

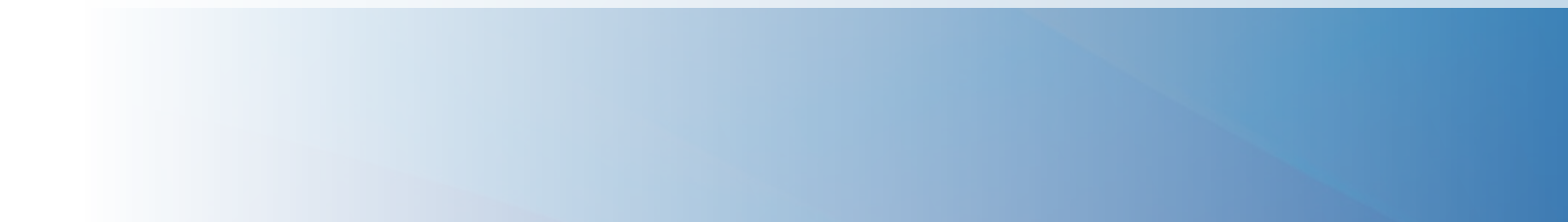


Ability Inclusion Strategic Plan 2020-2024



Acknowledgement of Country

The City of Salisbury acknowledges that we are on the traditional Country of the Kurna people of the Adelaide Plains and pays respect to Elders past, present and emerging. We recognise and respect their cultural heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the Kurna people living today.



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Mayor's Foreword

I am pleased to present the City of Salisbury's Ability Inclusion Strategic Plan 2020-2024. The City of Salisbury is proud to have been a leader in access and inclusion in South Australia since the 1990s and continues to be a leader amongst local governments within South Australia.

The City of Salisbury's City Plan has the vision of being 'A progressive, sustainable and connected community'. The Ability Inclusion Strategic Plan 2020 - 2024 is the framework to drive this vision by ensuring that people with disability have fair access to social and economic opportunities.

Council's previous inclusion planning framework "Beyond the Ramp" was endorsed in 2012.

Through that framework Council has led the local government sector in initiatives such as:

- Development of the Disability Access and Inclusion Network (DAIN) comprising of people with disability, organisations and Council staff;
- Participation by DAIN members living with disability in the earliest stage of design of the Salisbury Community Hub which is one of the first public buildings in SA to feature universal design;
- Purchasing of a Marveloo changing places portable toilet and change facility funded through the Government of South Australia which is available for hire by other Councils and event organisers on a fee for service basis. This is the first of its kind in South Australia. The facility will have an access ramp, hoist facility, toilet and adult change table as well as being air conditioned;
- Providing universal design training to over 50 key council staff to ensure accessibility is included in future design, project management and maintenance programs.



This Ability Inclusion Strategic Plan 2020 - 2024 reflects the rising social and legislative expectations for access and inclusion. The AISP seeks to remove physical barriers for people with disability and also strives to foster an accessible and inclusive community where people of all abilities can participate.

It is important to note, disability is not a medical condition. Disability is the experience of barriers in the physical and communication world and in people's attitudes.

To quote the late journalist, disability advocate and comedienne Stella Young,

“My disability exists not because I use a wheelchair, but because the broader environment isn't accessible.”

It is now known that that 90% of disability is invisible and that access and inclusion planning must go beyond physical accessibility. Council is committed to removing barriers within its control and advocating for reform in areas it can influence.

Council believes that access and inclusion planning should always involve people with disability. During the development of this Plan over 120 members of our community, including people of different

gender, children, people from culturally and linguistically diverse backgrounds, and Aboriginal and Torres Strait Islander community members were consulted. By asking ‘what would a future without barriers look like?’ we heard the needs of our community and were able to incorporate many suggestions within this Plan.

During the delivery of this Plan, we look forward to further building on our reputation as a leader in access and inclusion planning. We also look forward to strengthening our relationships with governments, industry, other stakeholders and especially the community.

I would like to sincerely thank community members, external organisations and Council staff who contributed to the development of this Ability Inclusion Strategic Plan 2020 - 2024 and I look forward to seeing Salisbury as a place where everyone can participate.

Gillian Aldridge, OAM
Mayor City of Salisbury

Introduction

The Ability Inclusion Strategic Plan 2020 - 2024 (AISP) is City of Salisbury's access and inclusion framework. Each local government in South Australia is required to have a Disability Access Inclusion Plan under the *Disability Inclusion Act (SA) 2018*.

The Ability Inclusion Strategic Plan 2020 - 2024 is the framework to ensure that people of all abilities have equitable social and economic opportunities within City of Salisbury regardless of their ability. The AISP has been informed by thorough community consultation, demographic analysis, and current trends; including the seven principles of universal design. It meets the legislative requirements of the *Disability Inclusion Act (SA) 2018*.

