



AGENDA

FOR POLICY AND PLANNING COMMITTEE MEETING TO BE HELD ON

15 JULY 2019 AT 6:30 PM

IN THE COUNCIL CHAMBER, 12 JAMES STREET, SALISBURY

MEMBERS

Cr C Buchanan (Chairman)
Mayor G Aldridge
Cr M Blackmore
Cr L Braun
Cr B Brug
Cr A Duncan (Deputy Chairman)
Cr K Grenfell
Cr N Henningsen
Cr D Hood
Cr P Jensen
Cr S Ouk
Cr D Proleta
Cr S Reardon
Cr G Reynolds
Cr J Woodman

REQUIRED STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
General Manager City Development, Mr T Sutcliffe
General Manager Community Development, Ms P Webb
General Manager City Infrastructure, Mr J Devine
A/Manager Governance, Ms J Crook
Governance Support Officer, Ms K Boyd

APOLOGIES

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

Presentation of the Minutes of the Policy and Planning Committee Meeting held on 17 June 2019.

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OTHER BUSINESS

CLOSE



**MINUTES OF POLICY AND PLANNING COMMITTEE MEETING HELD IN THE
COUNCIL CHAMBER, 12 JAMES STREET, SALISBURY ON**

17 JUNE 2019

MEMBERS PRESENT

Cr C Buchanan (Chairman)
Mayor G Aldridge
Cr M Blackmore
Cr L Braun
Cr A Duncan (Deputy Chairman)
Cr K Grenfell
Cr N Henningsen
Cr D Hood
Cr P Jensen
Cr S Ouk
Cr S Reardon
Cr G Reynolds
Cr J Woodman

STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
General Manager City Development, Mr T Sutcliffe
A/General Manager City Infrastructure, Mr M Purdie
Manager Governance, Mr M Petrovski
Governance Support Officer, Ms K Boyd

The meeting commenced at 6.32 pm.

The Chairman welcomed the members, staff and the gallery to the meeting.

APOLOGIES

Apologies were received from Cr B Brug and Cr D Proleta.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr N Henningsen
Seconded Cr D Hood

The Minutes of the Policy and Planning Committee Meeting held on 20 May 2019, be taken and read as confirmed.

CARRIED

REPORTS

Administration

1.0.1 Future Reports for the Policy and Planning Committee

Moved Cr J Woodman
Seconded Cr N Henningsen

1. The information be received.

CARRIED

Community Development

1.1.1 Minutes of the Youth Council Sub Committee meeting held on Tuesday 11 June 2019

The information contained in the Youth Council Sub Committee of the meeting held on 11 June 2019 be received and noted with respect to the following recommendations contained therein to be adopted by Council:

1.1.1-YC1 Future Reports for the Youth Council Sub Committee

Moved Cr M Blackmore
Seconded Cr S Reardon

1. The information be received.

CARRIED

1.1.1-YC2 Youth Council Membership

Moved Cr M Blackmore
Seconded Cr S Reardon

1. That the youth member application from Netra Dulal for the balance of a two year term until December 2020 be accepted.

CARRIED

1.1.1-YC3 Youth Council Project Teams Update

Moved Cr M Blackmore
 Seconded Cr S Reardon

1. That the information be received and noted.

CARRIED

1.1.1-YC4 Youth Programs and Events Update June 2019

Moved Cr M Blackmore
 Seconded Cr S Reardon

1. That the information be received and noted.

CARRIED

YC-OB1 Council Reporting Workshop for Youth Council Members

Moved Cr M Blackmore
 Seconded Cr S Reardon

That a workshop be designed for Youth Council Members to gain a better understanding of how the structure of Council reports are written.

CARRIED

Urban Development

1.3.1 Public Consultation on 'Civic Square' Renaming

Moved Cr A Duncan
 Seconded Cr J Woodman

1. That the information be received.
2. That pursuant to Section 219 (1) of the *Local Government Act 1999*, the Salisbury Civic Square to be named:
Salisbury Civic Plaza / Inparrinthe Kumangka
 and that the necessary statutory notifications take place.
3. People who participated in the public consultation be advised of Council's decision, and this also be advised through the social media channels used for the consultation.

CARRIED
 UNANIMOUSLY

1.3.2 **Salisbury Community Hub - Project and Construction Progress Report**

Moved Mayor G Aldridge
Seconded Cr L Braun

1. That the report be received, and the current status of the Salisbury Community Hub project be noted.
2. That the items proposed in Attachment 1 be endorsed in relation to the display of permanent cultural historical items within the Salisbury Community Hub.
3. That staff will source suitable works for the balance of the rooms where the current collection does not contain works that suitably reflect the room name and/or are suitable for display be noted.

CARRIED
UNANIMOUSLY

1.3.3 **Salisbury Car Parking Scenarios Study**

Moved Mayor G Aldridge
Seconded Cr N Henningsen

1. That the report be received.
2. That time limit parking controls at Salisbury and Mawson Lakes Interchange surrounds continue to be monitored and managed to optimise efficient use of the available public parking areas.
3. That Council advocate to DPTI for improved train services such as express services and frequency to Parafield Station to enhance its patronage and optimise use of park and ride facilities.
4. That Council continue to advocate to DPTI on the need for and benefits of providing a mixed use development incorporating expanded parking provision in deck car parking for commuters at the Mawson Lakes Interchange site.
5. That usage of the untimed parking area at the Commercial Road Waterwheel area be monitored for consideration of the future need for expansion.
6. That market interest in the development of parking in conjunction with development on Council sites in Salisbury City Centre be explored as part of the forthcoming SCC Council land disposal strategy, and including consideration of options for provision of long term trader and employee parking to service Salisbury City Centre.
7. Subject to the outcomes of the SCC Council land disposal strategy, when other lower cost carpark supply options are exhausted, consideration be given by Council to proceed with investigation of deck parking options, either stand-alone or as part of a mixed use development, including the promotion of private investment into parking within Salisbury City Centre.

8. That the current exemption for small businesses in the Salisbury City Centre from car parking contributions under the Development Act be retained, with a further review in one year.
9. That permit parking within Salisbury City Centre and Mawson Lakes not be pursued at this time, other than for people with disabilities and similar high needs users.

With leave of the meeting and consent of the seconder Mayor G Aldridge VARIED the MOTION as follows:

1. That the report be received.
2. That time limit parking controls at Salisbury and Mawson Lakes Interchange surrounds continue to be monitored and managed to optimise efficient use of the available public parking areas.
3. That Council advocate to DPTI for improved train services such as express services and frequency to Parafield Station to enhance its patronage and optimise use of park and ride facilities.
4. That Council continue to advocate to DPTI on the need for and benefits of providing a mixed use development incorporating expanded parking provision in deck car parking for commuters at the Mawson Lakes Interchange site.
5. That usage of the untimed parking area at the Commercial Road Waterwheel area be monitored for consideration of the future need for expansion.
6. That market interest in the development of parking in conjunction with development on Council sites in Salisbury City Centre be explored as part of the forthcoming SCC Council land disposal strategy, and including consideration of options for provision of long term trader and employee parking to service Salisbury City Centre.
7. Subject to the outcomes of the SCC Council land disposal strategy, when other lower cost carpark supply options are exhausted, consideration be given by Council to proceed with investigation of deck parking options, either stand-alone or as part of a mixed use development, including the promotion of private investment into parking within Salisbury City Centre.
8. That the current exemption for small businesses in the Salisbury City Centre from car parking contributions under the Development Act be retained, with a further review in one year.
9. That permit parking within Salisbury City Centre and Mawson Lakes not be pursued at this time, other than for people with disabilities and similar high needs users.
10. That a further report be provided with an update on the status of actions in six months.

CARRIED

OTHER BUSINESS

Nil

The meeting closed at 6.55 pm.

CHAIRMAN.....

DATE.....

ITEM	1.0.1
	POLICY AND PLANNING COMMITTEE
DATE	15 July 2019
HEADING	Future Reports for the Policy and Planning Committee
AUTHOR	Michelle Woods, Projects Officer Governance, CEO and Governance
CITY PLAN LINKS	4.3 Have robust processes that support consistent service delivery and informed decision making.
SUMMARY	This item details reports to be presented to the Policy and Planning Committee as a result of a previous Council resolution. If reports have been deferred to a subsequent month, this will be indicated, along with a reason for the deferral.

RECOMMENDATION

1. The information be received.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 Historically, a list of resolutions requiring a future report to Council has been presented to each committee for noting.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 Report authors and General Managers.
- 2.2 External
 - 2.2.1 Nil.

3. REPORT

3.1 The table below outlines the reports to be presented to the Policy and Planning Committee as a result of a Council resolution.

Meeting Item	Heading and Resolution	Officer
19/12/2016 P&P-OB1	RAAF AP-3C Tailfin for Purposes of Display That staff prepare a report working with Salisbury RSL to obtain an AP-3C Tailfin from RAAF for purposes of display within the Salisbury Council area, potentially as part of the Salisbury Oval Precinct upgrade. Due: June 2020	Adam Trottman
23/07/2018 MON1	Basketball Court - Cascade Estate, Mawson Lakes 1. That a report be brought forward, which investigates the appropriateness and feasibility of establishing a 'half court or full court' basketball court in the Cascade Estate at Mawson Lakes, and other suitable locations within the City of Salisbury. Due: December 2019	Adam Trottman / Craig Johansen
28/05/2018 1.1.3	Reconciliation Action Plan Status Report and Next Iteration Draft 4. That Council investigate and report back by February 2019 on possible costs and suitable sites/venues for a tourism and cultural centre in Salisbury showcasing the culture and heritage of Indigenous people of the Northern Adelaide Plains. Due: July 2019 Deferred to: September 2019 Reason: Tourism and Visitor Committee consultation was delayed due to a cancelled meeting and RAP Working Group meeting on 7 August to review that document/design.	Julie Kalms
28/05/2018 1.2.1	Cities Power Partnership Program 1. That Council re-consider becoming a partner of the Cities Power Partnership program once the City of Salisbury's Energy Management Plan has been finalised and endorsed during 2018/19. Due: October 2019	Andrew Le Grand
23/07/2018 1.5.1	The Paddocks Masterplan 3. That a scoping study of works be brought back to Council with an implementation plan for year three onward. Due: October 2019	Craig Johansen

25/02/2019	Salisbury Community Hub - Civic Square Placemaking Lighting and Methodist Historical Cemetery Improvements	John Devine / Mark Purdie
1.3.1	3. That staff explore options and report back for reducing the annual maintenance costs for the cemetery.	
Due:	July 2019	
Deferred to:	August 2019	
Reason	Currently preparing upgrade plan for the cemetery and discussing with the Church responsibilities and costings.	
23/04/2019	Salisbury Oval Recreation and Open Space Needs	John Devine
2.5.3 – SPDSC2	5. That staff bring back detailed design of recreation facilities and landscaping for Brown Terrace, including play equipment, nature play space and adult exercise equipment. Detailed design to go out for public consultation and subject to public consultation with local residents, ratepayers and community groups, then be incorporated into the Salisbury Oval Master Plan.	
Due:	July 2019	
Deferred to:	August 2019	
Reason:	Currently engaging consultants to conduct the public consultation process.	
23/04/2019	Salisbury Oval Recreation and Open Space Needs	John Devine
2.5.3 – SPDSC2	9. That staff bring back a further report to the Policy and Planning Committee about public consultation process to be undertaken and revised draft Salisbury Oval Master Plan incorporating changes outlined in part 2, 5 and 6 of this Motion. Council also considers a revised budget for this project.	
Due:	July 2019	
Deferred to:	August 2019	
Reason:	Currently engaging consultants to conduct the public consultation process.	
24/06/2019	Salisbury Car Parking Scenarios Study	Peter Jansen
1.3.3	10. That a further report be provided with an update on the status of action in six months.	
Due:	December 2019	
24/06/2019	Regional Indoor Sporting Facility	Adam Trottman
7.4	2. That a progress report be brought back to Council with the findings of the investigation by December 2019.	
Due:	December 2019	
24/06/2019	Motion without Notice: Upgrades to Current Sporting Facilities	Adam Trottman
12.1	That staff provide a report for costings for upgrades to our current major sporting centres, excluding Ingle Farm Recreation Centre, to support our community over the coming 40+ years.	
Due:	November 2019	

24/06/2019 12.3	Motion without Notice: Stobie Pole Painting Policy That a report be prepared by December 2019 providing advice on the establishment of a ‘stobie pole painting’ policy, as part of our street art program, including operational rules and guidelines, and potential for funding/grant options that provide residents with the opportunity to make proposals to decorate stobie poles, to support Salisbury’s Liveable City agenda.	Ann Marie-Arthur
Due:	December 2019	

4. CONCLUSION / PROPOSAL

- 4.1 Future reports for the Policy and Planning Committee have been reviewed and are presented to Council for noting.

CO-ORDINATION

Officer: EXECUTIVE GROUP

Date: 08/07/19

ITEM	1.0.2
	POLICY AND PLANNING COMMITTEE
HEADING	Minutes of the Tourism and Visitor Sub Committee meeting held on Tuesday 9 July 2019
AUTHOR	Mechelle Potter, Administrative Coordinator - Business Excellence, Business Excellence
CITY PLAN LINKS	4.3 Have robust processes that support consistent service delivery and informed decision making.
SUMMARY	The minutes and recommendations of the Tourism and Visitor Sub Committee meeting held on Tuesday 9 July 2019 are presented for Policy and Planning Committee's consideration.

RECOMMENDATION

1. The information contained in the Tourism and Visitor Sub Committee Minutes of the meeting held on 9 July 2019 be received and noted and that the following recommendations contained therein be adopted by Council:

TVSC1 Future Reports for the Tourism and Visitor Sub Committee

1. The information be received.

TVSC2 Topics for consideration by the Sub Committee

1. That the information be received
2. That the Discover Salisbury Events Calendar be included in the September 2019 meeting agenda for consideration by the subcommittee.
3. That briefings on the other topics be scheduled on future agendas of the Tourism and Visitor Subcommittee as noted in Section 3.6 of this report.
4. A report be brought back to the Sub Committee regarding signage for properties of historical significance.
5. St Kilda kiosk be nominated as one of the sites to include in the information kiosk project and also provision of display brochures.

ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. Minutes Tourism and Visitor Sub Committee - 9 July 2019

CO-ORDINATION

Officer: GMBE
Date: 10/07/2019



**MINUTES OF TOURISM AND VISITOR SUB COMMITTEE MEETING HELD IN
COMMITTEE ROOMS, 12 JAMES STREET, SALISBURY ON**

9 JULY 2019

MEMBERS PRESENT

Cr M Blackmore (Chairman)
Mayor G Aldridge (ex officio)
Cr K Grenfell
Mr J Pinney
Cr D Proleta (*from 5.07 pm*)
Mr D Waylen
Cr J Woodman (Deputy Chairman)

OBSERVERS

Cr C Buchanan (*from 4.42 pm*)

STAFF

Chief Executive Officer, Mr J Harry (*from 4.53 pm*)
General Manager Business Excellence, Mr C Mansueto
Administrative Coordinator - Business Excellence, Mrs M Potter

The meeting commenced at 4.34 pm.

The Chairman welcomed the members, staff and the gallery to the meeting.

APOLOGIES

Apologies were received from Cr S Reardon and Mr L Virgo.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Mayor G Aldridge
Seconded Cr K Grenfell

The Minutes of the Tourism and Visitor Sub Committee Meeting held on 14 May 2019, be taken and read as confirmed.

CARRIED

REPORTS

TVSC1 Future Reports for the Tourism and Visitor Sub Committee

Moved Cr J Woodman
Seconded Cr K Grenfell

- 1. The information be received.

CARRIED

*Mr J Pinney left the meeting at 4.59 pm.
Mr J Pinney returned to the meeting at 5.06 pm.*

TVSC2 Topics for consideration by the Sub Committee

Moved Cr D Proleta
Seconded Mayor G Aldridge

- 1. That the information be received
- 2. That the Discover Salisbury Events Calendar be included in the September 2019 meeting agenda for consideration by the subcommittee.
- 3. That briefings on the other topics be scheduled on future agendas of the Tourism and Visitor Subcommittee as noted in Section 3.6 of this report.
- 4. A report be brought back to the Sub Committee regarding signage for properties of historical significance.
- 5. St Kilda kiosk be nominated as one of the sites to include in the information kiosk project and also provision of display brochures.

CARRIED

OTHER BUSINESS

Nil

The meeting closed at 5.34 pm.

CHAIRMAN.....

DATE.....

ITEM	1.1.1
	POLICY AND PLANNING COMMITTEE
DATE	15 July 2019
HEADING	Salisbury Plays at Bridgestone Reserve
AUTHOR	Adam Trottman, Manager Community Planning & Vitality, Community Development
CITY PLAN LINKS	3.2 Have interesting places where people want to be. 3.3 Be a connected city where all people have opportunities to participate.
SUMMARY	This report provides information regarding the Salisbury Plays event at Bridgestone Reserve and a change to the timing of the event given works that will commence on the new athletics facility later this year.

RECOMMENDATION

1. The Salisbury Plays at Bridgestone Reserve be rescheduled to an appropriate date in 2020 to coincide with the opening of the new athletics facility.
2. That staff plan a ground breaking ceremony for September or October 2019 to coincide with the commencement of works on the new athletic facility.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 Council's endorsed program of events includes an event to be held at Bridgestone Reserve in Salisbury South.
- 1.2 Bridgestone Reserve will be the new home for Athletics in the north with construction of South Australia's second only full synthetic athletics facility.
- 1.3 The athletics facility has already generated significant interest from across the state. Clubs, schools and associations have indicated their desire to host regular activities at the site including major athletics meets.
- 1.4 At the time of preparing the events program, the exact timing of construction of the new athletics facility was not known.

2. CONSULTATION / COMMUNICATION

2.1 Internal

- 2.1.1 Business Excellence – Procurement
- 2.1.2 City Infrastructure – Infrastructure Delivery

2.2 External

- 2.2.1 Athletics SA
- 2.2.2 SA Little Athletics Association

3. REPORT

- 3.1 A final program of works is currently being developed for the new athletics facility at Bridgestone Reserve in Salisbury South.
- 3.2 The proposed program of works is being finalized based on proposals received by appropriate construction firms and these indicate that construction of the facility should commence in late August/September in order to lay the synthetic track surface during the optimal time (ie over the summer period).
- 3.3 The Salisbury Plays event scheduled for the reserve in September is proposed to be rescheduled to an appropriate date in 2020 to coincide with the opening of the new athletics facility.
- 3.4 Staff will plan a ground breaking ceremony for September or October 2019 to coincide with the commencement of works on the new athletics facility.
- 3.5 Invitees to the ground breaking ceremony will include the media, school principals and PE teachers in the northern suburbs, representatives from athletics clubs from across the state, the relevant state and national associations, dignitaries, and local business.
- 3.6 The ground breaking ceremony is an important initiative to further heighten interest in the facility, particularly through schools and clubs, and to maximize use of the facility when it opens.
- 3.7 The Bridgestone Reserve Athletics Facility is of State significance, as Santos Stadium is currently the South Australian facility capable of holding State and National level events. There is a high demand for Santos Stadium all year around and thus a second facility will provide the benefit of attracting events across the two venues, as well as cater for overflow from Santos Stadium.
- 3.8 Athletics SA and SA Little Athletics, in consultation with council staff, have already commenced discussions with their clubs to plan a State level event to open the facility with a focus on increasing participation in the north.
- 3.9 Due to the work required to prepare a ground breaking ceremony for the site, as well as other events, it is not feasible to move the event to another location without additional staffing to deliver.

4. CONCLUSION / PROPOSAL

- 4.1 Construction of the new athletics facility at Bridgestone Reserve is planned to commence in September 2019.

ITEM 1.1.1

- 4.2 The Salisbury Plays event scheduled for the Bridgestone Reserve in September is proposed to be rescheduled to an appropriate date in 2020 to coincide with the opening of the new athletics facility.
- 4.3 Staff will plan a ground breaking ceremony for September or October 2019 to coincide with the commencement of works on the new athletics facility.
- 4.4 Invitees to the ground breaking ceremony will include the media, school principals and PE teachers in the northern suburbs, representatives from athletics clubs from across the state, the relevant state and national associations, dignitaries, and local businesses.
- 4.5 The ground breaking ceremony is an important initiative to further heighten interest in the facility, particularly through schools and clubs, and to maximize use of the facility when it opens.

CO-ORDINATION

Officer: EXECUTIVE GROUP
Date: 08.07.19

ITEM	1.1.2
	POLICY AND PLANNING COMMITTEE
DATE	15 July 2019
HEADING	City of Salisbury Ability Inclusion Strategic Plan
AUTHORS	Vesna Haracic, Manager Community Health & Wellbeing, Community Development Michael Taggart, Inclusion Project Officer, Community Development
CITY PLAN LINKS	3.3 Be a connected city where all people have opportunities to participate. 4.1 Strengthen partnerships that enable us to better address our community's priorities. 3.4 Be a proud, accessible and welcoming community.
SUMMARY	Staff are developing the Ability Inclusion Strategic Plan 2019 – 2022 (AISP). The ASIP and the implementation plan will ensure compliance with the SA Disability Inclusion Act 2018 and the Commonwealth Disability Discrimination Act 1992. A requirement of the SA Disability Inclusion Act 2018 (and its regulations) is to undertake community consultation, this report provides background and materials recommended for that public consultation.
RECOMMENDATION	<ol style="list-style-type: none"> 1. It is recommended that the draft Ability Inclusion Strategic Plan (Consultation Report and Draft AISP attachment 3) and its high-level implementation action plan be utilised as the basis for a 4-week community consultation which is required by the SA Disability Inclusion Act 2018 and its Regulations.
ATTACHMENTS	<p>This document should be read in conjunction with the following attachments:</p> <ol style="list-style-type: none"> 1. Background and document analysis 2. Summary of Context -Trifold doc 3. Ability and Inclusion Strategic Plan (Consultation Report and Draft AISP) 4. Priority actions and timelines
1. BACKGROUND	<ol style="list-style-type: none"> 1.1 The City of Salisbury recognises that the community is made up of people with diverse abilities and that disability results from environments which exclude participation by people with some of these diverse abilities.

