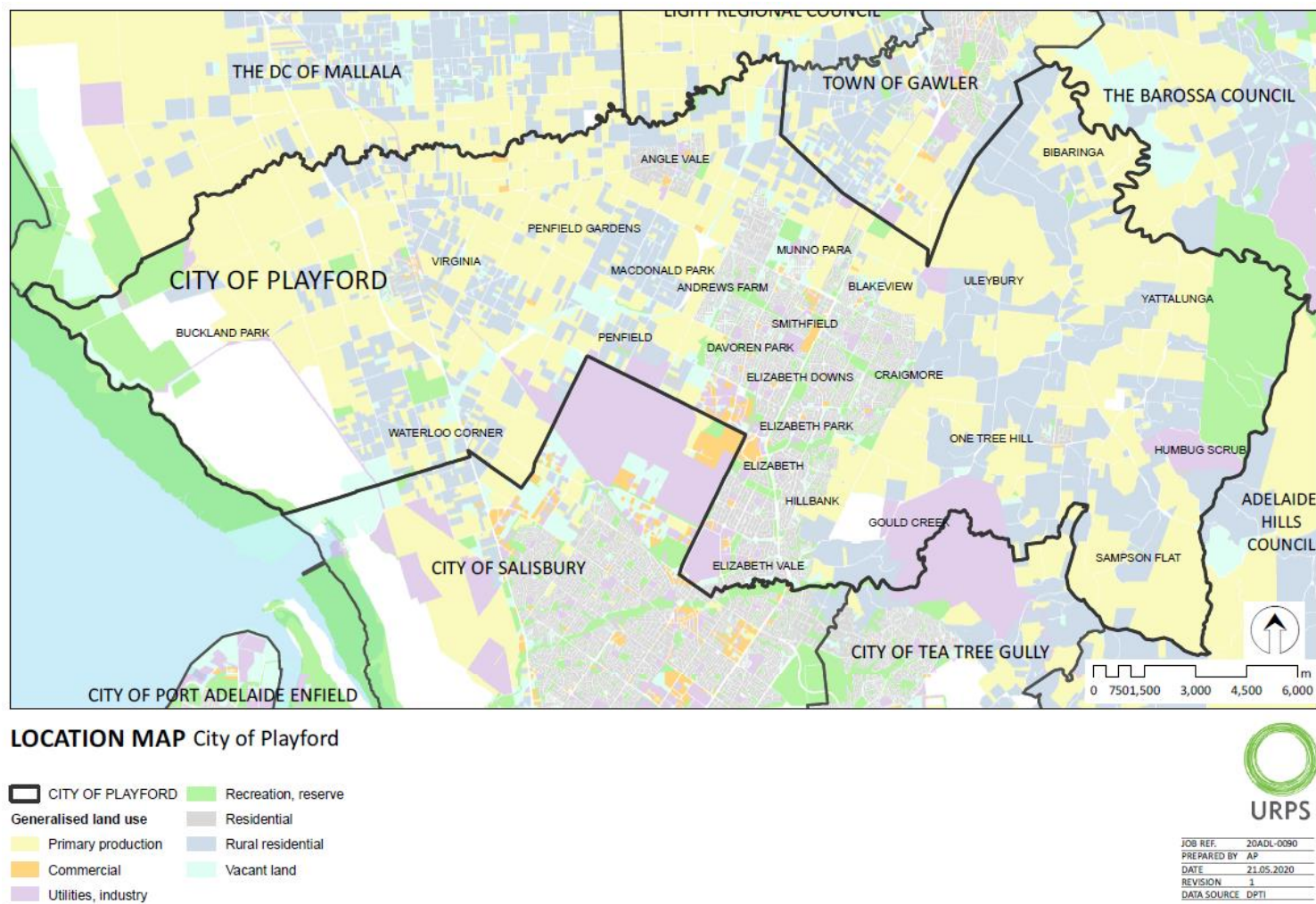


Figure 2 – Location of the City of Playford

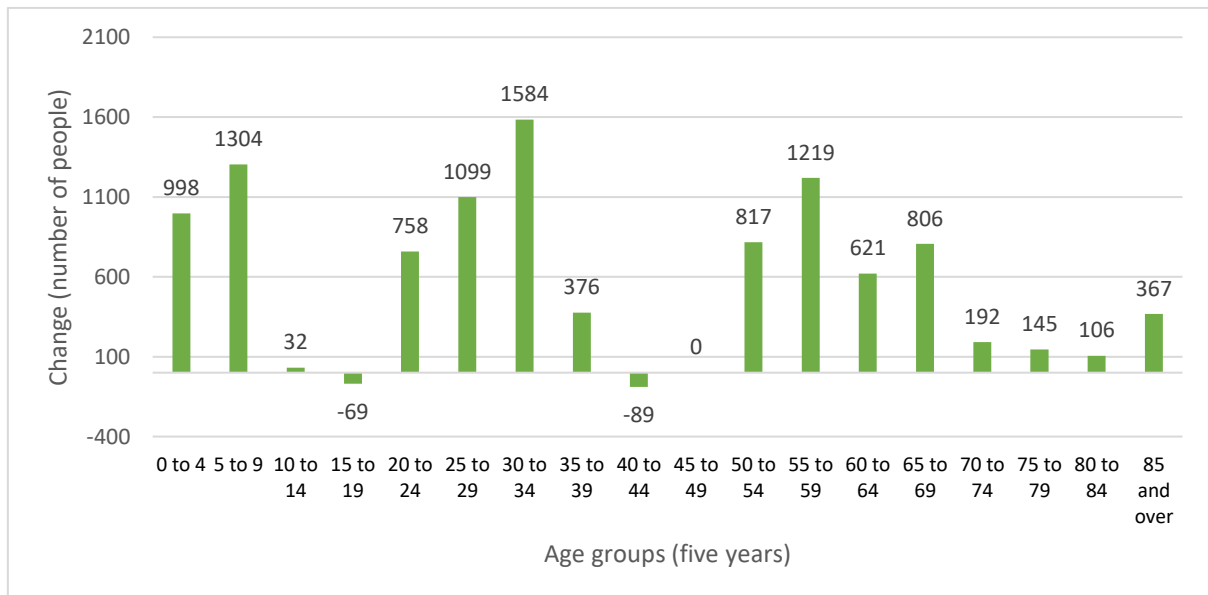
### 5.3 Age

Compared to Greater Adelaide, the City of Playford has larger proportions of babies through to young workforce (25 to 34 year olds), and smaller proportions of parents and homebuilders (35 to 49 year olds) through to the elderly (85 years and over) (Figure 3).

Between 2011 and 2016 City of Playford experienced growth in the number of people in all five year age groups with the exception of 15-19 and 40-44 year olds which experienced slight declines (Figure 4). Largest growth in the number of people (in descending order) was in 30-34, 5-9, 55-59, 25-29, and 0-4-year olds. The smallest growth was in 10-14 and 35-39 year olds and those age groups over 70.



**Figure 3 – Age Service groups for the City of Playford compared with Greater Adelaide in 2016** (Source: Profile id)



**Figure 4 Change in the number of people in 5 year age groups in the City of Playford between 2011 and 2016** (Source: Profile id)

## 5.4 Cultural diversity and proficiency in English

There is a larger proportion of people in the City of Playford who are of Aboriginal and/or Torres Strait Islander descent (3.5% or 3,091 persons) compared with 1.4 % in Greater Adelaide (1.4% or 18,404 persons).

A smaller percentage of people living the City pf Playford (21.1% or 18,892 persons) were born overseas, compared to Greater Adelaide (26.3%).