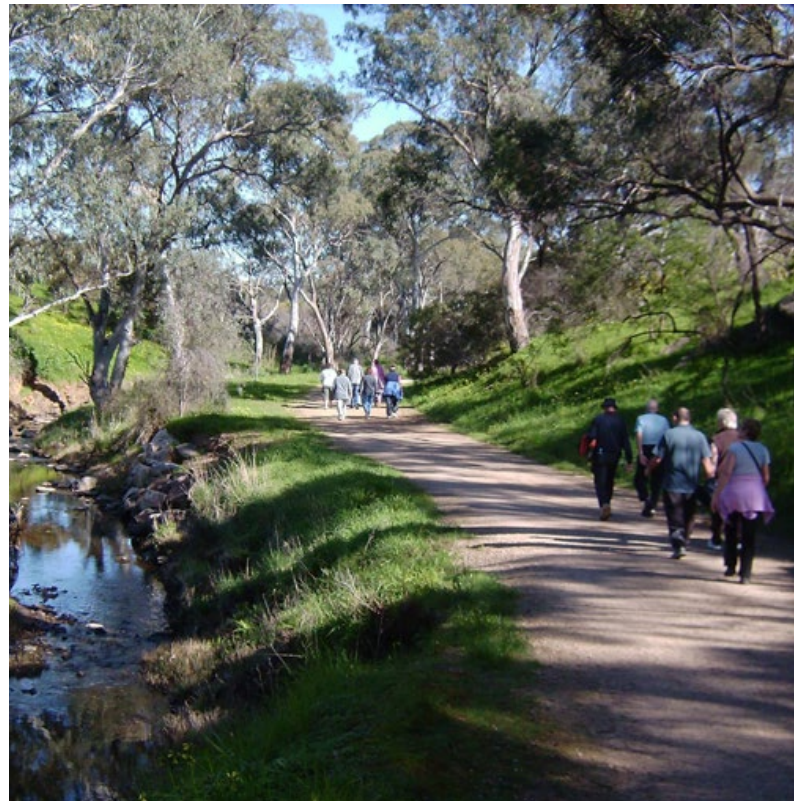
The AISP outlines diversity in Salisbury, disability statistics, relevant policy and the outcomes, goals and actions.



Local Government



As the local level of government, the City of Salisbury is responsible for regulating its environment including footpaths, parks, buildings, public libraries, community centres and swimming pool. It is Council's role to ensure physical accessibility to sites and environments, accessibility to information and effective communication.



Diversity in Salisbury

City of Salisbury is a local government area situated 25 kilometres north of Adelaide, South Australia. Its last recorded population was 138,000 (ABS 2016).

City of Salisbury’s population is culturally diverse with 37% of the population born outside Australia. The most prevalent origin of those born overseas is England (5.7%), India (2.6%), Vietnam (2.6%), Afghanistan (1.6%) and Philippines (1.6%). Whilst most people speak English only, 27% of the population speak a different language at home, including Vietnamese, Khmer, Italian, Mandarin and Nepali. Additionally 2% of the population identify as Aboriginal or Torres Strait Islander. The table below is a snapshot of our population compared to South Australia from the ABS.



ABS (2016) Statistic	City of Salisbury	South Australia
People requiring assistance due to living with disability, chronic health condition, or old age	6.7%	6.0%
People older than 65 requiring assistance due to disability	20.8%	17.5%
Population who provide unpaid assistance to someone with a disability	12.2%	12.1%
Population aged 0-4 who therefore have accessibility requirements	6.9%	5.7%

**Data sourced from Australian Bureau of Statistics Census 2016*

Our Understanding of Disability

The City of Salisbury adopts the social model of disability which understands that the community is made up of people with many abilities. In Australia, one in five people live with some form of disability (ABS 2018). Rather than focusing on an individual's impairment, City of Salisbury believes that barriers exist within the environment and these barriers can limit some peoples' ability to participate fully in the community. Barriers may exist within streets, parks, buildings, websites, programs, policies and in people's attitudes. The AISP guides the City of Salisbury to remove many of these barriers and to achieve an inclusive community where everyone can fully participate.

This understanding of disability aligns with that of the Council of Australian Government's National Disability Strategy 2011-2020 and the United Nations Convention on the Rights of Persons with Disabilities.



Invisible impairment

A significant proportion (90%) of disability is invisible. Despite common perceptions of disability only 4.4% of people with disability use a wheelchair and only 31% of people with a disability have accessibility requirements. Workplace modifications are not always necessary for people with disability, and if they are, there is practical and financial assistance available for organisations.