1.2 In 2011 Council endorsed “Beyond the Ramp” strategic inclusion planning framework as the Disability Access and Inclusion Plan. In 2012 Council:

- gave a commitment to provide more than the minimum access required by the National Construction Code;
- developed a universal design staff training plan - 60 City of Salisbury staff (of 80 graduates in SA) have completed short courses most in late 2017);
- held annual Inclusion Forums 2014 – 2018;
- created the Disability Access and Inclusion Network of residents, agencies and Council staff inclusion champions.

A Disability Inclusion Act 2018

1.3 Councils are now required to develop a Disability Access and Inclusion Plan (DAIP) under the SA Disability Inclusion Act 2018: a DAIP must include strategies that support people with disability in the following areas:

- access to built environs, events and facilities;
- access to information and communications;
- addressing the specific needs of people with disability in its programs and services;
- employment;
- be developed in consultation with people with disability and take into account the extra disadvantage experienced by women and children with disability, Aboriginal and Torres Strait Islander people with disability and people with disability from Culturally and Linguistically Diverse communities;
- be published by 31 October 2020;
- be reported on annually to the SA Department of Human Services;
- be reviewed and updated every four years;
- take account of priorities in the State Disability Inclusion Plan unless the DAIP is prepared before October 2019 when the State Plan is due to be published

Draft Ability Inclusion Strategic Plan (AISP) 2019

1.4 The City of Salisbury aims to adopt positive language around disability and proposes to call it’s Draft Plan the “Ability Inclusion Strategic Plan (AISP)”. It has been developed with extensive consultation across the community (Attachment 3 Ability and Inclusion Strategic Plan).

1.5 Community engagement activities were designed to understand the lived experience of people with disability, to explore what a future without barriers might look like, and to identify what needs to happen in order to achieve it.

- 1.6 Summary of consultation report (Attachment 2 - Summary of Context - trifold) summarises community feedback and provides a summary of actions derived from a range of engagement activities, including:
- Youth Disability Forum designed and run by the Salisbury Youth Advisory Council;
 - Reaching for Inclusion Forum;
 - Focus group – Bhutanese community;
 - Focus Group – ‘Shed’ community (men with acquired brain injury);
 - Focus group – InComPro (Indigenous Community Professionals);
 - Have Your Say – Online community feedback;
 - Staff workshops – at the start and end of community consultation.
- 1.7 The City of Salisbury’s Draft Ability Inclusion Strategic Plan (AISP) (Attachment 3) acknowledges significant changes in legislative and community expectations for access and inclusion since the publication of ‘Beyond the Ramp’ in 2011.
- 1.8 The Draft AISP is a whole of Council document that ensures the integration of access and inclusion outcomes across Council policies, procedures, activities, services and evaluation. The Plan will ensure that all functions of Council are working in synergy to efficiently deliver excellent inclusion outcomes for the community.
- 1.9 The success of an integrated approach to the Draft AISP needs to be evaluated in relation to the outcome goals and the processes of integration. Different parts of the council will work together to deliver a desired outcome –full inclusion across all aspects of community for people living with disability.

2. CONSULTATION / COMMUNICATION

2.1 Internal

2.1.1 Thirty (30) Council Staff and Management

2.2 External

2.2.1 One Hundred and Twelve (112) Community Members (46% with disability) (see Attachment 2 “Consultation Report and draft AISP”)

3. REPORT

- 3.1 Under the SA Disability Inclusion Act 2018 it is now a requirement for Councils to develop a Disability Access and Inclusion Plan (DAIP), and consult with the community on the Plan before Council endorsement and lodgment of the plan with SA Department of Human Services.
- 3.2 It is proposed that the draft Ability and Inclusion Strategic Plan (Consultation Report and Draft AISP) and its high-level implementation action plan (Attachment 3) be the basis for the final community consultation over 4 weeks in August – September 2019.
- 3.3 In preparation for the development of the AISP, a background and document analysis paper was produced which provides a context for the development of the Ability Inclusion Strategic Plan (Attachment 1).

Outcomes proposed by the Draft AISP

- 3.4 In order to assist in the development of the final AISP consultation themes have been aligned with the six Disability Access and Inclusion Outcomes can be found in (Attachment 3).
- 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 participation in decision making.
 - Outcome 5: Proactive planning and building assessment processes.
 - Outcome 6: Informed and supportive working environments
 - Two additional outcomes have also been identified. Outcome 7 was strongly supported across all consultation activities. Outcome 8 was strongly supported by staff
 - Outcome 7: Informed community with inclusive attitudes and behaviors.
 - Outcome 8: Ability Inclusion Planning is integrated across Council business

Sample of Strategies included in the plan

- 3.5 A summary of Strategies is provided in (Attachment 2). . some examples of the types of strategies included in the plan are listed below;
- Council will encourage and support community-based events, activities and clubs to be inclusive of people of all abilities.
 - Council will provide and maintain accessible public and community infrastructure that enables people of all abilities to participate in the public realm.
 - Council will use its guidelines and regulatory functions to enhance accessibility of foot paths and public spaces for all abilities.
 - Council will ensure its employment and volunteer policies and processes maximise opportunities for people with disability.
 - Council will facilitate culturally informed Diverse-Ability Awareness and Valuing opportunities across the community, including for local business, education providers, clubs and community groups.
 - Council will adopt languages and images that respect, value and celebrate people with disability.
 - Council will Integrate, monitor and evaluate access and inclusion outcome goals across Council business.

4. COMMUNITY CONSULTATION ABOUT THE DRAFT AISP AND HIGH LEVEL IMPLEMENTATION ACTION PLAN

- 4.1 It is recommended that that Council approves draft Ability and Inclusion Strategic Pan (Consultation Report and Draft AISP, its high-level implementation action plan (Attachments 3) as the basis for community consultation for one month in August – September.

- 4.2 The consultation will comply with the Disability Inclusion Act and regulation's by publishing the draft AISP on Council's website and promoting the consultation by taking into account the diversity of abilities in the community, for example by providing an Easy English version.
- 4.3 Participants in the 2018 consultation will receive notification of the consultation and focus group leaders will be asked to advise on the best consultation method.
- 4.4 Staff will review community feedback and:
 - amend the AISP and implementation action plan where necessary;
 - summarise the feedback and any changes made to the AISP and implementation plan.
- 4.5 Staff will report to Council about the community consultation results and propose the draft AISP, with any changes, be endorsed by Council.
- 4.6 If the AISP is endorsed it will be published on the website and the link provided to the CE of the SA Department of Human Services with a summary of the consultation and amendments to the Plan resulting from feedback.
- 4.7 The AISP will be promoted to the community and other key stakeholders.
- 4.8 Staff will continue discussions with managers to complete the implementation action plan.

5. CONCLUSION / PROPOSAL

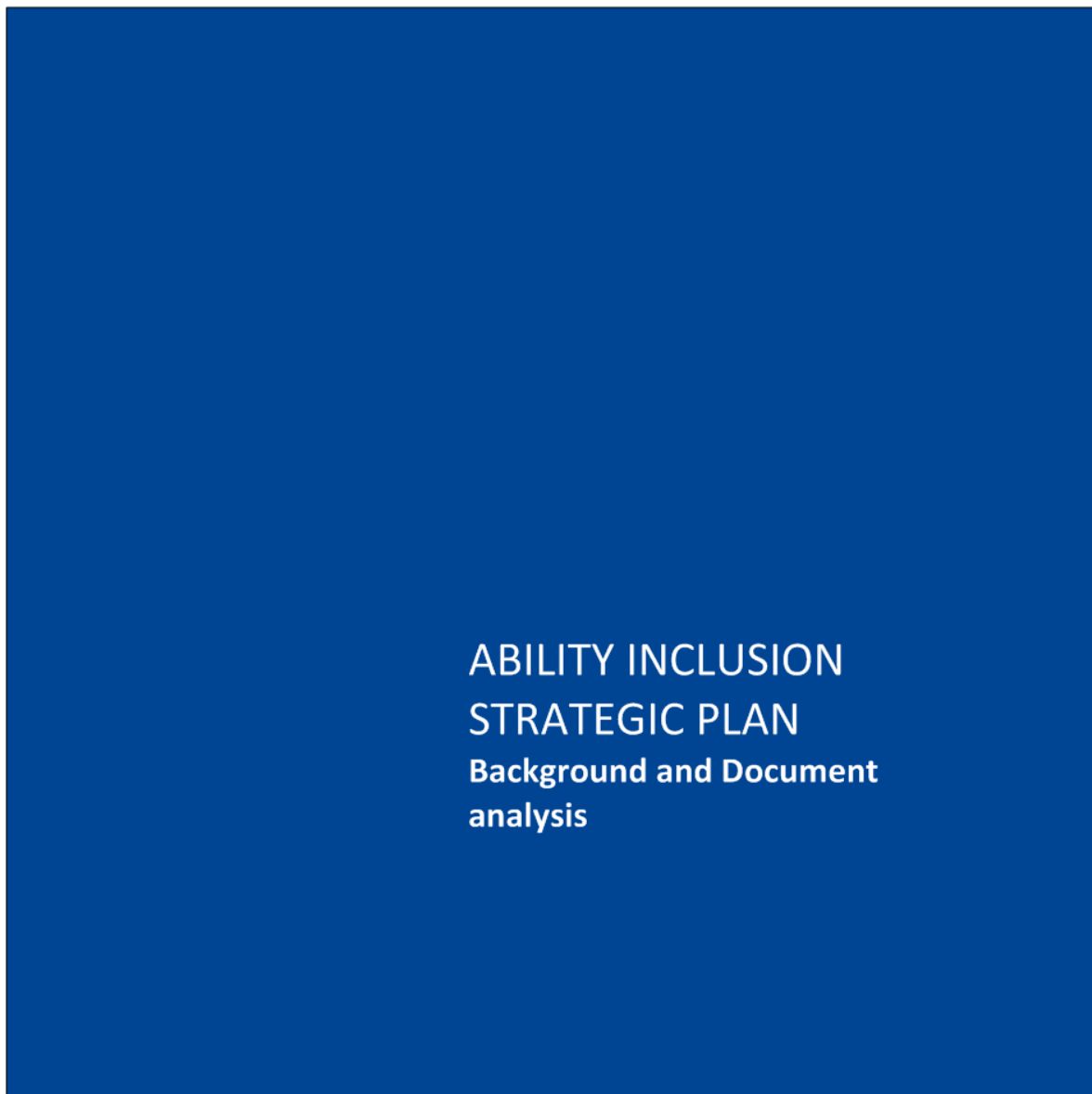
- 5.1 It is proposed that the draft Ability and Inclusion Strategic Plan (Consultation Report and Draft AISP) and its high-level implementation action plan will be the basis for community consultation.
- 5.2 A communications strategy for the consultation will be developed for the consultations which takes into account the community's diverse abilities.
- 5.3 Following any revision to the Consultation Report and Draft AISP suggested by the community consultation and subsequent endorsement by Council, the AISP and an implementation plan will be published on Council's website and the Chief Executive of the SA Dept of Human Services be notified.

CO-ORDINATION

Officer: GMCD
Date: 10/07/2019



City of Salisbury
18-0156
August, 2018



**ABILITY INCLUSION
STRATEGIC PLAN
Background and Document
analysis**

Item 1.1.2 - Attachment 1 - Background and document analysis

ABILITY INCLUSION STRATEGIC PLAN

Background and document analysis

August 2018



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1.0 Introduction

Disability access and inclusion is being transformed across Australia through the National Disability Insurance Scheme (NDIS) and changes to legislation. In South Australia, The Disability Services Act, 1993, is being replaced by the Disability Inclusion Act 2018. The Disability Inclusion Act represents a shift in focus – from funding providers of disability services, to promoting the rights and inclusion of South Australians living with disability.

'It is proposed that a State Disability Inclusion Plan will be developed every four years in consultation with people with disability. It is also proposed that State Government departments and State authorities including local councils develop and implement a Disability Access and Inclusion Plan (DAIP) every four years in consultation with people with disability. Under the Disability Inclusion Act it is proposed that State Government departments and State authorities including local councils report on the progress of their DAIPs on an annual basis.' (Department of Human Services, 2018)

State government departments will be required to prepare action plans that respond to the requirements of the Disability Discrimination Act 1992, the State Disability Inclusion Plan and the objectives of the Disability Inclusion Act.

These plans are sometimes referred to as Disability Discrimination Act Action Plans, Access Plans, or Access and Inclusion Plans. Under the new SA legislation these will be called Disability Access and Inclusion Plans (DAIP). They identify and address barriers to inclusion and aim to identify and action improvements that will achieve accessible and inclusive communities, agencies and practices for people living with disability.

This report presents the context within which Salisbury Council will develop their Ability Inclusion Strategic Plan and an analysis of Council's strategic documents.

The following information is adapted and updated from the Department of Human Services, Disability Access and Inclusion Plan Tool Kit.

1.1 United Nations Convention on the Rights of Persons with Disabilities

The development of DAIPs aligns with the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD) ratified by Australia in 2008, and the Optional Protocol signed by Australia in 2009. The convention acknowledges the value of existing and potential contributions made by people with disabilities to the overall wellbeing of their communities. It is underpinned by eight guiding principles based on respect, equality and non-discrimination.

Principles

The purpose of the [United Nations Convention on the Rights of Persons with Disabilities](#) is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.

Article three of the convention identifies the principles as follows:

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

1.2 National Disability Strategy 2010-2020

Inherent in Australia's commitment to the UNCRPD is an obligation to continually improve the lived experience of people with disability. For government, that not only means improving outcomes through the specialist disability service system but also ensuring that mainstream services, programs and infrastructure are responsive to their needs.

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

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

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

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

1.3 Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012-2020)

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

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

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

1.4 Disability Inclusion Act 2018

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

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

Under *The Disability Inclusion Act 2018* there is to be a *Disability Access and Inclusion Plan (DAIP)* for each state authority and local council.

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

DAIPs must be published in an accessible format, reported on annually and reviewed every four years.

1.5 South Australia's strategic plan

South Australia's Strategic Plan states that,

'Disability in itself is not a barrier to full participation. South Australia is richer for the contributions of people with a disability and we must make sure South Australia is a place where people with disability can participate as equal and active citizens across all community life.'

City of Salisbury's development of a DAIP will contribute to the State Government's vision of our communities as *Vibrant Places to Live Work and Play*. In particular it has the potential to contribute to the following Targets:

- Target 1. Urban Spaces: Increase the use of public spaces by the community.
- Target 23. Social Participation: Increase the proportion of South Australian's participating in social, community and economic activities by 2020.
- Target 40. Volunteering: maintain a high level of formal and informal volunteering in South Australia at 70% participation rate or higher.

- Target 50. People with Disability: Increase by 10% the number of people with a disability employed in South Australia by 2020.
- Target 56. Strategic Infrastructure: ensure that the provision of key economic and social infrastructure accommodates population growth.
- Target 83. Sport and Recreation: Increase the proportion of South Australians participating in sport and recreation at least once per week to 50% by 2020.

DRAFT



2.0 Definitions

Under federal legislation (the *Disability Discrimination Act 1992*) and SA legislation (*Equal Opportunity Act 1984*) it is against the law to discriminate against someone based on their disability. 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.

The Australian Bureau of Statistics (ABS) estimates suggest that 1 in 5 Australians identify as having a disability, the incidence of disability increasing with age¹. Most of us will experience disability or will care for others with disability at some time.

“Disability” is a broad concept often not well understood. The Social Inclusion Board’s Blue Print Report² offers a good reflection on defining ‘disability’:

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

2.1 United Nations Convention on the Rights of Persons with Disabilities Definition

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

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

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

² *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012-2020)*

The UNCRPD defines 'discrimination' on the basis of disability to mean "... any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field." Disability Discrimination Act 1992

2.2 The Disability Discrimination Act 1992 defines "disability" as meaning:

- (a) total or partial loss of the person's bodily or mental functions; or
- (b) total or partial loss of a part of the body; or
- (c) the presence in the body of organisms causing disease or illness; or
- (d) the presence in the body of organisms capable of causing disease or illness; or
- (e) the malfunction, malformation or disfigurement of a part of the person's body; or
- (f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- (g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:

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

3.0 Disability Access and Inclusion Plan (DAIP) Outcomes for State and Local Governments

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

Developing a DAIP illustrates that an agency recognises the importance of access and inclusion for everyone, has a welcoming attitude and employs well informed staff who are aware of the needs of people living with disability.

The following section provides an overview of the outcomes established for the South Australian DAIP and a discussion of how these outcomes relate to Local Government's roles and responsibilities. Finally, it presents a refined list of DAIP outcomes specific to Local Governments roles and responsibilities.

3.1 South Australian DAIP Outcomes

In line with the National Disability Strategy 2010 – 2020, the SA DAIP strategy specifies the following six outcome areas.

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. Rights protection, justice and legislation

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

Outcome 3. 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 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.



3.2 Council Roles and Responsibilities

Local Government has a different set of roles and responsibilities in relation to our community, including vulnerable groups and people living with disability. Councils do not provide formal health services, schools and tertiary education and they do not make the laws. While Councils facilitate an environment where businesses are able to thrive, they do not have a primary responsibility for general economic security and employment.

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

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

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

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

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

Land use development and building construction are regulated through Council Development Plans. This provides an opportunity to set policies that support accessibility and influence the developer's response to meeting guidelines for inclusion and access. To this end, the Draft State Planning Policies for South Australia (2018) includes policy that promotes best practice in access and inclusion planning in the design of buildings and places by applying the principles of Universal Design and Access for All.

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

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

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

3.3 Refined Disability Access and Inclusion Outcomes for Local Government

Table 1 presents a list of disability access and inclusion outcomes for Local Government. These have been refined from the South Australian DAIP Strategy outcomes taking into account the discussion of the role of Local Government in section 3.2.

This discussion paper has used these outcomes as the framework for a review of the consideration of disability access and inclusion in selected Council strategic documents.

Table 1 – Disability Access and Inclusion Outcomes for Local Government

Outcome	Description
Outcome 1	Support for health and wellbeing through inclusive programs, services and events. Examples: Promote healthy living and enable social participation for people living with disability; Maintaining independence and wellbeing through specialised and mainstream services;
Outcome 2	Accessible buildings, streets and open spaces. Examples: Access and inclusion audits of buildings and spaces; Universal design principles incorporated into planning for physical environments
Outcome 3	Appropriate information and responsive customer service. Examples: ICT systems use accessible platforms and make alternative formats available; Centralised access to disability access and inclusion information for Council staff and community; access to assistive technologies in workplace and community
Outcome 4	Effective participation in decision making. Examples: diverse access opportunities for civic participation; Local access to learning and mentoring opportunities for people living with disability
Outcome 5	Proactive planning and building assessment processes. Examples: Policies and planning that exceed DDA requirements; processes that influence developers to deliver built environments that exceed DDA requirements
Outcome 6	Informed and supportive working environments. Examples: Disability awareness training for all staff; Ensure accessible workplaces; promote workforce diversity and become an employer of choice

4.0 South Australians Living with Disability

The Australia Bureau of Statistics (ABS) *Survey of Disability, Ageing and Carers 2012* (SDAC) 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%) reported having a disability in 2012. Of these, nearly 90% 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 32.0% of people with disability had a profound or severe limitation in one or more of the core activity areas with a further 49.5% having a moderate or mild limitation in core activity areas.

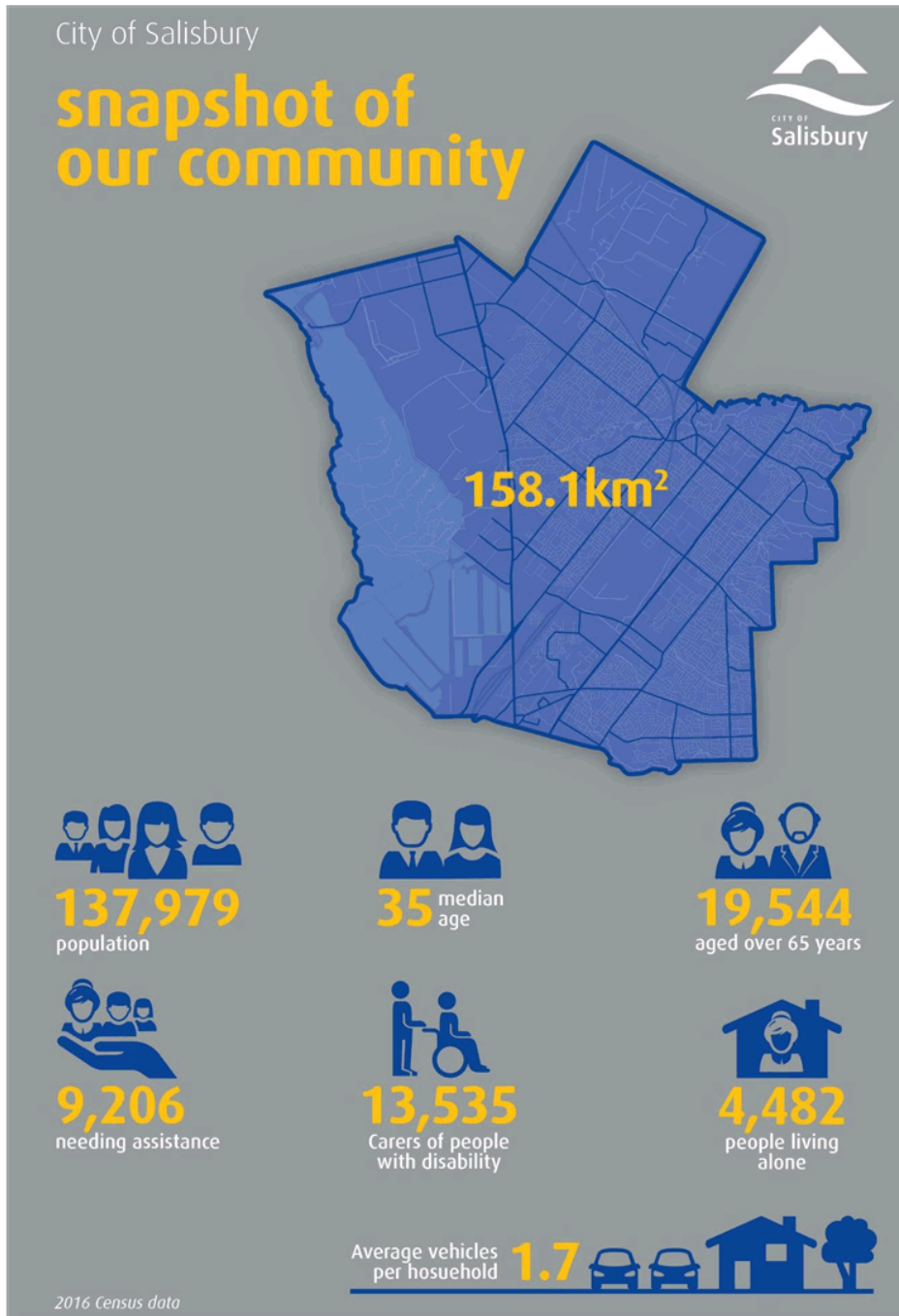
In 2012, there were 22,700 children aged less than 15 years with a disability (7.7% of all children aged less than 15 years). Of these, 54.6% had a profound or severe limitation in core activity areas and 10.6% had a moderate or mild limitation in core activity areas.

