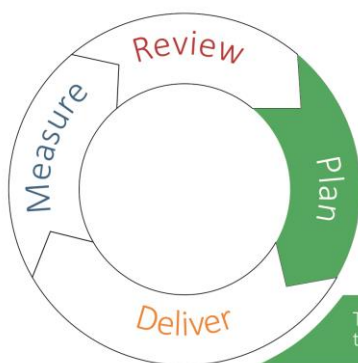


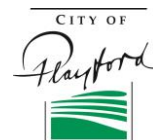
# **Disability Access and Inclusion Strategic Directions Report 2017-2021**

Front Cover Picture: *Jason and Marie enjoying a Celebration of Ability event 2015.*



This document forms part of the Plan Section of the City of Playford Business Planning Framework

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# 1. Introduction

Social inclusion is fundamental to an individual's quality of life and critical to achieving positive life outcomes.

Australia's Human Rights Commissioner, Gillian Triggs explains:

*"Social inclusion is about people being able to participate in society. It is about creating conditions for equal opportunities for all. Social inclusion requires that all individuals be able to 'secure a job; access services; connect with family, friends, work, personal interests and local community; deal with personal crisis; and have their voices heard.' This essentially means that all people have the best opportunities to enjoy life and do well in society. It is about making sure that no one is left out" (Australian Human Rights 2016a).*

The City of Playford's Disability Access and Inclusion Strategic Directions Report 2017-2021 (the Strategic Directions Report) is the primary document to guide Council in creating a community that is accessible and inclusive for people with disability.

This Strategic Directions Report has been informed by community consultation, current literature and a review of existing City of Playford services and responsibilities.

The City of Playford has achieved considerable success in providing improved access and inclusion for people with disability and those who are ageing. The aim of this document is to build on these achievements and work towards a genuinely inclusive society for people with disabilities.

## 1.1 Background

The Commonwealth Disability Discrimination Act (DDA) 1992 came into effect on 1 March 1993. The objectives of the Act are to eliminate discrimination on the grounds of disability, to ensure equality of rights for people with disability, and to promote recognition and acceptance within the community of the rights of people with disability.

Ensuring that the rights of people living with disability are upheld is the responsibility of the whole community. As a service provider, the City of Playford has legal responsibilities under the DDA to address discrimination throughout Council owned and/or funded services and facilities.

The City of Playford's Disability Access and Inclusion Strategic Directions Report builds upon the inaugural 1998 plan and subsequent plans in 2006 and 2010 (formally referred to as DDA Action Plans).

## 1.2 What is Disability Discrimination?

Under the Disability Discrimination Act 1992 and South Australian Equal Opportunity Act 1984 it is against the law to discriminate against someone based on their disability.

The legal definition of disability in the DDA is broad and includes:

- physical disability (e.g. paraplegia, Cerebral Palsy)
- intellectual disability (e.g. Down syndrome)
- sensory disability (e.g. vision or hearing impairment)
- neurological disability (e.g. Epilepsy)



- psychiatric disability (e.g. Schizophrenia)
- learning disability (e.g. Dyslexia)
- physical disfigurement (e.g. amputation, scarring)
- the presence in the body of disease-causing organisms (e.g. Aids, Hepatitis)

The definition also includes people who:

- presently have a disability
- have had a disability in the past (e.g. past history of mental illness)
- may have a disability in the future (e.g. family history of mental illness)
- are imputed to have a disability (e.g. the spouse of a person with Aids thought to also have the virus)

Disability discrimination happens when people with a disability are treated less fairly than people without a disability and the discriminator fails to make reasonable adjustments to rectify the situation. It also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

*Disability discrimination is when a person with a disability is treated less favourably than a person without the disability in the same or similar circumstances.*

*For example, it would be 'direct disability discrimination' if a nightclub or restaurant refused a person entry because they are blind and have a guide dog.*

*It is also disability discrimination when there is a rule or policy that is the same for everyone but has an unfair effect on people with a particular disability.*

*This is called 'indirect discrimination'.*

*For example, it may be indirect disability discrimination if the only way to enter a public building is by a set of stairs because people with disabilities who use wheelchairs would be unable to enter the building.*

*Source: The Australian Human Rights Commission (2016b)*

Pia with her mosaic creation  
at the Elizabeth Rise  
Community Centre. Pia  
attends the Council-run  
Friends Group.

## 2. Roles and Responsibilities of Local Government



## 2.1 Legislative Environment

Local Government's roles and responsibilities in ensuring equality of rights and access for people with disability are principally identified within the following legislation:

- Disability Discrimination Act 1992 (Commonwealth) including subsection 31(1) of the Act, 'Disability Standards for Accessible Public Transport 2002'
- Disability Services Act 1986 (Commonwealth)
- Local Government Act 1999 (SA)
- Equal Opportunity Act 1984 (SA)
- Building Code of Australia (Commonwealth) AS1428 – Access to Premises
- Development Act 1993 (SA)
- Carers Recognition Act 2005 (SA)

Local government has legal responsibilities under the DDA to remove discrimination throughout council owned, operated and funded services and facilities, with responsibilities falling within numerous council functions such as planning, assets, community services and communications. Local governments also have a critical role to play as development approval bodies in ensuring developments comply with the DDA.

Dr Duncan McFetridge MP introduced the Disability Services (Inclusion and Monitoring) Amendment Bill 2016 into Parliament on 10 March 2016. If passed, the Bill will amend the Disability Services Act 1986 so that local government is required to develop a disability inclusion action plan and report on it as part of their annual reporting requirements. Whilst the City of Playford and many other councils already prepare such plans, a legislative change to make it mandatory demonstrates the important role that local governments play in the quality of life people with disability experience.

## 2.2 Disability Access Improvements

The City of Playford is committed to improving social inclusion and access for residents and visitors, which is reflected within the Playford Community Vision 2043:

*Playford is the City of Opportunity, supporting the community's hopes and aspirations to be vibrant, thriving and sustainable. It provides an enviable lifestyle that is connected, healthy, happy, ambitious and proud, where each individual can take advantage of the many opportunities offered, making the City prosperous, liveable and happy.*

As part of Playford's regular business<sup>1</sup>, it continues to undertake the following activities:

- Ongoing facilitation of the Access and Social Inclusion Advisory Group (formally the DDA Reference Group) comprising an Elected Member, staff, community members and service providers to provide advice to Council and an advocacy voice within the community.
- Employment of a Disability Access and Inclusion Coordinator to increase awareness of disability within the community and ensure access and inclusion are planned and integrated into Council projects and services.
- Annual hosting of International Day of Disability Mayoral Awards (formally known as the Annual Celebration of Ability awards) that recognises the achievements of individuals with disability and groups/organisations that have made a positive difference to people with disability.
- Annual hosting of events to raise awareness and provide information for people with disability including regular forums related to health and wellbeing, the annual Positive Futures Employment, Education and Training Expo, the Carnival in the North event for Mental Health Week and the annual Celebration of Ability for International Day of People with Disability.
- Ongoing administration and management of the Home and Community Care (HACC) service, which provides assistance to people who are ageing or who have a disability to remain living independently within their communities.
- Ongoing upgrades to the urban realm that improve accessibility. Since 2012 the City of Playford has installed: 157 DDA compliant bus pads (designated areas for boarding and alighting from buses); 35 DDA compliant bus shelters, approximately 80 ramp upgrades as part of the Footpath Asset Renewal Program and approximately 500 metres of new footpath to facilitate continuous and accessible paths of travel.

During the life of the previous DDA Action Plan 2010 the following initiatives and improvements were achieved:

- Increase in the number of programs for people with disability. The City of Playford provides a range of weekday, evening and weekend skills, recreation and respite programs for adults, a parenting program for mums, a monthly disco and annual camps. Council has also worked in partnership with Northern Carers Network to deliver a Saturday Kids program for children with a disability.
- Increase in programs for people with a mental illness including Men's Space (regular gathering for men who have experienced mental health issues), the establishment of the Suicide Prevention Network and Suicide Bereavement Group; as well as the

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<sup>1</sup> Information about Council's disability services can be found at [www.playford.sa.gov.au/disabilityservices](http://www.playford.sa.gov.au/disabilityservices)



establishment of a Regional Mental Health Service Provider Network, which meets to work collaboratively to improve service outcomes for people with mental illness in the North.

- The utilisation of specialist Access Consultants to provide advice as part of upgrade projects to Council's parks, Council buildings, footpaths and other facilities. For example, 42 Council building assets have been installed with disability toilets and access ramps.
- Increased opportunities for the community to participate in activities through Council's redevelopment of the John McVeity Centre (indoor recreation centre) and the Elizabeth Rise Community Centre.
- Advocacy by the Disability and Access Inclusion Coordinator for the increase in accessible parking at local shopping centres.
- Installation of Hearing Assistive Technology Equipment in key customer contact points.
- Joining the Master Locksmith Access Key (MLAK) scheme with MLAK locks installed in two public toilet facilities enabling 24 hours a day access by people with disability.
- Becoming a Companion Card affiliate. This enables carers of people with a permanent disability to attend Council run events for free.
- Development of a 'Look N Cook' cookbook that uses a mixture of photos and icons to enable people with low literacy skills to cook nutritious meals.
- Development of a Reach Out and Connect Parenting book that assists and encourages positive parenting by enabling people with mild disability, low literacy or young carers, to parent more confidently, by providing relevant, useful and clear guidance.
- Installation of a Liberty Swing at the Fremont Civic Park.

This Disability and Inclusion Strategic Directions Report aims to build on these achievements and continue to strive to realise the Community Vision where "each individual can take advantage of the many opportunities offered".

Notwithstanding the above achievements, uncertainty exists around the delivery of Council-delivered disability programs due to reliance on external funding. This uncertainty is exacerbated by the introduction of the National Disability Insurance Scheme (NDIS) and changes to the ageing sector, which is addressed further in Section 7.1.

A person wearing a blue helmet, a black jacket with a logo, black pants, and red shoes is walking on a high-ropes course. They are holding onto a rope with both hands. The background is a bright blue sky with scattered white clouds. The structure of the high-ropes course is visible, including metal poles and ropes.

### 3. Strategic Context

Emily from Council's Youth Advisory Committee  
on the high-ropes 2016

### 3.1 National Disability Strategy 2010-2020

Australia ratified the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) in 2008 and inherent in this commitment 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. The National Disability Strategy provides a shared agenda to achieve the vision of an inclusive Australian society that enables people with disability to achieve their full potential as equal citizens by ensuring the principles underpinning the UNCRPD are incorporated into policies and programs to improve access and outcomes for people with disability, their families and carers.

### 3.2 State Government Disability Access and Inclusion Plan Framework

In March 2012 the SA Government endorsed the introduction of Disability and Inclusion Plans (DAIPs) across government in accordance with one of the recommendations of the report Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia 2012-2020.

The DAIP key outcome areas align with those of the National Disability Strategy, which were developed following extensive consultation with people with disability, their families and carers:

#### **Outcome 1. Inclusive and accessible communities**

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.

#### **Outcome 2. Economic security and employment**

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives.

#### **Outcome 3. Rights protection, justice and legislation**

People with disability have their rights promoted, upheld and protected.

#### **Outcome 4. Personal and community support**

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities.

#### **Outcome 5. Learning and skills**

People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives.

#### **Outcome 6. Health and wellbeing**

People with disability attain the highest possible health and wellbeing outcomes throughout their lives.