Purpose and Objectives

The purpose of the Ability Inclusion Strategic Plan 2020 - 2024 (AISP) is to outline the framework that will guide City of Salisbury's environment, service, program and policy delivery over the next four years to ensure an accessible and inclusive City. The Ability Inclusion Strategic Plan 2020 - 2024 intends to remove barriers which are within Council's control and advocate for access and inclusion in areas where Council has influence.

Development of the AISP acknowledges significant changes in legislative and community expectations for access and inclusion since the publication of Council's disability access and inclusion Plan 'Beyond the Ramp' in 2012. The AISP is underpinned by thorough community consultation and extensive history, as City of Salisbury continues to be a leader in access and inclusion amongst local governments within South Australia.

The AISP will satisfy Council's legislative obligation to develop a Disability Access and Inclusion Plan under the *Disability Inclusion Act (SA) 2018*. This Act requires strategies to ensure that Councils remove obstacles experienced by people with disability as they access public places, participate in council events, programs, services and seek information and employment.

The legislation also requires Council to address the extra obstacles experienced by some people with disability especially women, children and people from Aboriginal and Torres Strait Islander and culturally and linguistically diverse populations.

The AISP is a whole of Council document ensuring the integration of access and inclusion outcomes across Council policies, procedures, activities, monitoring and evaluation. This Plan will help to ensure that all functions of Council are working together to deliver excellent accessibility and inclusion outcomes for the community.





The Ability Inclusion Strategic Plan 2020-2024 focuses on achieving the following outcomes:

1. Support for Health and Wellbeing through Inclusive Programs, Services and Events
2. Accessible Buildings, Streets and Open Spaces
3. Appropriate Information and Responsive Customer Service
4. Effective Contribution to Community and Decision Making
5. Proactive Planning and Building Assessment Processes
6. Informed and Supportive Working Environments
7. Informed Community with Inclusive Attitudes
8. Ability Inclusion Planning is integrated across Council Business

Policy Context

The development of this Plan acknowledges significant changes in legislation and social expectations for access and inclusion since the publication of Beyond the Ramp 2012.

Disability Inclusion Act (SA) 2018

The *Disability Inclusion Act (SA) 2018* requires Councils to have a Disability Access and Inclusion Plan (DAIP). The Act prescribes a number of requirements for the development, delivery and evaluation of Council DAIPs including:

Community Consultation

Community consultation of the draft DAIP is required by Councils during the development phase of the AISP. City of Salisbury exceeded minimum consultation requirements which are reported in the AISP Consultation Report.

Reporting

The *Disability Inclusion Act (SA) 2018* requires annual reporting and quadrennial reviews of DAIPs to the State Department of Human Services.



National and International Context

The 8 Outcomes of this Ability Inclusion Strategic Plan 2020 - 2024 align with the established frameworks of the SA Disability Inclusion Act, the National Disability Strategy, and Australia's international obligations under the United Nations Convention on the Rights of Persons with Disabilities (refer to Appendix 2).

Local Government Context

The City of Salisbury recognises that it will need to use a range of methods to implement this plan including:

- Inform, promote and advocate
- Regulate
- Facilitate
- Partner
- Deliver
- Lead



Summary of Consultation

Community engagement was conducted in two phases. Phase One sought to learn about the barriers limiting the participation of people with disability in order to inform the development of the goals and actions. Phase Two sought community views on the draft Plan developed to remove these barriers.

Phase One

Over 120 people participated in Phase One of community consultation during 2018 and 2019. The format of Phase One was a combination of focus groups and forums with key community groups and City of Salisbury staff, along with feedback received online. The key community groups consulted were:

- Youth at the Youth Disability Forum
- General community living with disability at the Reaching for Inclusion Forum
- Bhutanese community at Bhutanese Focus Group
- Men with acquired brain injury at The Shed Focus Group
- Indigenous community professionals at InComPro Focus Group
- General community via online feedback

Phase One provided critical information to Council that assisted it to understand the current experiences, needs and future aspirations of people with disability. Community consultation enabled council to understand what a future without barriers would look like to the community.

Goals were developed from common themes arising from consultation, while actions reflect specific ideas proposed by consultation participants.

Phase Two

With the information gained from Phase One, Council identified common themes, and developed goals and actions. Phase Two consultation was held to gain feedback on the draft plan, to determine any gaps and to seek community endorsement.

Phase Two of consultation included a public forum, a focus group and opportunities for community to provide feedback via phone, in-person and email. The findings of this consultation were that the community supported the proposed plan and contributed many ideas about how actions could be implemented.





Outcomes and Goals

Under each Outcome, are goals and specific Actions that Council will implement.

Council will adopt four Principles when implementing the Actions in this Plan.