The most common country of birth outside Australia by far is the United Kingdom. However, Afghanistan is the largest non-English speaking country of birth, followed by the Philippines, Vietnam, Sudan/South Sudan and India. (Table 3)

**Table 3 – Country of birth of persons born outside of Australia in 2016** (Source: Profile id)

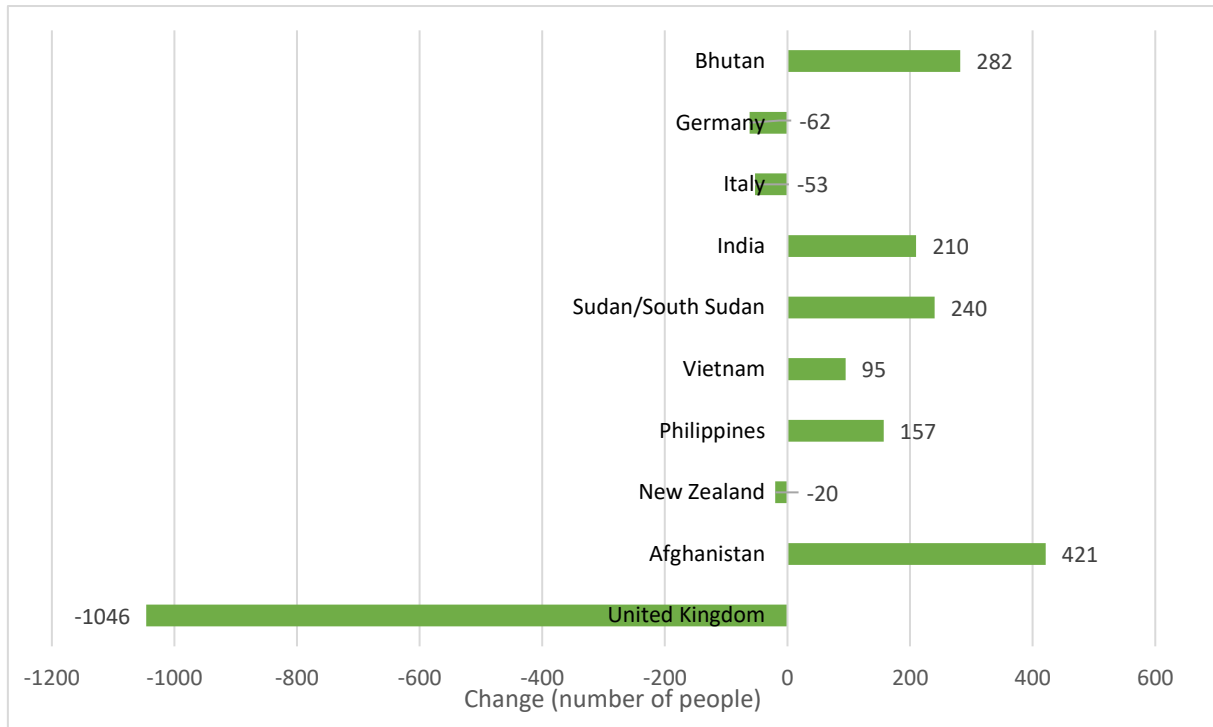
Country of birth outside on Australia	# of persons	% of total population
United Kingdom	8,192	9.2
Afghanistan	759	0.8
New Zealand	604	0.7
Philippines	604	0.7
Vietnam	559	0.6
Sudan/South Sudan	477	0.5
India	426	0.5
Italy	398	0.4
Germany	398	0.4
Bhutan	350	0.4

The largest changes in Country of birth between 2011 and 2016 (Figure 5) were:

- United Kingdom (-1,046 persons)
- Afghanistan (+421 persons)
- Bhutan (+282 persons)
- Sudan/South Sudan (+240 persons)

12.4% of people in the City of Playford speak a language other than English at home in 2016. This is a lower proportion than for Greater Adelaide (19.6%) The most common languages spoken at home are Persian/Dari, Vietnamese and Dinka (Table 4).

Of those people who speak a language other than English at home, 2,928 people (3.3% of the total population) reported difficulty speaking English. This is comparative to Greater Adelaide (3.5%). (Table 5)



**Figure 5 – Changes in the country of birth (number of persons) of people living in the City of Playford between 2011 and 2016** (Source: Profile id)

**Table 4 – Languages other than English spoken at home in the City of Playford in 2016** (Source: Profile id)

Language other than English spoken at home	# of persons	% of total population
Persian/Dari	1,099	1.2
Vietnamese	831	0.9
Dinka	797	0.9
Italian	652	0.7
Nepali	645	0.7
Khmer	460	0.5
Swahili	447	0.5
Arabic	442	0.5
Filipino/Tagalog	418	0.5
Greek	386	0.4

**Table 5 – Proficiency in English in the City of Playford in 2016** (Source: Profile id)

Proficiency in English	# of persons	% of total population	% for Greater Adelaide
Speaks English only	72,276	80.9	75.4
Speaks another language, and English well or very well	8,361	9.4	16.3
Speaks another language, and English not well or not at all	2,928	3.3	3.5
Not stated	5,810	6.5	4.8
<b>Total population</b>	<b>89,375</b>	<b>100.0</b>	<b>100.0</b>

## 5.5 Households

Table 6 shows the types of households in the City of Playford in 2016.

As is the case for Greater Adelaide, most households are either couples with children (27.4%) or couples without children (20.5%).

The City of Playford has a slightly lower proportion of lone person households compared to Greater Adelaide, however they still make up almost a quarter of homes (24.2%).

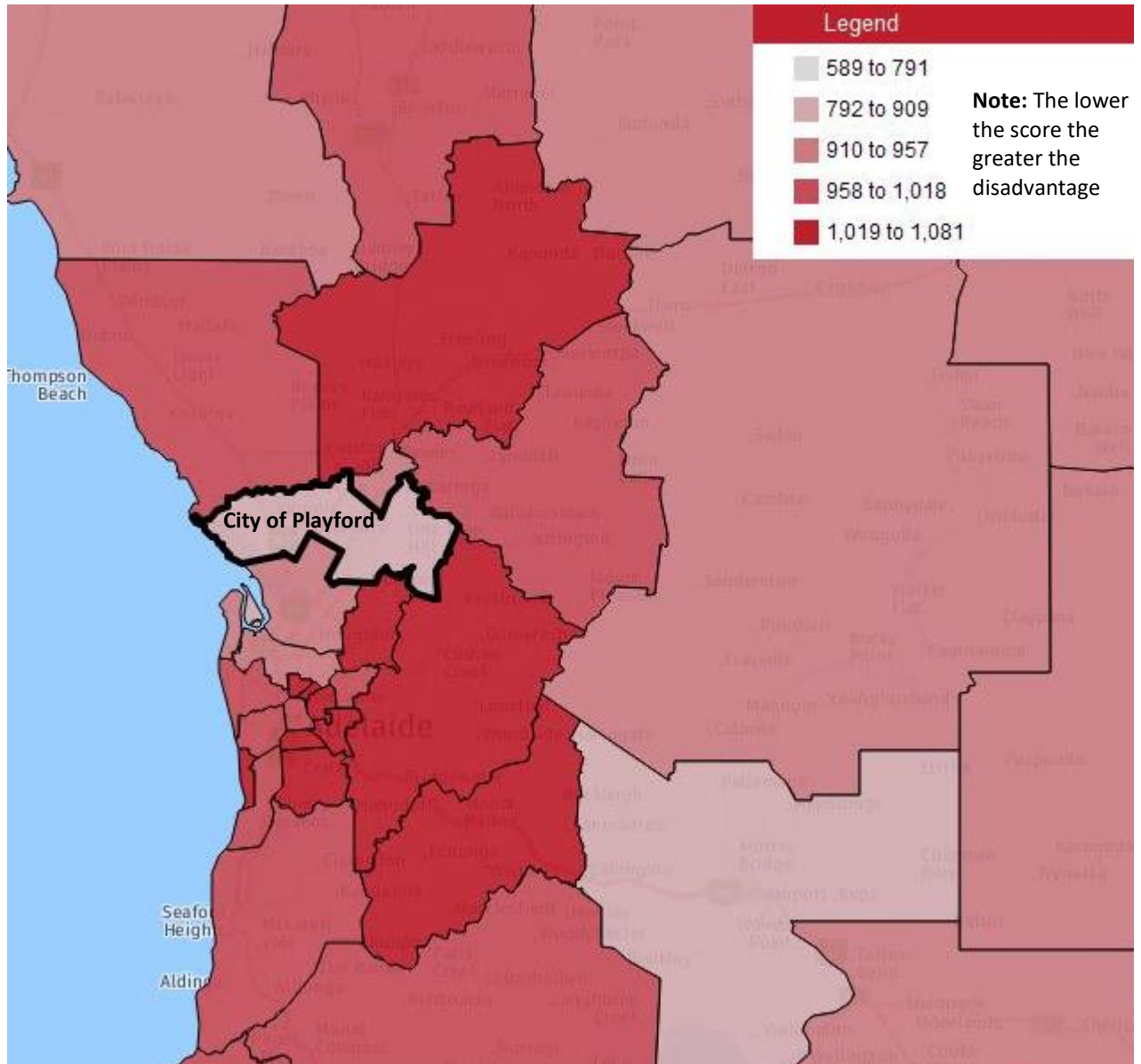
Single parent households are more common in the City of Playford (17.1%) compared with Greater Adelaide (11.1%).