The DAIP outcome areas provide a common framework that individual agencies can work within to determine actions and strategies based on their own priorities and timelines. The DAIP framework reflects the direction of current disability reforms from a service-based approach to a rights-based approach, which supports individual choice and independence.

### 3.3 City of Playford Disability and Inclusion Strategic Directions Report

The City of Playford's Disability and Inclusion Strategic Directions Report is influenced by a hierarchy of State, National and International documents and legislation as demonstrated below:

	Key Strategies	Key Legislation
<b>International</b>	UN Convention on the Rights of Persons with Disabilities	
<b>National</b>	National Disability Strategy 2010-2020	Disability Discrimination Act 1992 National Disability & Insurance Scheme (NDIS) Act 2013
<b>State</b>	Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012-2020)	Equal Opportunity Act 1984 Local Government Act 1999 (clause 8(i)): <i>A council must act to...seek to provide services, facilities and programs that are adequate and appropriate and seek to ensure equitable access to its services, facilities and programs</i>
<b>Local</b>	City of Playford Disability and Social Inclusion Strategic Directions (this document)	

The Disability and Inclusion Strategic Directions Report complements a range of other Council policies and strategies that support improved community outcomes for people with a disability:

Document	Relevance to disability
<b>Playford Community Vision 2043</b>	This is the overarching document that outlines the community's vision for Playford. It includes targets relating to improved employment outcomes, best practice urban design principles for new buildings, increased participation of residents in social, community and economic activities and improvements in resident satisfaction relating to infrastructure, health and feeling part of the community.
<b>Strategic Plan</b>	This is the key document guiding Council's business and

Document	Relevance to disability
<b>2016</b>	<p>includes:</p> <ul style="list-style-type: none"> <li>Strategy 1 'Our Foundations, Services, City Presentation and Community Pride'. This strategy aims to achieve a community that is socially connected, safe, provides local learning opportunities and facilitates civic participation.</li> <li>Strategy 2 'Securing Playford's Future and Building Value'. This strategy aims for connected, healthy and accessible neighbourhoods.</li> </ul> <p>The Strategic Plan also adopts 'Smart City' principles related to utilising information, communications and data to engage with the Playford community and achieve efficient and timely outcomes. Additionally, the Strategy states that Council will embrace change and be agile to adjust quickly to changes to best meet the needs of the community.</p> <p>The Smart Health program is one of six identified 'smart' programs. As part of this program Council will "Support community-based health care services including the National Disability Insurance Scheme".</p>
<b>Community Inclusion Council Policy</b> March 2015	Outlines Council's commitment to providing equitable access to services and addressing the needs of special needs groups.
<b>Healthy Ageing Strategy</b> 2012-2017	Aims to achieve good standards of health for Council's ageing community and recognises needs for people with a disability (and their carers) including mobility friendly infrastructure, health and wellbeing opportunities and more disability-friendly transport.
<b>Public Health Directions Report</b> 2014	Acknowledges poorer health of the Playford community and higher rates of disability. Includes a 'Playford Public Health Priority Area' that seeks improved education and employment opportunities for the community including for people with disability.
<b>Social Plan for Services and Infrastructure</b> 2013	Assesses the gaps in social service provision and advocates for accessibility of services.
<b>Sportsground Directions Study</b> 2014	Identifies the need for sporting facilities to be accessible and compliant with DDA requirements.
<b>Cycling and Walking Strategy</b> 2014	Identifies a priority list of improvements to cycle and walking paths. Recognises the need for footpaths to meet Australian Standards to cater for the needs of people with disability.
<b>Youth Plan</b> 2011-2016	Recognises the need for young people with disability to have the opportunity to be included in mainstream recreational activities.







This Disability and Inclusion Strategic Directions Report was developed as a response to the following inputs:

- Review of the outcomes achieved under the previous DDA Action Plan 2011-2014
- Consultation with key staff across Council and relevant stakeholder agencies
- Input from Council's Disability and Social Inclusion Advisory Group
- Outcomes of a community survey
- Demographic and literature review

The Disability and Inclusion Strategic Direction Report was developed in collaboration with Council's Disability and Social Inclusion Advisory Group (the Advisory Group), formally known as the DDA Community Reference Group. The Advisory Group is comprised of residents, service providers and Council personnel and provides a key link between the community and Council for issues related to disability access in the community. The Advisory Group's 2016 Charter states:

*The role of the Access and Inclusion Advisory Group is to provide strategic, expert and impartial advice to Council on the development, implementation, monitoring and review of policies, strategies, projects and plans with the aim to advance the inclusion of people with disability.*

In undertaking this role, the Advisory Group collaborated in preparing a 2016 community survey that focused on disability and access within the community (refer Appendix A for a summary of the survey results).

The main focus of the survey was to understand the barriers that exist within Playford and particularly at Council venues and within Council services.

The survey was completed by 80 people (57 women and 23 men). The majority of respondents were over 60 years old although this tends to reflect the higher levels of disability experienced within older age cohorts.

The survey was largely positive, with most respondents finding few barriers to accessing Council venues and services. However, the most common barriers that people experienced in the community 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

Council-run Weekend Friends Group trying their hand at dragon boating 2016



## 5. Disability Profile

## 5.1 Playford

At the 2011 Census, Council had a younger age profile with an average age of 32 compared to 39 in Greater Adelaide and the State, and average age of 37 across the nation. This may lead to an assumption that the population would experience a lower level of disability overall. However, the statistics reveal the opposite, with **Playford having a higher proportion of its population who require assistance with core activities** compared with Greater Adelaide, South Australia and Australia. This is true for every age group.

### 2011 Census – Need for Assistance with Core Activities

Assistance needed by age group (years)	City of Playford		Comparison		
	Number	% of Age Cohort	Greater Adelaide %	SA %	Australia %
0 to 4	140	2.1	1.3	1.3	1.0
5 to 9	340	5.9	3.3	3.2	2.6
10 to 19	537	4.5	2.6	2.6	2.2
20 to 59	1,886	4.5	2.7	2.8	2.3
60 to 64	372	10.8	6.2	6.5	6.3
65 to 69	307	11.6	7.0	7.2	7.5
70 to 74	336	14.3	9.8	9.5	10.3
75 to 79	363	19.0	16.5	15.8	16.3
80 to 84	479	33.3	27.1	26.3	26.3
85 and over	497	51.6	49.2	48.8	47.7
<b>Total persons needing assistance</b>	<b>5,257</b>	<b>6.6</b>	<b>5.4</b>	<b>5.5</b>	<b>4.6</b>

*Note: This data identifies people who report a need for assistance due to a 'profound or severe core activity limitation' in relation to self-care, body movements or communication as a result of a disability, long-term health condition, or old age. The responses are based on self-evaluation and should not be viewed as the total population with a disability, as many people with a disability do not require assistance.*

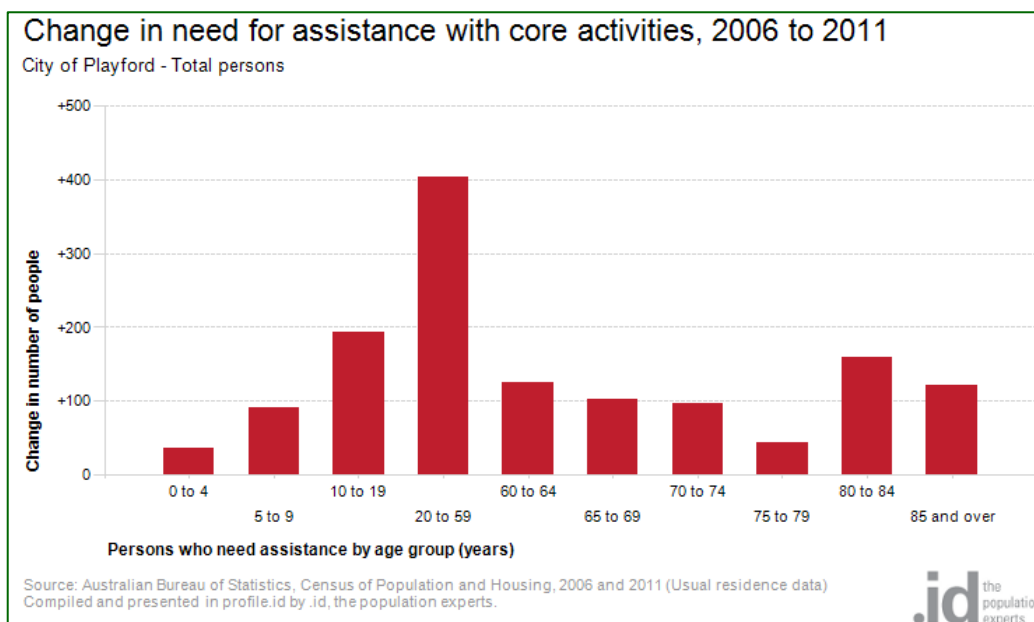
Between the 2006 and 2011 Censuses the percentage of people in Playford needing assistance with core activities increased one percent from 5.6 to 6.6 percent, where the increase in Greater Adelaide was only 0.5 percent (4.9 to 5.4 percent).

The most significant growth in numbers of people with disability living in Playford was experienced in the 20-59 age group (404 additional persons) followed by the 10-19 age group (193 additional persons) and then the 80-84 age group (158 additional persons).

It is notable that the two highest increases were experienced within younger age groups.







The reason for Playford's higher rates of disability is uncertain. However, an Australian Institute of Health and Welfare (AIHW) study, *The Geography of Disability and Economic Disadvantage in Australian Capital Cities* (2009), **found a clear correlation between areas of high disadvantage and high levels of disability**. The City of Playford's population is characterized by a high level of disadvantage which is evidenced by its SEIFA Index score of 871 compared with 993 for Greater Adelaide and 1002 for Australia<sup>2</sup>.

However, the AIHW study was unable to determine whether disability itself leads to higher levels of disadvantage or whether higher levels of disadvantage increases the rate of disability. The relationships between disability and disadvantage may be due to the reduced earning capacity that people with a disability and their families experience. As such, the availability of low cost and social housing in Playford may be an attractor for people with disabilities to live in the area.

The Study acknowledges that people who experience higher levels of disadvantage also typically experience poorer levels of health, such as higher rates of obesity and smoking which lead to chronic health conditions. Stresses associated with poverty and social exclusion can contribute to mental health conditions. Additionally, jobs associated with lower levels of pay are also more likely to have higher levels of occupational risk factors that may result in higher rates of disability, resulting from workplace injury,

The Northern Adelaide Medicare Local (NAML)<sup>3</sup> identified several priority health areas within

<sup>2</sup> The SEIFA Index of Disadvantage measures the relative level of socio-economic disadvantage based on characteristics that reflect disadvantage such as low income, low educational attainment, high unemployment, and jobs in relatively unskilled occupations. A higher score on the index means a *lower* level of disadvantage. A lower score on the index means a *higher* level of disadvantage.

<sup>3</sup> The NAML was incorporated into the Adelaide Public Health Network in June 2015

the northern Adelaide and outer metropolitan region that include mental health, healthy lifestyles (relating to factors such as good nutrition, physical activity, smoking and obesity), and chronic disease. In general, Playford residents experience poorer health than the Greater Adelaide population (City of Playford Public Health Directions Report 2014).

**Given these characteristics, it is likely that Playford will continue to experience elevated rates of disability into the future.**

## 5.2 South Australia

The Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers 2012 defines a person with 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.

