



AGENDA

FOR POLICY AND PLANNING COMMITTEE MEETING TO BE HELD ON

18 NOVEMBER 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
Manager Governance, Mr M Petrovski
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 21 October 2019.

REPORTS

Administration

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OTHER BUSINESS

CLOSE



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

21 OCTOBER 2019

MEMBERS PRESENT

Cr C Buchanan (Chairman)
Mayor G Aldridge
Cr M Blackmore
Cr B Brug
Cr A Duncan (Deputy Chairman)
Cr K Grenfell
Cr N Henningsen
Cr P Jensen
Cr S Ouk
Cr D Proleta
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
General Manager Community Development, Ms P Webb
General Manager City Infrastructure, Mr J Devine
Manager Governance, Mr M Petrovski
Governance Support Officer, Ms K Boyd

The meeting commenced at 6.34 pm.

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

APOLOGIES

Apologies were received from Cr L Braun, Cr D Hood and Cr S Reardon.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr K Grenfell
Seconded Cr M Blackmore

The Minutes of the Policy and Planning Committee Meeting held on 16 September 2019, be taken and read as confirmed.

CARRIED

REPORTS

Administration

1.0.1 Future Reports for the Policy and Planning Committee

Moved Cr N Henningsen
Seconded Cr A Duncan

1. The information be received.

CARRIED

Community Development

1.1.1 Minutes of the Youth Council Sub Committee meeting held on Tuesday 15 October 2019

Moved Cr M Blackmore
Seconded Cr S Ouk

The information contained in the Youth Council Sub Committee of the meeting held on 15 October 2019 be received and noted with respect to the following recommendations contained therein to be adopted by Council:

CARRIED

1.1.1-YC1 Future Reports for the Youth Council Sub Committee

Moved Cr M Blackmore
Seconded Cr S Ouk

1. The information be received.

CARRIED

1.1.1-YC2 South Australian Youth Parliament 2019 Participation

Moved Cr M Blackmore
Seconded Cr S Ouk

1. That the information be received and noted.

CARRIED

1.1.1-YC3 Youth Council Project Teams Update

Moved Cr M Blackmore
Seconded Cr S Ouk

1. That the information be received and noted.

CARRIED

1.1.1-YC4 Youth Programs and Events Update October 2019

Moved Cr M Blackmore
Seconded Cr S Ouk

1. That the information be received and noted.

CARRIED

1.1.2 Salisbury Secret Garden 2020

Moved Cr A Duncan
Seconded Mayor G Aldridge

1. It is recommended that:
 - a. Council notes the information contained in this report.
 - b. Council selects the Community Hub and Civic Square as the preferred location of the 2020 Salisbury Fringe (including Salisbury Secret Garden) feature weekend, based on the information and objectives outlined in this report.

CARRIED

1.1.3 Collaboration Agreement between Council and Community Centres

Cr C Buchanan declared an actual conflict of interest on the basis of being the previous Chair of Burton Community Centre. Cr Buchanan managed the conflict by remaining in the meeting and voting in the best interest of all community centres.

Cr J Woodman declared a material conflict of interest on the basis of being the Deputy Chair of Burton Community Centre. Cr Woodman left the meeting at 6:48 pm.

Cr D Proleta declared an actual conflict of interest on the basis of being a previous committee member of Burton Community Centre. Cr Proleta managed the conflict by remaining in the meeting and voting in the best interest of the community.

Cr G Reynolds declared an actual conflict of interest on the basis of being a member of the Bagster Community Centre. Cr Reynolds managed the conflict by remaining in the meeting and voting in the best interest of the community.

Moved Cr C Buchanan

Seconded Cr D Proleta

1. The information be received.
2. The proposed Collaboration Agreement between Community Centre Associations be endorsed to 30 June 2020.
3. That the Innovation and Business Development Sub Committee conduct a review of the Collaboration Agreement over the next 12 months and conduct a review of the management model for Community Hubs (Burton, Para Hills and Ingle Farm) by June 2020. The review of the Collaboration Agreement and model for other Community Centres to be conducted over the next 12 months.

CARRIED
UNANIMOUSLY

1.1.4 Reconciliation Action Plan 2019 – 2021

Cr J Woodman returned to the meeting at 6.57 pm.

Moved Cr A Duncan

Seconded Cr K Grenfell

1. That this report be received.
2. That the City of Salisbury's next Reconciliation Action Plan at an Innovate level as contained in Attachment 1 to this report (Item 1.1.4, Policy and Planning, 16/09/2019) be endorsed for submission to Reconciliation Australia for Final Endorsement .