**Table 6 – Household type in the City of Adelaide in 2016** (Source: Profile id)

Household type	Number	% of Households	% for Greater Adelaide
Couples with children	9,212	27.4	28.7
Couples without children	6,898	20.5	24.8
One parent families	5,755	17.1	11.1
Other families	415	1.2	1.2
Group household	1,134	3.4	3.8
Lone person	8,247	24.5	26.2
Other not classifiable household	1,749	5.2	3.4
Visitor only households	221	0.7	0.9
<b>Total households</b>	<b>33,631</b>	<b>100.0</b>	<b>100.0</b>

## 5.6 Socio-economic disadvantage

According to the Index of Relative Socio-economic Disadvantage (SEIFA Index), the City of Playford with a score of 855 has the most disadvantage of all Local Government Areas in Greater Adelaide. (Figure 6)



**Figure 6 - Index of Relative Socio-economic Disadvantage (SEIFA Index) for Greater Adelaide and surrounds in 2016** (Source: Profile id)

## 5.7 Low income households

The City of Playford has a larger proportion of low-income households and a smaller proportion of high-income households than Greater Adelaide. Of the low-income households, 31% do not have an internet connection and 9% do not own their own car. (Table 7)

**Table 7 – Low income households and internet connection and private car ownership in City of Playford in 2016 and 2011** (Source: Profile id)

	2016			2011			Playford Change 2011 to 2016
	Playford Number	%	Greater Adelaide %	Playford Number	%	Greater Adelaide %	
Low income households (\$0-\$667/wk)	8,387	29.1	23.7	7,520	28.8	23.6	+866
High income households (>\$2105/wk)	4,652	16.2	26.9	4,404	16.8	27.1	+248
Low income households with no internet connection	3,348	30.6	32.1	3,720	42.7	44.8	-372
Low income households without a car	2,112	19.3	19.4	2,248	25.8	24.2	-136

## 5.8 Volunteering

A smaller proportion of people in the City of Playford volunteer than Greater Adelaide. Overall, in 2016 13.1% of the population reported performing voluntary work, compared with 19.5% for Greater Adelaide. (Table 8)

**Table 8 - The number of volunteers in City of Playford increased by 1,933 people between 2011 and 2016** (Source: ABS Census)

	2016			2011			Change 2011 to 2016
	Number	%	Greater Adelaide %	Number	%	Greater Adelaide %	
Volunteer	9,041	13.1	19.5	7,108	11.7	17.7	+1,933



## 5.9 Disability

### 5.9.1 People living with disability

Table 9 shows information about the number and ages of people requiring assistance with core activities in the City of Playford.

6,898 people (or 7.7% of the population) in the City of Playford need help in their day-to-day lives due to disability. This is approximately 2% higher than for Greater Adelaide (5.9%) and is a 1.7 percent increase from 2011 (6.6%).

Across all age groups, the City of Playford has larger proportions of people needing assistance with core activities than Greater Adelaide.

The largest number of people requiring assistance are aged 20 – 59 years old. This age group also experienced the most growth in the number of people requiring assistance between 2011 and 2016.

The need for assistance increases with age with the proportion of people requiring assistance increasing from the age of 60. The age group with the largest proportions requiring care are those aged 85 and above, for which 50% of people require assistance.

**Table 9 – People needing assistance with core activities by age in the City of Playford in 2016 and 2011**  
(Source: profile id)

Assistance needed by age group (years)	2016			2011			
	Playford Number	% of total age group	Greater Adelaide %	Playford Number	% of total age group	Greater Adelaide %	Playford Change 2011 to 2016
<b>0 to 4</b>	207	2.7	1.5	140	2.1	1.3	+67
<b>5 to 9</b>	516	7.3	4.4	340	5.9	3.3	+176
<b>10 to 19</b>	715	6.0	3.5	537	4.5	2.6	+178
<b>20 to 59</b>	2,542	5.3	3.0	1,886	4.5	2.7	+656
<b>60 to 64</b>	507	12.5	6.7	372	10.8	6.2	+135
<b>65 to 69</b>	465	13.5	7.5	307	11.6	7.0	+158
<b>70 to 74</b>	421	16.6	10.3	336	14.3	9.8	+85
<b>75 to 79</b>	408	19.8	15.8	363	19.0	16.5	+45
<b>80 to 84</b>	465	30.0	27.3	479	33.3	27.1	-14
<b>85 and over</b>	661	50.2	48.1	497	51.6	49.2	+164
<b>Total persons needing assistance</b>	<b>6,898</b>	<b>7.7</b>	<b>5.9</b>	<b>5,257</b>	<b>6.6</b>	<b>5.4</b>	<b>+1,641</b>

Figure 7 shows the distribution of people in the City of Playford requiring assistance with core activities. The areas in dark yellow through to red are “hot spots” - they have higher proportions of people requiring assistance with core activities than the Council area’s overall rate (7.7%). These hotspots tend to be in the more densely populated residential parts of the Council area.