In SA, over one in five people (357,100 or 21.5 percent) reported having a disability in 2012. Of these, nearly 90 percent had a specific limitation or restriction that meant they were limited in the core activities of self-care, mobility or communication, or restricted in schooling or employment.

Around 32 percent of people with disability had a profound or severe limitation in one or more of the core activity areas with a further 49.5 percent having a moderate or mild limitation in core activity areas.

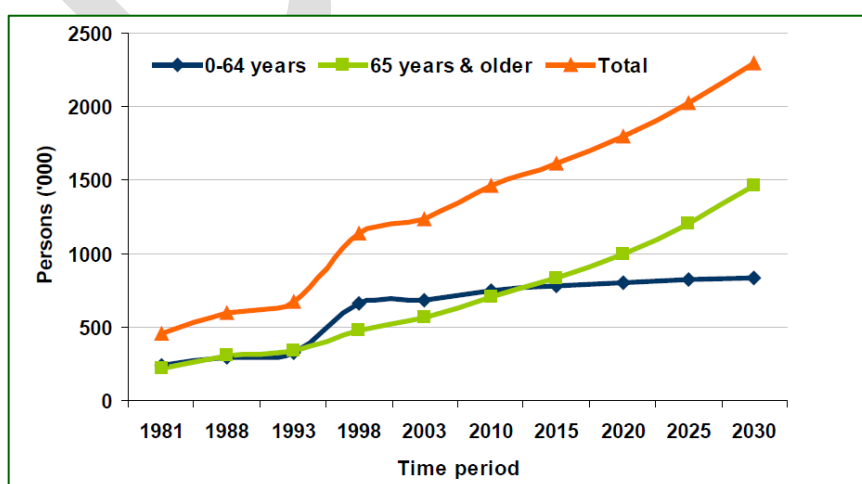
## 5.3 Australia

On a national scale, the National Disability Strategy 2010-2020 Evidence Base recognises the trend toward increasing levels of disability across the nation with the number of people with disability doubling from 1.9 million to 4 million between 1981 and 2009.

Some of the contributing factors include population growth; the growing proportion of Australians aged 65 and over; increases in life expectancy which results in people living longer with disability; and an increase in recognition of disabling conditions such as autism and attention deficit hyperactivity disorder.

However, much of the projected growth is expected to occur in the older age groups, particularly for severe or profound core activity limitation:

**Projections in the number of people with a severe or profound core activity limitation to 2030**



Source: Australian Institute of Health and Welfare cited in National Disability Strategy 2010-2020 Evidence Base.2011)

## 6. Impacts of Disability



Sisters of Invention band at the Celebration of Ability awards 2015



The impact of experiencing disability is significant. The National Disability Strategy 2010-2020 states that “Australians with disability have significantly worse life outcomes compared to others or to people with disability in similar countries” (p.12). They are more likely to experience:

- Poorer health
- Lower participation rates in education, training and employment
- Social exclusion
- Difficulty accessing goods, services and facilities
- Discrimination

## 6.1 Vulnerable Communities

Particularly vulnerable groups include:

- **Aboriginal and Torres Strait Islander Australians**, who experience rates of disability approximately twice that of non-Indigenous Australians. Playford has a large Aboriginal and Torres Strait Islander population. At the 2011 Census Aboriginal and Torres Strait Islander residents comprised 3 percent of the Playford population compared to 1.3 percent in Greater Adelaide.
- **People from Culturally and Linguistically Diverse (CALD) backgrounds** and particularly newly arrived migrants who are more likely to experience additional barriers associated with accessing information, communication, or due to different cultural attitudes towards disability.

At the 2011 Census Playford recorded a lower proportion of people born in non-English speaking countries compared with Greater Adelaide, and a higher proportion of people born in English-speaking countries. However, there was an increase in the number of residents (779) since the 2006 Census who indicated that they spoke English either not well or not at all - representing an increase from 1.3 percent of the population to 2.2 percent. Additionally, settlement data for the period 1 April 2010 - 31 March 2015 shows that Playford received 2,348 new residents during this time, with the highest proportion (39 percent) arriving via the humanitarian stream (Department of Social Services). As such, Playford's population profile is gradually changing and will be home to more people from CALD backgrounds that may face communication and cultural barriers that limit their ability to manage disability.

- **People living in rural locations**, where access to services and transport is limited or difficult to access as well as service providers who often have trouble in recruiting appropriately qualified staff.

Whilst Playford is an outer-metropolitan local government area it does have areas that are considered rural, including areas that are serviced by the Virginia, Angle Vale and One Tree

Hill townships. Transport and services are more limited within these regions and during days of total fire bans Council services are reduced in some high bushfire risk locations, which impact Council's ability to deliver its full range of Home Assist and Community Transport services to residents in those locations.

Moreover, the National Disability Strategy 2010-2020 states that both men and women living with disability are more likely to be victims of violence. ABS (2006) data reveals that 18 percent of people with disability reported being victims of physical or threatened violence compared to 10 percent without disability; and a 2009 US study found that women with disability are more likely to report experiencing intimate partner violence than women without disability (37 percent compared to 21 percent) or unwanted sex (20 percent compared to 8 percent).

The City of Playford experiences high rates of domestic violence – more than double the average rate of recorded incidents during 2008/2009: 7.3 per 1,000 population compared to 3.0 per 1,000 population for the Adelaide Statistical Division<sup>4</sup> (City of Playford 2011). This potentially indicates an even higher threat of violence for people with disabilities living within Playford, who are already more vulnerable in this regard.

Playford residents with disability are therefore characterised by a high potential for vulnerability than other populations.

## 6.2 Societal Attitudes

The National Disability Strategy recognises that society's response to disability can be more disabling than the disability itself.

The Shut Out: Experience of People with Disabilities and their Families in Australia: National Disability Strategy Consultation Report (2009) cites submissions received from the community that highlights the barriers that people with a disability face:

*"If I lived in a society where being in a wheelchair was no more remarkable than wearing glasses, and if the community was completely accepting and accessible, my disability would be an inconvenience and not much more than that. It is society which handicaps me, far more seriously and completely than the fact that I have Spina Bifida".*

*"In this day and age, imagine if a person was told that they could only go to ten cinemas in Australia and to one of three sessions a week because of their gender, cultural background or religious beliefs. But as a deaf person, that is what I face. I am very limited in where I can go and when, to access things that other people take for granted".*

Indeed, similar themes have been highlighted by people living in Playford community. Incidents of people who do not have a disability using disability car parking spaces and disability toilets have been cited as examples of lack of community awareness. One community survey respondent stated: *"People don't know how to act around people with disability, they act differently"*.

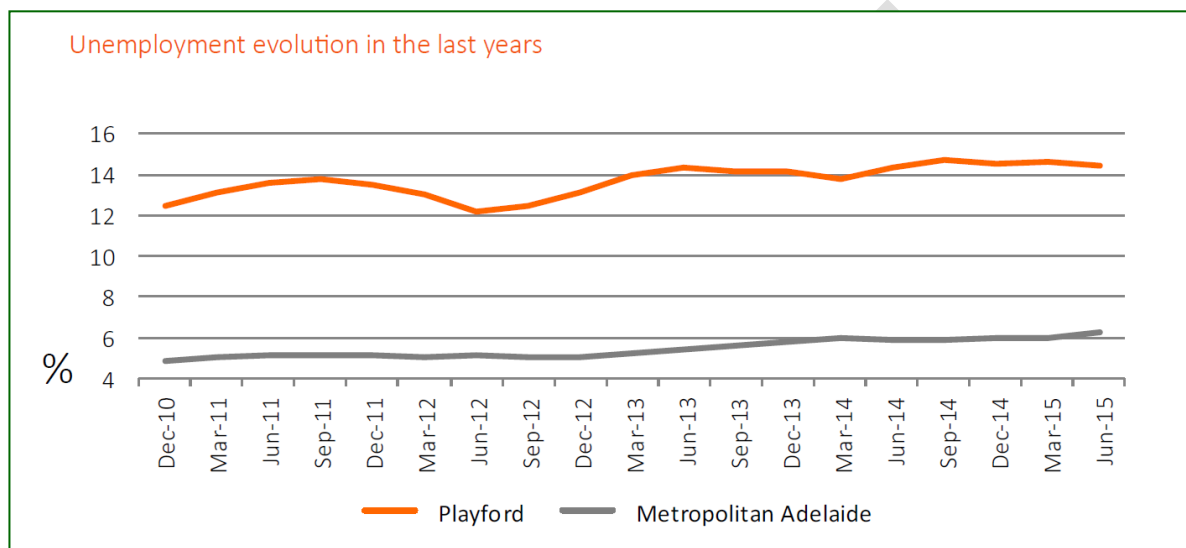
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<sup>4</sup> More recent data on domestic or family violence incidents is not available in South Australia.

This highlights the ongoing need for Council to continue to provide disability awareness within the wider community.

### 6.3 Willing to Work

Having a job is one of the key social determinants of health. There is a consistent link between unemployment and poor health and wellbeing outcomes. Playford residents experience higher levels of unemployment compared with Greater Adelaide, as demonstrated in the below table:



Source: Department of Employment, LGA Data Tables – Small Area Labour Markets, March Quarter 2015

For people with disability living in Playford, the challenge to gain employment is even greater, with the Australian Human Rights Commission's (2016c) Willing to Work report recognising how discrimination towards people with disability is a key barrier to accessing work.

A 2010 Diversity Council Australia study revealed that people with disability were twice as likely as people without disability to have experienced discrimination (21% versus 9%). Additionally during 2014-15, out of all of the complaints received by the Australian Human Rights Commission under the DDA, 34 percent were related to employment.

Respondents to an Australian Human Rights Commission survey identified inclusion in society and employment as the most important issues for people with disability. The most important matters to respondents that need addressing to facilitate employment opportunities were:

- addressing negative attitudes and stereotypes (18.9%)
- availability of jobs (17.6%)
- assistance in finding, securing and maintaining employment (12.6%)

Enabling people with disability to participate in employment reduces the burden on Australia's welfare system but also has found to have positive impacts for businesses, with people with disability displaying higher levels of loyalty and often achieving higher levels of productivity.



## 7. Future Influences on Disability



## 7.1 National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a once in a generation reform that is envisaged to improve the lives of people with disability in Australia. The Scheme provides funding directly to eligible individuals under 65 years of age, who can exercise choice about the services and supports they require. This approach means that service providers will receive funds based on how many people choose to use their services and will therefore need to be commercially competitive.

These changes to the disability sector are mirrored in changes to the ageing sector, which is similarly shifting towards a consumer-directed basis with the aim of enabling people to stay in their own homes longer (Department of Health 2016).

In South Australia, Stage One of the NDIS roll-out began in July 2013 for children aged 13 years and under. The NDIS will become available for adults aged 18 to 64 in Playford from July 2017.

Economic benefits of the NDIS in South Australia have been forecasted to increase labour force participation of people with disability and their carers. In South Australia the NDIS will:

- Support between 2,200 and 3,400 people with disability to find work
- Support approximately 2,270 carers to return to the workforce
- Create an employment boom in SA with 4,400-5,700 jobs created as a consequence
- Create jobs in the South Australian disability service sector
- Add up to \$1.4 billion annually to SA's Gross State Product

Source: National Disability Service (2015)

Additionally, the South Australian Premier announced \$4 million to support the development of a Disability Employment Hub in the north that will upskill existing and former automotive workers as well as encourage students to enter into the sector. This initiative will support the Northern Economic Plan 'Look North' that was released early 2016.