1. Ongoing consultation to enable people with disability to influence Council planning and services
2. Universal design principles will be applied broadly within area of scope
3. Integrated planning will make access and inclusion everyone's business
4. Partnerships and collaboration will facilitate access and inclusion across the community



Outcome 1

Support for Health and Wellbeing through Inclusive Programs, Services and Events

Goal	Action
1.1 Council will deliver programs and activities that adhere to Universal Design Principles and provide people with disability opportunities to build capacity and confidence and connect with others.	1.1.1 Review current programs and activities to maximise access and inclusion for people with disability.
	1.1.2 Enable people with disability to attend programs, events and activities through transport support.
	1.1.3 Incorporate access and inclusion considerations into planning of all Council events and community programs where possible.
	1.1.4 Facilitate programs and mentorships that support good transitions from school to work or school to further education.
	1.1.5 Partner to run events or programs (including online forums) that connect people with disability to others who share their experience or interests (regardless of ability).
	1.1.6 Facilitate programs that help people with acquired brain injury develop confidence.
	1.1.7 Work with Incompro to facilitate targeted and inclusive health and wellbeing programs for Aboriginal people with disability, especially young men.
	1.1.8 Facilitate sporting events that are inclusive of Aboriginal and/or Torres Strait Islander people with disability.
	1.1.9 Collaborate with local service providers and groups to advocate for greater access to health and wellbeing programs and services for people with disability.

Goal	Action
1.2 Council will encourage and support community-based events, activities and clubs to be inclusive of people with disability.	1.2.1 Incorporate access and inclusion considerations into sponsorship and funding arrangements.
	1.2.2 Build capacity of existing community-based events, programs and clubs to be more inclusive of people with disability.
	1.2.3 Continue to support community-based activities that promote access and inclusion through provision of cost-effective access to Council spaces and resources.
	1.2.4 Provide additional computers at the Men's Shed (Edinburgh).
	1.2.5 Investigate the idea of spaces for specific cultural groups which provide comfortable amenity and volunteer support so a specific cultural group can access their cultural community, translation services and administrative support on a drop in basis.
	1.2.6 Review Council's community facilities to identify how some spaces may be adjusted to accommodate groups of people with disability whose ways of being may disturb others (to avoid exclusion of some people from some community spaces)
	1.2.7 Partner with relevant organisations to run intercultural programs in the community.

Outcome 2

Accessible Buildings, Streets and Open Spaces

Goal	Action
2.1 Council will provide and maintain accessible public and community infrastructure that enables people of all abilities to participate in the public realm.	2.1.1 Access and inclusion criteria are developed and included in asset audits for all asset categories as appropriate.
	2.1.2 Ensure standards are considered in line with the asset goal/ hierarchy and documented.
	2.1.3 New design process (including renewals) incorporates consideration of social inclusion and of provision for inclusive design in the playspace hierarchy by the Asset Management Sub Committee.
	2.1.4 Continual upgrade of the public realm will increase accessibility and safety of foot paths, crossings, open space and the interface between public space and buildings for people using mobility aids.
	2.1.5 Assess the need for disability parking to identify priority areas and plan for additional spaces and related accessibility of surrounding areas.
	2.1.6 Ensure older people with disability can be accommodated in seniors' centres.
	2.1.7 Investigate the need for adult changing facilities in Salisbury.
	2.1.8 Develop a real-time reporting process that allows people to report access issues in the public realm and triggers a timely response.

Goal	Action
2.2 Council will use its guidelines and regulatory functions to enhance accessibility of footpaths and public spaces for all abilities.	2.2.1 Improve access-for-all in the public realm through guidelines, support and enforcement of regulation.
	2.2.2 Facilitate accessible and inclusive community events through Council guidelines, licences and funding agreements.
	2.2.3 Investigate ways to increase safety in areas with frequent anti-social behaviour, including with Place Activation Priorities, improved amenity and lighting.
	2.2.4 Work with local retailers to reduce footpath obstacles and increase access to shops in line with Place Activation Priorities for people with disability.

Outcome 3

Effective Contribution to Community and Decision Making

Goal	Action
3.1 Council will establish and maintain effective and tailored processes of communication that inform and connect people with diverse communication needs including those with hearing and vision impairment, cognitive and learning differences, and those from culturally and linguistically diverse backgrounds.	3.1.1 Advocate for a state-wide disability information goal including non-digital options replacing the Disability Information and Resource Centre de-funded in 2011.
	3.1.2 Collaborate with local service providers and groups to develop a community directory that assists people with disability to connect to opportunities and support.
	3.1.3 Develop resources and processes that promote local facilities, places and spaces that cater to the needs of people with disability.
	3.1.4 Develop processes and platforms for communicating with young people with disability and connect them to opportunities and support.
	3.1.5 Investigate diverse ways of communicating in customer service environments to ensure universal access, including face-to-face and paper-based communication and the use of new technologies.
	3.1.6 Review and update communication policies and guidelines to ensure the needs of people with disability and from culturally diverse backgrounds are addressed.
	3.1.7 Work with relevant experts and support services to develop communication processes and resources that connect Aboriginal and Torres Strait Islander people with disability to local opportunities and support.
	3.1.8 Work with local culturally and linguistically diverse groups to develop relevant resources that help connect people with disability to opportunities and support.