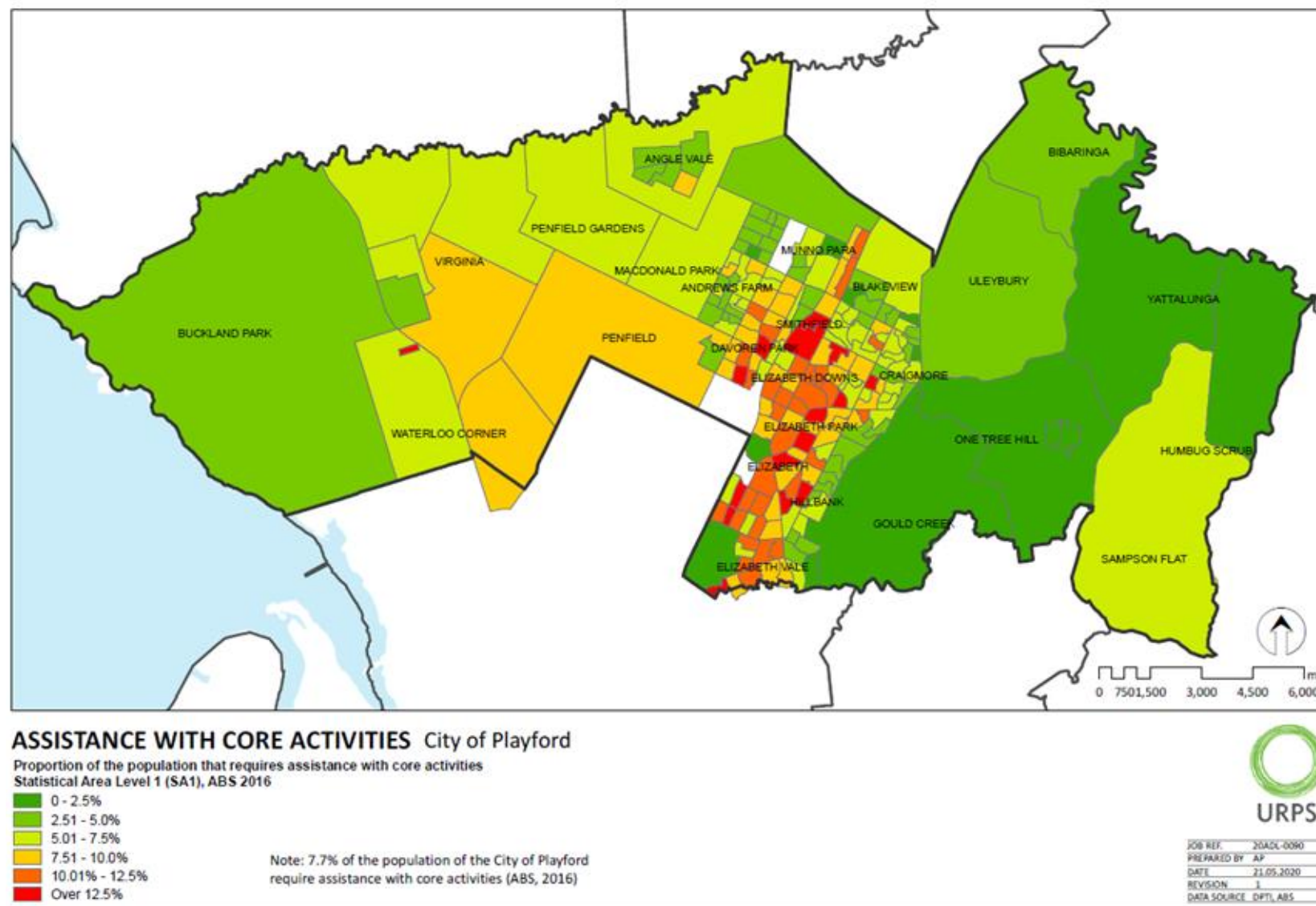


Figure 7 – Distribution of people needing assistance with core activities in the City of Playford

### 5.9.2 Priority populations living with disability

Women, children and CALD and Aboriginal and Torres Strait Islander communities are priority populations for the State Disability Inclusion Plan. Table 10 shows the extent of these groups in the City of Playford.

**Table 10 – State Disability Inclusion Plan priority populations in the City of Playford** (Source: ABS Census 2016)

Needs help with core activities and...		City of Playford	Greater Adelaide
... are female	Number of people	3471	42150
	% of total people needing assistance with core activities	50.3%	54.8%
	% of all females	7.7%	6.4%
...are aged 0-14 years	Number of people	1124	7666
	% of total people needing assistance with core activities	16.3%	9.9%
	% of all 0-14 year olds	5.5%	3.4%
...have poor proficiency in English (ie. speak a language other than English and speak English not well or not at all)	Number of people	389	8207
	% of total people needing assistance with core activities	5.6%	10.7%
	% of people who speak a language other than English and speaks English not well or not at all	13.3%	18.2%
...are of Aboriginal or Torres Strait Islander descent	Number of people	282	1538
	% of total people needing assistance with core activities	4.1%	2%
	% of people of Aboriginal or Torres Strait Islander descent	9.1%	8.4%

Compared with Greater Adelaide:

- A slightly larger proportion of women in the City of Playford need assistance with core activities
- A larger proportion of children (0-14 years) the City of Playford need assistance with core activities
- A lower proportion of people who speak a language other than English and have poor proficiency in English in the City of Playford need assistance with core activities
- A slightly larger proportion (<1%) of people of Aboriginal or Torres Strait Islander background in the City of Playford need assistance with core activities

If we zoom in on the population of people in the City of Playford who needing assistance with core activities, compared with Greater Adelaide:

- a larger proportion are children (aged 0-14)
- a slightly lower proportion are female
- a lower proportion (almost half) speak another language and have poor proficiency in English
- a larger proportion (about double) are of Aboriginal or Torres Strait Islander background



### 5.9.3 Unpaid care

12.7% of the population aged over 15 (8,714 carers) in the City of Playford provide unpaid assistance to a person with a disability, long term illness or old age. This is comparative to the rate for Greater Adelaide. (Table 11)

The number of people who provided unpaid assistance to a person with a disability, long term illness or old age in the City of Playford increased by 1,348 between 2011 and 2016.

**Table 11 – People providing unpaid assistance to people needing assistance with core activities in the City of Playford in 2016 and 2011** (Source: Profile id)

	2016			2011			Change 2011 to 2016
	Number	% of population 15+	Greater Adelaide %	Number	% of population 15+	Greater Adelaide %	
<b>Provided unpaid assistance</b>	8,714	12.7	12.2	7,366	12.1	11.8	+1,348

## 6.0 City of Playford strategic framework

Action for disability access and inclusion sits within a strategic framework that supports its planning and delivery (Figure 8).

The DAIP is the main document that sets directions for access and inclusion in the City of Playford. It needs to respond to Council's Strategic Plan and has strong links with the Public Health Plan (both of which are currently under review).

Actions arising from the DAIP will need to be embedded in the Asset Management Plan and the plans and work programs of numerous Council functions. It is important that all plans that provide guidance on Council programs, services and infrastructure are developed through a "lens" that considers the need to enable easy access for people regardless of disability, but also age, background and means.

Actions will be delivered each year through committed resourcing in the Annual Business Plan and Budget.



Figure 8 – City of Playford Strategic Framework



## 7.0 Previous consultation

The City of Playford has been consulting with its community to provide input into the development of Disability Access and Inclusion Plans since 1998. Council also has an Access & Social Inclusion Advisory Group (ASIAG) who provide more regular advice on Council projects and services.

This section summarises what the community has said about barriers to and ideas to improve access and inclusion for people living with disability through Council's most recent 2016 engagement, and in response to engagement conducted by the state for the State Disability Inclusion Plan and Inclusive Play Guidelines.

### 7.1 City of Playford disability access and inclusion engagement 2016

In 2016, the City of Playford undertook a survey to better understand the barriers that exist within Playford and particularly at Council venues and within Council services.

Participation was sought from those people living with disability, carers, family members or friends of someone living with disability or people working in the disability sector.

The survey was completed by 80 people (57 women and 23 men). Most respondents were over 60 years (approx. 72% of responses) and were people living with a disability (approx. 75% of responses). This may be due to disability generally increasing with age.

No responses were received from people under the age of 18 and less than 10% of responses were received for each 30-39, 18-29, and 50-59 year olds. Around 10% of responses were from people aged 40-49 years old.

Of those responding to the survey more than 70% were made in the context of physical/mobility disability, around 30% related to vision or hearing impairment and 20% each to mental illness or intellectual disabilities. 10% or less of responses were in relation to either learning/cognitive speech impairment, ASD/ADHD or acquired brain injury.

The survey was largely positive, with more respondents finding no barriers in Council services or facilities than those who did. This was true for Council events, centres, recreational facilities, in the built environment or through Council's customer service, signage and communications or other non-Council services in the area (eg. educational, medical, retail).

For those that did experience barriers, the most common barriers related to:

- Provision and condition of footpaths
- Provision (and enforcement) of disability car parking spaces
- Availability of toilets
- Provision of adequate way-finding signage
- Need for improved access to large print options on Council's website and communication material
- Lack of broader community awareness of the needs of people with disabilities.

The access facilities most valued by respondents (from a prompted list) were:

- Continuous footpaths (approx. 70%)
- Disability car parks (approx. 60%)
- Disability toilets (approx. 50%)
- Access ramps (approx. 50%)
- Free entry for carers (approx. 30%)
- Wide doorways (approx. 30%).

## 7.2 Consultation on the State Disability Inclusion Plan

This information has been summarised from the Inclusive SA summary consultation report available at <https://dhs.sa.gov.au/services/disability/inclusive-sa/consultation-report#alt-formats>.