Given the higher than average rate of disability experienced by residents living within Playford, it could be expected that many of the new jobs created through increased services to the disability sector will be created in northern Adelaide, which may provide even greater choice for Playford residents living with disability in respect of employment, housing and assistive services options.

The City of Playford, as a direct service provider to people with disability through its social inclusion programs and aged care Home Assist services, and as a large employer in northern Adelaide has an opportunity to position itself to take part in the economic advantages the NDIS is forecasted to provide across South Australia.

The Local Government Association's (2016) Beyond 2018: Aged Care Service Delivery Issues Paper acknowledges that in providing home support services, local government has unique advantages over other service providers due to the level of knowledge about their



communities, being long-term established providers and being able to link people into a range of complementary local government facilities and services.

## 7.2 Urban Growth

The City of Playford is a rapidly growing Council and between the 2006 and 2011 Censuses the population increased by 13 percent, double that for Greater Adelaide during the same period at 6 percent. Future growth will be largely influenced by the Playford Growth Areas, which include Playford North, Virginia and Angle Vale which has undergone rezoning to provide scope for the development of an additional 38,000 dwellings and 103,000 additional people (Government of South Australia 2013).

This creates both challenges and opportunities for residents living within Playford. The National Growth Areas Alliance (2012), which the City of Playford is a part of, recognises the gap between access to services between inner and outer metropolitan areas and the need for a funding solution:

*...the adequate provision of community infrastructure is essential so as to avoid the significant costs associated with dealing with disadvantaged communities. Investing in adequate community infrastructure brings real cost savings over time.*

Poorly planned and serviced communities disadvantage everyone, but will provide additional challenges to people with disability.

However, whilst there are significant challenges in servicing growth areas, the development of new neighbourhoods also provides opportunities to develop accessible and connected suburbs and homes that incorporate universal design principles<sup>5</sup>.

Universal design principles facilitate inclusivity for people with disability but also support the needs of anyone with permanent or temporary mobility impairment or illness, aged persons, pregnant women and children. The seven principles of universal design are:

- **Principle 1: Equitable use:** Design that is useful and marketable to persons with diverse abilities.
- **Principle 2: Flexibility in use:** Design that accommodates a wide range of individual preferences and abilities.
- **Principle 3: Simple and intuitive use:** Design that is easy to understand, regardless of the user's experience, knowledge, language skills, or concentration level.
- **Principle 4: Perceptible information:** Design that communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

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<sup>5</sup> Universal Design Principles make housing functional for people who have restricted mobility and may incorporate features such as wider door widths, power points and other fixtures located at higher levels, stepless showers etc.



- **Principle 5: Tolerance for error:** Design that minimises hazards and the adverse consequences of accidental or unintended actions.
- **Principle 6: Low physical effort:** Design that can be used efficiently and comfortably and with a minimum of fatigue.
- **Principle 7: Size and space for approach and use:** Design that provides appropriate size and space—for approach, reach, manipulation, and use, regardless of the user's body size, posture or mobility.

Source: Department of Foreign Affairs and Trade (2013)

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# 8. Strategic Directions



Celebration of Ability award winners 2015

*“Playford is the City of Opportunity, supporting the community’s hopes and aspirations to be vibrant, thriving and sustainable. It provides an enviable lifestyle that is connected, healthy, happy, ambitious and proud, where each individual can take advantage of the many opportunities offered, making the City prosperous, liveable and happy.”*

*Playford Community Vision 2043*

The City of Playford’s Community Vision 2043 is underpinned by values that include diversity and equity and is based around the three pillars of ‘Prosperity’, ‘Liveability’ and ‘Happiness’. The strategic directions have accordingly been grouped under these pillars.

Strategic directions should be undertaken in the spirit of the ‘smart city’ concept outlined in Council’s Strategic Plan 2016-2020 - that is, looking for opportunities to enhance community outcomes through technology, efficient practices and willingness to adapt to change – this is especially relevant given the changes that will be experienced in the disability and aged sectors.

For each strategic direction one or more tasks have been identified that contribute to the achievement of the strategic direction.

The life of this document is from 2017 to 2021 (five years). Actions associated with the strategic directions that can be achieved within existing resources have been identified with an

**R**.

For those that have not been identified as such, it means either:

- The action is anticipated to require additional resources to be achieved (‘resources’ also includes staff resources); or
- It is unclear as to whether additional resourcing is required to complete the action and this will only be known following further investigations.

Where additional resources are required, these will need to be sourced through either:

- A reprioritising of existing service delivery (i.e. reducing one service or activity to enable the implementation or expansion of another);
- Obtaining funds through an external grant funding processes; or
- Obtaining funds via Council’s Annual Business Planning process where Council must decide whether to fund new initiatives in respect of other priorities and consideration of impacts on rate payers.

Actions that are not able to be successfully resourced may not be implemented.

For each of the Actions associated with the strategic directions, Council’s role(s) in implementing the Action has been identified, together with the responsible Council Department. The different roles of Council are defined as follows:



Leader / Planner	Development of strategies, policies, programs and services that respond to relevant trends and influences.
Owner/Custodian	Management of assets that are under the care and control of Council. This includes management of social, physical and green infrastructure assets.
Regulator	Undertaking responsibilities pursuant to relevant legislation (e.g. food and health premise compliance).
Information Provider	Provision of information to the general community and identified stakeholders.
Advocate	Advocacy to relevant bodies (e.g. making representations on behalf of the community to relevant bodies, such as other tiers of government).
Facilitator / Initiator	Bringing together and/or engaging with individuals, community groups, industry, government agencies and other stakeholders to address issues impacting (or potentially impacting) on the city.
Agent	Managing the provision of a service on behalf of a third party, such as State or Commonwealth governments.
Direct Provider	Delivery of a service, project or program in full by Council, with no resource or funding support from external parties.
Part Funder / Partner	Service or project in which Council works with another organisation to fund and/or deliver an outcome.

The strategic directions are also each aligned to one or more of the six State Government Disability and Inclusion Plan outcome areas:

- Outcome 1. Inclusive and accessible communities
- Outcome 2. Economic security and employment
- Outcome 3. Rights protection, justice and legislation
- Outcome 4. Personal and community support
- Outcome 5. Learning and skills
- Outcome 6. Health and wellbeing

Council has a role across all six outcomes areas. However, Outcome 1 'Inclusive and accessible communities' is the primary area that Council responsibilities operate within.

## 8.1 'Prosperity' Strategic Directions

*"Playford will be a thriving City with the right conditions for people to be able to take advantage of the many opportunities on offer to prosper as individuals and as communities".*

The aspirations for prosperity include a community who are educated, skilled, invigorated, diverse and empowered to access employment and other opportunities available to them.

	Strategic Directions	Actions	Council Role	Accountability (Council Department)	Timing (to commence action)	Link to relevant State Government Outcome
1	The Access and Social Inclusion Advisory Group provides advice to Council about improving access and inclusion for people with disability	1.1 Minutes of the Advisory Group to reflect the Group's input to relevant City of Playford projects. <sup>R</sup> 1.2 The Advisory Group provides input into the preparation of an annual work plan that describes how identified actions will be achieved. <sup>R</sup>	<ul style="list-style-type: none"> <li>Facilitator/ Initiator</li> </ul>	Community Services	Ongoing	Outcome 1 – Inclusive and Accessible Communities
2	The progress of the Strategic Directions are monitored and regularly reported on.	2.1 Quarterly reports are provided to the Executive Group on the progress of annual work plan. <sup>R</sup> 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. <sup>R</sup>	<ul style="list-style-type: none"> <li>Information Provider</li> </ul>	Community Services	2017	Outcome 1 – Inclusive and Accessible Communities
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.	<ul style="list-style-type: none"> <li>Part Funder/Partner</li> <li>Agent</li> <li>Direct Provider</li> </ul>	Strategy and Policy	2017	<ul style="list-style-type: none"> <li>Outcome 4 - Personal and community support.</li> <li>Outcome 6 -Health and wellbeing</li> </ul>
4	Workplace diversity is promoted by Council through employment and retention of people	4.1 Establish a baseline profile of staff and volunteers who identify as having a disability (disclosure to be voluntary).	<ul style="list-style-type: none"> <li>Direct Provider</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources (Organisational Development)</li> </ul>	2017-2019	Outcome 2 - Economic security and employment.

	Strategic Directions	Actions	Council Role	Accountability (Council Department)	Timing (to commence action)	Link to relevant State Government Outcome
	with disability.	4.2 Development and implementation of an Affirmative Action Strategy.		• Procurement (Corporate Services)		
		4.3 Identify opportunities to facilitate employment, work experience, student placements and training outcomes within the City of Playford.	• Direct Provider	Community Services	2017-2019	
5	Council information is accessible for people with disability.	5.1 Council's website reviewed and improved for people with vision or hearing impairment <sup>R</sup>	Information Provider	Marketing	Ongoing	<ul style="list-style-type: none"> <li>• Outcome 1 – Inclusive and Accessible Communities</li> <li>• Outcome 5 - Learning and skills.</li> </ul>
		5.2 Council publications are made available in alternative versions (e.g. large print or audio).				
		5.3 Council communications adhere to Council's Style Guide <sup>R</sup>				
		5.4 Council's website and social media communications are kept up to date with information for disability consumers <sup>R</sup>				
		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).	• Direct Provider	Customer Care and Libraries	Annually	
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 <sup>R</sup>	<ul style="list-style-type: none"> <li>• Direct Provider</li> <li>• Information Provider</li> </ul> <i>(note that Council's role may vary with regard to</i>	Customer Care and Libraries	Ongoing	Outcome 3 - Rights protection, justice and legislation.



	Strategic Directions	Actions	Council Role	Accountability (Council Department)	Timing (to commence action)	Link to relevant State Government Outcome
			<i>rectifying matters that are not Council's direct responsibility)</i>			
7	Partnerships are developed and funding sought for initiatives that facilitate inclusive and accessible communities.	<p>7.1 Partnership opportunities are identified both within Council and with external agencies<sup>R</sup></p> <p>7.2 Applications are lodged for grant funding that supports disability access and inclusion<sup>R</sup></p>	<ul style="list-style-type: none"> <li>• Leader/planner</li> <li>• Facilitator/Initiator</li> </ul>	Community Services	As required	Outcome 1 – Inclusive and Accessible Communities
8	Connections and linkages are provided to employment and training sectors.	<p>8.1 Positive Futures Expo is coordinated and hosted by Council annually<sup>R</sup></p> <p>8.2 Post Positive Futures event evaluations are undertaken with stakeholders<sup>R</sup></p> <p>8.3 Business development support is provided to assist people with disability to start their own businesses.</p> <p>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.</p>	<ul style="list-style-type: none"> <li>• Leader/Planner</li> <li>• Facilitator/Initiator</li> <li>• Direct Provider</li> </ul> <ul style="list-style-type: none"> <li>• Facilitator/Initiator</li> <li>• Information Provider</li> </ul>	<ul style="list-style-type: none"> <li>• Community Services</li> <li>• Stretton Centre</li> </ul> Stretton Centre	Annually          2017-2019	Outcome 2 - Economic security and employment.

## 8.2 'Liveability' Strategic Directions

*"A diversity of lifestyle choices will be on offer based on being connected, well-planned and attractive with the appropriate infrastructure and services to support a village type atmosphere for both urban and rural living".*


The aspirations for liveability include physically and socially connected communities which are safe and promote a walkable village lifestyle.