ABS findings indicate that there were 219,000 people providing informal assistance to people with disability (13.4% of population). Of these, 56,000 people identified themselves as being primary carers (3.4% of the population).

The ABS also measures the participation of people with disability in a range of activities away from home. In the previous three months, most people with disability had visited relatives or friends (88.6%).

Participation in other specific activities away from home over the previous 12 months was also measured. These include visiting a library, participating in physical activities for exercise or recreation, or attending a sporting event or movie. Nearly one in five (18.0%) South Australians with a disability aged less than 65 years did not participate in any of these activities away from home.

5.0 About the City of Salisbury



The City of Salisbury is an outer-metropolitan community located North of Adelaide, South Australia. It spans an area of 158.1 km² and at the 2016 census it was home to nearly 138,000 people.

According to 2016 census data, 9,206 people (6.7%) need assistance with core activities. These people can be considered as living with a severe or profound disability. Table 2 shows that the greatest number of people with a disability requiring assistance are aged between 20 and 59 years (2,837 in total).

Table 2 Need for assistance with core activities by age

City of Salisbury - Persons (Usual residence)	2016			2011			Change 2011 to 2016
	Number	% of total age group	Greater Adelaide %	Number	% of total age group	Greater Adelaide %	
Assistance needed by age group (years)							
0 to 4	193	2.0	1.5	155	1.7	1.3	+38
5 to 9	506	5.4	4.4	367	4.5	3.3	+139
10 to 19	784	4.6	3.5	593	3.4	2.6	+191
20 to 59	2,937	3.9	3.0	2,346	3.3	2.7	+591
60 to 64	727	10.2	6.7	618	8.8	6.2	+109
65 to 69	723	11.1	7.5	515	10.0	7.0	+208
70 to 74	705	14.7	10.3	524	13.4	9.8	+181
75 to 79	715	19.8	15.8	605	20.7	16.5	+110
80 to 84	771	31.8	27.3	689	33.0	27.1	+82
85 and over	1,151	52.6	48.1	1,027	58.8	49.2	+124
Total persons needing assistance	9,206	6.7	5.9	7,439	5.8	5.4	+1,767

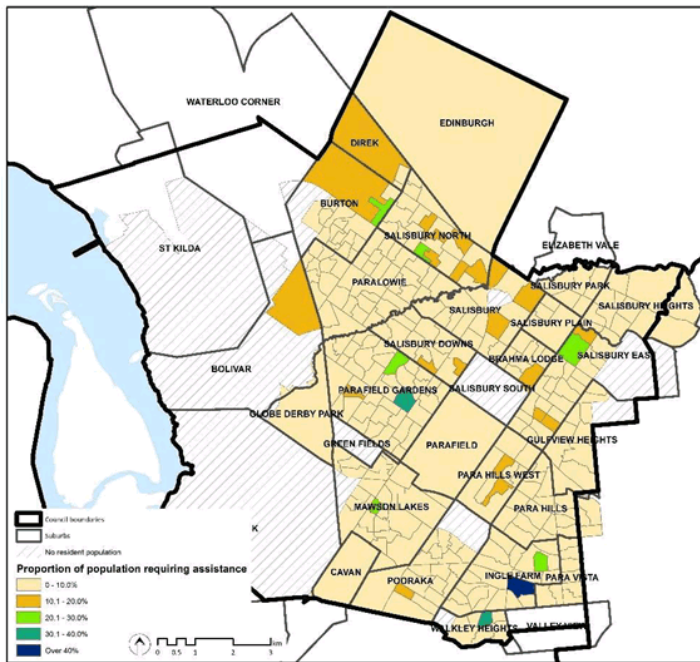
Source: Australian Bureau of Statistics, [Census of Population and Housing](#) 2011 and 2016

A further 13,535 people (12.2%) reported providing unpaid assistance to a person with a disability, long term illness or old age. This is an increase of 1,702 people since 2011.

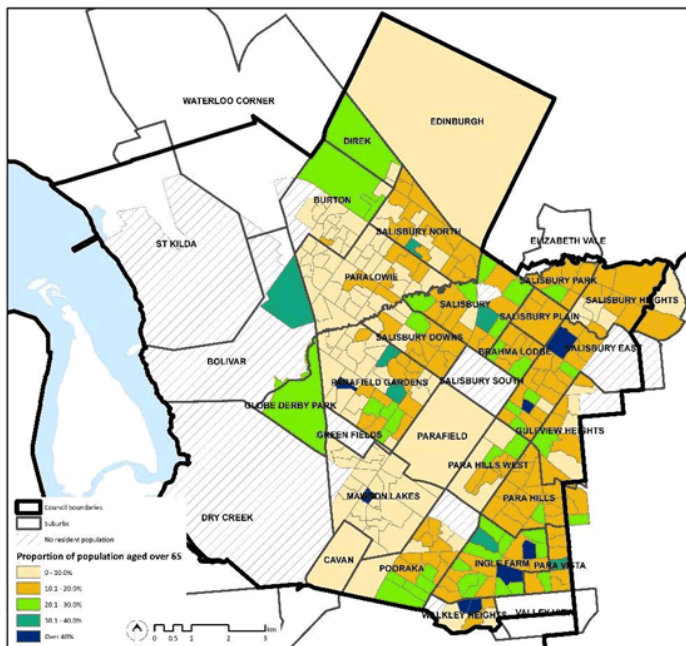
Far more people may identify as living with mild to moderate disabilities that do necessitate assistance with core activities. These people are not represented in the current census statistics but should be considered in any planning for diverse abilities.

The following maps show where there are concentrations of need by neighbourhood. These maps can be used to better target resources and interventions to increase access and inclusion for people with disability, and support initiatives that enable older people to stay active in their neighbourhoods.

Map 1 Proportion of people requiring assistance with core activities



Map 2 Proportion of people aged over 65



6.0 Council's Context –Access and Inclusion across strategy and plans

A review was conducted of various strategic documents across the City of Salisbury to assess how well the Disability Access and Inclusion Outcomes for Local Government (see table 6) have been considered.

The comments in the following section may state that the plan being reviewed does not specifically mention disability or access and inclusion. This is not necessarily a deficit of the plan being reviewed. It is acknowledged that the role of some plans, such as the Strategic Plan, is to provide high level guidance for all community rather than developing targeted strategies for specific groups. Other plans, such as the Age Friendly Plan, may be focused specifically on a group and not disability. Additionally, it is acknowledged that it is not the role of any plan to do all things. For instance, some plans may only focus on community outcomes and not internal operations. It is also acknowledged that at the time of preparing the plans, the Disability Access and Inclusion Outcomes that they have been reviewed against were not known.

The review will highlight the strengths of these documents and identify areas where more work or new ideas are needed. The review will then inform a high level analysis of how Council's strategic planning documents work together to drive and ensure positive access and inclusion outcomes for the community.

The plans reviewed were:

- City Plan 2030
- Beyond the Ramp: Strategic Inclusion Planning Framework
- Age-Friendly Salisbury Strategy 2015 - 2020
- Regional Public Health Plan 2015
- Asset management strategy
- Reconciliation Action Plan 2013 – 2016
- Intercultural Strategic Plan 2017 – 2027
- Youth Strategic Action Plan 2017-2021
- Tourism Visitor Strategy 2016 - 2021

6.1 City of Salisbury City Plan 2030

City Plan 2030 was developed after extensive community engagement with a wide cross section of the community. While a number of stakeholder groups were consulted, including Youth, Kaurua and ethnic groups, there was no targeted engagement with people living with disability.

The City Plan 2030 provides a vision for the future of the City that *celebrates its diversity and provides opportunities for all to engage in community life regardless of ability*. While there is no specific consideration of people living with disability in the key objectives and actions, many of the actions have the potential to deliver good access and inclusion outcomes if an access and inclusion lens is used in their interpretation.



Table 2 summarises the extent to which the Disability Access and Inclusion Outcomes for Local Government (Table 1) have been considered by the Plan.

Table 2 – Level of consideration of Disability Access and Inclusion Outcomes for Local Government in the City of Salisbury City Plan 2030.

Outcome	Level of consideration	Comments
Outcome 1 Inclusive Programs, Services & Events	✓✓	City Plan 2030 has a Liveable City goal and its objectives speak to providing a connected city where all people have opportunities to participate. Diverse abilities or disability are not specifically mentioned. Diversity is identified in relation to volunteering programs and housing options, and the majority of actions have the potential to support people living with disability.
Outcome 2 Accessible Physical Environment	✓	City Plan 2030 has a Prosperous City goal that includes the regeneration of the Salisbury City Centre, however there is no specific mention of accessibility. Within the Liveable City goal there are actions to enhance public spaces so they are <i>welcoming and connected</i> , ensure <i>transport options effectively link people</i> to places and <i>develop a community where people feel safe</i> , but again there is no specific mention of accessibility for all abilities.
Outcome 3 Information and Customer Service	✓	City Plan 2030 has a goal for Enabling Excellence that includes <i>collaboration and communication</i> with the community, <i>business practices that remove barriers</i> and the use of <i>technology to proactively address community needs</i> . Within its Liveable City goal there is a clear intention to <i>connect people to information, people and programs that support them to achieve their life goals</i> . There is no specific consideration of the diverse customer service needs of people living with disability.
Outcome 4 Participation in Decision Making	✓✓	The City Plan 2030 identifies the NBN and technology as an opportunity for increasing Council's ability to respond to community need, provide more learning programs and collaborate and communicate well. Technology can enable participation among people with diverse abilities, though this is not specifically considered. Within its Liveable City goal there is an objective to provide <i>all people</i> opportunities to participate and there is a clear intention to <i>develop a community where peoples' culture, ideas and their capacity to achieve is supported and valued</i> .
Outcome 5 Planning and Building	✓	Within its liveable City goal there is an objective to be a <i>proud, accessible and welcoming community</i> . It also considers a <i>range of housing options appropriate for our diverse community</i> . Among its Critical Actions there are a number of building and redevelopment projects. None make specific mention of diverse abilities or accessibility, though they do address the goals of a Liveable City which implies planning for all.
Outcome 6	✓	Within its Prosperous City goal there is an objective to have a thriving business sector that supports community wellbeing, is globally oriented and creates job opportunities. There is a

Outcome	Comments
Informed and Supportive Working Environments	commitment to improve pathways to employment and the capitalise on the rollout of the NBN. There is potential in these objectives to improve access to employment for people with diverse abilities, though it is not specifically considered.

(✓ mention; ✓✓consideration; ✓✓✓comprehensive consideration)

6.2 Beyond the Ramp: Strategic Inclusion Planning Framework

‘Beyond the Ramp’ articulates Council’s commitment to make social inclusion and access part of everything it does. It responds to the expressed needs of people living with disability by setting out goals and priority actions designed to enable people with diverse abilities to contribute to the city, feel welcome, get out and about and participate in everyday activities, including work.

A number of the goals articulated in Beyond the Ramp speak to advocacy and collaboration with government at the state and commonwealth level. Other goals identify the need for integration of access policy and actions across Council’s strategy and plans.

Beyond the Ramp is a strategic Inclusion Planning Framework set out around four key functional roles:

- Infrastructure
- Regulation
- Programs and Services
- Governance and Corporate Operations

Table 3 summarises the extent to which the Disability Access and Inclusion Outcomes for Local Government (Table 1) have been considered by the framework.

Table 3 – Level of consideration of Disability Access and Inclusion Outcomes for Local Government in Beyond the Ramp: Strategic Inclusion Planning Framework.

Outcome	Level of consideration	Comments
Outcome 1 Inclusive Programs, Services & Events	✓✓	<p>Programs & Services are a Key Functional Role of Beyond the Ramp. A primary goal is to <i>seek to influence commonwealth and state government resourcing for community inclusion initiatives which will support:</i></p> <ul style="list-style-type: none"> • Planning inclusion into the city’s programs and services • Developing a community and Council diversity, access and inclusion awareness strategy <p>The priority actions associated with this role focus on advocacy and collaboration resulting in increased resources.</p> <p>There are no priority actions around incorporating inclusion processes into the planning and delivery of programs and services as part of business as usual.</p>



Outcome	Level of consideration	Comments
Outcome 2 Accessible Physical Environment	✓✓✓	<p>Infrastructure is a Key Functional Role of Beyond the Ramp. The primary goal is to have in place <i>an infrastructure access strategy which goes beyond minimum access standards</i>. Priority actions focus on:</p> <ul style="list-style-type: none"> Integration of improved standards for access in the building renewal program, Procedures which signal access upgrades, Processes which facilitate access tasks through the project contract management system. <p>Improvements to footpath connectivity, upgrades to access in council buildings and planning for asset management are additional priority actions.</p> <p>Regulation is another Key Functional Role with goals that relate to accessible car parking and footpaths that are barrier free.</p>
Outcome 3 Information and Customer Service	✓✓✓	<p>Governance and Corporate Operations is a Key Functional Role of Beyond the Ramp and it includes goals that will support access and inclusion through staff training and other activities that contribute to a culture that values diversity and enables people with diverse abilities to participate in the life of the city.</p>
Outcome 4 Participation in Decision Making	✓✓	<p>Other goals and actions within the Key Functional Role of Governance and Corporate Operations support the participation of people with diverse abilities in decision making. In particular, Council seeks to</p> <ul style="list-style-type: none"> influence other levels of government to resource capacity building and increase participation by developing the local government access and inclusion network, lobbying state government to review the Development act.
Outcome 5 Planning and Building	✓✓✓	<p>The Key Functional Role of Regulation seeks to ensure that the <i>development assessment process contributes to creating an accessible City</i>. Associated priority actions include</p> <ul style="list-style-type: none"> Disability Discrimination Act and its Buildings and Public Transport Standards. Published advice from the Australian Human Rights Commission. Concept of a Continuous Accessible Path of Travel. <p>Within its Governance and Corporate Operations Role, Beyond the Ramp articulates the goal of incorporating inclusion and diversity throughout Council's planning and in its business and resource management.</p>
Outcome 6 Informed and Supportive Working Environments	✓✓✓	<p>Within its Governance and Corporate Operations Role Council seeks to:</p> <ul style="list-style-type: none"> Develop a 'social inclusion' or 'diversity' strategy to increase community resilience and workforce excellence Provide appropriate training for paid staff and seek funding to extend this to volunteer staff.

Outcome	Comments
	<ul style="list-style-type: none"> Align its human resources and organisational development to support the implementation of the Strategic Inclusion Planning Framework. <p>These actions will contribute to supportive working environments.</p>

(✓ mention; ✓✓ consideration; ✓✓✓ comprehensive consideration)

6.3 Age-Friendly Salisbury Strategy 2015-2020

The Age-Friendly Salisbury Strategy was developed in partnership with the University of South Australia and in consultation with the community. It is the Council's commitment to develop an age-friendly city that will ensure a safe and supportive community that is accessible for all.

The Strategy sets actions under eight domains identified by the World Health Organisation as being essential to the development of an age-friendly city:

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community support and health services.

The prevalence of people living with disability increases with age. Many of the actions in the Strategy speak to supporting, including or enabling older people no matter their level of physical or mental ability and as such relate directly to access and inclusion.

Table 4 summaries the extent to which the Disability Access and Inclusion Outcomes for Local Government (Table 1) have been considered by the Strategy.

Table 4 – Level of consideration of Disability Access and Inclusion Outcomes for Local Government in the Age-Friendly Salisbury Strategy 2015-2020.

Outcome	Level of consideration	Comments
Outcome 1 Inclusive Programs, Services & Events	✓✓✓	The Strategy's Housing goal seeks to ensure that people can age in place including through home support services and accessible housing programs. The Strategy's Social Participation goal seeks to "foster opportunities for the diversity of the community to connect and



Outcome	Level of consideration	Comments
		<p>participate throughout their lives”, including through a range of affordable and accessible programs and initiatives. For example, the provision of classes and activities, large print and audio collections, home library service, sport and leisure activities, as well as supporting local sport clubs to engage with older adults. Specifically, the Strategy’s Community and Health Services goal includes actions for partnerships, programs and activities to provide “appropriate and accessible services to enable older people to maintain active and independent living”. For example, service provider networks and stakeholder collaboration, home support services, health and wellbeing programs and education, meals services and extreme heat responses.</p> <p>The Strategy’s Respect and Social Inclusion Goal includes directions to recognise the contributions of and sharing positive stories of older people as well as raising awareness of elder abuse.</p> <p>The Strategy’s Civic Participation and Employment goal talks to the provision of volunteering programs for older people. It does not specifically mention accessibility.</p>
Outcome 2 Accessible Physical Environment	✓✓✓	<p>The Strategy has an Outdoor Spaces and Buildings goal that seeks for Salisbury to have “safe and accessible outdoor spaces and buildings that encourage active participation and enjoyment by older people”. It speaks to embedding age-friendly criteria into asset assessments and design standards for infrastructure (buildings, open space, footpaths) to ensure accessibility. It also speaks to the provision of adequate appropriate and sheltered seating, connected safe, well-lit and sign posted footpath (kerb ramp) networks, accessible public toilets and adult fitness equipment.</p> <p>The Strategy’s Transport goal seeks for Salisbury to have “regular, affordable and accessible transport options that support older people to actively participate, connect and enhance quality of life”. It speaks to advocating for improved public transport, increasing senior appropriate bus shelters and improving the accessibility of community buses and specialised transport.</p>
Outcome 3 Information and Customer Service	✓✓	The Strategy’s Communication and Information goal seeks to provide timely and appropriate information in a range of formats including through a senior’s magazine and increasing the accessibility of communications (inc. hearing and visual).
Outcome 4 Participation in Decision Making	✓	The Strategy’s Respect and Social Inclusion Goal and Civic Participation and Employment goal seek to provide a range of opportunities for older people to be involved in decision making and participate in civic life including seniors and advisory groups. It does not specifically mention accessibility.
Outcome 5 Planning and Building	✓	The Strategy’s Housing goal seeks to contribute to the accessibility of appropriate and affordable housing options across the city, including through products in Council

Outcome	Level of consideration	Comments
		developments and raising awareness of grants and products available.
Outcome 6 Informed and Supportive Working Environments	✓	The Strategy's Respect and Social Inclusion Goal supports the training of staff and volunteers to work with older people. The Strategy's Civic Participation and Employment goal also speaks to identifying career/retirement transition needs and succession planning for older people. Neither specifically mention accessibility.

(✓ mention; ✓✓ consideration; ✓✓✓ comprehensive consideration)

6.4 City of Salisbury Regional Public Health Plan (February 2015)

The City of Salisbury Regional Public Health Plan guides Council's work to improve the health and wellbeing of the Salisbury community.

The Plan identifies five critical areas for action:

1. Mental Wellbeing
2. Healthy Living, Healthy Eating and Being Active
3. Early Childhood Development
4. Healthy and Connected Built and Natural Environments
5. Building Excellence – Developing Capabilities

In many cases the plan talks broadly at the level of health responses rather than targeting particular areas for action. As such, it doesn't particularly call out access and inclusion.

Table 5 summaries the extent to which the Disability Access and Inclusion Outcomes for Local Government (Table 1) have been considered by the Plan.

Table 5 – Level of consideration of Disability Access and Inclusion Outcomes for Local Government in the 1.2 City of Salisbury Regional Public Health Plan (2015).

Outcome	Level of consideration	Comments
Outcome 1 Inclusive Programs, Services & Events	✓	Mental health issues contribute to disability. The Plan's objective for enhancing the mental wellbeing of the community includes a variety of actions to support people with mental health issues or reduce the incidence of such issues. For example the plan outlines actions to: build organisation capacity and community resilience, advocate for adult protection, support research into comorbidity and build social networks and cohesion. It also outlines home support programs, volunteering programs, community centre activities and library services and the provision of open space and recreation facilities. The Plan's objectives around healthy lifestyles and child development outline a range of actions that could be relevant to

Outcome	Level of consideration	Comments
		people living with disability such as access to sport and recreation opportunities and community programs. However, the accessibility of these actions is not mentioned. It does refer to the delivery of positive ageing programs.
Outcome 2 Accessible Physical Environment	✓	The Plan's objective for healthy built and natural environments speaks broadly of improving health outcomes through transport planning, open space research and planning, and disaster and extreme weather planning. It doesn't specifically mention accessibility in relation to these actions. However, the Plan seeks to continue to implement the principles outlined within Salisbury's Game Plan (for open space and recreation), Play Space Action Plan and City Landscape Plan, all of which refer to access for all.
Outcome 3 Information and Customer Service	-	Not mentioned.
Outcome 4 Participation in Decision Making	-	Not mentioned.
Outcome 5 Planning and Building	-	There is no specific mention of the accessibility of development or existing building stock across the area in the Plan. However, the Plan's objective for healthy built and natural environments seeks to develop an affordable living strategy, in part to ensure that the community is "inclusive".
Outcome 6 Informed and Supportive Working Environments	✓	<p>The Plan's objective for enhancing the mental wellbeing of the community includes an action to deliver staff and volunteer training to increase knowledge of mental health issues and response pathways.</p> <p>Importantly, the Plan's objective around building Council's capacity to deliver health and wellbeing outcomes for the community outlines actions to integrate health across the organisation, improve measurement and evaluation of health and to increase stakeholder and regional collaboration. Although the Plan doesn't specifically mention accessibility or disability, it should be a part of comprehensive health action.</p>

6.5 City of Salisbury Asset Management Plan

The objective of the Asset Management Strategy is to establish a framework to guide the planning, construction, maintenance and operation of the infrastructure essential for council to provide services to the community. It enables Council to show:

- how its asset portfolio will meet the service delivery needs of its community into the future,
- enable Council's asset management policies to be achieved, and
- ensure the integration of Council's asset management with its long term strategic plan.