A six-week consultation was undertaken to inform the development of South Australia's first State Disability Inclusion Plan.

384 people took part in the engagement through a variety of ways, including community forums.

An overarching theme to emerge throughout the consultation is that people living with disability aspire to lead meaningful, fulfilling lives. This includes knowing their rights, being treated respectfully, gaining an education and employment, having fun and friends, being involved, connected and informed. They want to make their own decisions, to feel safe and have a place that feels like home, be able to get places and have access to the services they need.

The consultation highlighted that disability access and inclusion needs to be addressed holistically, as the issues that people face often overlap and inter-relate.

The feedback highlighted a range of improvements that participants are seeing:

- Disability is becoming more accepted and attitudes are slowly improving.
- Gradual improvements are being made to the built environment, especially for people who use wheelchairs.
- Some schools and workplaces are becoming more inclusive and accessible.
- Accessible playgrounds and beaches are expanding people's recreational choices.
- The disability rights legal framework is becoming stronger.
- The *Disability Inclusion Act 2018* (SA) has potential to bring about change.
- The State Government and local councils are starting to deliver more inclusive consultations.
- There is a growing number of audio descriptions for cultural and other events.
- People are starting to talk about mental health.
- Governments are starting to disseminate resources and information in Easy English (Easy Read)

Community forums were held with 109 participants. Forum participants identified the following top frustrations (in order of number of times raised as a frustration):

1. Community attitudes (equal 1<sup>st</sup>)
1. Built environment (equal 1<sup>st</sup>)
2. Social inclusion
3. Service provision
4. Employment
5. Transport (equal 5<sup>th</sup>)
5. Housing (equal 5<sup>th</sup>)
6. Accessibility of information (equal 6<sup>th</sup>)
6. Availability of information (equal 6<sup>th</sup>)
7. Health (including mental health)

### 7.3 Inclusive play consultation

This information has been summarised from the Inclusive Play webpage at

<https://dhs.sa.gov.au/services/disability/inclusive-sa/inclusive-play-guidelines-for-accessible-playspaces>

The State Government, through the Department of Human Services, has developed the Inclusive Play Guidelines for Accessible Play spaces. These guidelines acknowledge that children living with a disability can face barriers using playgrounds and that they, like any child, need opportunities to play with others, be active, learn, grow and have fun.

To develop the guidelines the Department engaged with 235 people including adults, young people, people who live with disability, carers and those who work in the sector.

The engagement identified that inclusive play is important for everyone of all abilities, ages and backgrounds. It is important for socialisation and to prevent people feeling isolated and ostracised.

Participants made suggestion about the design of inclusive playspaces:

- “Inclusive playspaces need to be about the needs of children and all potential carers, who may have impairment or age-related challenges themselves.”
- “Play equipment that he can access independently in his walker.”
- “Sensory equipment, walls with bumps and different textures, steering wheels, things to twist and turn. Buttons to press. Cause and effect-type thing.”
- “Swings for children and adults (adults tend to have wide bottoms).”
- “Make bigger slides. Way harder monkey bars!”
- “Things that challenge them to try new skills such as balancing or climbing and give them a sense of achievement and accomplishment.”
- “An area that provides a quiet retreat when overwhelmed by noise or sight of other people”.





## 8.0 Review of 2017 Disability Access and Inclusion Plan

The City of Playford has been actively delivering improved access and inclusion outcomes for many years. Many areas of Council are actively working to improve access and inclusion for the community: from asset management, to community services to marketing.

The last DAIP was developed by Council staff in 2017. Although not officially endorsed by Council at the time the document has been used as an internal guideline for council staff to deliver improvements in access and inclusion.

Appendix A presents the results of a desktop assessment undertaken by Council staff of the status of delivery of actions in the 2017 DAIP.

The desktop assessment highlights Council achievements in delivering the 2017 DAIP as well as opportunities for Council's future efforts.

### **Achievements include:**

- **SKILLS & EMPLOYMENT:** volunteering, work experience and training opportunities within Council Community (training) Café; Positives futures Expo for people living with disability; plus Stretton Centre Business Development Project and workshops supporting people with disability to start their own business
- **COMMUNICATIONS:** updating Council's website above the standards of the Web Content Accessibility Guidelines; including text and audio descriptions on social media posts; and incorporating accessibility considerations in Council's style guide
- **SECTOR REFORMS:** Strategic Project dedicated to researching disability and aged sector reforms and Council's response
- **LIBRARIES & COMMUNITY CENTRES** the accessibility of libraries and their collections; variety of services and programs for all community members to participate in
- **COMMUNITY REACH:** forming partnerships with external stakeholders including with the ATSI and CALD communities through the Information, Linkages and Capacity building (ILC) Project, Wyatt Trust, Feros Care and Job Prospects
- **INFRASTRUCTURE:** new infrastructure and footpath upgrades meeting DDA standards; the involvement of the Access and Inclusion Coordinator in major projects; 86% of Council owned buildings have an accessible toilet; and the installation of an adult change facility; and all-abilities playspace in Fremont Park
- **INTEGRATION IN COUNCIL SERVICES:** Access and Inclusion Coordinator provides advice to Council projects and programs
- **COMMUNITY AWARENESS:** disability awareness training provided to local organisations through ILC grant; inclusion awareness workshops provided to local sporting clubs
- **EVENTS:** Key council events have included access matting, AUSLAN interpreters and wheelchair viewing areas; annual hosting of events such as Positive Futures Expo and Carnival in the North to provide information on services to people with disability; and Council is a Companion Card affiliate
- **ORGANISATIONAL DEVELOPMENT:** disability and inclusion training and inductions delivered for staff, and a Job Access audit of employment and recruitment processes
- **ENGAGEMENT:** establishing a youth position on the Disability and Social Inclusion Advisory group; Engagement Hub website has key accessibility features including language selection and large font; and participants of Council's disability services targeted in Council's Customer Satisfaction Survey and Inclusive Play Survey.



**Opportunities for future efforts include:**

- **GOVERNANCE:** establishing an internal governance and reporting framework to support collaboration and delivery of disability inclusion efforts
- **ENGAGEMENT:** Updating the format of the Access and Social Inclusion Advisory Group to increase value, participation, and diversity of representation
- **RESPONDING TO REPORT RECOMMENDATIONS:** implementing recommendations of Council's Strategic Project that researched how Council could respond to the disability and aged sector reforms; and responding to the Job Access report recommendations for inclusive employment practices
- **COMMUNITY REACH:** improving ways communications about services or opportunities can reach people living with disability (eg. access and inclusion news)
- **COMPLAINTS MANAGEMENT:** Ensuring community complaints about accessibility are referred to Council's Access and Inclusion Coordinator
- **EVENTS:** Implementation of State Inclusive Events Guidelines (when these have been released)
- **INFRASTRUCTURE:** continuing the upgrade of footpaths, bus stops, toilets and non-compliant pram ramps; and improving wayfinding
- **ORGANISATIONAL DEVELOPMENT:** Including disability inclusion training as part of the Elected Member induction
- **COMMUNITY AWARENESS:** Continuing disability awareness training for local service providers and organisations
- **SKILLS & EMPLOYMENT:** Continue to provide workshops to build skills of people with disability including employment readiness skills; expanding opportunities for volunteering, work experience and training across Council departments

Additionally, a desktop assessment of the alignment of the 2017 City of Playford DAIP strategic directions to the themes of the State Disability Inclusion Plan has been undertaken (Table 12). The strategic directions, in general can find alignment under one of the State Plan's themes, This demonstrates that Council has been working towards the right priorities and improving these areas already. The next DAIP provides an opportunity to strengthen this alignment and look to address some of the opportunities outlined above.