CARRIED
UNANIMOUSLY

1.1.5 Australia Day Events 2020

Moved Cr G Reynolds
Seconded Cr D Proleta

1. Council notes the event information contained in this report.
2. Council approve the holding of the Australia Day Event 2020 at the Salisbury Community Hub and Salisbury Civic Plaza-Inparrinthe Kumangka.

CARRIED
UNANIMOUSLY

1.1.6 Update regarding the Intercultural Strategic Alliance

Moved Cr J Woodman
Seconded Cr C Buchanan

1. That the information be received.
2. That staff bring back a report by March 2020 on adopting the Welcoming Committee Standard and adopting the Welcoming Cities Network.

CARRIED

OTHER BUSINESS

Nil

The meeting closed at 7.22 pm.

CHAIRMAN.....

DATE.....

ITEM	1.0.1
	POLICY AND PLANNING COMMITTEE
DATE	18 November 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
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: July 2020	Andrew Le Grand
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
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: November 2019 Deferred to: January 2020 Reason: Revising layout of planned works following consultation with the Clubs.	Craig Johansen
23/04/2019 2.5.3 – SPDSC2	Salisbury Oval Recreation and Open Space Needs 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: December 2019	Craig Johansen
24/06/2019 1.3.3	Salisbury Car Parking Scenarios Study 10. That a further report be provided with an update on the status of action in six months. Due: December 2019	Peter Jansen

24/06/2019 7.4	Regional Indoor Sporting Facility 2. That a progress report be brought back to Council with the findings of the investigation by December 2019. Due: March 2020	Adam Trottman
24/06/2019 12.1	Motion without Notice: Upgrades to Current Sporting Facilities 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: March 2020	Adam Trottman
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. Due: December 2019	Ann Marie-Arthur
26/08/2019 1.5.1	Salisbury Community Hub - Project and Construction Progress Report 3. An assessment of the demand for increased Customer Services and other council services outside core business hours is conducted early 2020. 4. A report is brought back to Council on the assessment of this demand and any implications of increasing the service levels should the demand support an increase in service levels. Due: April 2020	Charles Mansueto
23/09/2019 1.5.1	Salisbury Oval Public Consultation Process and Revised Masterplan 7. A further report to be brought back detailing the findings from the public consultation, including any plan modification and associated budget adjustments required to align with community feedback. Due: December 2019	Jarred Collins
23/09/2019 1.5.1	Heritage 1. Subject to budget approval by Council, the General Manager City Development be authorised to engage a heritage expert to undertake a Local Heritage first stage study, a Thematic Heritage Framework, for the City of Salisbury area, and report back to Council on the findings. Due: October 2020	Peter Jansen

23/09/2019	Heritage	Peter Jansen
1.5.1	3. That the heritage implications of the draft Planning and Design Code be considered further by Council when it is released for public consultation later this year.	
Due:	February 2020	
28/10/2019	Update regarding the Intercultural Strategic Alliance	Vesna Haracic
1.5.1	2. That staff bring back a report by March 2020 on adopting the Welcoming Committee Standard and adopting the Welcoming Cities Network.	
Due:	March 2020	

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: 11/11/2019

ITEM	1.0.2
	POLICY AND PLANNING COMMITTEE
HEADING	Minutes of the Tourism and Visitor Sub Committee meeting held on Tuesday 12 November 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 12 November 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 12 November 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	Signage for properties of historical significance
1.	The information within the report be noted and received.
2.	That local area historical regions be considered, to identify areas of concentration of sites of historical significance.
3.	Future signage be considered as part of budget considerations, funded from the current Information Signage program.
4.	Additional significant site be noted including – McIntyre House, First Flight Memorial and Pines Lakes House, and those included in the previous report.
5.	The budget be reviewed for historical signage, investigating an increase to \$30,000 per year for historical signage.
6.	Staff provide a report on the provision of an App or similar digital tool on historical sites as well as the possibility for the inclusion of greater information on other tourism, entertaining/dining, accommodation, destinations and attractions.
TVSC-OB1	Signage - Purling/Commercial Road, Salisbury North
1.	That staff provide an audit report on existing directional and historically significant signage in the City of Salisbury.

TVSC-OB2 Promotion of Salisbury Community Hub and Council area

1. That staff bring back a report on the most effective and efficient manner to promote the Salisbury Community Hub and Salisbury Council area as a venue for conferences and conventions in line with its agreed target usage of the Salisbury Community Hub within the first 6 months of the Hub's opening.