Goal	Action
3.2 Council will develop the capacity of staff, volunteers and customers to use processes and technologies that enhance effective communication in council's community experience environments for people with disability.	3.2.1 Provide training for customer service staff and volunteers to increase their capacity and confidence to communicate with people with disability, including basic greetings in Auslan and other local languages.
	3.2.2 Develop resources that encourage and support customers with disability to engage effectively with council staff.
	3.2.3 Provide tailored access to computers and IT support to people with disabilities.

Outcome 4

Proactive Planning and Building Assessment Processes

Goal	Action
4.1 Council will facilitate and deliver programs that build the capacity of people with disability of all ages and from diverse backgrounds to contribute to community planning activities, become advocates for access and inclusion and embrace leadership opportunities.	4.1.1 Promote groups and organisations that provide a forum for people with disability to connect and contribute to council decision making (for example, Salisbury Youth Council and Julia Farr Youth).
	4.1.2 Support programs and events designed to build capacity in young people with disability to speak up, advocate and lead.
	4.1.3 Recognise, celebrate and reward contribution of people with disability. For example, through Volunteers Award and Legends Award.
	4.1.4 Facilitate connection of isolated people with disability to relevant groups and agencies.
4.2 Council will develop community consultation which uses International Association for Public Participation processes to facilitate engagement with people with disability from various cultural backgrounds and across all ages and genders.	4.2.1 Establish protocols for consultation that ensure people with disability are included in all consultation activities and that consultation happens early in the planning process.
	4.2.2 Provide information and training that enables people with disability to feel confident providing input to council's engagement activities.
	4.2.3 Identify 'Community Champions' and establish a process of communication and consultation that facilitates their role as conduits to community.
	4.2.4 Investigate the establishment and resource requirements of an access and inclusion reference group to be consulted regularly about Council's planning and development activities and to monitor and advise on AISP implementation. The Disability Access and Inclusion Network will be consulted in this investigation.

Goal	Action
4.3 Council will develop and maintain relationships and partnerships with community groups and service providers who support people with disability in order to maximise opportunities for contribution to community and decision making.	4.3.1 Establish collaborative relationships with local organisations that support people with disability (including CALD and ATSI organisations) to maximise opportunities and address need.
	4.3.2 Identify Community Inclusion Champions from different age groups and cultural groups and develop ways to enable them to be conduits between their communities and Council, including provision of information in formats that are culturally and linguistically appropriate.

Outcome 5

Proactive Planning and Building Assessment Processes

Goal	Action
5.1 Council will facilitate building development and open space outcomes that exceed minimum standards by using an access and inclusion planning lens. This will be achieved through policy and guidelines that facilitate engagement with stakeholders early in the planning process, reflect universal design principles and encourage use of new technologies that increase accessibility.	5.1.1 Establish a framework that provides guidance for decision making around building and development which encourages access that exceeds minimum standards.
	5.1.2 Review and update policies and guidelines across Council to ensure universal design principles are embedded in planning and development except where State Planning Policies prevail.
	5.1.3 Investigate the value of new technologies to improve access to the public realm for people with disability, including for toilets, parking, and access to buildings.
	5.1.4 Adopt co-design principles that involve people with disability in the planning and development of Council's social infrastructure through consultation processes.
	5.1.5 Provide training and support that facilitates staff awareness and adoption of universal design principles and co-design principles.
	5.1.6 Advocate for application of universal design in SA Planning & Design Code.

Goal	Action
5.2 Council will facilitate accessible and inclusive planning and development in the private sector through advocacy and information provision.	5.2.1 Educate the local building and development sector about benefits of accessible buildings and places, the commercial benefits, where they exist and moving beyond DDA requirements.
	5.2.2 Showcase best practice in accessible development in property, infrastructure, open space and social infrastructure.
	5.2.3 Encourage and facilitate the local development sector to consult with people with disability.
	5.2.4 Facilitate the adoption of universal design principles in the local building and development sector.