**Table 12 – Alignment of City of Playford 2017 Disability Access and Inclusion Plan to the State Disability Inclusion Plan**

State Disability Inclusion Plan themes and priorities	Alignment of 2017 DAIP strategic directions
<b>Inclusive communities for all</b> <ol style="list-style-type: none"> <li>1. Involvement in the community</li> <li>2. Improving community understanding and awareness</li> <li>3. Promoting the rights of people living with disability</li> </ol>	<ul style="list-style-type: none"> <li>• Community queries and complaints relating to disability access are addressed in an appropriate and consistent manner</li> <li>• Advice and awareness about disability access and inclusion is provided to Council staff to improve Council services and facilities</li> <li>• Disability awareness and disability discrimination training is provided to Council staff and volunteers</li> <li>• Advice and awareness of the needs of people with disability is provided to local community groups and businesses</li> <li>• Civic and community events are accessible and inclusive</li> <li>• Council's community services and programs are inclusive of people with disability</li> <li>• Council disability services and programs are reviewed and improved</li> </ul>
<b>Leadership and collaboration</b> <ol style="list-style-type: none"> <li>4. Participation in decision-making</li> <li>5. Leadership and raising profile</li> <li>6. Engagement and consultation</li> </ol>	<ul style="list-style-type: none"> <li>• The Access and Social Inclusion Advisory Group provides advice to Council about improving access and inclusion for people with disability</li> <li>• The Access and Social Inclusion Advisory Group is engaged early in the design and concept planning for major infrastructure projects (e.g. master plans, park upgrades, building upgrades)</li> <li>• Council advocates on behalf of people with disability on matters that impact their lives</li> </ul>
<b>Accessible communities</b> <ol style="list-style-type: none"> <li>7. Universal Design across South Australia</li> <li>8. Accessible and available information</li> <li>9. Access to services</li> </ol>	<ul style="list-style-type: none"> <li>• Council information is accessible for people with disability</li> <li>• Council infrastructure is constructed to reflect best practice access principles</li> <li>• Existing bus stops are upgraded to meet accessibility requirements stipulated in Disability Standards for Accessible Public Transport (Transport Standards 2022) that ensure transport infrastructure is compliant with the DDA 1992</li> <li>• The local footpath network is expanded and maintained to promote an accessible public realm</li> <li>• Council-owned public toilets are accessible</li> </ul>



State Disability Inclusion Plan themes and priorities	Alignment of 2017 DAIP strategic directions
<b>Learning and employment</b> 10. Better supports within educational and training settings 11. Skill development through volunteering and support in navigating the pathway between learning and earning 12. Improved access to employment opportunities and better support within workplaces	<ul style="list-style-type: none"><li>• Workplace diversity is promoted by Council through employment and retention of people with disability</li><li>• Connections and linkages are provided to employment and training sectors</li></ul>
<i>Playford 2017 DAIP strategic directions that sit outside of the State Plan</i>	<ul style="list-style-type: none"><li>• Council-delivered programs for people with disability and who are ageing align with sector reforms</li><li>• The progress of the Strategic Directions is monitored and regularly reported on</li><li>• Partnerships are developed and funding sought for initiatives that facilitate inclusive and accessible</li></ul>



## 9.0 Considerations for the next City of Playford DAIP

Based on the findings of this report, some considerations in developing the next City of Playford DAIP include:

- The need to realign the next DAIP to the **themes of the State Disability Inclusion Plan** (Inclusive communities for all, Leadership and collaboration, Accessible communities, and Learning and employment)
- The need to consider how Council can best support people living with disability who are **women, children or of ATSI or CALD backgrounds**, as these are priority populations for the State Disability Inclusion Plan.
- In particular, the need to engage with and **consider the needs of children**. The City of Playford has a significantly higher rate of children with disability than Greater Adelaide and the survey undertaken to inform the City of Playford 2017 DAIP did not receive responses from anyone under the age of 60.
- The need to better understand the opportunities/barriers for disability inclusion regarding Council services as seen by local **service providers and carers**. These groups had a low response rate to the survey undertaken to inform the City of Playford 2017 DAIP.
- The need to provide services that are accessible to **single parent households** (which are more common than in Greater Adelaide) and **people who live alone** (approx. ¼ of households).
- The **affordability and ease of access to Council services** for people from **low-income households** (which are more common than in Greater Adelaide) who also may not have internet access or a private car.
- To **build on the success** of the 2017 DAIP by exploring opportunities, including to:
  - > improve how people with disability are engaged in Council planning
  - > increase the involvement of more departments in inclusion efforts
  - > continue inclusion outcomes in asset upgrades and major projects beyond DDA standards
  - > to build on the partnerships being established with service providers and within the ATSI and CALD communities
  - > responding to recommendations about improving Council workforce inclusion for staff with disability
  - > continue efforts to grow the skills and employment prospects for people with disability
  - > establish internal governance and reporting frameworks to support collaboration and delivery.



# Appendix A – Staff desktop review of 2017 City of Playford DAIP

## Prosperity' Strategic Direction

Strategic Directions		Is this Strategic Direction still relevant for next plan? (Yes/No)	Actions	Accountability (Council Department)	Timing (to commence action)	STATUS OF ACTIONS Complete In progress BAU Not started	Notes on progress	Any barriers to implementing?	Continue actions in next DAIP? (Yes/No)	Any considerations for future actions?
1	The Access and Social Inclusion Advisory Group provides advice to Council about improving access and inclusion for people with disability	Yes	1.1 Minutes of the Advisory Group to reflect the Group's input to relevant City of Playford projects.	Community Services	Ongoing	BAU	ASIAG meet bi-monthly, difficult to engage regular attendance from members. Minutes reflect the ASIAG's engagement on projects including Fremont Park play space, Changing Places facility, RECHARGE Scheme mobility recharge point project, Aquadome, new website, open space strategy/guidelines, DDA footpath issues, staff training.	Low attendance at meetings impacts bringing in presenters to discuss projects.		The ASIAG will likely look a little different. I had been proposing for this to be a tiered reference group comprising of: <ul style="list-style-type: none"> <li>Distribution list of community members interested in keeping up to date with A&amp;I news or projects</li> <li>Small project group with work plan initiating &amp; contributing to projects</li> <li>Annual inclusion forum</li> </ul>
			1.2 The Advisory Group provides input into the preparation of an annual work plan that describes how identified actions will be achieved.	Community Services	Ongoing	In progress	Workplan draft developed alongside actions in Draft DAIP. Was never really used as much as it should have been due to lack of numbers at meetings and commitment from members outside of meetings.		Yes	A workplan will help guide progress on actions which can then be utilized for reporting to DHS on DAIP's.
2	The progress of the Strategic Directions is monitored and regularly reported on.		2.1 Quarterly reports are provided to the Executive Group on the progress of annual work plan.	Community Services	2017	Not started		We never had the commitment from members to be reporting on progress of workplan. As the DAIP was never endorsed, this wasn't noted as a necessary action.		This will be a necessary action in the new endorsed DAIP
			2.2 An information report about the progress of the strategic directions in the Disability Access and Inclusion Strategic Directions Report is provided to Council on an annual basis.	Community Services	2017	Not started		As above		As above
3	Council-delivered programs for people with disability and who are ageing align with sector reforms.		3.1 Investigate disability and aged sector reforms: opportunities and risks for Council and the community, and how Council should respond to these changes.	Strategy and Policy	2017	In progress	A lot of work has been completed in this space and this project continues. A report has just been drafted for Executive on the work completed and to determine next steps		Yes	