TVSC-OB3 Tourism and Visitor Sub Committee Meetings

1. That the next meeting of the Tourism and Visitor Sub Committee be scheduled from 5.00 – 6.00pm.

ATTACHMENTS

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

1. Minutes Tourism and Visitor Sub Committee - 12 November 2019

CO-ORDINATION

Officer: GMBE
Date: 14/11/2019



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

12 NOVEMBER 2019

MEMBERS PRESENT

Cr M Blackmore (Chairman)
Mayor G Aldridge (ex officio)
Cr K Grenfell
Mr J Pinney
Cr D Proleta
Cr S Reardon (4.48pm)
Mr D Waylen
Cr J Woodman (Deputy Chairman)

OBSERVERS

Cr L Braun

STAFF

General Manager Business Excellence, Mr C Mansueto (*until 5.00pm*)
Manager Community Experience and Relationships, Ms J Kushnir
Manager Governance, Mr M Petrovski (*until 5.20pm*)
Team Leader Parks and Open Space Assets, Mr C Johansen (*until 5.30pm*)
Administrative Coordinator - Business Excellence, Mrs M Potter

The meeting commenced at 4.31pm

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

APOLOGIES

An apology was received from Mr L Virgo.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr K Grenfell
Seconded Mr D Waylen

The Minutes of the Tourism and Visitor Sub Committee Meeting held on 10 September 2019, be taken and read as confirmed.

CARRIED

REPORTS

TVSC1 Future Reports for the Tourism and Visitor Sub Committee

Moved Cr K Grenfell
Seconded Cr D Proleta

1. The information be received.

CARRIED

TVSC2 Signage for properties of historical significance

Cr S Reardon entered the meeting at 4.48 pm.

Moved Cr D Proleta
Seconded Mayor G Aldridge

1. The information within the report be noted and received.
2. That local area historical regions be considered, to identify areas of concentration of sites of historical significance.
3. Future signage be considered as part of budget considerations, funded from the current Information Signage program.
4. Additional significant site be noted including – McIntyre House, First Flight Memorial and Pines Lakes House, and those included in the previous report.
5. The budget be reviewed for historical signage, investigating an increase to \$30,000 per year for historical signage.
6. Staff provide a report on the provision of an App or similar digital tool on historical sites as well as the possibility for the inclusion of greater information on other tourism, entertaining/dining, accommodation, destinations and attractions.

CARRIED

OTHER BUSINESS

TVSC-OB1 Signage - Purling/Commercial Road, Salisbury North

Moved Mayor G Aldridge
Seconded Mr D Waylen

1. That staff provide an audit report on existing directional and historically significant signage in the City of Salisbury.

CARRIED

TVSC-OB2 Promotion of Salisbury Community Hub and Council area

Moved Cr M Blackmore
Seconded Mayor G Aldridge

1. That staff bring back a report on the most effective and efficient manner to promote the Salisbury Community Hub and Salisbury Council area as a venue for conferences and conventions in line with its agreed target usage of the Salisbury Community Hub within the first 6 months of the Hub's opening.

CARRIED

TVSC-OB3 Tourism and Visitor Sub Committee Meetings

Moved Cr S Reardon
Seconded Cr D Proleta

1. That the next meeting of the Tourism and Visitor Sub Committee be scheduled from 5.00 – 6.00pm.

CARRIED

CLOSE

The meeting closed at 5.41pm.

CHAIRMAN.....

DATE.....

ITEM 1.1.1**POLICY AND PLANNING COMMITTEE****HEADING** Minutes of the Strategic and International Partnerships Sub Committee meeting held on Tuesday 12 November 2019**AUTHOR** Bronwyn Hatswell, PA to General Manager, Community Development**CITY PLAN LINKS** 4.3 Have robust processes that support consistent service delivery and informed decision making.**SUMMARY** The minutes of the Strategic and International Partnerships Sub Committee meeting held on Tuesday 12 November 2019 are presented for Policy and Planning Committee's information.**ATTACHMENTS**

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

1. Minutes Strategic and International Partnerships Sub Committee - 12 November 2019 [Inquorate]

CO-ORDINATION**Officer:** MG**Date:** 13/11/2019



**MINUTES OF STRATEGIC AND INTERNATIONAL PARTNERSHIPS SUB
COMMITTEE MEETING HELD IN COMMITTEE ROOMS, 12 JAMES STREET,
SALISBURY ON**

12 NOVEMBER 2019

Due to the unavailability of members resulting in a lack of quorum, this meeting was cancelled and will be reconvened on Monday, 18 November 2019.