Outcome 6

Informed and Supportive Working Environments

Goal	Action
6.1 Council will deliver Diverse-Ability Awareness and Valuing training for all staff and volunteers to create a culture that values and supports people with disability and acknowledges the needs of their families and carers.	6.1.1 Develop a shared understanding of disability/diverse-ability across Council that includes mental health and acknowledges the interaction with culture for Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds.
	6.1.2 Develop a mandatory Diverse-Ability Awareness module for staff and volunteer induction.
	6.1.3 Develop tailored Diverse-Ability Awareness and Valuing training for different Council areas, roles and levels of management.
	6.1.4 Facilitate good transitions to the workplace for new employees and volunteers with disability through targeted awareness training and resources that assist line management and colleagues to create an enabling environment.
6.2 Council will build capacity and optimise opportunities for council staff and volunteers with disability.	6.2.1 Facilitate proficiency and confidence in new employees and volunteers with disability through tailored training and support (using council resources or job support providers).
	6.2.2 Develop processes that enable new employees and volunteers with disability to access ongoing training and mentorships.
	6.2.3 Continue to improve physical and Information and Communication Technologies (ICT) access for employees and volunteers across Council ensuring adherence to universal design principles.

Goal	Action
6.3 Council will facilitate programs that develop confidence and employment skills for people with disability of all ages, genders and from different cultural backgrounds living in the community.	6.3.1 Create funding opportunities for community organisations with a focus on developing confidence and employment skills among young people with disability.
	6.3.2 Partner with community organisations to deliver programs and activities designed to build confidence and develop skills.
6.4 Council will ensure its employment and volunteer policies and processes maximise opportunities for people with disability.	6.4.1 Review employment, volunteering and professional development communication processes and materials to eliminate bias against people with disability.
	6.4.2 Review workplace policies to ensure people with disability and their carers have adequate access to leave and support to enable their participation in the workforce.
	6.4.3 Review and update volunteer policies to maximise access to opportunities for people with disability.
	6.4.4 Review Council website to ensure easy access to information for people with disability.

Outcome 7

Informed Community with Inclusive Attitudes and Behaviours

Goal	Action
7.1 Council will facilitate culturally informed Diverse-Ability Awareness and Valuing opportunities across the community, including for local business, education providers, clubs and community groups.	7.1.1 Investigate the benefits of a Cultural Liaison Officer to support Council's relationships and planning activities with ATSI and CALD communities, and to contribute to culturally informed Diverse-Ability Awareness activities.
	7.1.2 Work with relevant organisations to develop Diverse-Ability Awareness and Valuing resources for local businesses and support services with the aim of increasing access to local jobs.
	7.1.3 Facilitate access to Diverse-Ability Awareness and Valuing resources for local businesses and support services to increase access to local jobs.
	7.1.4 Facilitate access to Diverse-Ability Awareness and Valuing resources for schools, clubs and community groups.
	7.1.5 Work with relevant cultural organisations to develop resources that help disability service provider organisations to provide culturally appropriate services.
	7.1.6 Develop resources that enable Elected Members to celebrate and support people with disability.

Goal	Action
7.2 Council will adopt language and images that respect, value and celebrate diverse abilities.	7.2.1 Develop/review Council's style guide to include guidelines for language and images.
	7.2.2 Review Council website and links for appropriate and consistent language and images.
	7.2.3 Include guidelines for marketing and promotion that reflect appropriate and consistent language and images.
	7.2.4 Update language and images in Council documents at time of review.

Outcome 8

Ability Inclusion Planning is integrated across Council Business

Goal	Action
8.1 Council will integrate, monitor and evaluate access and inclusion outcome goals across Council business.	8.1.1 Establish an internal AISP reference group to provide advice around integrated planning, implementation, evaluation and improvement.
	8.1.2 Determine Council's role in delivering various access and inclusion outcomes for the community.
	8.1.3 Identify strategic partnerships for delivering access and inclusion outcomes for the community.
	8.1.4 Review and update Council goals and plans to include drivers for access and inclusion activities.
	8.1.5 Develop evaluation parameters for Ability AISP outcome goals.
	8.1.6 Implement annual Council and statutory reporting against Ability AISP Outcome Goals.



Acronyms and Definitions

Access

Refers to the ability of a person to get to where they want to go without difficulty. It applies to physical, digital and communication environments.

Inclusion

Refers to people with disability having the opportunity to participate in every aspect of life to the fullest extent, rather than through parallel and separate disability specific options.

Barriers

Refers to physical, information and communications environments, policies, processes and attitudes that restrict full participation by at least some people with disability, to places, services and other opportunities available to most of the population.

Deafness and Disability

Deafness is not a disability but a different culture. Deaf people experience similar discrimination and exclusion to people with sensory impairments and for brevity are not mentioned separately.