Strategic Directions		Is this Strategic Direction still relevant for next plan? (Yes/No)	Actions	Accountability (Council Department)	Timing (to commence action)	STATUS OF ACTIONS Complete In progress BAU Not started	Notes on progress	Any barriers to implementing?	Continue actions in next DAIP? (Yes/No)	Any considerations for future actions?
4	Workplace diversity is promoted by Council through employment and retention of people with disability.		4.1 Establish a baseline profile of staff and volunteers who identify as having a disability (disclosure to be voluntary).	Human Resources (Organisational Development)	2017-2019	In progress	We have engaged with Job Access who have recently conducted an audit on our employee recruitment and retention processes. They have produced a report that identifies strengths and opportunities to our inclusive employment practices.		Yes	There may be more specific actions related to workplace diversity once we have been through the Job Access report.
			4.2 Development and implementation of an Affirmative Action Strategy.	Procurement (Corporate Services)			As above			
			4.3 Identify opportunities to facilitate employment, work experience, student placements and training outcomes within the City of Playford.	Community Services	2017-2019	BAU	Part of BAU. We have facilitated a number of students, volunteers and work experience opportunities across Council. Participated in AccessAbility Day for past 3 years. Started Community Café to provide a program for NDIS participants to undertake employment skill building in a hospitality setting	Continues to be the same community departments who facilitate these opportunities rather than across Council	Yes	
5	Council information is accessible for people with disability.		5.1 Council's website reviewed and improved for people with vision or hearing impairment.	Marketing	Ongoing	Complete	New website developed and is above WCAG standards. Accessibility checker scan completed with no known errors. Usually between 16-20 average found.		Can always continue to review to ensure new content added is accessible	
			5.2 Council publications are made available in alternative versions (e.g. large print or audio).	Marketing	Ongoing	In progress	Content from Vision Australia training attended shared with Marketing. Social media posts now have text description alongside audio.		Yes	
			5.3 Council communications adhere to Council's Style Guide.	Marketing	Ongoing	BAU			No	

Strategic Directions		Is this Strategic Direction still relevant for next plan? (Yes/No)	Actions	Accountability (Council Department)	Timing (to commence action)	STATUS OF ACTIONS Complete In progress BAU Not started	Notes on progress	Any barriers to implementing?	Continue actions in next DAIP? (Yes/No)	Any considerations for future actions?
			5.4 Council's website and social media communications are kept up to date with information for disability consumers.	Marketing	Ongoing	In progress	Posts are shared on website and social media. Working on improved ways of sharing information with community around issues/services that relate to them as we continue to hear 'we didn't know about that'. Possibility of separate email subscription for access and inclusion news.		Yes	Perhaps consolidate some of the actions that relate to Marketing/Comms rather than have lots of individual actions
			5.5 Council library services reviewed annually, and improved where necessary, to ensure accessibility for people with disabilities (e.g. through expansion of assistive technologies).	Customer Care and Libraries	Annually	In progress	Libraries have been exploring training opportunities with Two Way Street (Communication Access training). Libraries are generally fairly accessible and have dedicated sections for large text, audio books etc.		Yes	A more specific project could be implemented around libraries to ensure best practice continues
6	Community queries and complaints relating to disability access are addressed in an appropriate and consistent manner.		6.1 Queries and complaints regarding disability access are recorded in Council's Customer Request System and referred to Council's Disability and Inclusion Coordinator.	Customer Care and Libraries	Ongoing	BAU	CRS's are completed and assigned using relevant DDA related complaints or queries, but not currently shared with Coordinator.		Yes	This would be helpful to guide the workplan of the ASIAG project group to hear recurrent complaints or issues.  I am working on compiling a list of the last 12 months of CRS's that relate to DDA issues to provide for feeding into actions.
7	Partnerships are developed and funding sought for initiatives that facilitate inclusive and accessible communities.		7.1 Partnership opportunities are identified both within Council and with external agencies.	Community Services	As required	BAU	<ul style="list-style-type: none"> <li>ILC project – connecting CALD and ATSI communities to NDIS</li> <li>Wyatt Trust- development of Financial Literacy resources</li> <li>Feros Care- Look 'n Cook Book</li> <li>Job Prospects- Career Jumpstart sessions</li> </ul>		Yes	
			7.2 Applications are lodged for grant funding that supports disability access and inclusion.			BAU	As above			
8	Connections and linkages are provided to employment and training sectors.		8.1 Positive Futures Expo is coordinated and hosted by Council annually.	<ul style="list-style-type: none"> <li>Community Services</li> </ul>	Annually	BAU	Expo held in May each year with over 500 attendees each year.	Covid-19 restrictions this year. Looking to hold a virtual expo in June	Yes	Could be a more general action around events being inclusive and accessible and meet gaps for people with disability?



Strategic Directions		Is this Strategic Direction still relevant for next plan? (Yes/No)	Actions	Accountability (Council Department)	Timing (to commence action)	STATUS OF ACTIONS Complete In progress BAU Not started	Notes on progress	Any barriers to implementing?	Continue actions in next DAIP? (Yes/No)	Any considerations for future actions?
			8.2 Post Positive Futures event evaluations are undertaken with stakeholders.	Stretton Centre	Annually	In progress	Uni student engaged last year to undertake more thorough evaluation. Report produced for learnings.	Still struggling to establish longer term evaluation measures to record employment/connection outcomes from attending the expo		
			8.3 Business development support is provided to assist people with disability to start their own businesses.	Stretton Centre	2017-2019	In progress	Stretton Centre secured state funding for project to support new start up businesses. Also working with Dr Guy Turnbull to deliver ILC grant funded workshops for people with disability to start their own business enterprise	Covid 19 restricting workshops. Haven't been able to secure further funding to continue the business support project via Stretton Centre	Yes	Include as action not yet complete
			8.4 People with disability are connected to employment opportunities in northern Adelaide, including those associated with the Northern Economic Plan initiatives and NDIS roll-out.			BAU – via initiatives above			No	This may be more of an overall outcome rather than an action

#### 'Livability' Strategic Directions

Strategic Directions		Is this Strategic Direction still relevant for next plan? (Yes/No)	Actions	Accountability (Council Department)	Timing (to commence action)	STATUS OF ACTIONS Complete In progress BAU Not started	Notes on progress	Any barriers to implementing?	Continue actions in next DAIP? (Yes/No)	Any considerations for future actions?
9	The Access and Social Inclusion Advisory Group is engaged early in the design and concept planning for major infrastructure projects (e.g. master plans, park upgrades, building upgrades).		9.1 Minutes of the Advisory Group to reflect the Group's early input into key Council infrastructure projects.	<ul style="list-style-type: none"> <li>Strategy and Policy</li> <li>Assets and Projects</li> <li>Asset Operations</li> </ul>	2017	In progress	As mentioned above, ASIAG has provided advice on a number of major projects		Yes but in new version of ASIAG	

Strategic Directions	Is this Strategic Direction still relevant for next plan? (Yes/No)	Actions	Accountability (Council Department)	Timing (to commence action)	STATUS OF ACTIONS		Notes on progress	Any barriers to implementing?	Continue actions in next DAIP? (Yes/No)	Any considerations for future actions?
					Complete	In progress				
		9.2 Council's Asset Management Plan is reviewed annually by the Disability and Social Inclusion Advisory Group.	<ul style="list-style-type: none"> <li>Strategy and Policy</li> <li>Assets and Projects</li> <li>Asset Operations</li> </ul>	2017	Not started			Low attendance at meetings		Could perhaps be reviewed by the ASIAD project team?
10	Council infrastructure is constructed to reflect best practice access principles.	10.1 All Council infrastructure projects are certified as meeting BCA - Australian Standard 1428 – Access to premises.	<ul style="list-style-type: none"> <li>Strategy and Policy</li> <li>Assets and Projects</li> <li>Asset Operations</li> </ul>	2017	BAU		All new infrastructure projects meet standard		No?	This isn't necessarily an action I don't think. Has to meet standard so more BAU
		10.2 Council infrastructure projects in key strategic locations (e.g. Northern CBD, Sports Precinct and Health Precinct) incorporate Universal Design Principles, where possible.	<ul style="list-style-type: none"> <li>Strategy and Policy</li> <li>Assets and Projects</li> <li>Asset Operations</li> </ul>	2017	In progress		Access & Inclusion Coordinator being included in key project teams now to provide advice. Still ongoing work on education around Universal Design needed		Yes	
11	Existing bus stops are upgraded to meet accessibility requirements stipulated in Disability Standards for Accessible Public Transport (Transport Standards 2022) that ensure transport infrastructure is compliant with the DDA 1992.	11.1 Develop a plan to ensure Council meets its obligations under the Transport Standards 2020.	<ul style="list-style-type: none"> <li>Strategy and Policy</li> </ul>	2017	In progress		Bus stops continue to be upgraded as part of allocated DDA funding in Annual Business Plan.		Yes	
		11.2 All bus stops within the Council area have tactile bus pads for loading/disembarking installed by 2022 to comply with the Transport Standards 2022.	<ul style="list-style-type: none"> <li>Assets and Projects</li> <li>City Operations</li> </ul>	Ongoing	In progress		All the bus stops within Playford Council area have concrete bus pads and compliant tactiles where site conditions are feasible for the installation of this infrastructure. Bus pads and tactiles cannot be installed along un-kerbed rural roads due to existing swales and this is understood by DPTI.		As above	