In line with the City Plan's vision to *provide opportunities for all to engage in community life regardless of ability*, the asset management plan identifies a strategic outlook that focusses new assets on *meeting needs identified to be critical to enhancing community wellbeing*.

Table 6 – Level of consideration of Disability Access and Inclusion Outcomes for Local Government in the City of Salisbury Asset Management Plan

Outcome	Level of consideration	Comments
Outcome 1 Inclusive Programs, Services & Events		In its Key Directions and Objectives, the Asset Management Plan provides high level support for the following strategic objectives: <ul style="list-style-type: none"> To have a community that embraces healthy and active lifestyles To have a city where a quality of life is achievable These objective have the potential to support access and inclusion outcomes if an access and inclusion lens is deliberately cast over asset renewal activities.
Outcome 2 Accessible Physical Environment	✓	The Asset Management Plan identifies a strategic outlook that includes: <ul style="list-style-type: none"> Council commit to ensuring that it focuses on asset renewals and will prioritise funding to address infrastructure that is not providing a suitable level of service (4). Focus new assets on meeting needs identified to be critical to enhancing community wellbeing and delivered sustainably across its lifecycle (5)
Outcome 3 Information and Customer Service		The Asset Management Plan does not articulate processes for responding to community infrastructure needs.
Outcome 4 Participation in Decision Making		The Asset Management Plan makes no reference to community consultation or referral to an access and inclusion reference group.
Outcome 5 Planning and Building	✓	Part of the Asset Management vision is to <i>meet legislative requirements for all Council operations</i> . The Plan articulates a 'whole of organisation' approach to asset management. This approach has the potential to support good access and inclusion outcomes, though access and inclusion for people with diverse abilities is not specifically identified.
Outcome 6 Informed and Supportive Working Environments		The Asset Management Plan makes no specific reference to workplace infrastructure.

(✓ mention; ✓✓ consideration; ✓✓✓ comprehensive consideration)

6.6 Other City of Salisbury plans

The focus of the following plans are not disability access and inclusion related. However, they have been reviewed to identify actions that may align with access and inclusion outcomes.

Table 7 summarises how each of these plans reference disability access and inclusion.

Table 7 – Selected City of Salisbury Plans and how they reference disability access and inclusion

Plan	Reference to access and inclusion	Disability access and inclusion mentioned?
Intercultural Strategic Plan 2017-2027	The Plan is culturally focused and makes no specific mention of disability access and inclusion. However, it makes mention of better understanding community diversity and providing facilities services and programs that are inclusive.	No
Tourism and Visitor Strategy 2016-2021	The Plan is focused on tourism and makes no specific mention of disability access and inclusion. However, it does mention improving the accessibility of visitor information and public transport.	No
Youth Strategic Action Plan 2017-2021	The Plan is focused on directions for youth. However, recognising and embracing youth diversity is a core part of its vision. The plan includes strategic priorities to: develop programs and services with a mental health emphasis; develop a safe place and co-design outdoor spaces to meet diverse youth needs; celebrate and showcase the skills of diverse youth; youth programs for diverse youth; promoting emerging intersectional issues such as people living with a disability from multicultural backgrounds or who identify as LGBT.	Yes
Reconciliation Action Plan 2013-2016	The Plan is focused on reconciliation between Aboriginal people and the whole community and makes no specific mention of disability access and inclusion. However, it does mention increasing participation of Aboriginal people in health and wellbeing programs.	No

(✓ mention; ✓✓ consideration; ✓✓✓ comprehensive consideration)

7.0 How access and inclusion is integrated across council – a systems analysis

7.1 Understanding how City of Salisbury delivers disability access and inclusion

The South Australian *Disability Inclusion Act 2018* reflects a commitment to promoting and facilitating full inclusion across all aspects of community for people living with disability. This ambition insists on a holistic approach to access and inclusion, one that is supported by policy, strategy and action across all areas of an organisation.

A systems analysis of a local council aims to understand how different parts of the council work together to deliver a desired outcome – in this case, full inclusion across all aspects of community for people living with disability.

The following is a high level understanding of how the various components of Council may contribute to good access and inclusion outcomes in the City of Salisbury.

Spheres of influence

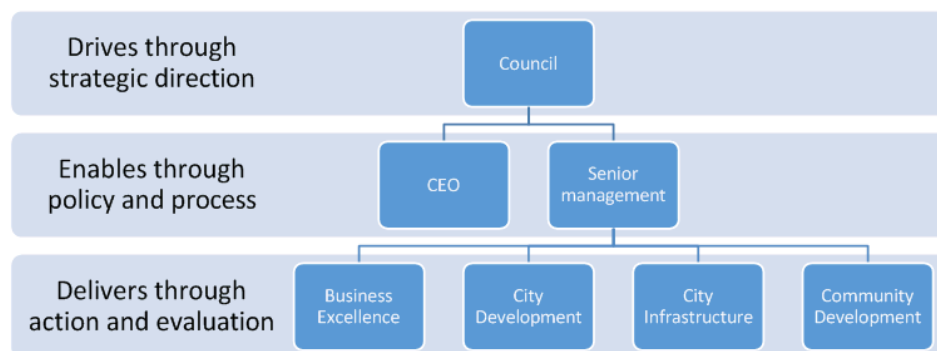
City of Salisbury can influence disability access and inclusion outcomes for people within Council, such as elected representatives, staff and volunteers. They can also influence outcomes for people in the community, including residents, workers, students and visitors. These internal and external spheres of influence can be characterised as follows:

- **Internal sphere of influence** – Disability access and inclusion outcomes for potential and current Council staff and volunteers can be achieved through policy and practice related to recruitment, staff training and ongoing professional development, and the standards mandated for building and fitout of staff offices.
- **External sphere of influence** – Disability access and inclusion outcomes for the community can be achieved through policy and practice related to contracting and procurement, grant funding, building standards and asset renewal.

Levels of responsibility

City of Salisbury has various levels of responsibility which can work together to deliver disability access and inclusion outcomes for the community. These levels of responsibility can be characterised as follows:

- Level 1 – Drives access and inclusion outcomes through overarching goals and strategic direction. For example, access and inclusion goals are specifically articulated in Council's strategic plan.
- Level 2 – Enables access and inclusion outcomes through policies and processes that include mechanisms which support access and inclusion. For example, sponsorship, community grants and contracts include access and inclusion requirements.
- Level 3 – Delivers access and inclusion outcomes through action planning, evaluation and improvements that respond to strategic drivers and maximise the value of built in mechanisms. For example, works with event organisers or community groups to enhance access and inclusion initiatives.

Figure 1. Levels of responsibility for access and inclusion outcomes at the City of Salisbury**Drivers and Mechanisms of support**

City of Salisbury has various ways by which it can influence disability access and inclusion outcomes internally and externally. Drivers and mechanisms include the following:

- **Strategy** – Sets the organisation’s direction and identifies disability access and inclusion as a goal of its business.
- **Policies, plans, regulations, standards** – Articulate disability access and inclusion outcome goals and requirements across Council business and identify measures of success.
- **Contracts, grants and funding** – Mandate disability access and inclusion outcomes in procurement, contract and grant funding agreements.
- **Assessment criteria, panel membership and data collection** – Collect information that can be used to guide disability access and inclusion activity across Council’s business. Incorporate criteria for disability access and inclusion outcomes in existing and proposed assessment and review tools and include people with relevant knowledge of disability on assessment panels. Identify measures of success for disability access and inclusion activities.
- **Tools** – templates, guidelines, processes and training modules that lead staff and external users towards good disability access and inclusion outcomes.

8.0 Draft themes to consider for consultation

Consultation will ask people to consider the following questions:

1. In ten years, what will be different for people living with a disability, their carers or service providers?
2. What is working well now?
3. What more needs to happen for this ideal outcome to be achieved (consider infrastructure, attitudes, programs and services, processes)?
4. If Council could do one thing to remove a barrier – what would it be?

Responses to these questions will be considered in relation to the following themes

Community outcomes

Beyond 'Beyond the Ramp' – what are priority outcomes for the next 4 years?

Building it in

Integration of access and inclusion across strategy and planning - what is required to drive sustainable action?

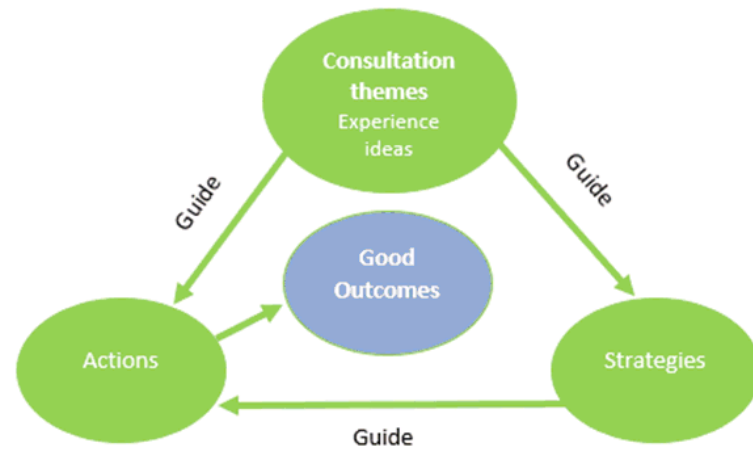
Making it happen

What mechanisms currently exist, what should be reviewed with an access and inclusion lens, what others are needed?

Better together

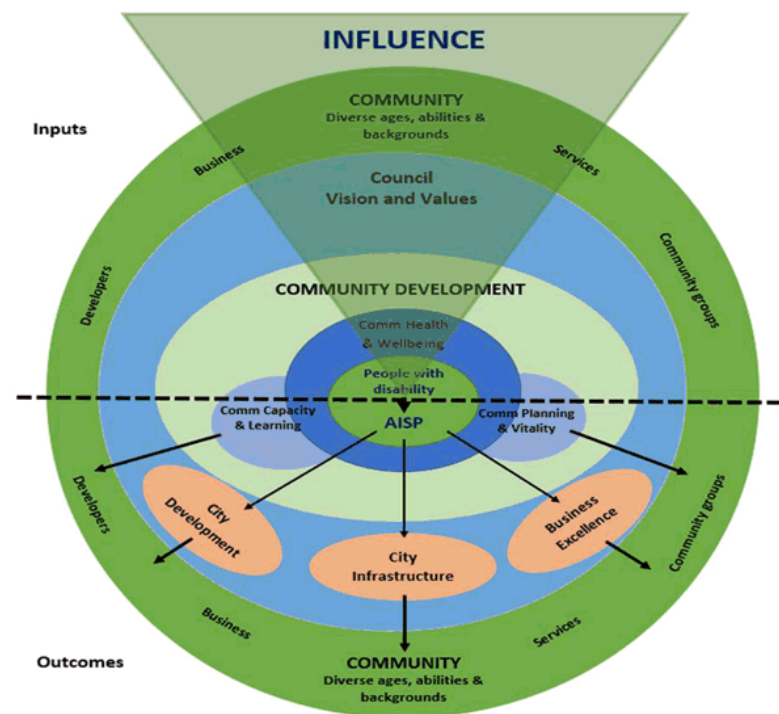
Who are Council's current partners? Who should council be supporting, how and to what end?

Strategy Development



Implementation through integration

This diagram shows how the community has influenced the development of the AISP through contribution to Council’s Vision and Values and subsequent contribution through targeted engagement with people living with disability. The bottom half of the diagram shows the pathways to good access and inclusion outcomes. The arrows help to identify the potential for integration of the AISP through mechanisms that ensure it is considered across Council business. These may include strategies, policies, guidelines, processes of engagement, evaluation or reporting.



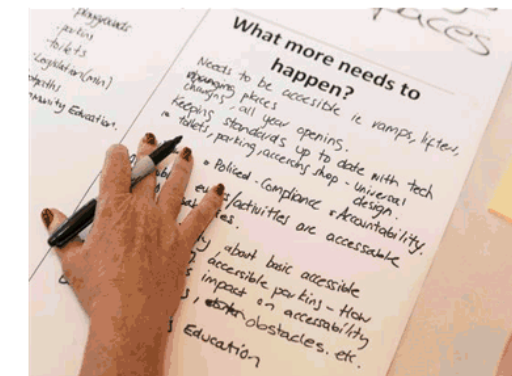
Consultation

112 Community participants	46% With disability	30 Council staff
30	YOUTH DISABILITY FORUM Confidence Connection Transitions Being heard/ Being seen	
54	REACHING FOR INCLUSION FORUM Build Capacity Coordinate and tailor information Co-design to exceed standards Council lead change in community attitudes	
8	BHUTANESE COMMUNITY A sense of belonging Navigating information and processes Getting around safely Carer support	
7	SHED COMMUNITY Understand my disability Meaningful activity Treat me like an adult	
6	ABORIGINAL COMMUNITY Cultural understanding Tailored Information Working together Reduce impact of drugs	
7	ONLINE COMMUNITY FEEDBACK Strong support for themes arising from other consultation	

City of Salisbury Ability Inclusion Strategic Plan (AISP)

Context

- Council is committed to improving access and inclusion for all and has a reputation for being proactive in this area
- The development of the AISP acknowledges significant changes in legislative and social expectations for access and inclusion since the publication in 2012 of ‘Beyond the Ramp’
- Under the SA Disability Inclusion Act 2018 it is now a requirement for Councils to develop a Disability Access and Inclusion Plan (DAIP)
- City of Salisbury recognises that the community is made up of people with diverse abilities and that disability results from environments which exclude participation by people with some of these diverse abilities. It aims to adopt positive language around disability and is calling their DAIP the *Ability Inclusion Strategic plan* (AISP)
- A DAIP must consider state priorities and include strategies that support people with disability in the following areas:
 - access to built environs, events and facilities;
 - access to information and communications;
 - addressing the specific needs of people with disability in its programs and services
 - employment
- A DAIP must be developed in consultation with the community
- Councils must publish their DAIP by 31 October 2020
- Councils must report annually to the Dept of Human Services
- DAIPs must be reviewed and updated every four years



OUTCOMES

Outcome 1: Support for health and wellbeing through inclusive programs, services and events



- 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.
- 1.2 Council will encourage and support community-based events, activities and clubs to be inclusive of people of all abilities.

Outcome 2: Accessible buildings, streets and open spaces



- 2.1 Council will provide and maintain accessible public and community infrastructure that enables people of all abilities to participate in the public realm.
- 2.2 Council will use its guidelines and regulatory functions to enhance accessibility of foot paths and public spaces for all abilities.

Outcome 3: Appropriate information and responsive customer service



- 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.
- 3.2 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.

Outcome 4: Effective participation in decision making



- 4.1 Council will facilitate and deliver programs that build the capacity of people with disability of all ages, genders and backgrounds to contribute to community planning activities, become advocates for access and inclusion, and embrace leadership opportunities.
- 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.
- 4.3 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.

Outcome 5: Proactive planning and building assessment processes



- 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.
- 5.2 Council will facilitate accessible and inclusive planning and development in the private sector through advocacy and information provision.

Outcome 6: Informed and supportive working environments



- 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.
- 6.2 Council will build capacity and maximise opportunities for council staff and volunteers with disability.
- 6.3 Council will facilitate programs that develop confidence and employment skills in people with disability of all ages, genders and from different cultural backgrounds living in the community.
- 6.4 Council will ensure its employment and volunteer policies and processes maximise opportunities for people with disability.

Outcome 7: Informed community with inclusive attitudes and behaviours



- 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.
- 7.2 Council will adopt languages and images that respect, value and celebrate people with disability.

Outcome 8: Ability Inclusion Planning is integrated across Council business



- 8.1 Council will Integrate, monitor and evaluate access and inclusion outcome goals across Council business.

STRATEGIES

ACTIONS

Integrated implementation



City of Salisbury
CONSULTATION REPORT WITH DRAFT ABILITY INCLUSION STRATEGIES
FEBRUARY 2019



**ABILITY INCLUSION PLANNING
CONSULTATION REPORT**

**With Draft Ability Inclusion Strategies and
Implementation Plan**

Item 1.1.2 - Attachment 3 - Ability and Inclusion Strategic Plan (Consultation Report and Draft AISP)



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1.0 Introduction and executive summary

The City of Salisbury is committed to developing an ability Inclusion Strategic Plan (AISP). Development of this plan acknowledges significant changes in legislative and community expectations for access and inclusion since the publication of 'Beyond the Ramp' in 2012.

This Plan will also satisfy Council's legislative obligation to develop a Disability Access and Inclusion Plan (DAIP) under the SA Disability Inclusion Act 2018. This Act requires strategies to ensure that the needs of specific groups of people are adequately addressed, especially women, children, Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse populations.

The AISP will be a whole of Council document that ensures 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 in synergy to efficiently deliver excellent inclusion outcomes for the community.

Engagement with the community is an essential component of developing an AISP that meets the needs and expectations of people with disability, their families and carers, and service providers. Social planning specialists, URPS, were engaged to consult with the community and work with Council to develop an AISP that reflects the needs and aspirations of people living with disability and organisations working towards inclusion in the City of Salisbury.

This report provides an analysis of community and staff engagement and presents draft Ability Inclusion Strategies arising out of this analysis. Recommendations for integrated implementation of the AISP are made at the conclusion of the report.

Background and review of relevant Council strategies

In preparation for the development of the AISP, a Background and Document analysis paper was produced which provides a context for the development of an Ability Inclusion Strategic Plan. This Document acknowledges that good access and inclusion outcomes arise from an Access and inclusion lens being applied across Council business. To this end, the discussion paper includes a review of Council's intercultural strategy and other relevant Council strategies and plans. This review identified opportunities for integration of disability access and inclusion goals in future planning and can be used during implementation of the Ability Inclusion Strategic Plan.

Community Engagement

Engagement activities were designed to understand the lived experience of people with disability, to explore what a future without barriers might look like, and to identify what needs to happen in order to achieve it.

This consultation report summarises community feedback from a range of engagement activities, including:

- Youth Disability Forum

- Reaching for Inclusion Forum
- Focus group – Bhutanese community
- Focus Group – ‘Shed’ community (men with acquired brain injury)
- Focus group – Aboriginal community
- Have Your Say – Online community feedback
- Staff workshops – at the start and end of community consultation

Ten key ideas have been distilled from all the engagement activities. These are not comprehensive, but they indicate the range of things Council may do to ensure a future without barriers. They include:

- Programs exist that build confidence of people with disability
- Information about accessibility of programs, services and events is always provided
- Information is tailored to different needs and abilities
- Planning and upgrade of buildings, streets and open spaces exceeds minimum requirements
- There is an up-to-date directory of service providers, programs and opportunities for people with disability
- ‘Community champions’ are identified to help Council stay in touch with different groups of people with disability
- The process of planning, implementation and review includes timely consultation with people living with disability
- Council provides best practice opportunities and support for volunteers and workers with disability
- There is education and support for local employers to be more inclusive of workers with disability
- Community attitudes and behaviours make people with disabilities feel valuable and included

The key themes arising from each engagement activity are outlined in Figure 1 and expanded in the body of this report.

In order to assist in the development of an AISP that satisfies the requirements of the Disability Inclusion Act 2018, these themes have been aligned with the six Disability Access and Inclusion Outcomes for Local Government:

- 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 participation in decision making.
- Outcome 5: Proactive planning and building assessment processes.
- Outcome 6: Informed and supportive working environments.

Two additional outcomes have also been identified. Outcome 7 was strongly supported across all consultation activities. Outcome 8 was strongly supported by staff.

- Outcome 7: Informed community with inclusive attitudes and behaviours.
- Outcome 8: Ability Inclusion Planning is integrated across Council business



Key themes from each consultation



YOUTH DISABILITY FORUM

- Confidence
- Connection
- Transitions
- Being heard/ Being seen



REACHING FOR INCLUSION FORUM

- Build Capacity
- Coordinate and tailor information
- Co-design to exceed standards
- Council lead change in community attitudes



BHUTANESE COMMUNITY

- A sense of belonging
- Navigating information and processes
- Getting around safely
- Carer support



SHED COMMUNITY

- Understand my disability
- Meaningful activity
- Treat me like an adult



ABORIGINAL COMMUNITY

- Cultural understanding
- Tailored Information
- Working together
- Reduce impact of drugs



ONLINE COMMUNITY FEEDBACK

- Strong support for themes arising from other consultation

Draft AISP strategies

Draft AISP strategies were tested and refined during a Council management and staff workshop.

Staff had the opportunity to review draft strategies against the community feedback that underpinned them. Strategies were refined and staff identified who should be responsible for delivery of strategy outcome goals, who should contribute to delivery and what Council documents should drive delivery.

Implementation through integration

Implementation of the AISP will best be supported by an integrated approach to planning and evaluation of access and inclusion for all. Fundamental to an integrated approach is the identification of what drives access and inclusion across the organisation, and what internal mechanisms exist to ensure access and inclusion actions are implemented.

Implementation of the DAIP will require a whole of council commitment to development of actions, implementation, evaluation and reporting against outcomes.



2.0 Community Engagement

2.1 Youth Disability Inclusion Forum

Purpose and format

The Youth Disability Inclusion Forum was held in the John Harvey Gallery on August 15, 2018. It was hosted by Salisbury Youth Council and Julia Farr Youth. The consultant from URPS was invited as a guest and given permission to take notes from the proceedings to be considered in the development of the AISP.