Diverse-Ability Awareness

“Diverse abilities” refers to the range of abilities across the whole population. All of us are in a matrix of abilities – varying types and levels. Some of these are not taken into account in the current physical, informational and social environments. Diverse abilities awareness challenges the values which lead to exclusion of some people from these environments.



DDA standards

The Commonwealth *Disability Discrimination Act 1992* (DDA) makes unlawful most exclusion and inferior access for people with disability in a number of public domains, but this isn't defined. "Compliance" is addressed through people with disability lodging and pursuing complaints of discrimination. For example it is unlawful for any public premises to provide inferior access to people with disability unless remedying this would cause unjustifiable hardship (which can be tested through the complaints procedure).

There are three areas where there is certainty about compliance with the DDA. These are minimum standards in:

- Access to Premises – Buildings (only those parts of buildings within the scope of the National Construction Code doesn't include furniture and fittings)
- Education
- Transport

Except in these areas minimum compliance with the DDA is not certain. The only other way to guide DDA compliance is to refer to the 20-year old Australian Standards for Access and Mobility (AS1428) not called up in the Building Code of Australia May 2011.



Place Activation

When people of all ages, abilities, and socio-economic backgrounds can not only have access and enjoy a place, but also play a key role in its identity, creation and maintenance.

Universal Design

Universal design principles aim to ensure that buildings, environments, products and services are accessible to all people regardless of age, disability or other access barriers.

Appendix 1

Seven Principles of Universal Design

ONE: EQUITABLE USE

The design is useful and marketable to people with diverse abilities.

- Provide the same means of use for all users: identical whenever possible; equivalent when not.
- Avoid segregating or stigmatizing any users.
- Provisions for privacy, security, and safety should be equally available to all users.
- Make the design appealing to all users.

TWO: FLEXIBILITY IN USE

The design accommodates a wide range of individual preferences and abilities.

- Provide choice in methods of use.
- Accommodate right- or left-handed access and use.
- Facilitate the user's accuracy and precision.
- Provide adaptability to the user's pace.

THREE: SIMPLE AND INTUITIVE USE

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

- Eliminate unnecessary complexity.
- Be consistent with user expectations and intuition.
- Accommodate a wide range of literacy and language skills.
- Arrange information consistent with its importance.
- Provide effective prompting and feedback during and after task completion

FOUR: PERCEPTIBLE INFORMATION

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

- Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- Provide adequate contrast between essential information and surroundings.
- Maximize "legibility" of essential information.
- Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions).
- Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

FIVE: TOLERANCE FOR ERROR

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

- Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
- Provide warnings of hazards and errors.
- Provide fail safe features.
- Discourage unconscious action in tasks that require vigilance.

SIX: LOW PHYSICAL EFFORT

The design can be used efficiently and comfortably and with a minimum of fatigue.

- Allow user to maintain a neutral body position.
- Use reasonable operating forces.
- Minimize repetitive actions.
- Minimize sustained physical effort.

SEVEN: SIZE & SPACE FOR APPROACH & USE

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

- Provide a clear line of sight to important elements for any seated or standing user.
- Make reach to all components comfortable for any seated or standing user.
- Accommodate variations in hand and grip size.
- Provide adequate space for the use of assistive devices or personal assistance.

The Center for Universal Design (1997).

The Principles of Universal Design, Version 2.0.

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Appendix 2

How the Ability Inclusion Strategic Plan 2020 - 2024 aligns with the National Disability Strategy 2011-2020 and Disability Inclusion Act (SA) 2018

AISP Outcomes	Outcome 1 Support for Health and Wellbeing through Inclusive Programs, Services and Events	Outcome 2 Accessible Buildings, Streets and Open Spaces	Outcome 3 Appropriate Information and Responsive Customer Service	Outcome 4 Effective Contribution to Community and Decision Making	Outcome 5 Proactive Planning and Building Assessment Processes	Outcome 6 Informed and Supportive Working Environments	Outcome 7 Informed Community with Inclusive Attitudes and Behaviours	Outcome 8 Ability Inclusion Planning is integrated across Council Business
SA Disability Inclusion Act Section 16 (3)(d) Requirements	(i) access to built environs, events and facilities; (iii) addressing the specific needs of people with disability in its programs and services;	(i) access to built environs, events and facilities;	(ii) access to information and communications;	(ii) access to information and communications; (iii) addressing the specific needs of people with disability in its programs and services;	(i) access to built environs, events and facilities;	(iv) employment;	(i) access to built environs, events and facilities; (ii) access to information and communications;	
National Disability Strategy areas for Policy action 2011-2020	1. Inclusive and accessible communities 6. Health and wellbeing	1. Inclusive and accessible communities	1. Inclusive and accessible communities	1. Inclusive and accessible communities 2. Rights protection, justice and legislation	1. Inclusive and accessible communities	3. Economic security	1. Inclusive and accessible communities	

Appendix 3

Ability Inclusion Strategic Plan 2020 – 2024 (AISP) Actions alignment with State Disability Inclusion Plan 2019 – 2023 (SDIP) Actions

SDIP Action Number 9

Ensure induction of new State authority employees includes information about working with people living with disability.