Strategic Directions	Is this Strategic Direction still relevant for next plan? (Yes/No)	Actions	Accountability (Council Department)	Timing (to commence action)	STATUS OF ACTIONS		Notes on progress	Any barriers to implementing?	Continue actions in next DAIP? (Yes/No)	Any considerations for future actions?
					Complete	In progress BAU Not started				
12	The local footpath network is expanded and maintained to promote an accessible public realm.	12.1 New footpath connections are implemented annually in accordance with the New Footpath Program Asset Management Plan.	<ul style="list-style-type: none"> <li>Assets and Projects</li> <li>City Operations</li> </ul>	Ongoing	BAU		Where a path is renewed as part of our Asset Management Plan, we endeavor to ensure DDA compliance. This is generally achieved through the provision of compliant ramps and concrete block pavers, however some environments are not conducive of compliant paths (ie the existing terrain is too steep and therefore it is better to renew the path to non-standard than to not have the path at all).			This is perhaps in the BAU box too, but may be necessary to include an action that relates to footpaths in next actions to keep track of improvements made? Just not as many actions, one overall?
		12.2 Footpath upgrades are built to meet DDA standards.	<ul style="list-style-type: none"> <li>Assets and Projects</li> <li>City Operations</li> </ul>	Ongoing	BAU		Currently 2550 pram ramps that are either not DDA compliant or missing			This might be something worth looking at as although we are replacing ramps upon our renewal of the path/road, this will still take a long time to get through the full numbers
		12.3 Footpath maintenance complies with DDA standards.	<ul style="list-style-type: none"> <li>Assets and Projects</li> <li>City Operations</li> </ul>	Ongoing	BAU					
13	Council-owned public toilets are accessible.	13.1 Investigation/audit is undertaken of Council's owned public toilets and associated public way-finding signage.	Community Services	2017-2019	Not started				Yes	
		13.2 Review Playford's existing Signage Policy and Style Guide.	Marketing	2017-2019	Complete		New Corporate Style Guide developed		No	
		13.3 A public toilet improvement and implementation plan is developed and implemented. The plan will address the potential to expand MLAK <sup>6</sup> facilities and implementation of adult changing facilities.	<ul style="list-style-type: none"> <li>Community Services (<i>development of plan</i>)</li> <li>Asset Operations (<i>implementation</i>)</li> </ul>	2020-2022	In progress		No plan as such, but we have funded an adult change facility at Fremont Park. This is due to be built later this year.			
14	Council advocates on behalf of people with disability on matters that impact their lives.	14.1 Submissions are lodged in response to consultation on changes to State or national legislation that impact people with disability (e.g. changes to building rules).	Community Services	As required	BAU		Submission lodged for DSAPT consultation and changes to building code to include changing places			

## Happiness' Strategic Direction

Strategic Directions	Is this Strategic Direction still relevant for next plan? (Yes/No)	Actions	Accountability (Council Department)	Timing (to commence action)	STATUS OF ACTIONS Complete In progress BAU Not started	Notes on progress	Any barriers to implementing?	Continue actions in next DAIP? (Yes/No)	Considerations for future actions?
15	Advice and awareness about disability access and inclusion is provided to Council staff to improve Council services and facilities	15.1	Disability and Inclusion Coordinator to provide advice to internal Project Groups	Community Services	Ongoing	BAU	I have provided advice on a number of internal project groups including Fremont Park, Virginia Main Street, Changing Places and new Grenville Centre	Yes	
		15.2	An internal Council Disability Review Panel is formed that facilitates cross departmental collaboration in meeting the objectives of the Strategic Directions Report (this document)	Community Services	2017	Not started		Yes	This may be required for reporting on DAIP actions
16	Disability awareness and disability discrimination training is provided to Council staff and volunteers	16.1	Disability inclusion is incorporated into the corporate induction package for new staff.	Human Resources	2017-2019		Over 120 staff attended Disability Awareness training through Let's Talk Disability  The Foundation Principles of Full Disclosure and Do No Harm inherently support Equal Opportunity Practices throughout the Organisation for acceptance of diversity and of people with a disability.		Also reference that Equal Opportunity training is provided through the Corporate Induction Package for all new staff, and Managers are provided with similar training tailored for their role through our Online Learning Portal.
		16.2	Disability discrimination awareness is incorporated into the mandatory anti-bullying training for staff	Human Resources	2017-2019	Complete			
		16.3	Disability inclusion is incorporated into the corporate induction package for new volunteers	Community Services	2017-2019	Complete			
		16.4	Disability discrimination awareness is incorporated into Elected Member induction training	Corporate Services	2018-2019	Not started			

Strategic Directions	Is this Strategic Direction still relevant for next plan? (Yes/No)	Actions	Accountability (Council Department)	Timing (to commence action)	STATUS OF ACTIONS Complete In progress BAU Not started	Notes on progress	Any barriers to implementing?	Continue actions in next DAIP? (Yes/No)	Considerations for future actions?
17. Advice and awareness of the needs of people with disability is provided to local community groups and businesses.		17.1 Meetings and training sessions are held with external organisations about disability inclusion.	Community Services	Ongoing/ as required	In progress	Facilitated Let's Talk Disability awareness training for local service providers and organisations		Yes	Still more work to be done in this space
18. Civic and community events are accessible and inclusive		18.1 Access checklists are developed and incorporated with the Event Permit process	Marketing	2017-2019	In progress	Research conducted. Now awaiting development of Accessible Events Guidelines from DHS. Recent events such as Carols included AUSLAN interpreter, access matting path and dedicated viewing area for deaf/hard of hearing community members or wheelchair users.			
19. Council's community services and programs are inclusive of people with disability		19.1 People with disability who may experience additional barriers to social engagement (eg due to age or cultural background) area supported to participate in Council services and programs	Community Services	Ongoing	BAU				
		19.2 A youth position on the Disability and Social Inclusion Advisory group is created	Community Services	2020	Complete				
		19.3 An Aboriginal and Torres Strait Islander position on the Disability and Social Inclusion Advisory Group is created	Community Services	2020	In progress	Tried recruiting for a position on ASIAG with no applications. We also have a Council Aboriginal Reference group which faces similar difficulties in low attendance as the ASIAG.			
		19.4 Service providers and new arrivals/refugee groups are engaged to investigate ways to connect new arrivals with disability to Council services	Community Services	Ongoing	In progress	A lot of work completed in making connections with CALD and ATSI organisations and community members with disability through the ILC project.			

Strategic Directions	Is this Strategic Direction still relevant for next plan? (Yes/No)	Actions	Accountability (Council Department)	Timing (to commence action)	STATUS OF ACTIONS		Notes on progress	Any barriers to implementing?	Continue actions in next DAIP? (Yes/No)	Considerations for future actions?
					Complete	In progress				
20	Council disability services and programs are reviewed and improved		20.1 Results Based Accountability is utilized to assess quantitative and qualitative value outcomes for participants of Playford disability and other community services	Community Services	Ongoing	Complete	RBA incorporated into customer satisfaction surveys which feeds into Council service standards.			