The purpose of the Youth Disability Forum was to learn about advocacy and leadership in disability.

The forum included:

- A panel discussion with four young people living with disability
- A guest speaker discussing the opportunities and challenges of education and independent living
- A table discussion and mini workshop about self-advocacy

Participants

The Youth Disability Forum included approximately 15 young adults with disability, and a similar number of support people and parents. Seven service providers also attended as stall holders. Their services included job support, independent living, financial support and advice NDIS planning, life style and personal support.

Consultation Themes

Themes emerging from the Youth Disability Forum are intricately linked and demonstrate the need for an integrated and lifespan approach to planning for access and inclusion. Key themes for this group included:

- Confidence
- Connection
- Transitions
- Being seen and heard

Young people with disability considered a lack of **CONFIDENCE** the biggest barrier to inclusion. This lack of confidence was linked to inadequate opportunities for **CONNECTION** with others and the experience of **being spoken for** throughout their childhood and adolescence.

Participants spoke about the **'burden of low expectations'** arising out of the way others interacted with them. They were clear that they needed to be **supported** to reach their goals, particularly during times of **TRANSITION**, such as from school to university, or when joining a group for the first time. But it was equally important that parents, mentors, and support people **step back** at the right time and allow the young person to speak and do for themselves.

Opportunities to **BE HEARD** and to **BE SEEN** in the communities within which they live, study and work were highly valued by these young people.

'Confidence is a big barrier for people with disabilities.'

'The opportunity to meet other young people with disability did a huge amount for my confidence. So did a job on Radio Adelaide.'

'Confidence might be the issue for many young people with disabilities – even just the confidence to turn up needs to be fostered and getting here needs to be supported.'

'Low expectations are a barrier to participation and achievement.'

'Getting involved in Salisbury Council Youth Network and Julia Farr Youth makes you aware of what's going on around you. When I was young, parents advocated for me – I was shy. Now I advocate for myself and others. Leadership opportunities make a difference to my life and allow me to make a difference to other's lives.'

Opportunities for Inclusion in relation to Disability Access and Inclusion Outcomes for Local Government

Outcome 1: Support for health and wellbeing through inclusive programs, services and events.

'People living with disabilities want an opportunity to meet new people and connect.'

These young people were very clear that their ability to live a good life was linked to confidence. Confidence developed through participation in activities that allowed them to form connections to mentors and other young people. Confidence also developed when they were given opportunities to develop their skills and be leaders and mentors themselves, not just to other young people with disability, but to the wider community.

These young people had positive experiences of being included in programs that provided information and supported independence and the development of skills and confidence. In particular, they valued their association with the Salisbury Youth Council and Julia Farr Youth. Ideas about other opportunities to participate in activities that support their health and wellbeing included:

- Forums to meet new people and talk about shared experiences – face -to-face and online
- Support to initiate participation and turn up to activities. Once participation is established, support can be reduced
- Programs or services that provide skills and support during transitions, such as school to university, or when starting a job.
- Opportunities to connect with wider community - to be seen and heard
- The choice to participate in mainstream activities, such as sport, and support to succeed

Outcome 2: Accessible buildings, streets and open spaces.

The Youth Disability Forum did not discuss physical accessibility.

Outcome 3: Appropriate information and responsive customer service.

'In hospital parents advocated for me and doctors never looked at me – this made me feel bad. Adults need to connect with young people and find a way to communicate with them.'

Participants spoke about being spoken for as they were growing up (by parents and support people), and information being given to others when it was relevant to them. They also spoke about the appropriate communication they experienced through Salisbury Youth Council and Julia Farr, saying these groups listened to them and kept them well informed. They held these forums up as good practice, but there was some concern that not enough young people with disabilities were participating.



Suggestions for improving communication with their peers included:

- An effective contacts list that could be used for a wide range of programs, forums and activities. It would include email, and social media platforms and be actively added to and maintained.
- Take young people with disability seriously and give them the power to act on their own behalf
- Provide opportunities for young people to share their stories of living with disability. One young man valued the chance to talk about his brain injury in the hope he could save lives – *'I would like to share my story as wide as possible, so they wear helmets while riding – if I can change one I feel it's worth it.'*
- Find ways to connect and communicate directly with young people, no matter what their abilities are

Outcome 4: Effective participation in decision making.

"I believe we should have the opportunity to speak for ourselves"

These young people valued the opportunity to speak for themselves and to influence decisions made for them and the wider community, however, they recognised that a lack of confidence could be a barrier to participating and speaking up.

According to these young people, effective participation requires more than an invitation to come along. It requires support to develop the confidence to turn up (sometimes just getting to a new venue is a barrier that is difficult to overcome), and the confidence to speak up. They valued Salisbury Youth Council and Julia Farr Youth because they provided opportunities to advocate. As one participant said,

'I enjoy advocating for young people like myself to live better lives and break down the barriers.'

They also suggested the following:

- Provide tailored support, mentorship and training that enables young people with disability to turn up and speak up
- Acknowledge that participating in Youth groups provides access to information and increases awareness of other opportunities – make the most of these links
- Find ways to encourage more young people to join Salisbury Youth Council and Julia Farr Youth
- Take young people seriously and give them power
- Increase opportunities for young leaders with disability to be seen and heard in the community. As one parent participant commented: *'I've been looking for ways to connect my 15-year-old son – I'm so impressed by the panel and the confidence and achievements.'*

Outcome 5: Proactive planning and building assessment processes.

The Youth Disability Forum did not discuss proactive planning and building assessment processes.

Outcome 6: Informed and supportive working environments.

'Job Prospects were a really important service for me – they helped me get skills as a barrister and eventually a job'

Opportunities to gain work skills and get a job were important to these young people. Job support agencies were important gateways to meaningful employment, and all of these young people talked about the need for support in the initial phases of transitioning from school to adult life. Some participants spoke about the experience of going to university and the difficulty making the transition from the well supported environment of high school to the unsupported environment of university. For these young people the disability support service plays an important role.

When talking about employment, participants agreed that it was important for an employer or colleagues to sit down and understand the person they are working with. Understanding limitations and strengths helps them provide the right support.

'Good support happens when you get to know people – that leads to a good fit between person and work.'

As with other areas, a positive working experience relied on the young person's confidence. Developing the confidence to learn relevant skills, apply for jobs and continue to turn up would be enhanced by the following:

- Inclusive and supportive attitudes among employers and fellow workers
- Time allocated to management and colleagues to get to know the young worker in order to understand their limitations and strengths
- Foster high expectations in the young person and support them to achieve
- Work with young people to find a balance between independence and support
- Encourage young workers with disability to ask for help when they need it.
- Give young people with disabilities room to fail, safely. As one young person said, *'The best way to learn is to screw it up somehow – people with disabilities need to be able to have the opportunity to try and fail and try again – in a safe way – just like everyone else.'*

Additional Outcome arising from feedback

Outcome 7: Informed Community with inclusive attitudes and behaviours

'We want to change the ethos of disability to say that your disability is a disadvantage, but each person has skills that are valuable.'

It was clear from the Youth Disability Inclusion Forum that attitudes and behaviours towards young people with disability contributed to their experience of living, working, and connecting in their communities. There was some agreement that the NDIS, and the public discussions surrounding it, had made disability more of a mainstream issue and that there was potential to build on this momentum and breakdown stereotypes associated with disability.

Increasing opportunities for young people with disability to be seen and heard as citizens, students, workers and leaders will help to change the way people think about disability and contribute to more inclusive attitudes and behaviours in the community. Young people indicated the following would be helpful in changing community attitudes:

- Support programs in schools that help young people without disability understand the diversity of people's experience and encourages them to be part of breaking down barriers
- Find ways of including Young people with disability in mainstream activities and take them seriously when they are there
- Support 1:1 mentorships that create opportunities for young people with disabilities to initiate participation in whatever activity or group they are interested in, understanding that the young person will need to become increasingly independent in order to build confidence and autonomy.
- Include young people with disability in mainstream images and text.



2.2 Reaching for Inclusion Forum

Purpose and format

The reaching for Inclusion Forum was held from 9.30am – 12.30pm on Monday October 8, 2018 in the John Harvey Gallery at 12 James St, Salisbury. The purpose of the Reaching for Inclusion Forum was to engage people with disability, their carers, family and support organisations, in a discussion about what a future without barriers might look like and how Council can contribute to this future.

The forum was based on table top discussions and included:

- Visioning for a future without barriers – a future that enables people with disability rather than disables them.
- A discussion of how we might achieve a future without barriers, including what currently works well, what else could happen and what stereotypes need to be challenged.
- Identifying bright ideas that would make the most difference

Participants

Fifty-four people attended the Reaching for Inclusion Forum including the following:

- 24 people with disability
- 10 people from organisations which are not NDIS market participants, but which are interested in access and inclusion
- 11 people from organisations engaged in the NDIS market, both disability specific and generic, and employment services

Consultation Themes

It was clear that participants valued Council's commitment to disability access and inclusion. They identified the dedicated Inclusion Officer as a strength. They also noted that basic infrastructure, disability awareness training and consultation activities were providing people with disability opportunities to participate in community life. Council's support of representative groups such as the Disability Access and Inclusion Network (DAIN), Salisbury Youth Council and Council's Reconciliation Working Group was valued for the opportunities it provides for input from specific groups.

Themes arising from the Reaching for Inclusion Forum were broad, but the following stood out:

- Build Capacity
- Coordinate and tailor information
- Co-design to exceed standards
- Take lead change in community attitudes

Participants wanted more support for **capacity building** so people with disability develop the skills and confidence to be leaders, advocates and community champions. Information about programs, services and events needs to be **tailored** to meet the needs people with different disabilities and **coordinated** into a central directory (paper and on-line). Planning for better buildings, streets and public places should include principles of **co-design** to ensure outcomes exceed minimum standards. Council is best placed to **take a lead** in education, promotion and regulation that improves community understanding, attitudes and behaviours towards people with disability.

Opportunities for Inclusion in relation to Disability Access and Inclusion Outcomes for Local Government

Outcome 1: Support for health and wellbeing through inclusive programs, services and events.

Forum participants acknowledged growing staff awareness of disability and an increased effort to consult with people with disability. They also acknowledged improved footpath accessibility in parts of Salisbury, and they highlighted the 'Growing for Gold' program which encourages inclusion of all abilities in club activities.

Being able to access services, participate in programs and attend events was considered critical health and wellbeing and to a sense of belonging in the community. Participants were clear that access to these things relies on planning that considers the full diversity of abilities, timely communication that tells people with disability what they need to know about an activity in a format that suits their communication needs, and the means to turn up, including confidence, support and transport.

Suggestions included:

- Increase visual communication equipment and assistive technology
- Provide tailored and timely communications about Council programs and service. They are often poorly promoted or low on detail relevant to people with disability – consult with Australian Communication Exchange for guidance
- Ensure disability access and inclusion is part of event planning
- Support sporting clubs to be more inclusive of people with disability
- Programs and mentorships that support good transitions from school to work or school to further education
- Programs that connect people with disabilities with others who share their experience or interests (regardless of ability)
- Support people to attend mainstream programs and activities
- More computers at Men's Shed.
- Support community transport that enables people with disability to get to programs and events

Outcome 2: Accessible buildings, streets and open spaces.

Forum participants acknowledged that Council provided good basic infrastructure for people with disability, including playgrounds, access to swimming pools, parking, toilets, footpaths and community education. The main Council building was considered accessible for customer service and the Men's Shed was highly valued.

Participants wanted Council to continue improving accessibility. They talked about Universal Design and early adoption of technologies that increase accessibility. As with other groups, they wanted improved public access for mobility devices (footpaths and public spaces) improved signage and community education to reduce footpath clutter:

- Provide adult changing places that are accessible all year round
- Ensure Universal Design and keep standards up to date with technology, i.e. toilets, parking, shop access
- Review and enforce compliance and accountability.
- All public events/activities are accessible for all disabilities – make it part of the planning.
- Think holistically about basic accessible infrastructure e.g. accessible parking – How will other things impact on accessibility? E.g. tree planting, obstacles etc.
- Continue to improve accessibility of footpaths, including width and obstacles (Less footpath trading especially John Street)



- Hand rails – Heritage – functionality.
- Improve access and inclusion of playgrounds - No bark, equipment that caters to children and young people of all abilities and sensory diversity
- Make public areas and gathering places accessible for wheelchairs and scooters
- Improve visibility and readability of signage, with larger font and appropriate logos.
- More ramp access at swimming pools
- Advocate for cheaper access to public transport

Outcome 3: Appropriate information and responsive customer service.

Participants valued Council's commitment to Access and Inclusion as demonstrated by the employment of an Inclusion Officer with lived experience of disability, successive access and inclusion planning, and through genuine consultation.

Information provision is critical to navigating services and participating in community. Participants suggested improvements to the way Council provides information that included tailored delivery of information, an up-to-date service and programs directory and assistive technology. There was also a strong desire for a service that helped people navigate the NDIS:

- Provide regular and responsive disability awareness training to customer service staff – adopt an approach that encourages an understanding of an individual's needs not just a generalised understanding of their disability
- Maintain an up-to-date Service Directory with service providers, programs, opportunities to participate (e.g. volunteering) and other information useful to people with disability, their carers and families – one-stop-shop online and on paper
- Provide or support a service that helps people navigate the NDIS
- Customer service staff provide written feedback to people with disability (and others), not just verbal.
- Don't automate everything. Continue to offer personal contact options as some technological options make access more difficult for people with disability
- More use of visual equipment, vibrator when name is being called out, voice recognition software phones for the deaf to make calls in public places, e.g. Council or Library
- Develop relevant policy in consultation with people with disability

Outcome 4: Effective participation in decision making.

Participants acknowledged Council's engagement with various representative groups, including the Disability Access and Inclusion Network and Salisbury Youth Council. They wanted greater inclusion of isolated and disengaged people living with disability and more opportunities for people with disability to advocate for themselves and a more inclusive environment. Other suggestions included:

- Find a way to identify people living with disability who may be isolated or disengaged. Develop a process of providing them with information and encouraging their participation in activities and consultation.
- Support more peer support networks in Northern Adelaide.
- Provide community consultation information in more accessible formats and ensure targeted promotion of open consultations to people with disability (including through networks and champions)
- Provide and support capacity building opportunities for people with disability so they have the skills and confidence to self-advocate and participate in planning

- Bring back Disability Information and Resource Centre (DIRC)
- Foster relationships with Community Inclusion Champions who can act as conduits between Council and groups of people with disability
- Introduce an online facility to report access issues in real time and provide resources to address these in a timely manner
- Encourage diversity in elected members
- Regular conversations with leading disability organisations
- Act on consultation

Outcome 5: Proactive planning and building assessment processes.

Participants valued opportunities for people with disability to be involved in planning at the early stages. They highlighted engagement with the Disability Access and Inclusion Network (DAIN) as an example of this.

Participants wanted Council to plan for outcomes that exceed minimum standards. The concept of Co-design was also a common theme, with participants wanting input at the planning stage but also through implementation and evaluation:

Co-design everything – Plan with us

- Planners need more disability awareness training
- Develop a consistent approach to achieving outcomes that exceed minimum standards
- Ongoing engagement in design/implementation of facilities through whole process – does it meet the needs.
- Learn from successful programs
- Collaborate with other Councils for good regional outcomes

Outcome 6: Informed and supportive working environments.

Forum participants acknowledged that Council was working towards an inclusive workplace. They noted physical adjustments, information regarding inclusiveness and workforce ratios as examples. They indicated there was more to do and gave the following suggestions:

- Provide disability awareness training (inclusive of mental health awareness and cultural awareness)
- Increase understanding of different disabilities among all Council staff to improve customer service experiences of people with disability and to improve the experience of working at council for people with disability
- Increase basic Auslan skills among customer service staff
- Provide funding that supports the development of employment skills
- Simplify website communication – clearer links to resources.
- Continue to improve physical and IT access in workplace for people with disability
- Increase volunteer, employment and promotion opportunities for people with disability, including through job descriptions and application processes

Outcome 7: Informed Community with inclusive attitudes and behaviours

Community attitudes and behaviours were broadly considered barriers to participation and feeling welcome. A number of participants called for Council to take a lead in raising community awareness of the experience of disability and providing education that created positive attitudes and behaviours. These suggestions included:



- Take a lead role in community education around access and inclusion for all
- Disability Awareness training to be held at Council and provided to employers, educators and school groups to help increase awareness and inclusive attitudes and behaviours – provide certificate of attendance
- Provide and support disability awareness training for local employers and businesses to increase access to jobs for people living with disability and their carers
- Local councillors need to be better informed about disability in order to set a standard

2.3 Bhutanese Community Focus Group

Purpose and format

A focus group was held from 10.30am to 11.30am on Tuesday October 16, 2018 at the Jack Young Centre. There is a large Bhutanese community in Salisbury and the purpose of this focus group was to provide them with an opportunity to contribute to Council's development of the Ability Inclusion Strategic Plan.

The focus group included discussion of:

- What a future without barriers might look like for people living with disability in the Bhutanese community
- What needs to happen to achieve it
- What Council can do

Participants

Eight people participated in the Bhutanese Community Focus Group including:

- 2 Bhutanese men with disability
- 3 Bhutanese women with disability
- 2 Caregivers
- 1 translator (and member of Bhutanese community)

Consultation Themes

Themes emerging from the Bhutanese Focus Group echo many of the concerns raised in other consultations. What was specific to this group was the need for language and culturally specific resources. The difficulties faced by people with a disability navigating the physical, social and informational environments of Salisbury were overlaid and exacerbated by barriers associated with language and literacy for this group. Key themes included:

- A sense of belonging
- Navigating information and processes
- Getting around safely
- Carer support

Belonging was a significant theme for these participants, many of whom are refugees. A number talked about wanting to become a citizen but they struggled with the process due to poor language and literacy skills and their disability. All of them saw the value of a Bhutanese room - with comfortable amenities, books, DVDs, and access to a volunteer interpreter. Such a space would reduce social isolation for older and disabled people within their community by providing a safe place where they can connect, be occupied and stay informed.

Opportunities for Inclusion in relation to Disability Access and Inclusion Outcomes for Local Government

Outcome 1: Support for health and wellbeing through inclusive programs, services and events.

Participants acknowledged that social isolation was an issue for people in their community who lived with disability or were elderly and frail. They indicated that their access to programs that promote social connection, health and wellbeing was restricted by poor access to transport and difficulties with English. An inability to access programs services and events led to social isolation and a reduced sense of belonging. Participants suggested the following:

- A Bhutanese Room – perhaps in the Jack Young Centre or some other community place. This room would be available for drop-in. It would have comfortable amenity, culturally and linguistically appropriate books, games and DVDs, relevant Council information translated into Bhutanese and Nepalese, and be staffed at regular times by a volunteer translator to help with paperwork.
- Provision or support of transport to community programs

Outcome 2: Accessible buildings, streets and open spaces.

Participants imagined a future with many more people (so more crowded). They discussed the need for better footpaths, better wayfinding, safer public spaces and easy crossings. They suggested the following:

- Footpaths on both sides of the road (to reduce the need to cross over when path ends)
- Safer crossings, including pedestrian refuges, to allow slower people to cross in more places.
- Larger lettering on signs in simple language (or icons)
- Dementia friendly wayfinding to popular community hubs and services
- Increased CCTV in areas with anti-social behaviour (to increase a sense of safety for those who need to walk through – ‘we can’t run’)

Outcome 3: Appropriate information and responsive customer service.

Language barriers were the key concern in terms of information provision and customer service. Translated material was appreciated, but participants indicated that many were not literate in their own language and required a translator to support their access to information and processes that enabled them to receive adequate services.

- Better access to translation and support services that help to understand and navigate official processes associated with the following:
 - > NDIS
 - > Citizenship
 - > Centrelink citizenship processes

Outcome 4: Effective participation in decision making.

Access to information in their own language or through community leaders was key to participation in decision making. Having a translator available to be part of this consultation was essential.

Outcome 5: Proactive planning and building assessment processes.

This was not discussed in any detail



Outcome 6: Informed and supportive working environments.

Participants were most concerned about carer access to supportive and flexible work arrangements. The carers in this group had often missed work because of their loved one's needs. This led to job loss or reduced casual work, which led to reduced income and restrictions to activity. Participants suggested the following:

- Employer education about the needs of carers
- Special access to leave for carers
- Higher welfare payments for carers to acknowledge the difficulty holding down a job and ensure adequate quality of life

Outcome 7: Informed Community with inclusive attitudes and behaviours

Participants wanted to feel normal and secure. Community education about disability was considered important, but there was an acknowledgement that language differences added another barrier to community attitudes. Implicit in this discussion was the following:

- Disability awareness and education needs to be integrated with activities that support multi-cultural awareness and community coherence.

2.4 'Shed' Community Focus Group**Purpose and format**

A focus group was held from 12.30pm to 1.30pm on Tuesday October 16, 2018 at the Jack Young Centre. The purpose of the 'Shed' Community Focus Group was to provide this group of men with acquired brain injury an opportunity to contribute to Council's development of the Ability Inclusion Strategic Plan.

The focus group included discussion of:

- What a future without barriers might look like
- What needs to happen to achieve it
- What Council can do

Participants

Seven people participated in the 'Shed' community focus group including:

- 5 men with acquired brain injury
- 2 support workers

Consultation Themes

This group of men with acquired brain injury (ABI) raised many of the concerns of other groups. Where they differed from some was in their experience of having acquired a disability, often in adulthood. Participants were clear that attitudes, language and behaviour were often the biggest barriers to feeling welcome and valued. Key themes included:

- Understand my disability
- Meaningful activity
- Treat me like an adult

These participants talked about the embarrassment of being patronised and singled out and the frustration of being treated like a child. They want to live in a future where people have a better understanding of brain injury and where they are not defined by their disability. Access to the Men's Shed was very important to these men, most of whom had been members for many years. The opportunity to engage in meaningful activity and to connect with people who have a similar experience was also important.