AISP Year 2-4

6.1.2

Develop a mandatory Diverse-Ability Awareness module for staff and volunteer induction

SDIP Action Number 11

State authorities to support young people living with disability to actively participate in decision-making.

AISP Year 2-4

4.1.2

Support programs and events designed to build capacity in young people with disability to speak up, advocate and lead.

SDIP Action Number 19

Local council access and inclusion planning to consider consultation outcomes including:

- incorporating Universal Design principles in criteria for all new building and public projects and planning for programs, services and events
- developing Universal Design training plans for staff and contractors
- review of availability of accessible car parks.

AISP Year 1

2.1.1

Access and inclusion criteria are developed and included in asset audits for all asset categories as appropriate.

3.1.5

Investigate diverse ways of communicating in customer service environments to ensure universal access, including face-to-face, and paper-based communication and the use of new technologies.

5.1.6

Advocate for application of universal design in SA Planning & Design Code.

5.2.1

Educate the local building and development sector about benefits of accessible buildings and places; the commercial benefits, where they exist; and moving beyond DDA requirements.

AISP Years 2 – 4

1.1.1

Review current programs and activities to maximise access and inclusion for people with disability.

1.1.3

Incorporate access and inclusion considerations into planning of all Council events and community programs where possible.

2.1.3

New design process (including renewals) includes consideration of social inclusion.

2.1.4

Continual upgrade of the public realm will increase accessibility and safety of foot paths, crossings, open space and the interface between public space and buildings for people using mobility aids.

2.1.5

Assess the need for disability parking to identify priority areas and plan for additional spaces and related accessibility of surrounding areas.

2.1.6

Ensure older people with disability can be accommodated in seniors' centres.

2.2.1

Improve access-for-all in the public realm through guidelines, support and enforcement of regulation.

2.2.2

Facilitate accessible and inclusive community events through Council guidelines, licences and funding agreements.

2.2.4

Work with local retailers to reduce footpath obstacles and increase access to shops for people with disability.

3.1.6

Review and update communication policies and guidelines to ensure the needs of people with disability and from culturally diverse backgrounds are addressed.

3.2.3

Provide tailored access to computers and IT support to people with disabilities.

5.1.1

Establish a framework that provides guidance for decision making around building and development that should exceed minimum standards.

5.1.2

Review and update policy and guidelines across Council to ensure universal design principles are embedded in planning and development.

5.1.5

Provide training and support that facilitates staff awareness and adoption of universal design principles and co-design principles.

5.2.2

Showcase best practice in accessible development in property, infrastructure, open space and social infrastructure.

5.2.4

Facilitate the adoption of universal design principles in the local building and development sector.

6.2.3

Continue to improve physical and Information and Communication Technologies (ICT) access for employees and volunteers across Council, ensuring adherence to universal design principles.

SDIP Action Number 26

State authorities to consider including in their infrastructure maintenance and upgrade schedules the installation of signs on the front of public buildings indicating disability access (where this has been assessed by an accredited access consultant) and installation of multi-media devices in queues at service outlets to include people who are deaf, hard of hearing, vision impaired or blind.

AISP Year 1

2.1.1

Access and inclusion criteria are developed and included in asset audits for all asset categories as appropriate.

AISP Years 2 – 4

2.1.2

Ensure standards are considered in line with the asset goal/hierarchy, and documented.

2.1.3

New design process (including renewals) includes consideration of social inclusion.

SDIP Action Number 31

Consider establishing minimum standards for priority parks and reserves (including coasts, heritage places and Crown land) that improve access and inclusion for people living with disability and implement a program of priority actions, including exemplary visitor experiences.

AISP Year 1

2.1.1

Access and inclusion criteria are developed and included in asset audits for all asset categories as appropriate.

AISP Years 2 – 4

2.1.4

Continual upgrade of the public realm will increase accessibility and safety of foot paths, crossings, open space and the interface between public space and buildings for people using mobility aids.

SDIP Action Number 36

State authorities to facilitate meaningful volunteering opportunities for people living with disability.

AISP Year 1

6.4.1

Review employment, volunteering and professional development communication processes and materials to eliminate bias against people with disability.

AISP Years 2 – 4

6.4.3

Review and update volunteer policies to maximise access to opportunities for people with disability.



ABILITY INCLUSION STRATEGIC PLAN 2020 - 2024

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