	Strategic Direction	Actions	Council Role	Accountability (Council Department)	Timing (to commence action)	Link to relevant State Government Outcome
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. <sup>R</sup> 9.2 Council's Asset Management Plan is reviewed annually by the Disability and Social Inclusion Advisory Group. <sup>R</sup>	<ul style="list-style-type: none"> <li>Leader/Planner</li> <li>Owner/custodian</li> </ul>	<ul style="list-style-type: none"> <li>Strategy and Policy</li> <li>Assets and Projects</li> <li>Asset Operations</li> </ul>	2017	Outcome 1 – Inclusive and Accessible Communities
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. <sup>R</sup> 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>Leader/Planner</li> <li>Owner/custodian</li> </ul>	<ul style="list-style-type: none"> <li>Strategy and Policy</li> <li>Assets and Projects</li> <li>Asset Operations</li> </ul>	2017	Outcome 1 – Inclusive and Accessible Communities
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. <sup>R</sup> 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>Leader/Planner</li> <li>Owner custodian</li> </ul>	Strategy and Policy / <ul style="list-style-type: none"> <li>Assets and Projects</li> <li>City Operations</li> </ul>	2017 Ongoing	Outcome 1 – Inclusive and Accessible Communities

	Strategic Direction	Actions	Council Role	Accountability (Council Department)	Timing (to commence action)	Link to relevant State Government Outcome
12	The local footpath network is expanded and maintained to promote an accessible public realm.	<p>12.1 New footpath connections are implemented annually in accordance with the New Footpath Program Asset Management Plan.</p> <p>12.2 Footpath upgrades are built to meet DDA standards.</p> <p>12.3 Footpath maintenance complies with DDA standards<sup>R</sup></p>	<ul style="list-style-type: none"> <li>• Leader/ Planner</li> <li>• Owner/ custodian</li> </ul>	<ul style="list-style-type: none"> <li>• Assets and Projects</li> <li>• City Operations</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Outcome 1 – Inclusive and Accessible Communities</li> <li>• Outcome 6 -Health and wellbeing</li> </ul>
13	Council-owned public toilets are accessible.	<p>13.1 Investigation/audit is undertaken of Council's owned public toilets and associated public way-finding signage.</p> <p>13.2 Review Playford's existing Signage Policy and Style Guide.</p> <p>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.</p>	<ul style="list-style-type: none"> <li>• Leader/ Planner</li> <li>• Owner/ custodian</li> </ul> <ul style="list-style-type: none"> <li>• Leader/ Planner</li> <li>• Owner/ custodian</li> </ul> <ul style="list-style-type: none"> <li>• Leader/ Planner</li> <li>• Owner/ custodian</li> </ul>	<p>Community Services</p> <p>Marketing</p> <p>Community Services (development of plan)</p> <p>Asset Operations (implementation)</p>	<p>2017-2019</p> <p>2017-2019</p> <p>2020-2022</p>	<ul style="list-style-type: none"> <li>• Outcome 1 – Inclusive and Accessible Communities</li> <li>• Outcome 6 -Health and wellbeing</li> </ul>
14	Council advocates on behalf of people with disability on matters that	14.1 Submissions are lodged in response to consultation on changes to State or national legislation that impact people	Advocate	Community Services	As required	Outcome 3 - Rights protection, justice and legislation.

<sup>6</sup> Master Locksmith Access Key (MLAK) scheme enables 24 hours a day access by people with disability.



	Strategic Direction	Actions	Council Role	Accountability (Council Department)	Timing (to commence action)	Link to relevant State Government Outcome
	impact their lives.	with disability (e.g. changes to building rules). 				

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### 8.3 'Happiness' Strategic Directions

*"A sense of happiness will pervade in the City, brought about by a satisfaction with the opportunities that are present to work, live and play in a flourishing environment".*

Aspirations for happiness involve a community who embrace healthy lifestyles and are ambitious and proud.

	Strategic Direction	Actions	Council Role	Accountability (Council Department)	Timing (to commence action)	Link to Relevant State Government Outcome
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. <sup>R</sup>	<ul style="list-style-type: none"> <li>Leader/Planner</li> <li>Direct Provider</li> </ul>	Community Services	Ongoing	Outcome 1 – Inclusive and Accessible Communities
		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) <sup>R</sup>	<ul style="list-style-type: none"> <li>Direct Provider</li> </ul>	Community Services	2017	Outcome 1 – Inclusive and Accessible Communities
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. <sup>R</sup>	<ul style="list-style-type: none"> <li>Direct Provider</li> </ul>	Human Resources	2017-2019	Outcome 3 - Rights protection, justice and legislation.
		16.2 Disability discrimination awareness is incorporated into the mandatory anti-bullying training for staff.				
		16.3 Disability inclusion is incorporated into the corporate induction package for new volunteers. <sup>R</sup>	<ul style="list-style-type: none"> <li>Direct Provider</li> </ul>	Community Services	2017-2019	
		16.4 Disability discrimination awareness is incorporated into Elected Member induction training. <sup>R</sup>	<ul style="list-style-type: none"> <li>Direct Provider</li> </ul>	Corporate Services	2018-2019	

	Strategic Direction	Actions	Council Role	Accountability (Council Department)	Timing (to commence action)	Link to Relevant State Government Outcome
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. <b>R</b>	<ul style="list-style-type: none"> <li>• Facilitator/Initiator</li> <li>• Advocate</li> <li>• Information Provider</li> </ul>	Community Services	Ongoing/ As required	Outcome 3 - Rights protection, justice and legislation.
18	Civic and community events are accessible and inclusive	18.1. Access checklists are developed and incorporated with the Event Permit process. <b>R</b>	<ul style="list-style-type: none"> <li>• Direct Provider (for Council events)</li> <li>• Information Provider (for events hosted by other parties)</li> </ul>	Marketing	2017-2019	Outcome 1 – Inclusive and Accessible Communities
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 (e.g. due to age or cultural background) are supported to participate in Council services and programs.	<ul style="list-style-type: none"> <li>• Direct Provider</li> </ul>	Community Services	Ongoing	<ul style="list-style-type: none"> <li>• Outcome 1 – Inclusive and Accessible Communities</li> <li>• Outcome 6 - Health and wellbeing</li> </ul>
		19.2 A youth position on the Disability and Social Inclusion Advisory Group is created. <b>R</b>	<ul style="list-style-type: none"> <li>• Direct Provider</li> </ul>	Community Services	2020	
		19.3. An Aboriginal and Torres Strait Islander position on the Disability and Social Inclusion Advisory Group is created. <b>R</b>	<ul style="list-style-type: none"> <li>• Direct Provider</li> </ul>	Community Services	2020	
		19.4. Service providers and new arrivals/refugee groups are engaged to investigate ways to connect new arrivals with disability to Council services. <b>R</b>	<ul style="list-style-type: none"> <li>• Facilitator/Initiator</li> <li>• Direct Provider</li> </ul>	Community Services	Ongoing	
20	Council disability services and programs are reviewed and improved.	20.1. Results Based Accountability is utilised to assess quantitative and qualitative value outcomes for participants of Playford disability and other community services. <b>R</b>	<ul style="list-style-type: none"> <li>• Leader/Planner</li> <li>• Direct Provider</li> </ul>	Community Services	Ongoing	<ul style="list-style-type: none"> <li>• Outcome 1 – Inclusive and Accessible Communities</li> <li>• Outcome 5 -</li> </ul>



	Strategic Direction	Actions	Council Role	Accountability (Council Department)	Timing (to commence action)	Link to Relevant State Government Outcome
						Learning and skills. <ul style="list-style-type: none"> <li>• Outcome 6 - Health and wellbeing</li> </ul>

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## 9. Implementation, Review and Reporting

The Disability and Inclusion Coordinator is responsible for facilitating and coordinating the Social Inclusion Advisory Group and internal Council staff to achieve agreed strategic directions.

As part of implementing the strategic directions, the Access and Social Inclusion Advisory Group will input into the development of an annual work plan and identification of priority actions in collaboration with Council administration.

The Disability and Inclusion Coordinator will prepare quarterly reports to Council's Executive Group (consisting of the Chief Executive Officer and General Managers) about the progress of the annual work plan and work collaboratively with Senior Managers to achieve outcomes.

The Disability and Inclusion Coordinator will also be responsible for preparing an annual information report about the progress of disability inclusion to Council.

Due to the dynamic environment surrounding the disability and ageing sectors, particularly with regards to the roll-out of the NDIS, it is important that this Strategic Directions Report undergoes a complete review midway through the 2017-2021 period.

Ongoing monitoring of Council services will be undertaken utilising Results Based Accountability (RBA)<sup>7</sup> practices that evaluate community outcomes.

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<sup>7</sup> More information about RBA is available at [resultsaccountability.com/](http://resultsaccountability.com/)

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<http://static1.squarespace.com/static/560f276be4b0ece82a647e63/t/56b7c9ec0442620847a97c35/1454885400946/northern-economic-plan.pdf>

Government of South Australia (2011) *Strong Voices: A Blueprint to Enhance Life and Claim Rights of People with Disability in South Australia*, Social Inclusion Board, accessed 7 April 2016, [https://www.dcsi.sa.gov.au/\\_data/assets/pdf\\_file/0004/13567/strong-voices-a-blueprint.pdf](https://www.dcsi.sa.gov.au/_data/assets/pdf_file/0004/13567/strong-voices-a-blueprint.pdf)

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<http://www.everyaustraliancounts.com.au/wp-content/uploads/NDIS-Economic-Benefits-SA.pdf>

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[http://www.ngaa.org.au/media/1078/ngaa\\_report\\_tomorrows\\_healthy\\_and\\_productive\\_communities\\_november\\_2012.pdf](http://www.ngaa.org.au/media/1078/ngaa_report_tomorrows_healthy_and_productive_communities_november_2012.pdf)

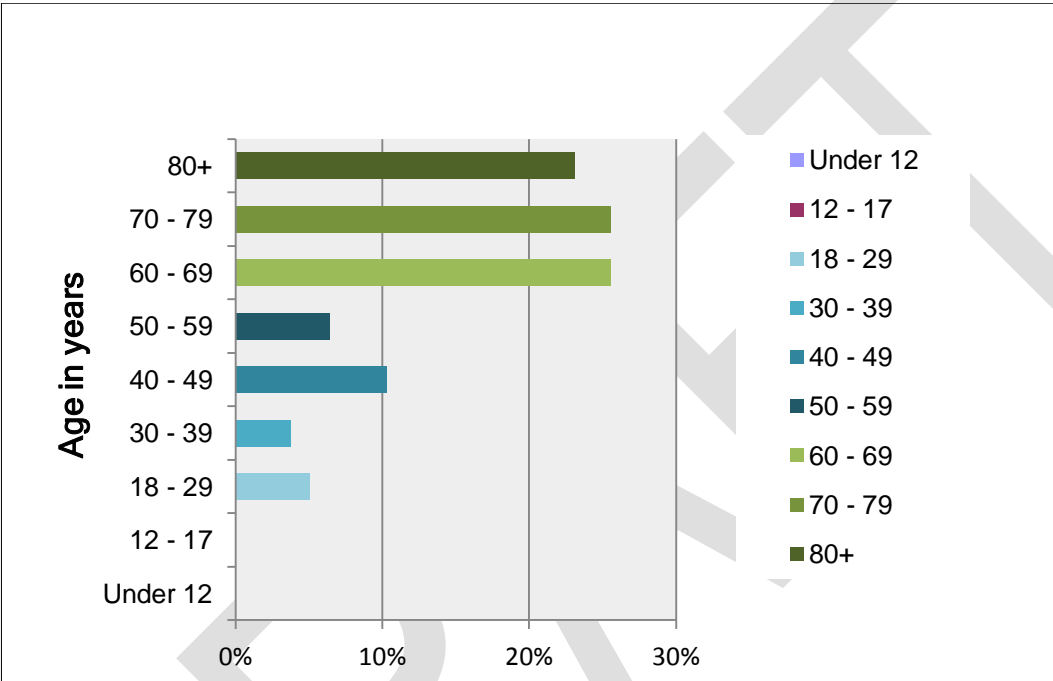
Northern Adelaide Medicare Local (2014) *Stakeholder Report: 2013/2014 Comprehensive Needs Assessment*.