Opportunities for Inclusion in relation to Disability Access and Inclusion Outcomes for Local Government

Outcome 1: Support for health and wellbeing through inclusive programs, services and events.

Participants were clear that planning for disability should not be 'tacked on' to seniors' programs and centres. They also spoke about the need for meaningful activity and recognition for the activities they did that had benefit for the community. They made the following suggestions:

- Don't expect certain groups of people with disability to conform to the needs of a community space – instead, change the space to suit the people with disability (referring to a group that might be loud and disruptive being asked to leave a venue and subsequently not feeling welcome)
- Consider how people with disability can make meaningful contributions to community
- Recognise the work done by the guys at the Shed
- Support programs that help people with acquired brain injury develop confidence

Outcome 2: Accessible buildings, streets and open spaces.

These participants repeated common concerns about buildings, streets and public spaces. They made the following suggestions:

- Parking time extension clearly on sign
- Automatic doors in all community spaces
- Better awareness of foot path clutter by business – chairs and signs
- Jack Young Centre continues to improve how it accommodates diverse groups.
- More disabled parking in John Street
- Footpath smoother and wider to accommodate support person beside you with a walker
- Disabled parking in key community places so groups of people with disability can gather (when there are just two spaces that can be a barrier to people organising a group activity)

Outcome 3: Appropriate information and responsive customer service.

As with all consultation recipients, these participants talked about access to information in formats that suited their needs, including easy access to hardcopy forms and information. They also wanted assistance with the NDIS. They were clear they wanted customer service staff to have a better understanding of acquired brain injury so they did not treat them like children or assume they had been drinking. They suggested:

- NDIS process needs to be quicker and more efficient
- Council (and partners) could provide an NDIS advocacy and assistance service
- Advocates are available to help with various admin processes



- More access to computers and IT support and training
- The language used by Council and service providers is less disabling e.g. 'special needs' diminishes people with disability
- Keep old and new forms of communication and administration – don't make everything online

Outcome 4: Effective participation in decision making.

Participants were enthusiastic about being given an opportunity to contribute to Council Planning. Effective participation was not discussed in more detail, but effective communication would contribute to greater participation.

Outcome 5: Proactive planning and building assessment processes.

This was not discussed in detail

Outcome 6: Informed and supportive working environments.

Participants wanted more opportunities to work and volunteer but some indicated they had been denied volunteer opportunities because they could not be insured. They suggested:

- Provide good support to those with minor disability to get into a job or volunteering because once they are in they can go it alone
- Find a way to get around insurance limitations to allow people with occasional behavioural issues to contribute through volunteering
- Support programs that help develop confidence and skills
- Advocate for fair treatment by job agencies who can sometimes have people with disability on their books for years without any opportunities
- Ensure learned helplessness is not built into the support system

Outcome 7: Informed Community with inclusive attitudes and behaviours

Participants believed that other people's attitudes and behaviours were significant barriers to living a good life. They suggested:

- Don't talk to us like a child
- Don't define me by my disability
- Better understanding of the issues of acquired brain injury
- Council is an active educator of business to increase access and inclusion
- People aren't patronising
- People aren't scared of disability
- Being patronising is embarrassing and singles people out
- Better awareness of brain injury among people in Customer Service – so we feel welcome
- Education of the community so people know what to do and how to talk to people with disability
- Help develop empathy for difference

2.5 Indigenous Community Professionals (InComPro) Focus Group

InComPro is a group of Aboriginal community professionals intent on providing a range of focussed and culturally appropriate services to the Aboriginal people, organisations and communities in South Australia. InComPro is a registered NDIS provider and they provide the following services to Aboriginal people living with disability:

- Equipment and therapy
- Access to healthcare, community services and support
- Assistance to maintain informal support arrangements
- Respite care
- Outreach
- Mentoring
- 24 hour response
- Accommodation services

InComPro currently have 180 staff, 40 of whom are Aboriginal.

Purpose and format

A focus group was held from 3.00 pm to 4.30pm on Wednesday October 17, 2018 at the InComPro Office in Salisbury North. The purpose of this Focus Group was to get an understanding of how Council can work with the aboriginal community to support Aboriginal and Torres Strait Islander people living with disability.

The focus group included discussion of:

- What a future without barriers might look like for local Aboriginal and Torres Strait Islander people living with disability
- What needs to happen to achieve it
- What Council can do

Participants

The InComPro focus group included six staff members of InComPro, including Aboriginal and non-aboriginal staff.

Consultation Themes

Participants raised a number of issues which reflect shared concerns about physical access to places, programs and opportunities, and community attitudes and behaviours towards people with disability. The way Aboriginal people experience disability is intimately connected to their connection to culture, family and place. Participants stressed the importance of addressing the needs of Aboriginal people living with disability from an understanding of their culture. Attempts to address the needs of this group without that understanding will fall short. Key themes included:

- Cultural understanding
- Tailored Information
- Working together
- Reduce impact of drugs



These service providers stressed the need for cultural understanding in reducing barriers for Aboriginal people with disability. Information needs to be tailored to the specific issues faced by many Aboriginal people with disability in the Salisbury area, including disconnection from family, land and culture, accommodation for those coming down from the Lands and drug addiction. Participants were clear that initiatives to reduce barriers for Aboriginal people living with disability needed to be developed in partnership with Aboriginal people and Aboriginal led service providers.

Opportunities for Inclusion in relation to Disability Access and Inclusion Outcomes for Local Government

Outcome 1: Support for health and wellbeing through inclusive programs, services and events

Participants identified a lack of free or affordable spaces to conduct health and wellbeing programs with aboriginal people living with disability. They also spoke about the need for more cultural events and inter-cultural events that brought aboriginal and non-aboriginal people with disability together. Participants called for better cultural training among program and service providers. Other suggestions included:

- Access to Council venues at prices Not-For-Profit can afford
- Free spaces that are safe and which allow people with a disability to belong
- Drug free community halls where people can participate in programs without exposure to drugs and dealers
- Support Intercultural programs run by InComPro
- More programs for Aboriginal people with disabilities, especially for young men
- More cultural events including Inter-cultural events which educate non-Aboriginal people through integration
- More sporting events and programs for Aboriginal and non-Aboriginal people with disabilities
- Better in-kind support to organisations with cultural and disability expertise
- Cultural training for hearing impairment specialists and mobility orientation specialists
- Access to drug rehab that is culturally respectful

Outcome 2: Accessible buildings, streets and open spaces

As with other groups, these participants highlighted the need for wheelchair access to buildings, streets and events, improved footpaths and crossings and clearer community signage (for people with disability and drivers). They also spoke about the need for adult change facilities in community hubs and better promotion of disability toilets and change facilities. Safety in public spaces was also a key concern. They suggested:

- Check driver site lines for wheel chair users
- Signage for drivers indicating wheelchair or slow crossing
- Council works with land holders to ensure public spaces, walk ways are safe and tidy – indicate respect for locals
- Well maintained public areas in disadvantaged areas to discourage anti-social behaviour and increase feeling of safety for people
- Disability playground in Salisbury North
- Adult change tables e.g. at Salisbury community hub
- Promotion of Adult change tables and other facilities

- Signage clear and big and well located
- Improve footpaths for mobility devices and wheel chairs – repair when needed
- Access to more disability appropriate housing

Outcome 3: Appropriate information and responsive customer service

Participants indicated that the information needs of Aboriginal and Torres Strait Islander peoples has a cultural dimension that is not well acknowledged or addressed. Understanding the importance of connection to place and family and supporting Aboriginal people to make and maintain these connections is especially important for people coming to Salisbury from the Lands. Having information that is targeted to the needs of Aboriginal people, can be delivered in translation and through a service that understands the unique experience of Aboriginal people with disability were all important ideas. Others included:

- Indigenous information centres for people coming from lands in language
- Access to key information in a language and format that suits the Aboriginal person
- Translating services in Salisbury area
- Free genealogy access – recognise importance of connection to family and land to overall health and wellbeing.
- Centralised database of information/availability of disability and translator services – for services and individuals
- Understand that disability information services are not a one size fits all- ATSI needs are unique

Outcome 4: Effective participation in decision making

Much of the discussion around information provision contributed to ideas about effective participation of Aboriginal people living with disability. A key idea was the need for an indigenous information hub with access to Aboriginal customer service providers and translation services. It was also apparent that Council's access to this group of people might be best achieved through trusted third parties and these relationships need to be fostered and resourced through an Aboriginal Reconciliation Officer or some similar role at Council. Suggestions included:

- Indigenous information centres
- Ensure Aboriginal people staff or volunteer in information hub/centre
- Two-way communication between Council and ATSI organisations
- Newsletter that stays in touch with Aboriginal services and keeps them updated on current and relevant information
- Better partnerships with organisations who work with ATSI peoples such as InComPro and Police

Outcome 5: Proactive planning and building assessment processes

This was not discussed in detail, however the need for greater access to free community spaces to run programs and events could be considered in planning.

Outcome 6: Informed and supportive working environments

Participants were clear that disability awareness training should be overlaid with Cultural awareness training to ensure the needs of Aboriginal people with disabilities are adequately addressed. This group also raised the need for carers to have increased flexibility in the workplace in order to maintain their job



and fulfil their caring role. A cultural liaison officer or reconciliation officer was considered very important to ensure integration of cultural awareness across Council and Community:

- Aboriginal cultural awareness and responsibility is part of disability awareness training
- Awareness training of local retail and business – disability and cultural
- Carers need easier access to support when needed – without losing job
- Advocate for Carers welfare payment to be higher to allow basic quality of life
- Cultural Liaison Officer at Council

Outcome 7: Informed Community with inclusive attitudes and behaviours

As with other consultation, these participants identified community attitudes and behaviours as significant barriers to inclusion. It was clear, however, that cultural stereotypes were an additional barrier that could not be separated from disability awareness training that was inclusive of Aboriginal people's experience. They suggested the following:

- Change in attitude towards Aboriginal people with disability
- Community awareness/education is a standard concern of council
- Council facilitates training for disability service providers with guidance from an Aboriginal advisor
- Aboriginal cultural awareness begins at school and is part of community
- Better Police awareness of Aboriginal issues and disability
- Council is better connected to Aboriginal networks
- Community organisations and local government and police work together to reduce drug dealing (which effect Aboriginal people coming from the lands) – consider Alice Springs security model

2.6 Have Your Say – Online feedback

Purpose and format

The purpose of the Have Your Say online feedback was to test the emerging themes from previous consultation and provide an opportunity for the wider community to contribute ideas about what a future without barriers might look like and how it might be achieved.

Participants were asked the extent to which they thought the following were important:

- Programs exist that build confidence of people with disability
- Information about accessibility of programs, services and events is always provided
- Information is tailored to different needs and abilities
- Planning and upgrade of buildings, streets and open spaces exceeds minimum requirements
- There is an up-to-date directory of service providers, programs and opportunities for people with disability
- 'Community champions' are identified to help Council stay in touch with different groups of people with disability
- The process of planning, implementation and review includes timely consultation with people living with disability
- Council provides best practice opportunities and support for volunteers and workers with disability
- There is education and support for local employers to be more inclusive of workers with disability
- Community attitudes and behaviours make people with disabilities feel valuable and included

Respondents

Only 8 people responded to the online survey, including:

- Three people living with disability (self or carer)
- Five service providers

Consultation findings

Due to the very low number of respondents it is not useful to summarise the survey data into themes.

When asked how important each of the emerging themes were, almost all respondents said that each theme was quite important or very important.

When asked for one bright idea, respondents suggested:

- Include people with disability in planning programs and events to ensure barriers are recognised (Outcome 1)
- Increase access to transport for people with disability to participate (Outcome 1)
- More access to toilets (Outcome 2)
- Drop-in days/ times when expertise is available for disability related questions (Outcome 3)
- Create a social directory in various accessible formats so people with disability have the information they need to make decisions for themselves (Outcome 3)
- Keep people well informed about planning that effects them (Outcome 3)
- Encourage community to see council as an organisation that welcomes ideas by inviting feedback and suggestions on an ongoing basis (Outcome 4)
- Ensure building certifiers are aware of Council's focus on disability access (Outcome 5)
- Provide opportunities for people with disability, including intellectual disability, to gain skills and confidence that increase employment options (Outcome 6)
- Networking events for people with disability and employers (Outcome 6)
- Use shopping centres as the location for community education around positive attitudes and behaviours towards people with disability (Outcome 7)
- Recognise ABILITY (Outcome 7)



2.7 Management and staff Workshops

Purpose and format

Two workshops were held with Management and staff of the City of Salisbury. The first was held prior to community consultation to clarify goals and parameters. The second was held after community consultation to reflect on consultation themes and developing AISP strategies.

Respondents

Approximately 30 management and staff, including the CEO, participated in one or both workshops. Participants represented the following areas of Council:

Department	Divisions
CEO & Governance	<ul style="list-style-type: none"> Governance
Business Excellence	<ul style="list-style-type: none"> People & Culture Communications & Customer Relations
City Development	<ul style="list-style-type: none"> Economic Development & Urban Policy Strategic Development Development Services Environmental Health & Safety
City Infrastructure	<ul style="list-style-type: none"> Field Services Infrastructure Delivery Infrastructure Management Property & Buildings
Community Development	<ul style="list-style-type: none"> Community Capacity Community Health and Wellbeing Community Planning and Vitality Social Planning

Workshop outcomes

The level of staff participation in these workshops demonstrated a commitment to access and inclusion across all areas of Council.

In the final workshop, management and staff considered draft strategies arising from community consultation. Their feedback has been used to refine AISP strategies and recommended actions.

Key feedback from staff focussed on the following:

- The role of Council in delivering certain access and inclusion outcomes needs to be clarified
- Council can facilitate or advocate for others to deliver access and inclusion outcomes
- There needs to be differentiation between high level strategies and specific actions
- There needs to be acknowledgment that many strategies and actions are already business asusual
- Universal design should be integrated across planning activities, but a financial and social case needs to be made for delivering above DDA standards
- There was a desire to integrate access and inclusion initiatives across Council's strategy and planning



3.0 Draft Ability Inclusion Strategies

Draft Ability Inclusion Strategies were developed from feedback gathered during community consultation activities. These draft strategies were then tested at a Council staff workshop that included staff from across Council, including the CEO and management.

Principles

Broad consultation feedback suggests the following principles be adopted by the Ability Inclusion Strategic Plan:

- Ongoing consultation will enable people with disability to influence Council planning and services
- Universal Design Principles will be applied broadly
- Integrated planning will make access and inclusion everyone's business
- Partnerships and collaboration will facilitate access and inclusion across the community

The following strategies reflect community and staff feedback. Action examples are not included here. These capture specific ideas arising from the consultation. It is expected that these will be reviewed, along with consultation summaries, during action planning and business plan development.

Council's Role

Council has multiple roles in ensuring people with disability have equitable access and inclusion. Council's role will depend on the nature of an activity. The following roles are particularly relevant to good access and inclusion outcomes for the City of Salisbury.

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

Outcome 1: Support for Health and Wellbeing through Inclusive Programs, Services and Events

DRAFT STRATEGY

- 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
- 1.2 Council will encourage and support community-based events, activities and clubs to be inclusive of people with disability.¹

¹ Identified by staff as a priority



Outcome 2: Accessible Buildings Streets and Open Spaces

DRAFT STRATEGY

- 2.1 Council will provide and maintain accessible public and community infrastructure that enables people of all abilities to participate in the public realm.¹
- 2.2 Council will use its guidelines and regulatory functions to enhance accessibility of foot paths and public spaces for all abilities.¹

¹ Identified by staff as a priority

Outcome 3: Appropriate Information and Responsive Customer Service

DRAFT STRATEGY

- 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.
- 3.2 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.



Outcome 4: Effective Contribution to Community and Decision Making

DRAFT STRATEGY	
4.1	Council will facilitate and deliver programs that build the capacity of people with disability of all ages, genders and backgrounds to contribute to community planning activities, become advocates for access and inclusion, and embrace leadership opportunities. ¹
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.
4.3	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. ¹

¹ Identified by staff as a priority

Outcome 5: Proactive Planning and Building Assessment Processes

DRAFT STRATEGY

- 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.¹
- 5.2 Council will facilitate accessible and inclusive planning and development in the private sector through advocacy and information provision.



Outcome 6: Informed and Supportive Working Environments

DRAFT STRATEGY

- 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.¹
- 6.2 Council will build capacity and optimise opportunities for council staff and volunteers with disability.¹
- 6.3 Council will facilitate programs that develop confidence and employment skills in people with disability of all ages, genders and from different cultural backgrounds living in the community.
- 6.4 Council will ensure its employment and volunteer policies and processes maximise opportunities for people with disability.

¹Identified by staff as a priority

Outcome 7: Informed Community with Inclusive Attitudes and Behaviours

DRAFT STRATEGY

- 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. ¹
- 7.2 Council will adopt language and images that respect, value and celebrate people with disability.

¹ Identified by staff as a priority



Outcome 8: Ability Inclusion Planning is Integrated Across Council Business

DRAFT STRATEGY

- 8.1 Council will integrate, monitor and evaluate access and inclusion outcome goals across Council business.¹

¹ Identified by staff as a priority

4.0 Implementation through integration

4.1 Integrating Ability inclusion across Council business

The South Australian *Disability Inclusion Act 2018* reflects a commitment to promoting and facilitating full inclusion across all aspects of community for people living with disability. This ambition insists on a wholistic approach to access and inclusion, one that is supported by policy, strategy and action across all areas of an organisation.

A systems analysis of a local council aims to understand how different parts of the council work together to deliver a desired outcome – in this case, full inclusion across all aspects of community for people living with disability.

Implementation of the Ability Inclusion Strategic Plan will be supported by consideration of the following high-level understanding of how the various components of Council may contribute to good access and inclusion outcomes in the City of Salisbury.

Spheres of influence

City of Salisbury can influence disability access and inclusion outcomes for people within Council, such as elected representatives, staff and volunteers. They can also influence outcomes for people in the community, including residents, workers, students and visitors. These internal and external spheres of influence can be characterised as follows:

- **Internal sphere of influence** – Disability access and inclusion outcomes for potential and current Council staff and volunteers can be achieved through policy and practice related to recruitment, staff training and ongoing professional development, the standards mandated for building and fit-out of staff offices and application of universal design principles.
- **External sphere of influence** – Disability access and inclusion outcomes for the community can be achieved through policy and practice related to community programs and events, contracting and procurement, grant funding, building standards, universal design and asset renewal.

Levels of responsibility

City of Salisbury has various levels of responsibility which can work together to deliver disability access and inclusion outcomes for the community. These levels of responsibility can be characterised as follows:

- Level 1 – Drives access and inclusion outcomes through overarching goals and strategic direction. For example, access and inclusion goals are specifically articulated in Council's strategic plan and other significant strategies.
- Level 2 – Enables access and inclusion outcomes through policies and processes that include mechanisms which trigger access and inclusion activities. For example, sponsorship, community grants and contracts include access and inclusion requirements.
- Level 3 – Delivers access and inclusion outcomes through action planning, evaluation and improvements that respond to strategic drivers and maximise the value of built in mechanisms. For example, works with event organisers or community groups to increase understanding and enhance access and inclusion initiatives.



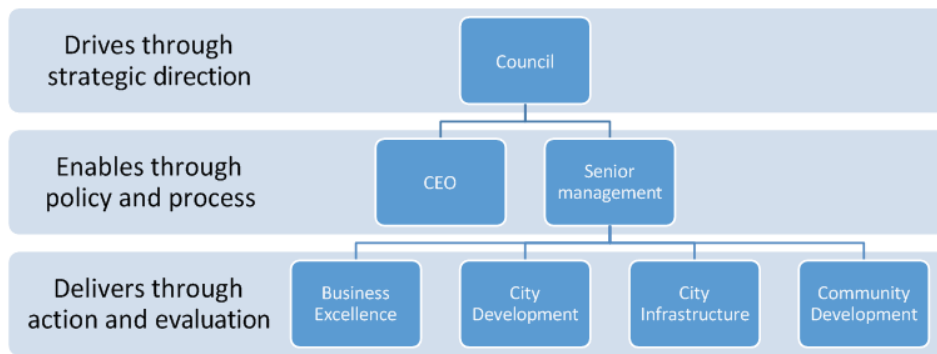


Figure 1. Levels of responsibility for access and inclusion outcomes at the City of Salisbury

Drivers and Mechanisms

City of Salisbury has various ways in which it can influence disability access and inclusion outcomes internally and externally. Drivers and mechanisms include the following:

- **Strategy** – Set the organisation’s direction and identify ability inclusion as a goal of its business.
- **Policies, plans, regulations, standards** – Articulate ability inclusion outcome goals and requirements across Council business and identifies measures of success.
- **Contracts, grants and funding** – Mandate ability inclusion outcomes in procurement, contract and grant funding agreements.
- **Assessment criteria, panel membership and data collection** – Collect information that can be used to guide ability inclusion activity across Council’s business. Incorporate criteria for ability inclusion outcomes in existing and proposed assessment and review tools and include people with relevant knowledge of access and inclusion on assessment panels. Identify measures of success for ability inclusion activities.
- **Tools** – ensure templates, guidelines, processes and training modules lead staff and external users towards good disability access and inclusion outcomes.

Evaluation and improvement

The success of an integrated approach to the AISP needs to be evaluated in relation to the outcome goals and the processes of integration. This will help to understand whether improvements need to be made at the point of delivery or the point at which actions are driven and enabled.

- **Evaluating AISP outcomes** – Identify targets and measures of success; collaborate with Dept of Human Services to develop State wide evaluation measures.
- **Evaluating process of integrated implementation** – Set achievable integration goals; understand current processes of integration and explore ways of maximising them to achieve AISP outcome goals; identify potential processes of integration; identify barriers to integration; define parameters of integration and what success will look like; Use quantitative and qualitative methods to evaluate success.

4.2 Recommendations for Implementation*

It is probable that the Ability Inclusion Strategic Plan (AISP) requires this implementation plan to be equivalent to a Disability Access and Inclusion Plan (DAIP) as described in the Act. There is some uncertainty until the SA Government publishes Guidelines under the Act. * See Appendix 2 for implementation tasks and outcomes summary

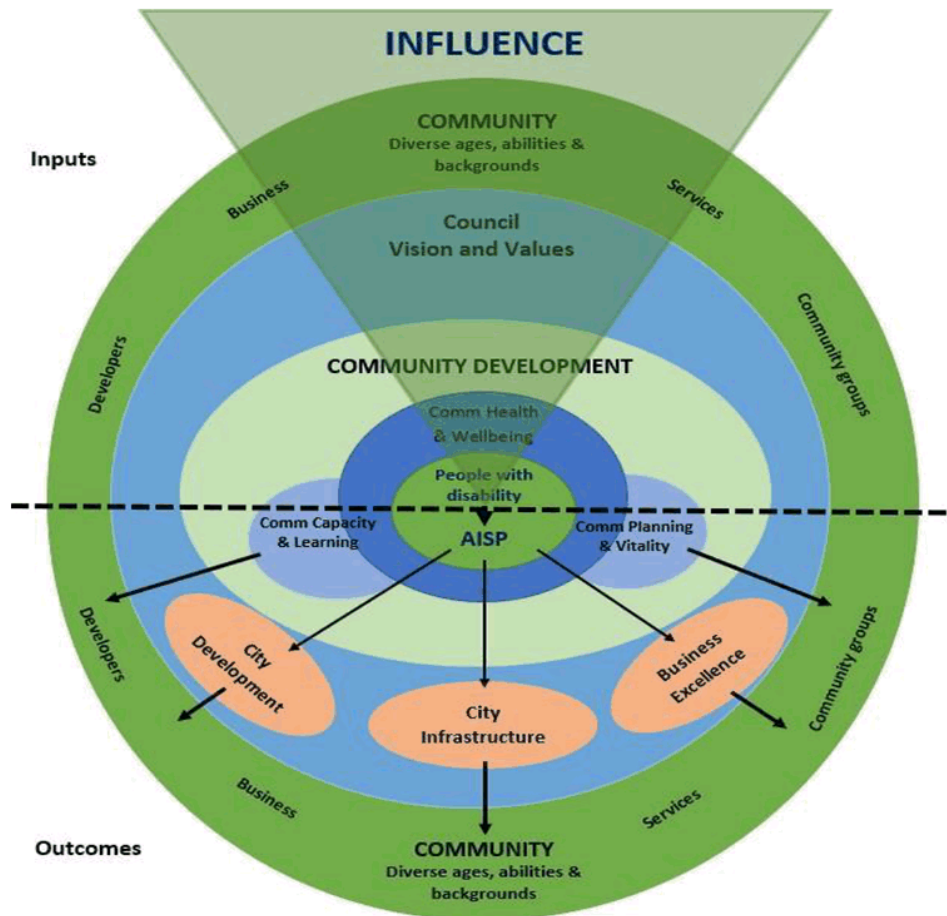
Implementation	Actions
Planning	<ul style="list-style-type: none"> Establish AISP internal reference group to advise around integrated planning, implementation, evaluation and improvement. Following Council endorsement of the AISP, the Manager Community Health and Wellbeing will initiate meetings across council to facilitate alignment of priority actions with the annual business plan and budget planning process. During these discussions the following should be clarified: <ul style="list-style-type: none"> > Value adding opportunities of an access and inclusion lens > Resource and cost requirements > Responsibility for delivery and reporting of AISP Strategies > Timing of AISP actions for the next four years > Priority actions for the next financial year > Evaluation measures or targets for AISP strategies over the next financial year Relevant areas of Council incorporate AISP strategies and actions, and required resourcing, into their business plan and budget planning process (or Long-Term Financial Plan or Asset Management Plan). Ability Inclusion projects/actions approved by Council as part of the Annual Business Plan and Budget.
Notification	<ul style="list-style-type: none"> Publish the AISP on the City of Salisbury Website – in-full and easy-read version. Notify the Chief Executive of the SA Dept of Human Services (DHS) that the AISP has been published on the Website.
Implementation	<ul style="list-style-type: none"> Relevant areas of Council deliver actions assigned to them through the planning process Relevant areas of Council review and update key strategy, policy and guidelines to integrate relevant AISP strategies and ensure long-term drivers for access and inclusion outcomes (referring to Background and Document Analysis paper, and community consultation).
Monitoring and evaluation	<ul style="list-style-type: none"> AISP internal reference group establish a process of annual internal review that aligns with other Council reporting activities.
Reporting	<ul style="list-style-type: none"> Quarterly progress updates (as per Council's reporting schedule) made to the Manager Community Health and Wellbeing. Deliver first annual report on the AISP to CE of DHS before 31 October 2020. Subsequent annual reporting to DHS due before 31 October of each year. AISP review, update and submission to DHS every four years.
Continual improvement	<ul style="list-style-type: none"> AISP internal reference group establish a process of inviting external review of AISP strategies and actions (annually or every four years). Establish timetable and process for ongoing community consultation that reflects on current AISP and invites ideas about future planning.



Implementation through integration

This is a visual representation of City of Salisbury as a system. It shows how the community has influenced the development of the AISP through contribution to Council’s Vision and Values and subsequent contribution through targeted engagement with people living with disability.

The bottom half of the diagram shows the pathways to good access and inclusion outcomes. The arrows help to identify the potential for integration of the AISP through mechanisms that ensure it is considered across Council business. These may include strategies, policies, guidelines, processes of engagement, evaluation or reporting.



4.3 Glossary

Access and inclusion

Access

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

Inclusion

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

Barriers

Refers to physical, information and communications environments, policies, processes and attitudes which 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

In this document Deaf people who communicate with Auslan signing are included among "people with disability". However, 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 spread 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. This certainty comes from the provision of minimum standards in:

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



Except in these areas minimum compliance with the DDA is no certain thing. 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.

Universal design

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

See attachment 1 to the Ability Inclusion Strategic Plan for Seven Principles of Universal Design.

Appendix 1 - Seven Principles of Universal Design

<p>ONE: EQUITABLE USE The design is useful and marketable to people with diverse abilities.</p> <ul style="list-style-type: none"> • 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. 	<p>TWO: FLEXIBILITY IN USE The design accommodates a wide range of individual preferences and abilities.</p> <ul style="list-style-type: none"> • 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.
<p>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.</p> <ul style="list-style-type: none"> • 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. 	<p>FOUR: PERCEPTIBLE INFORMATION The design communicates necessary information effectively to the user, regardless of ambient conditions or the user’s sensory abilities.</p> <ul style="list-style-type: none"> • 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.
<p>FIVE: TOLERANCE FOR ERROR The design minimizes hazards and the adverse consequences of accidental or unintended actions.</p> <ul style="list-style-type: none"> • 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. 	<p>SIX: LOW PHYSICAL EFFORT The design can be used efficiently and comfortably and with a minimum of fatigue.</p> <ul style="list-style-type: none"> • Allow user to maintain a neutral body position. • Use reasonable operating forces. • Minimize repetitive actions. • Minimize sustained physical effort.
<p>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.</p> <ul style="list-style-type: none"> • 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. Raleigh, NC: North Carolina State University.



Appendix 2 – Implementation Framework

	Establish AISP internal reference group	Departmental Planning Discussions	Business Planning and budget inclusion	Council Endorsement	Notification to DHS	Implementation	Evaluation and Reporting
ACTIVITY AND PURPOSE	Bring together representatives from across Council departments	Highlight the value-add of an access & inclusion lens. Benefits for community and Department goals. Clarify actions to be delivered by each department	Factor access & inclusion actions into business planning and budget across departments. Identify evaluation measures	Council and Executive support for integration of AISP through business planning and budget	Publish AISP on website and Notify SA Dept of Human Services (DHS) to provide transparency to community and meet legislative obligation	A suit of actions from across Council are identified, costed, endorsed and implemented in 2019/20. These actions have clear evaluation procedures	Internal reference group agrees on monitoring, evaluation and reporting processes that meet Council and legislative needs
OUTCOME	Create broad ownership of AISP across Council and facilitate an access and inclusion planning lens	Departments engage with AISP and take responsibility for delivery	Integration of actions across council business increases access & inclusion benefit for community.	AISP strategies and actions can be implemented across Council business	Community aware of Council's commitments to access and inclusion and opportunities it will provide	Community opportunities for access & inclusion are increased.	Evaluation is meaningful and reporting is streamlined and not onerous

Ability Inclusion Strategy

Priority Actions and additional resource needs

Year One

STRATEGY	ACTION	ADDITIONAL RESOURCE	COST TO COUNCIL	COUNCIL ROLE
OUTCOME 1: SUPPORT FOR HEALTH AND WELLBEING THROUGH INCLUSIVE PROGRAMS, SERVICES AND EVENTS				
Council will encourage and support community-based events, activities and clubs to be inclusive of people with disability.	1.2.4 Provide additional computers at the Men’s Shed.	Yes	To be calculated	Deliver
	1.2.8 Identify local organisations with cultural and disability expertise and develop co-operative relationships that add value to the community.	No	Partner or facilitate	
OUTCOME 2: ACCESSIBLE BUILDINGS STREETS AND OPEN SPACES				
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 audits for all asset categories.	Yes	\$300k approx.	Deliver
	2.1. Ensure standards are considered and asset strategy/hierarchy.	Yes	\$50k approx.	Deliver
	2.1. Policy and strategies – linking to asset management planning.			
	2.1. New design process includes: - renewal project - Including social inclusion criteria.			
2.1. Confirm inclusion elements and standards in design for new Bridgestone Athletics facility	No (Part of design process)	None	Deliver	
Council will use its guidelines and regulatory functions to enhance accessibility of foot paths and public spaces for all abilities.	2.2.4 Work with local retailers to reduce footpath obstacles and increase access to shops for people with a disability.	No	Inform, regulate,	

STRATEGY	ACTION	ADDITIONAL RESOURCE	COST TO COUNCIL	COUNCIL ROLE
OUTCOME 3: APPROPRIATE INFORMATION AND RESPONSIVE CUSTOMER SERVICE				
Council will establish and maintain effective and tailored processes of communication that inform and connect people with diverse communication needs	3.1.1 Investigate re-establishing the South Australian Disability Information and resource Centre (DIRC).	No	Advocate	
	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	Yes Some increase in operating budget	To be calculated	Deliver, partner
Council will develop the capacity of staff, volunteers and customers to use processes and technologies that enhance effective communication in Council's customer service environments for people with disability	3.2.1 Provide training for customer service staff and volunteers to increase their capacity and confidence in communicating with people with disability, including basic greetings in Auslan and other local languages.	No Likely to be absorbed by existing corporate training budget		Deliver
OUTCOME 5: PROACTIVE PLANNING AND BUILDING ASSESSMENT PROCESSES				
Council will facilitate building development and open space outcomes that exceed minimum standards through policy and guidelines that reflect universal design principles and encourage use of new technologies that increase accessibility.	5.1.6 Advocate for application of universal design in SA Planning & Design Code.	No	Advocate	
Council will facilitate accessible and inclusive planning and development in the private sector	5.2.1/5.2.2/ 5.2.4 (combined action alternative wording) 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.	Yes	\$15k approx.	Inform

STRATEGY	ACTION	ADDITIONAL RESOURCE	COST TO COUNCIL	COUNCIL ROLE
OUTCOME 6: INFORMED AND SUPPORTIVE WORKING ENVIRONMENTS				
Council will facilitate programs that develop confidence and employment skills in people with disability of all ages and from different cultural backgrounds living in the community	6.3.2 (incorporates 1.1.2) Partner with community organisations to deliver programs and activities designed to build confidence and develop skills in people with disability.	Yes (internal & external)	50% - To be calculated	Partner, deliver
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.	No	Deliver, partner	
OUTCOME 7: INFORMED COMMUNITY WITH INCLUSIVE ATTITUDES AND BEHAVIOURS				
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 Ability Awareness activities.	No (not for investigation. If new staff resource is deemed cost effective then resourcing is required)	Deliver	
	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.	No		Lead, partner, facilitate, inform
	7.1.6 Develop resources that enable Elected Members to celebrate and support people with disability.	No		Deliver, partner
OUTCOME 8: ABILITY INCLUSION PLANNING IS INTEGRATED ACROSS COUNCIL BUSINESS				

STRATEGY	ACTION	ADDITIONAL RESOURCE	COST TO COUNCIL	COUNCIL ROLE
Council will Integrate, monitor and evaluate access and inclusion outcomes goals across Council business	8.1.1 Establish an internal AISP Reference Group to provide advice around integrated planning, implementation, evaluation and improvement.	No		Deliver

Year 2-4

STRATEGY	ACTION	ADDITIONAL RESOURCE	COST TO COUNCIL	COUNCIL ROLE
OUTCOME 1: SUPPORT FOR HEALTH AND WELLBEING THROUGH INCLUSIVE PROGRAMS, SERVICES AND EVENTS				
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	1.1.10 Collaborate with local service providers and groups to advocate for greater access to health and wellbeing programs and services for people with disability	No		Deliver, partner
Council will encourage and support community-based events, activities and clubs to be inclusive of people with disability	1.2.7 Partner with relevant organisations to run Intercultural programs in the community.	No		Partner
OUTCOME 2: ACCESSIBLE BUILDINGS STREETS AND OPEN SPACES				
Council will use its guidelines and regulatory functions to enhance accessibility of foot paths and public spaces for all abilities.	2.2.1 Improve access-for-all in the public realm through guidelines, support and enforcement of regulation.	No		Inform, advocate, regulate
OUTCOME 3: APPROPRIATE INFORMATION AND RESPONSIVE CUSTOMER SERVICE				
Council will develop the capacity of staff, volunteers and customers to use	3.2.3 Provide tailored access to computers and IT support to people with	No		Deliver, partner

STRATEGY	ACTION	ADDITIONAL RESOURCE	COST TO COUNCIL	COUNCIL ROLE
processes and technologies that enhance effective communication in Council's customer service environments for people with disability	disabilities.			
OUTCOME 4: EFFECTIVE CONTRIBUTION TO COMMUNITY AND DECISION MAKING				
Council will develop community consultation processes that follow IAP2 processes and ensure engagement with people with disability from various cultural backgrounds and across all ages	4.2.4 Investigate the value of establishing an access and inclusion reference group to be consulted regularly about Council's Planning and development activities.	Not for investigation, however, an external reference group will require additional funding	To be calculated	Deliver
OUTCOME 5: PROACTIVE PLANNING AND BUILDING ASSESSMENT PROCESSES				
Council will facilitate building development and open space outcomes that exceed minimum standards through policy and guidelines that reflect universal design principles and encourage use of new technologies that increase accessibility.	5.1.4 Adopt co-design principles that involve people with disability in the planning and development of Council's Social Infrastructure.	No		Deliver
OUTCOME 6: INFORMED AND SUPPORTIVE WORKING ENVIRONMENTS				
Develop diverse/ability awareness training for staff/volunteers to create a culture that supports diverse abilities.	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 those from culturally and linguistically diverse backgrounds	Yes (Considered together, the majority of this activity can be	To be calculated (development of training package)	Deliver, partner
	6.1.2 Develop a mandatory Diverse-Ability Awareness module for staff and			

STRATEGY	ACTION	ADDITIONAL RESOURCE	COST TO COUNCIL	COUNCIL ROLE
	volunteer induction	supported within existing budget)		
	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 or volunteers with disability through targeted awareness training and resources that assist line management and colleagues to create an enabling environment.			
Council will build capacity and maximise opportunities for council staff and volunteers with disability	6.2.3 Continue to improve physical and ICT access for employees and volunteers across Council, ensuring adherence to Universal Design Principles.	Possibly	To be calculated	Deliver
OUTCOME 8: ABILITY INCLUSION PLANNING IS INTEGRATED ACROSS COUNCIL BUSINESS				
Council will Integrate, monitor and evaluate access and inclusion outcomes goals across Council business	8.1.4 Review and update Council strategies and plans to include drivers for access and inclusion activities.	No	Deliver	
	8.1.5 Develop evaluation parameters for ability inclusion outcome goals.	No		Deliver, partner
	8.1.(New) Review customer experience service levels/operational service strategy to include ability inclusion – by December 2020.	No		Deliver

ITEM	1.3.1
	POLICY AND PLANNING COMMITTEE
DATE	15 July 2019
PREV REFS	Policy and Planning Committee 1.3.3 17/06/2019
HEADING	Salisbury Car Parking - Sexton Carpark
AUTHOR	Peter Jansen, Strategic Planner, City Development
CITY PLAN LINKS	1.2 Be the place of choice for businesses to invest and grow within South Australia, nationally and internationally. 1.4 Have well planned urban growth that stimulates investment and facilitates greater housing and employment choice. 3.3 Be a connected city where all people have opportunities to participate.
SUMMARY	<p>Car parking in Sexton carpark, on the corner of Church and James Streets Salisbury, has various time limits applying, with the majority of the carpark subject to a three hour time limit 24/7. At its June 2019 meeting Council resolved to review time limits in this carpark, particularly to identify longer term parking for users of the cinema and restaurants within Salisbury City Centre, and to consider options for long term parking for City of Salisbury Volunteers. Once Council has resolved its position on this matter, dependent upon the nature and extent of any variation to parking controls proposed, a four week consultation period is required to be undertaken with the potentially affected parties, as is the usual practice when parking controls are installed or varied.</p> <p>It is considered that the limiting of time limits to business hours only would meet the majority of the needs of cinema and restaurant patrons.</p> <p>In relation to parking for volunteers, there is a risk that creating a system that allows long-term parking would run counter to the primary intent of this carpark to provide time limited, higher turnover parking for customers of businesses in the Salisbury City Centre, particularly given the proximity and convenience of the Sexton carpark to the John Street main street precinct.</p>
RECOMMENDATION	<ol style="list-style-type: none"> 1. The information be received. 2. That the current ‘three hour parking at all times’ parking areas within the Sexton carpark, corner of James and Church Streets, Salisbury, be re-designated to ‘three hour parking 8am to 5pm’, and that the required public consultation be undertaken to inform community, carpark users, traders and property owners in the vicinity of the carpark of the proposed change.

3. That subject to there being no substantive objections to the proposed change at the conclusion of the consultation period, the changes to parking controls be implemented by staff under delegation. Should there be substantive objections to the proposal, staff provide a further report to Council once consultation on the matter has concluded.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 Council considered the Salisbury Car Park Scenarios Study for Salisbury City Centre and Mawson Lakes Central at its meeting on 24 June 2019.

- 1.2 At that meeting Council also resolved:

“That as an immediate action, a report be prepared for consideration at the July 2019 Policy and Planning Committee meeting reviewing parking controls within the Sexton Car park (corner James and Church Streets) to include (but not be limited to) consideration of:

- *Time limit parking controls to apply during weekday business hours only rather than 24/7.*
- *A variation in time limits that apply across the car park to provide longer term parking options for patrons of the cinema and restaurants in Salisbury City Centre.*
- *Options for long term parking or permit for City of Salisbury volunteers be considered and reported to the Policy and Planning Committee.”*

[0209/2019]

This report is in response to that resolution.

2. CITY PLAN CRITICAL ACTION

Progress the revitalisation of the Salisbury City Centre including:

- Upgrade of Salisbury Interchange
- Improving traffic flow and safety on Park Terrace
- Resourcing place management and activation
- Encourage and support private sector investment

3. CONSULTATION / COMMUNICATION

3.1 Internal

- 3.1.1 Manager Environmental Health and Safety
- 3.1.2 Senior Traffic Engineer
- 3.1.3 Volunteer Development Officer

3.2 External

- 3.2.1 Nil

4. REPORT

4.1 Time Limit controls

- 4.1.1 Sexton Carpark currently has a three hour parking limit with an allocation for disabled parking use, and with some one hour and loading areas along James Lane. The three hour limit arose from a 1993 Council report (item 1.3.7 Works 18.10.1993) in relation to Salisbury Town Centre Car Parking.
- 4.1.2 The reasons for the application of the time controls for the whole of the 24 hour period were not identified in that report. It is assumed that the evening hours were not considered to be an issue at that time and as such the carpark was not, and has not been, actively patrolled after hours.
- 4.1.3 The *Australian Road Rules, Regulations under the Road Traffic Act 1999, Road Traffic (Road Rules – Ancillary and Miscellaneous Provisions) Regulations 2014, Private Parking Areas Act 1986* and Council's Public Consultation Policy should be considered in relation to this matter.
- 4.1.4 The alterations to time limits requires a Council endorsement after considering a report on the proposed changes and implications. Staff then undertake consultation with potentially directly affected businesses or persons on the proposal over a four week period, in line with Council's Public Consultation Policy.
- 4.1.5 It is considered that a variation to the existing time limits to apply to business hours only (8am-5pm) is an appropriate response to this issue. This is likely to address the majority of matters relating to the cinema and restaurant patron time controls, given the peak periods for these premises tend to be after hours, and that three hour parking limits during the day will cover the majority of cinema events and daytime dining.
- 4.1.6 Amendments to the Sexton Car Park three hour time limit in this way can be implemented by Council's Traffic Management team under delegation, subject to no substantive objections being received through the consultation process. The proposed time limit periods also reflect the majority of current parking monitoring time periods and practice.