# Appendix A: Summary of Results from Community Survey

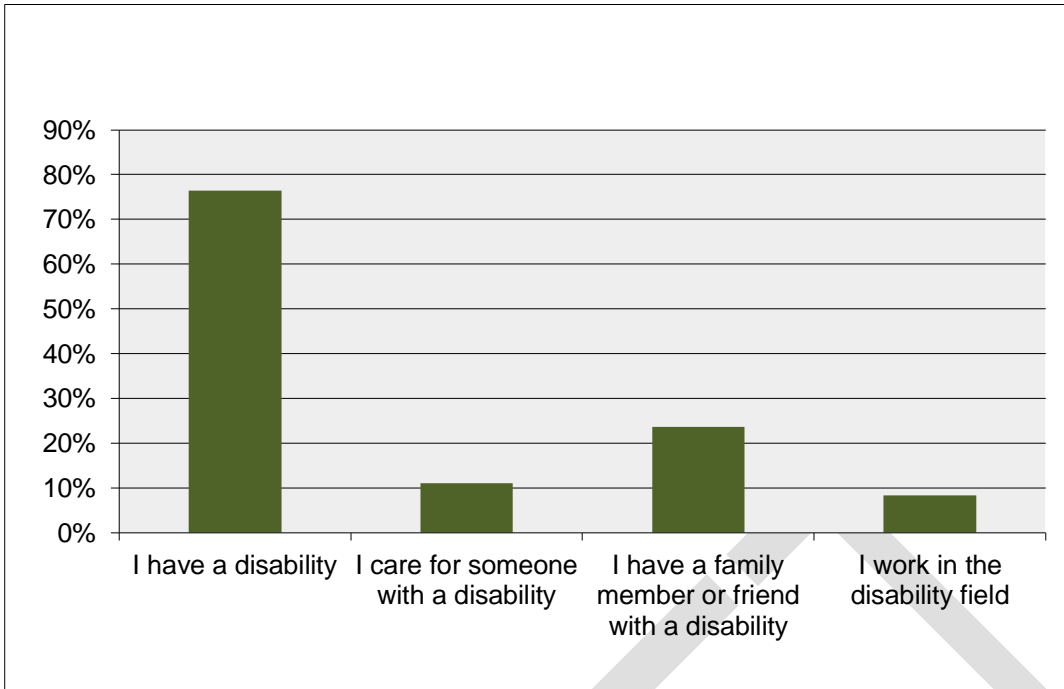
Over 500 surveys were distributed to a range of disability service providers, key community groups, schools and individuals.

**Survey responses:** 80  
**Profile of respondents:** 57 female (71%), 23 male (29%)

**Age breakdown of respondents:**  
78 people answered this question

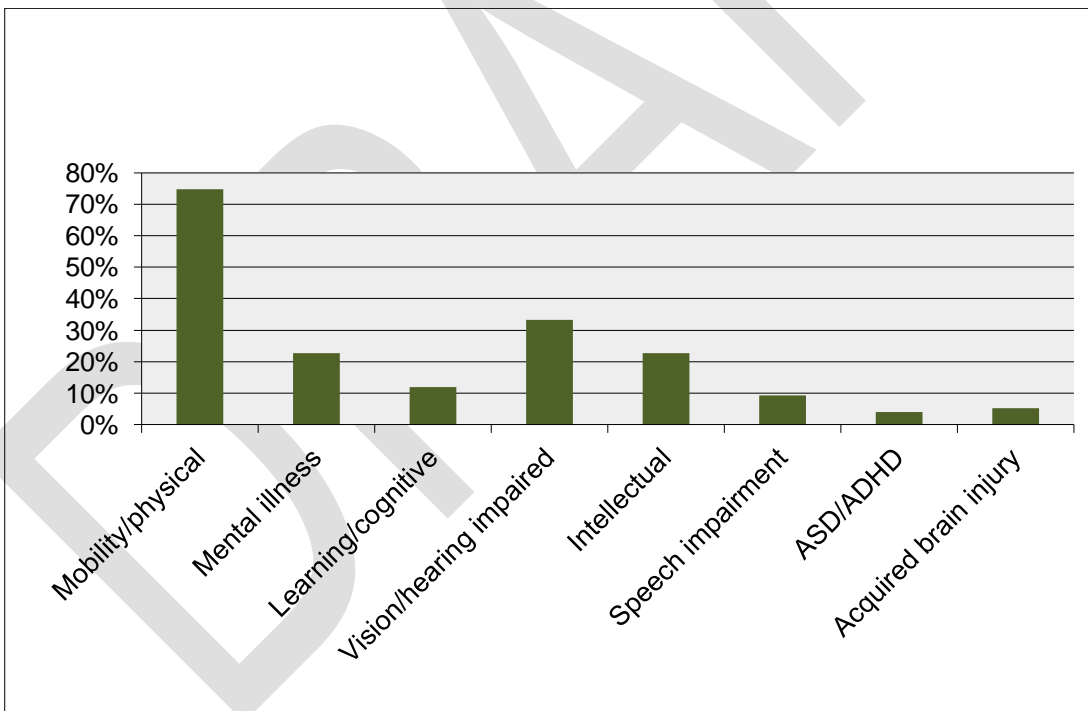


**Respondents' interest or involvement with disability**  
72 people answered this question



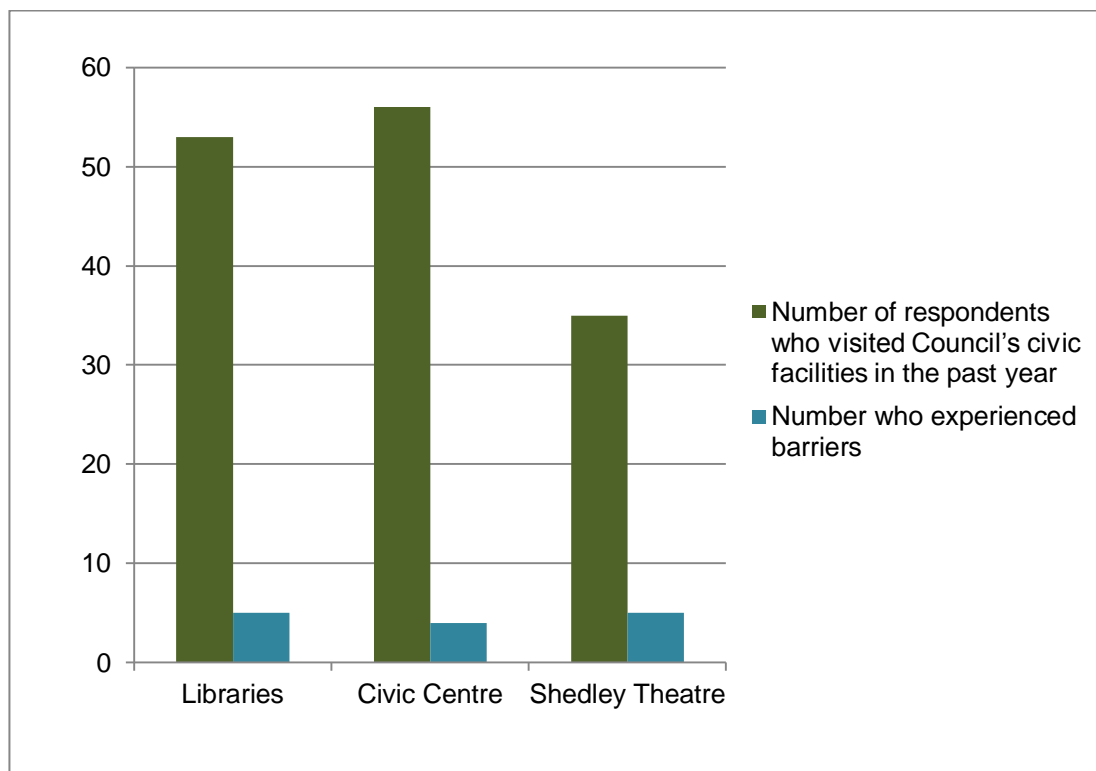
**Type of disability respondents identified with (in relation to themselves or someone they know)**

*75 people answered this question*



**Responses about barriers experienced at Council's civic buildings.**

*74 people answered this question*



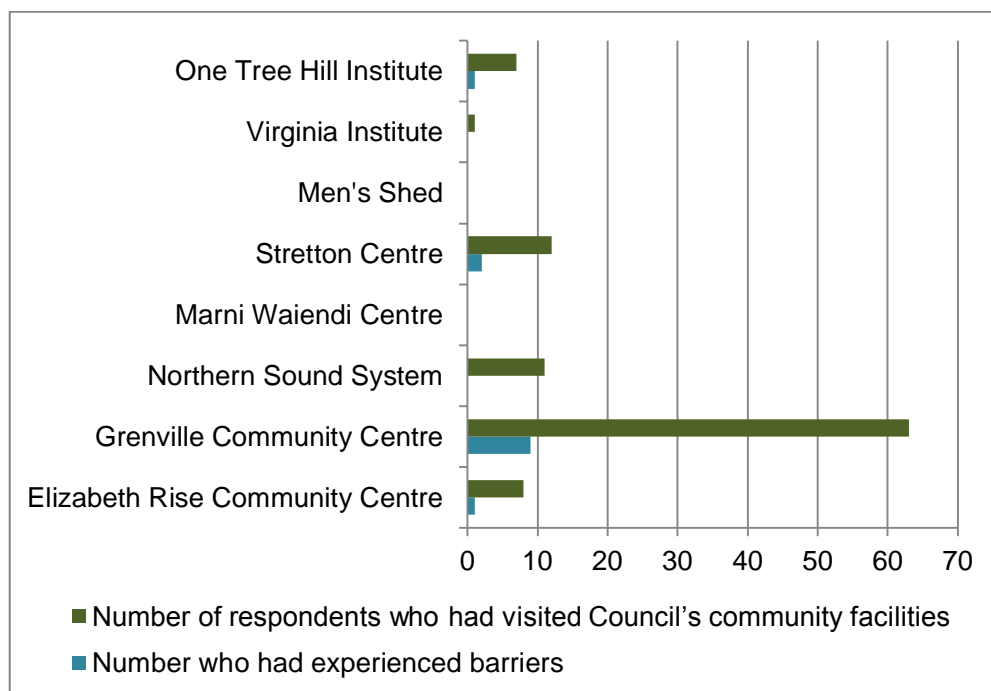
Some of the barriers that were experienced included:

- Inadequate toilet signage at the Civic Centre
- Lack of parking spaces for people with disability
- Steps at the Shedley Theatre



## Responses about barriers experienced at Council's community facilities.

73 people answered this question.