4.2 Longer Time Limit controls for cinema and restaurant patrons

- 4.2.1 The development approval for the cinema in 1997 had an arrangement for the developers to contribute over \$900,000 to the car park fund to compensate for the shortfall in the parking provision as calculated at that time. There were no requirements to designate car park spaces for cinema patrons. There was an allowance to use the Council staff car park at the rear of the cinema and Council civic centre during evening hours for the use of cinema complex patrons or staff. (*item 7.1.1 Special Projects 8/9/1997*)

- 4.2.2 Peak demand for cinema attendance was considered to be Saturday and Thursday evenings as identified in the application (361/1665/97) supporting information. There is likely to be some change since 1997 to the patronage patterns for cinemas given variations to trading hours, the improved facilities and lower ticket prices being offered by the industry, which may require further detailed analysis, but is considered consistent with current observations. Restaurant patronage in this part of Salisbury City Centre is in part also linked to the cinema attendance.
- 4.2.3 Current usage data through the Licence Plate Recognition trial over the period between August 2018 to March 2019 of the Sexton Carpark shows that the morning utilisation is an average of 83%, and afternoon utilisation is 75%. Given peak demand for spaces occurs during office hours, this suggests a greater capacity for evening cinema and restaurant use. No Licence Plate Recognition trial patrols occurred after 4pm, however, from observation, parking demand declines after that time, but with an expected increase for peak cinema days and periods during school holidays.
- 4.2.4 The proposal to consider longer time limits for cinema and restaurant patrons would be likely to have three options to consider.
- Have separate time limit areas within the Sexton Car Park with one of those areas designated with a longer time limit. The difficulty with this would be that in practice there is no ability to stop shorter term users from occupying the spaces, forcing the longer term users into occupying spaces outside of the designated area which would negate the intention. In addition, it could render the longer term parking areas as de-facto all day parking, as parkers could move their vehicles to cover a longer total time period during working hours (eg eight hours total if a four hour limit; ten hours total if a five hour limit). This is contrary to the intent of Sexton carpark to provide time limited, higher turnover parking for customers of businesses in the Salisbury City Centre, particularly given the proximity and convenience of the Sexton carpark to the John Street main street precinct.
 - The second option would be to have ticketed paid parking at Sexton Car Park and Council manage a ticket validation system for users of the Cinema and Restaurants that would provide free use for a period of time as determined by Council. Whilst this is a common system in privately owned carparks that service cinemas (eg Norwood Parade), the potential difficulties are the public reaction to introduction of a pay parking system, a potential administrative burden would apply to both Council and businesses which agree to use the system, and would also require consideration as to which businesses and customers are not allowed to participate in the system.
 - The third options is to have the potential change to time controls so that the time limit would only apply to business hours at Sexton Car Park as discussed in section 4.1 of this report. This would align with the main usage pattern of the cinema and restaurants so that longer patronage can occur in the evenings. This would avoid the potential issues identified with other options. In practice, the area is not

currently actively patrolled in the evenings, and the reduction in periods during which time limit parking applies aligns with Council's 'Business Friendly' agenda.

4.3 City of Salisbury volunteer long term parking

- 4.3.1 In 2018/19 a total of 627 volunteers were engaged with the City of Salisbury. The volunteer numbers are dependent upon events, locations and times.
- 4.3.2 The volunteers are generally subject to the same policies as Council staff.
- 4.3.3 Volunteers may use their own vehicles as transport to and from the work site.
- Home Assist volunteers have been advised to use either the Sexton Car Park for short term parking or the area at the rear of the Municipal office to park their own vehicle.
 - Home Assist volunteers have been advised to use the space at the front of the Home Assist office or the car park at the side of the Home Assist office to park council vehicles between visitations.
 - Justices of the Peace volunteers use two designated car parks at the back of the Len Beadell library to park their own vehicles. The two car parks are designated 'JP Parking Only'.
 - Major events arrangements result in information being provided for volunteers for parking locations with longer term parking or arranged exemptions.
- 4.3.4 Two known complaints from volunteers about parking have arisen over the last twelve years.
- 4.3.5 It is considered that allowing volunteer long term parking in Sexton Car Park would run counter to the primary intent of this carpark to provide time limited, higher turnover parking for customers of businesses in the Salisbury City Centre, particularly given the proximity and convenience of the Sexton carpark to the John Street main street precinct. Should a permit or exemption system be introduced for volunteers, there would also need to be a process whereby the permit/exemption only applies for the period/day that the person is engaged in a volunteering role with Council. There is an administrative cost to such a system, in terms of staff time.
- 4.3.6 Volunteers are subject to the same parking policies and requirements as Council staff, and as such the same parking opportunities and constraints apply. Volunteers have access to the Council staff carpark which is managed on a 'first come, first served' basis. Given:
- the options that are currently available for volunteers;
 - the very limited number of incidents reported by volunteers over the last twelve years;
 - the administrative processes required for a permit system, and the need for a system to be equitable; and

- the primary purpose of Sexton Carpark to provide high turnover parking for patrons of businesses in Salisbury City Centre.

it is not recommended that a permit system for volunteers be pursued further.

5. CONCLUSION / PROPOSAL

- 5.1 It is recommended that parking time limit controls that currently apply to Sexton Car Park be reviewed so that they apply to business hours only, and that parties affected by this change be consulted on the change. Given this option reduces the extent of parking controls and maintains the current time limit period of three hours, a transition or moratorium period will not be required.
- 5.2 It is anticipated that the change to time controls for Sexton Car Park to business hours only (8am-5pm) would also allow longer visitation to the cinema, restaurants, or both at times of their peak use and parking demand, and provide clarity to users.
- 5.3 Current arrangements for volunteer parking appear appropriate.

CO-ORDINATION

Officer: EXECUTIVE GROUP
Date: 08.07.19

ITEM	1.5.1
	POLICY AND PLANNING COMMITTEE
DATE	15 July 2019
PREV REFS	Policy and Planning Committee 1.5.1 20/05/2019
HEADING	The John Street Improvement Plan - Proposed Early Wins
AUTHOR	Clint Watchman, Coordinator Urban Policy, City Development
CITY PLAN LINKS	3.2 Have interesting places where people want to be.
SUMMARY	The draft John Street Improvement Plan will be presented to Council later this year for approval prior to formal community and stakeholder consultation. A set of “early wins” are proposed in this report which will provide enhancements to John Street in 2019. Council approved a \$350k budget for capital works on John Street during 2019/20, and it is intended that part of this budget will be used for early wins. The balance will be utilised to implement initial priorities proposed by the plan in early 2020 subject to Council’s final approval of the Improvement Plan.

RECOMMENDATION

1. That Council approve the “early wins” as proposed in section 4.5 of this report (Policy and Planning, Item 1.5.1, 15/07/2019) for delivery in late 2019, noting that the John Street Improvement plan is being prepared concurrently and is expected to be finalised in the first quarter of 2020.

ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. Plan of the Location of the Proposed Works

1. BACKGROUND

- 1.1 At its meeting on 27 May 2019 Council received the John Street Improvement Plan scope (*Resolution # 0164/2019*). The scope identified an opportunity to deliver some “early wins” in late 2019 concurrent with the drafting of the Improvement Plan.
- 1.2 This report proposes some ‘early wins’ for Council’s consideration.

2. CITY PLAN CRITICAL ACTION

- 2.1 Progress the revitalisation of Salisbury City Centre.

3. CONSULTATION / COMMUNICATION

3.1 Internal

3.1.1 Internal project team and key stakeholders.

3.2 External

3.2.1 Salisbury Business Association and a number of traders during an initial ideas workshop on 6 June 2019.

4. REPORT

4.1 The John Street Improvement Plan will set a direction for ongoing physical enhancement, maintenance and activation of John Street and environs.

4.2 A concept plan for the John Street Improvement plan is being prepared in accordance with the scope approved by Council, and based on previous directions of Council articulated in the Urban Design Framework and informed through initial engagement with key John Street traders and the Salisbury Business Association.

4.3 The draft John Street Improvement Plan will be presented to Council later in the year prior to community and stakeholder consultation. It is anticipated that the final Improvement Plan will be presented to Council in early 2020 for final endorsement.

4.4 The proposed early wins have been selected because they have minimal design and procurement requirement, minimal or no “negotiation” required, aligns with the Urban Design Framework early wins, can be resourced within current workloads and budgets, and will make a “noticeable” improvement in a small way.

4.5 The following “early wins” are proposed for implementation this year:

- Remove gazebos (as identified in the Urban Design Framework).
- Remove benches in front of CBA premises on the John Street/Church Street corner (responding to concerns raised by the Salisbury Business Association in relation to undesirable/unsociable activity at this location). Alternative seating is located in close proximity in John and Church Streets.
- Install new planter boxes at the John/Church Streets intersection and remove bollards to enhance the look of the intersection. Planter box options will be considered that are “off the shelf” rather than bespoke (and therefore available and at a reasonable cost), and incorporate other functions such as seating if available.
- Install a stencilled roadway graphic at corner of Church and John St to reflect the graphic palette in the Salisbury Community Hub. (as identified in the Urban Design Framework). As a stencilled graphic, this will be low cost and ‘sacrificial’ when the broader Church Street upgrade is undertaken.

- Installation of artwork in SBA laneway (part of Council's art program, and already funded).
- Regular on-going cleaning and maintenance regime/program (funded through the existing maintenance budget).
- Continue repairs to footpaths to reduce trip hazards (funded through the existing maintenance budget).
- Undertake an audit of existing poles and signage and subsequently rationalise street signage and number of poles by utilising other poles (eg light poles/verandah posts) for mounting signs. Overarching intent to reduce clutter.

A plan of the location of the proposed works is attached (Attachment 1).

- 4.6 Council approved a \$350k budget for capital works on John Street during 2019/20. Part of this budget will be used for early wins, noting also that a number of the items outlined are accommodated within existing budgets. A high level initial estimate of the costs of the early wins to be funded from the approved John Street Improvement Plan budget for 2019/20 is \$150-200K. The balance of the available budget will be utilised to implement initial priorities proposed by the plan in early 2020 subject to Council's final approval of the Improvement Plan.
- 4.7 The proposed early wins will not conflict with or preclude opportunities proposed as part of the final Improvement Plan.
- 4.8 Council will have further opportunity to comment on the draft Improvement Plan later this year prior to community consultation. At that time, the balance of the proposed improvements with cost estimates and staging will be presented for Council consideration and approval.

5. CONCLUSION / PROPOSAL





- 5.1 The proposed early wins allow quick enhancements to the look and feel of John Street in 2019 while the full Improvement Plan is being developed.
- 5.2 It is proposed that the John Street Improvement Plan will be a topic at a future Informal Strategy and presented to Council later this year for feedback prior to formal community consultation.

CO-ORDINATION

Officer: EXECUTIVE GROUP
Date: 08.07.19



LEGEND

-  Remove benches in front of CBA premises on the John Street/Church Street corner.
-  Install new planter boxes at the John/Church Streets intersection and remove bollards to enhance the look of the intersection.
-  Install a stencilled roadway graphic at corner of Church and John St to reflect the graphic palette in the Salisbury Community Hub.
-  Installation of artwork in SBA laneway

OTHER EARLY WINS THROUGHOUT JOHN STREET

- Remove gazebos (as identified in the Urban Design Framework).
- Regular on-going cleaning and maintenance regime/program.
- Continue repairs to footpaths to reduce trip hazards.
- Undertake an audit of existing poles and signage and subsequently rationalise street signage and number of poles by utilising other poles (eg light poles/verandah posts) for mounting signs. Overarching intent to reduce clutter.

JULY 2019

ITEM	1.7.1
	POLICY AND PLANNING COMMITTEE
DATE	15 July 2019
HEADING	City Plan Review
AUTHOR	Amanda Berry, Policy Planner, City Development
CITY PLAN LINKS	4.4 Embed long term thinking, planning and innovation across the organisation. 4.3 Have robust processes that support consistent service delivery and informed decision making. 4.1 Strengthen partnerships that enable us to better address our community's priorities.
SUMMARY	The <i>Local Government Act (1999)</i> requires councils to undertake a comprehensive review of their Strategic Management Plans within two years of each general election. This report outlines the proposed process to undertake the review of Council's City Plan 2030.

RECOMMENDATION

1. That the report be received.
2. That Council endorse the proposed process for the review of City Plan 2030 as contained in Attachment 1 to this report (Policy and Planning, Item 1.7.1, 15/07/2019).

ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. Attachment 1: City Plan Review - Project Brief

1. BACKGROUND

- 1.1 Section 122 of the *Local Government Act (1999)* requires councils to develop and adopt plans (which may take various forms) for the management of its area, to be called collectively the "strategic management plans".
- 1.2 A council may review its strategic management plans at any time, but must undertake a comprehensive review of its strategic management plans within two years after each general election of the Council.
- 1.3 At the City of Salisbury the suite of strategic management plans include Council's Long Term Financial Plan, Asset Management Plan and City Plan 2030.
- 1.4 Council adopted its current City Plan, *City Plan 2030*, in April 2016 after an extensive review process including significant targeted stakeholder and community engagement.
- 1.5 City Plan 2030 is organised around four key directions:
 - 1.5.1 The Prosperous City (economic and urban development)

- 1.5.2 The Sustainable City (sustainable built and natural environment)
- 1.5.3 The Liveable City (social and cultural development, recreation and health)
- 1.5.4 Enabling Excellence (Organisational capacity and performance)
- 1.6 City Plan 2030 is underpinned by the vision of ‘Salisbury – a flourishing City with opportunity for all’.
- 1.7 The City Plan provides high level guidance for decision making based on the needs and aspirations of the community and the organisation, as well as containing more detailed strategies and actions to support the key directions.
- 1.8 It is recommended that the City Plan should have a 10 year horizon to be consistent with the long term financial and asset management plans that are also required under the *Local Government Act (1999)*.

2. CONSULTATION / COMMUNICATION

2.1 Internal

- 2.1.1 Executive Group
- 2.1.2 Elected Members (via the February 2019 workshop and Elected member Portal in July 2019). Additional Elected Member workshops are proposed to be scheduled in September and December.
- 2.1.3 An Internal Steering Group comprising key staff from throughout the organisation has been established to provide input into the review.

2.2 External

- 2.2.1 No external consultation has occurred at this stage.
- 2.2.2 An engagement strategy will be prepared to guide stakeholder engagement throughout the review process, and in accordance with Council’s Community Consultation Policy.

3. REPORT

- 3.1 A project brief outlining the proposed review process and associated milestones is outlined in the table provided as Attachment 1.
- 3.2 In preparing/reviewing its City Plan The *Local Government Act (1999)* requires Council to:
 - 3.2.1 Be open and accountable authorities, responsive to community needs and aspirations;
 - 3.2.2 Strike a balance within communities between economic, social, environmental and cultural considerations;
 - 3.2.3 Identify the service levels that will be provided to the community; and
 - 3.2.4 Measure and publish its outputs in an accountable, understandable and transparent manner.

- 3.3 There is a legislative requirement for Councils to consult during preparation of their City Plans, however Councils have discretion regarding the level of engagement that they undertake.
- 3.4 As there was an extensive and broad ranging engagement process undertaken in 2015/16 to inform the current City Plan, it is proposed that a more targeted approach to engagement be undertaken to inform this review.
- 3.5 Since endorsement of the current City Plan there have been a number of strategic documents prepared or reviewed, numerous engagement activities undertaken or underway, and several key organisational initiatives commenced. It is proposed that the review process will identify and consider these projects and draw upon them to inform the City Plan, and identify new issues, actions and/or stakeholder engagement gaps. Key inputs include (but are not limited to):
 - 3.5.1 2018 Community Perceptions Survey.
 - 3.5.2 Organisational values review.
 - 3.5.3 Council's City Pride agenda.
 - 3.5.4 Economic vision work being prepared to identify opportunities for Salisbury's economic future.
 - 3.5.5 Range of strategic documents prepared or being prepared, including Draft Place Activation Strategy, Ability Inclusion Strategic Plan, Intercultural Plan, Youth Action Plan and the Adapting Northern Adelaide Climate Adaptation Plan.
 - 3.5.6 Smart cities/digital agenda.
 - 3.5.7 State and Federal Government agendas.
- 3.6 A budget bid of \$35,000 has been endorsed in the 2019/20 budget to undertake community consultation to inform the City Plan review and comply with legislative requirements. This bid will enable a community engagement specialist to be engaged to assist in preparation of an engagement strategy, preparation of engagement materials and assist in undertaking consultation activities.
- 3.7 In addition to a review of City Plan strategies and actions, the review process will also include:
 - 3.7.1 Development of a suite of strategic indicators to assist in monitoring progress towards the vision and objectives of the City Plan, based upon quantifiable and readily available data. The inclusion of specific targets will also be considered.
 - 3.7.2 Development of a spatial overlay map to illustrate the distribution of initiatives and long term opportunities for the City of Salisbury.

4. CONCLUSION / PROPOSAL

- 4.1 This report and the Project Brief provided as Attachment 1 outline the proposed process to undertake a review of Council's City Plan, in accordance with the requirements of the *Local Government Act 1999*.

- 4.2 Whilst the review process is not anticipating a comprehensive re-write of the City Plan, the proposed process will enable meaningful engagement with a range of stakeholders to ensure that new and emerging issues, opportunities and priority actions are able to be appropriately incorporated.

CO-ORDINATION

Officer: EXECUTIVE GROUP

Date: 08.07.19

PROJECT BRIEF

Project Number	
Project Title	City Plan Review
Project Manager	Amanda Berry
Project Sponsor	Terry Sutcliffe

Description of Project

The *Local Government Act (1999)* requires Councils to undertake a comprehensive review of its Strategic Management Plans within two years of each general election. At Salisbury the suite of strategic management plans include Council's Long Term Financial Plan, Asset Management Plan and City Plan 2030.

This project seeks to undertake a review of Council's City Plan 2030 in accordance with the requirements of the Local Government Act.

Project Objectives

Development of an updated City Plan that reflects Elected Member, Community and Organisational priorities.

Project Background

Council adopted its current City Plan, *City Plan 2030*, in 2016. The City Plan is organised around four key directions:

- Prosperous City – Driving Economic growth in South Australia, creating more jobs, providing people with skills and knowledge to connect to those jobs and sustainably increasing our population
- Sustainable City – A place where people actively experience and care for their natural environment, where green industries thrive and our urban and natural spaces are adaptive to future changes in climate
- Liveable City – A welcoming community that celebrates its diversity, embraces changes and where people are able to participate in community life. It's a city with interesting places and experiences.
- Enabling Excellence – A council where people work because they can make a difference, an organisation that anticipates, understands and meets community needs, a Council with a positive attitude.

The current version was informed by extensive engagement and consultation with staff, targeted stakeholders and the broader community.

The current City Plan is supported by a number of objectives and strategies organised under the four directions. It identifies numerous critical actions that range from being longer-term strategic, Council-led or advocacy based actions to organisational based activities.

Project Scope

- Testing of vision and key directions to ensure they remain relevant
- Updating relevant demographic, environmental and economic data
- Review of objectives and strategies to ensure current and emerging issues are adequately reflected
- Identification of new critical actions and revision of critical action structure
- Creation of a suite of performance indicators, and consideration of inclusion of targets, to better gauge progress towards meeting the objectives and actions of the City Plan
- Creation of a spatial overlay to illustrate the distribution and long term opportunities for Salisbury

Project Deliverables

Updated City Plan endorsed by Council

Project Measures

Compilation of a suite of indicators is proposed as part of the City Plan review. These indicators will enable regular reporting to be undertaken to gauge progress towards obtainment of City Plan objectives.

Establish links to Strategic Goals / Key Directions / Plans

4.3 Have robust processes that support consistent service delivery and informed decision making.

Related Projects

Annual Business Plan and Budget
Asset Management Plans

Resources

Human Resources	Internal Staff
Financial	\$35,000 consultation budget (new initiative bid included in Draft 2019/20 Budget)

Project Stakeholders

Internal Stakeholders	Elected Members, Council staff
External Stakeholders	Business, State Government, rate payers, residents, service providers

Communication Strategy

An engagement strategy will be prepared to guide external stakeholder engagement materials and activities. This will be prepared to be consistent with Council's consultation policy and reflective that this is not a major, comprehensive review of the current City Plan, for which significant and extensive consultation was undertaken in 2015/16.

Reporting Requirements

Regular reporting through Executive Group throughout the review process.
Council endorsement required prior to public consultation and final approval.

Program & Milestones

Step	Item	Resource	Start Date	End Date
1.	Project Brief and report to Executive Group for endorsement	Internal	21 May 2019	31 May 2019
2.	Meetings with internal steering group members	Internal	21 May 2019	14 June 2019
3.	Commence compilation of suite of draft indicators	Internal	May 2019	October 2019
4.	Workshop 1 with Elected Members <ul style="list-style-type: none"> Introduce review process Test/confirm vision and key directions Preliminary discussions about strategies, actions, targets and indicators 	Internal	1 July 2019	
5.	Project Brief presented and endorsed by Council	Internal	July 2019	July 2019
6.	Prepare Consultant Brief and engage Engagement Consultant	Internal	July 2019	August 2019
7.	Preparation of Engagement Strategy	Internal	August 2019	August 2019
8.	Workshop 2 with Elected Members <ul style="list-style-type: none"> Refining strategies Prioritising critical actions Introduce draft targets indicators 	Internal and consultant	September 2019	September 2019
9.	Consultation with targeted stakeholders (as per gaps identified in Step 2 and 3) and Staff	Internal and consultant	September 2019	October 2019
10.	Review first stage consultation outcomes and prepare draft City Plan, and present draft to Executive Group	Internal	November 2019	
11.	Workshop 3 with Elected Members <ul style="list-style-type: none"> Present Draft City Plan Revise as necessary as per workshop outcomes	Internal	December 2019	
12.	Draft City Plan presented to Council for endorsement for public consultation	Internal	January 2020	January 2020
13.	Consultation of draft City Plan	Internal and consultant	February 2020	March 2020
14.	Review of consultation outcomes and draft City Plan amended accordingly	Internal	April 2020	April 2020
15.	City Plan presented to Council for final endorsement	Internal	May 2020	

Timing of stages and milestones is linked to Council's budget timetable, to enable consideration of initiatives arising from the City Plan Review to be considered for the 2020/21 budget process.

Estimated Project Cost

New Initiative Bid for \$35,000 to guide external engagement, including production of consultation materials. Printing costs will be absorbed within existing budget lines, noting this expense is likely to be minimal compared with previous versions given the move towards a paper-free office and a desire to improve the online readability of the document.

Project Governance

Project Manager	Greg Ratsch
Project Team Members	Greg Ratsch, Amanda Berry
	Steering Group Members: Mick Petrovski, Gail Page, David Bevan, Dameon Roy, Julie Douglas, Chris Zafiropoulos, Mark Purdie, Hiroe Terao
Project Board Members	Executive Group
Project Assurance	Executive Group
Specialist Assistance	An external consultant with expertise in community engagement will be engaged to provide advice, prepare engagement materials and undertake engagement activities