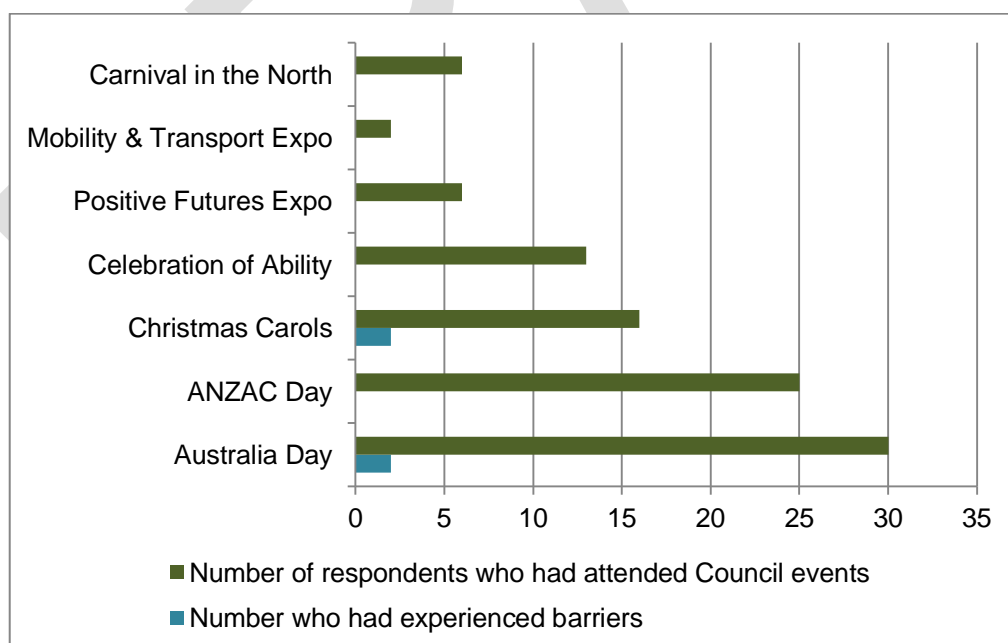


Some of the barriers that were experienced include:

- Lack of car parking for people with disabilities
- Difficulty navigating around the tables in the dining room at the Grenville Centre

## Public events respondents have attended:

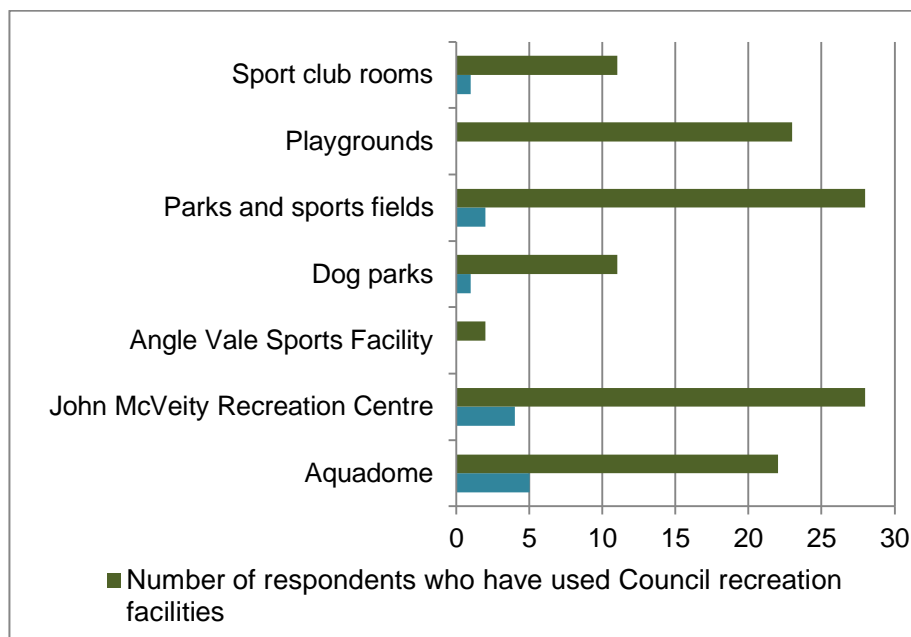
61 people answered this question



Some of the barriers that were experienced include:

- Transportation
- Car parking
- Lack of seating or shade
- Difficulty in locating the toilets

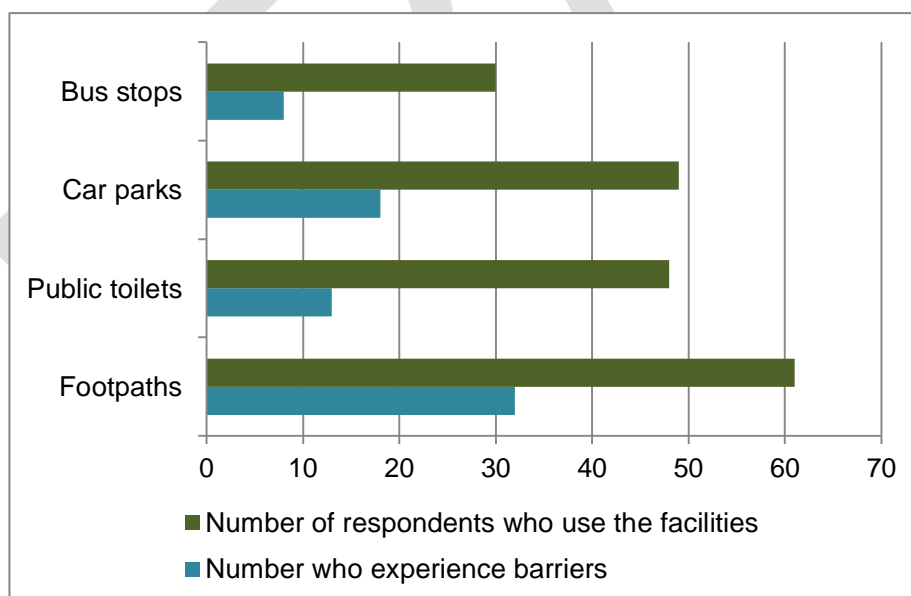
**Responses about barriers experienced at Council owned or managed recreational facilities. 64 people answered this question.**



Barriers that were experienced include:

- Unsuitable surfaces along pathways (bumpy, uneven, gravel)
- Limited seating
- Accessibility of toilets
- Difficulty opening doors at the Aquadome
- Slippery floors in the change rooms at the Aquadome

**Responses about barriers experienced within the built environment. 75 people answered this question.**



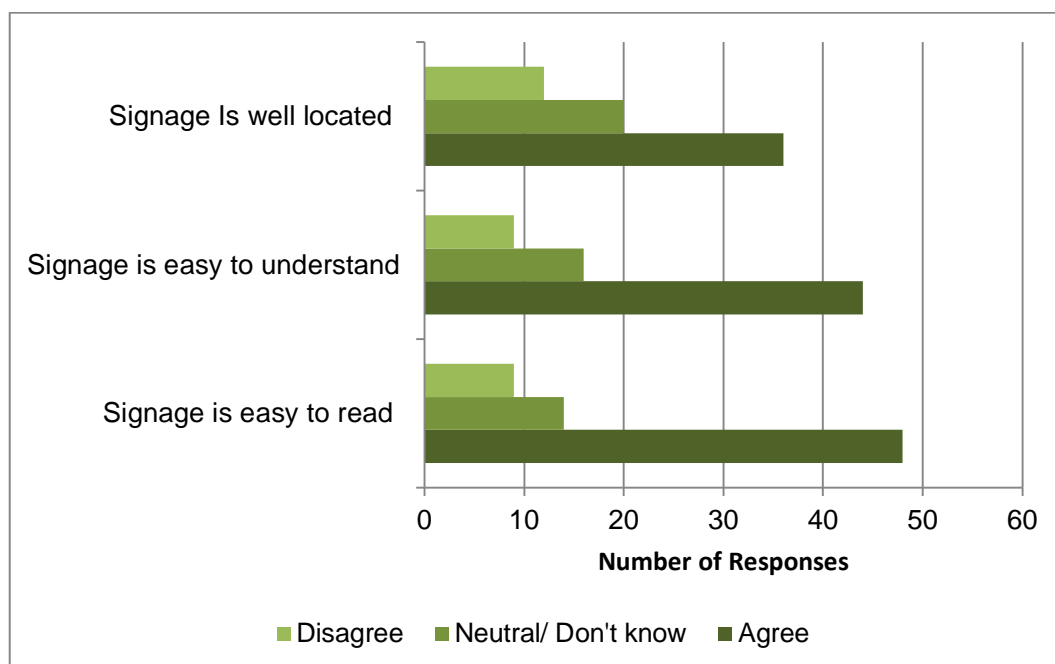
Barriers that were experienced include:

- Unsuitable surfaces along pathways (bumpy, uneven, cracked, no footpath provided, potholes)
- Lack of car parking for people with disabilities
- Lack of shelter at bus stops
- Lack of (or access to) public toilets

The provision of, or condition of, footpaths was the main barrier experienced within the public realm.

## Responses regarding the quality of public signage.

74 people answered this question.

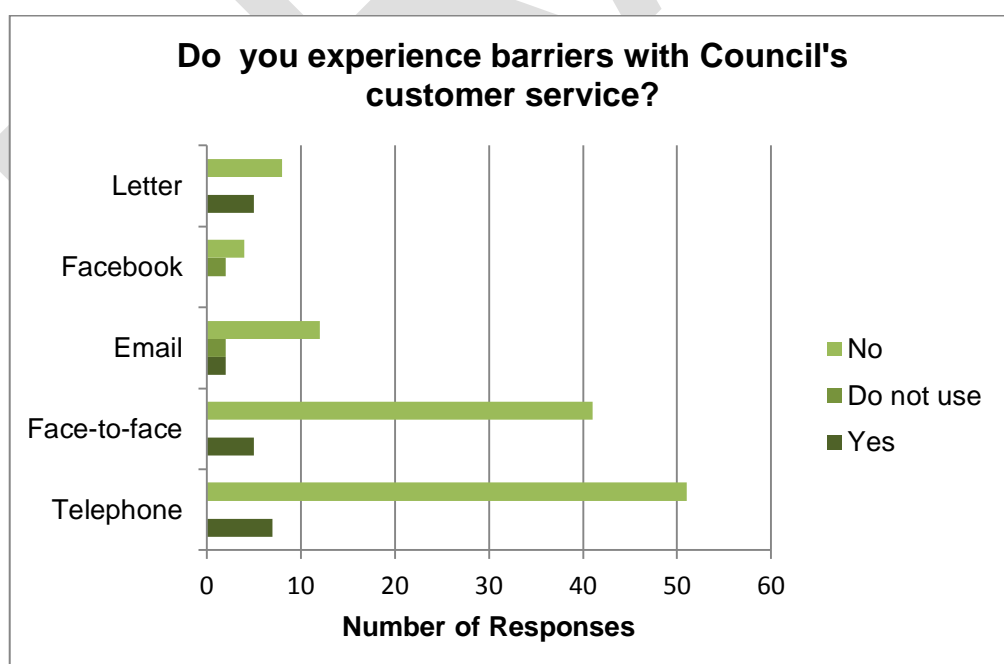


Barriers that were experienced include:

- Signs too small and/or print too small (or worn/damaged) making it difficult to read
- Not enough signage
- Signage not located in prominent enough locations or obscured
- Interpretability of signs with symbols (lack of clarity for people with vision impairment or unclear meaning for non-English speaking people)

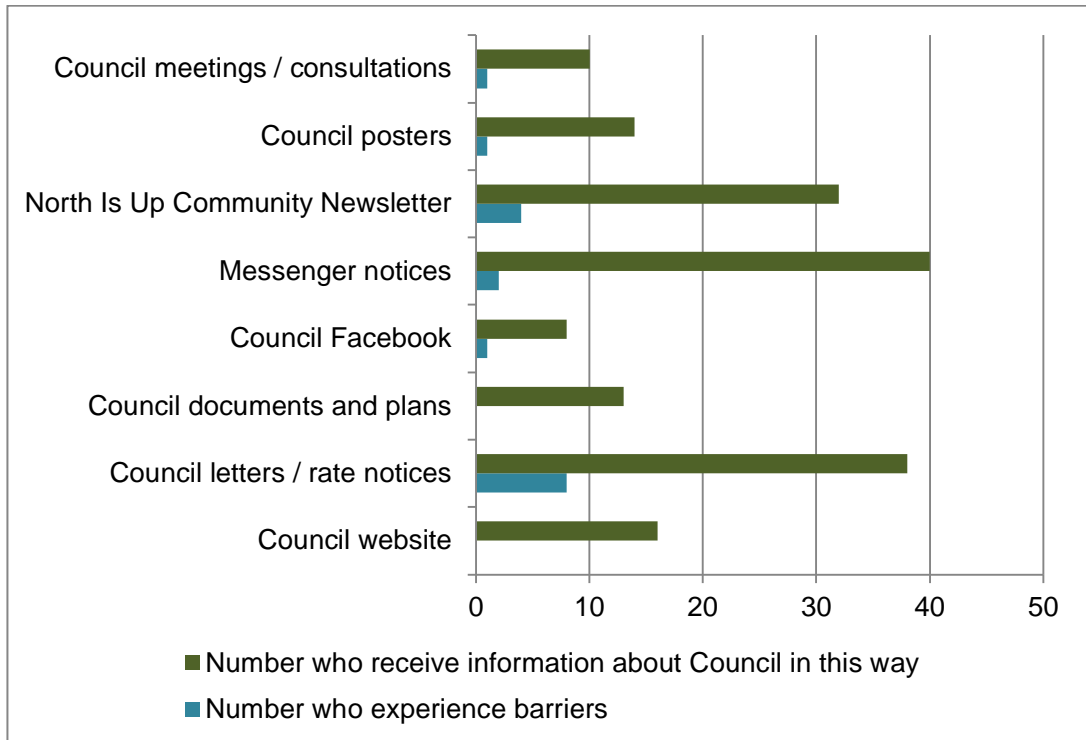
## Responses regarding Council's customer service.

68 people answered this question.



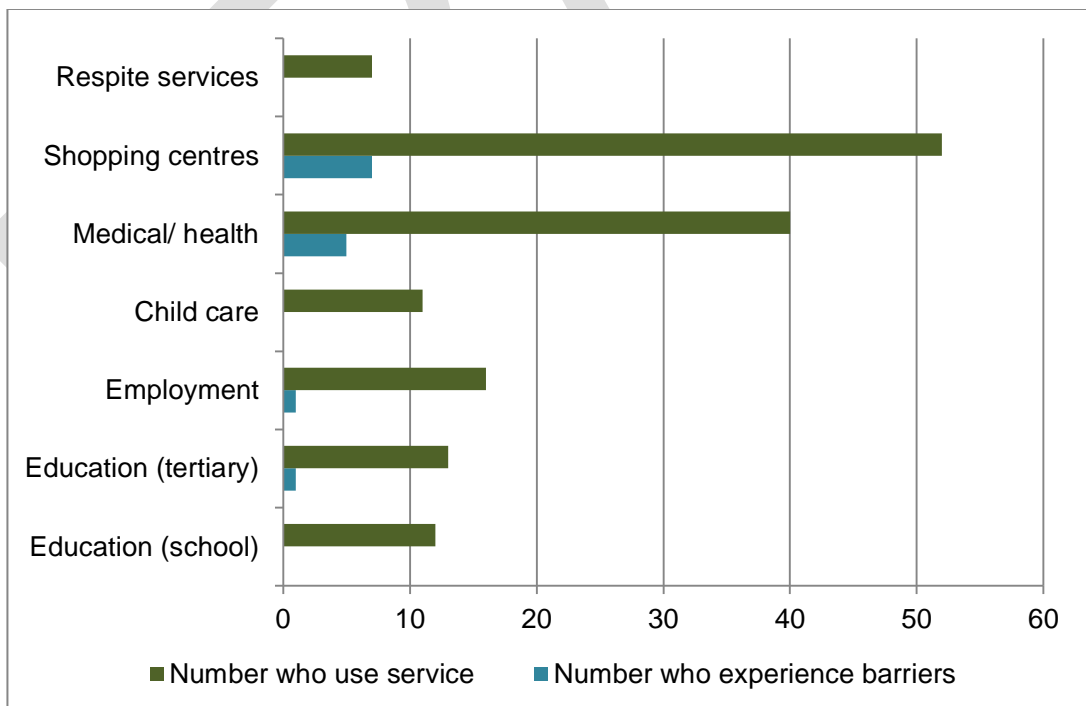
Barriers that were experienced related mainly to small print. Others barriers were not disability-specific and related to getting through to the right person with the right knowledge.

**Responses about barriers experienced with Council's communication material**  
*68 people answered this question.*



Barriers primarily related to small print.

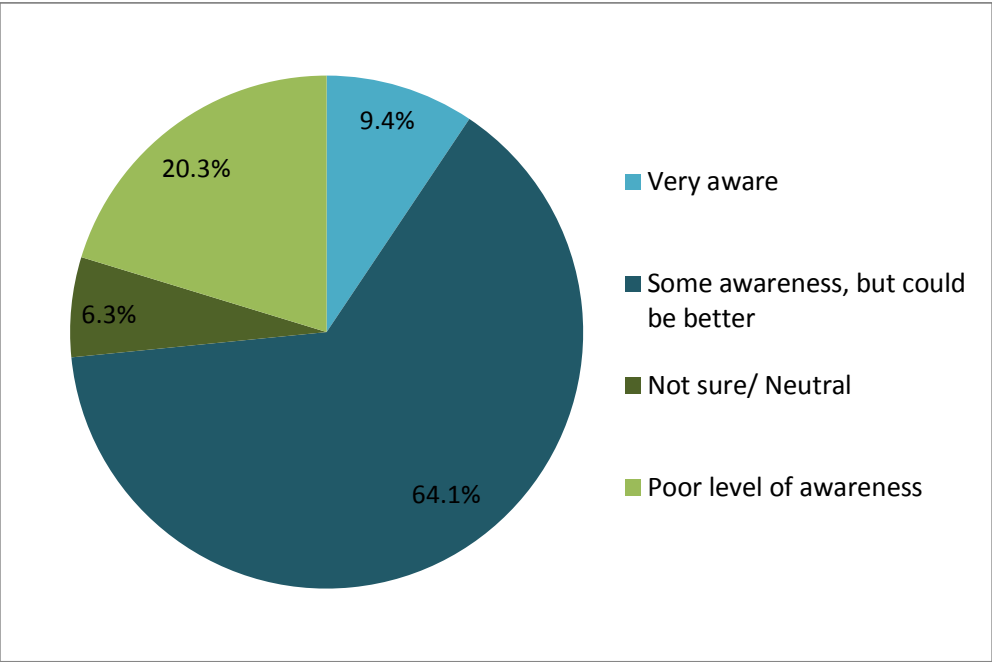
**Responses to the question about barriers relating to accessing non-Council services within Playford.** *61 people answered this question.*



The main barrier that had been experienced related to the lack of car parking spaces for people with disability. One respondent cited the lack of seating and shade at taxi stands and another cited how merchandise located out the front of shops can make it difficult to enter with a wheelchair.

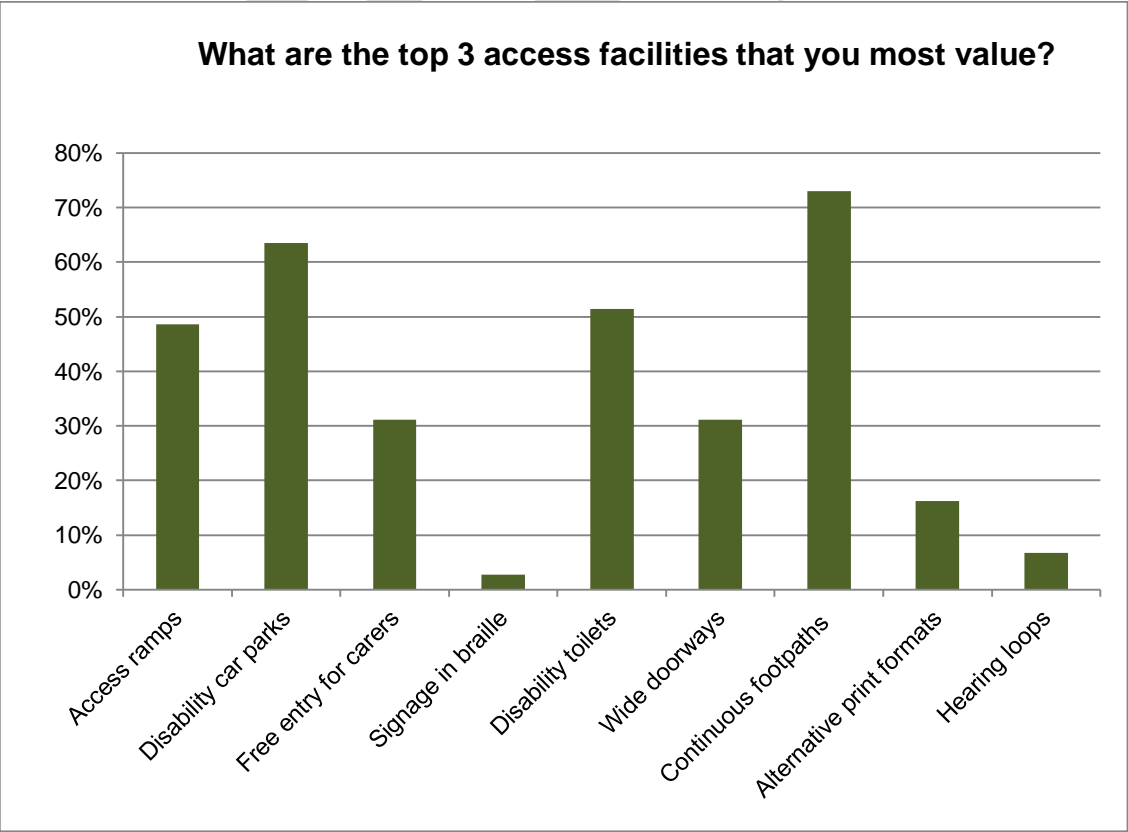


**Responses to the awareness of the general community about disability**  
64 people answered this question.



Respondents primarily indicated that there was some awareness but it could be better (64.1%) and to a lesser degree, that community awareness was fairly poor (20.3%).

**Access facilities that respondents most valued**  
74 people answered this question





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