ITEM 1.1.2**POLICY AND PLANNING COMMITTEE****DATE** 18 November 2019**PREV REFS** Policy and Planning 1.1.5 18/02/2019
Committee**HEADING** Community Safety Strategy**AUTHORS** Julie Douglas, Senior Social Planner, Community Development
Julie Fyfe, Social Planner - Research & Policy, Community
Development**CITY PLAN LINKS** 4.1 Strengthen partnerships that enable us to better address our
community's priorities.
3.4 Be a proud, accessible and welcoming community.
3.3 Be a connected city where all people have opportunities to
participate.**SUMMARY** This report outlines the process undertaken in developing a new
Community Safety Strategy for the City of Salisbury. It is intended
that the Strategy will function as a higher level document with
community safety priority action plans developed annually to
respond to emerging safety issues within the City of Salisbury.**RECOMMENDATION**

1. The report be received and noted.
2. The draft Community Safety Strategy as contained in Attachment 2 to this report (Item 1.1.2, Policy and Planning, 16/09/2019) be endorsed.
3. Note that if endorsed staff will progress to develop the detailed resource allocations and assign lead responsibilities, and staging of the actions for council consideration.

ATTACHMENTS

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

1. Overview of Precedents Background Paper
2. Community Safety Strategy
3. Community Safety Response Matrix

1. BACKGROUND

- 1.1 Community Safety has been identified as an important issue for residents, and has been a feature of discussions in relation to the future directions of Council, as a part of the next iteration of the City Plan.
- 1.2 A report on safety in the City of Salisbury presented at the Policy and Planning meeting on 18 February 2019 provided advice that a renewal of Council's existing Safer Salisbury Strategy and Action Plan was being undertaken.

1.3 To facilitate development of the new Community Safety Strategy Council administration engaged an external consultant, Intermethod, to provide specialist expertise in strategy development and stakeholder consultation to assist with developing a draft Community Safety Strategy, which incorporated:

- An analysis of SAPol crime data;
- Researching good practice in community safety;
- Defining the City of Salisbury's role(s) in community safety; and
- Engaging staff and selected stakeholders to identify community safety issues and opportunities for actions that respond to crime and community safety issues.

1.4 This report provides an overview of this process and the resulting draft Community Safety Strategy.

2. CONSULTATION / COMMUNICATION

2.1 Internal

2.1.1 Staff from across Council were engaged to identify community safety issues and responding actions, this included representation from:

- Community Development – Community Capacity & Learning, Community Health and Wellbeing, Social Policy.
- City Development - Environmental Health & Safety, Economic Development & Urban Policy.
- City Infrastructure – Property & Buildings, Infrastructure Management, Technical Services, Field Services.
- Business Excellence – Community Experience & Relationships

2.1.2 Community advisory groups consulted with included:

- Salisbury Youth Council.
- Salisbury Reconciliation Action Plan Working Group.
- Salisbury Seniors Alliance.
- Disability Access and Inclusion Network.

2.2 External

2.2.1 SAPol

2.2.2 Salisbury Business Association

2.2.3 St Kilda Progress Association

3. REPORT

3.1 Council has undertaken considerable work over time to respond to crime and safety issues within the City of Salisbury. Council's first community safety plan, the Safer Salisbury Strategy and Action Plan 2013-2017, was endorsed in 2013. A review of this plan noted that many of its actions (28 of the 57 actions) are now part of the standard work functions in the relevant council teams.

- 3.2 Strong emphasis was placed in the first community safety plan on the creation of local partnerships and on actively seeking funding for programs and initiatives. There has been success in ongoing partnerships such as the SA Police Regional Community Safety Committee, Northern Adelaide Local Drug Action Team (of which the City of Salisbury is the principal partner), National Motor Vehicle Theft Reduction Council, and the Northern Homelessness and Violence against Women Collaboration. Funding has been secured for initiatives relating to domestic and family violence, alcohol and drug abuse, and preventing motor vehicle theft. Council's new Community Safety Strategy will continue to develop upon this partnership approach in responding to crime and safety across the Council area.
- 3.3 An analysis of delivery against the existing Safer Salisbury Safety Strategy (2013-2017).was undertaken as part of the development of the new Community Safety Strategy and the results are contained on pages 4-5 of Attachment 2, and includes:
- Development of strong regional partnerships;
 - Expansion of Council's CCTV network in the Salisbury CBD, community centres and libraries, St Kilda and Salisbury Oval;
 - Crime Prevention through Environmental Design (CPTED) principles and place activation principles incorporated into the design and planning for public spaces;
 - Public realm renewal, ongoing maintenance and repair of public spaces - including the removal of graffiti and dumped rubbish;
 - Development and implementation of community awareness campaigns;
 - Drug and alcohol programs and partnerships;
 - Introduction of programs and activities for vulnerable community members, to build social connections and enhance their personal wellbeing and safety; and
 - Place activation initiatives.
- 3.4 The process for developing the new Community Safety Strategy was first informed by a high level trend analysis of SAPOL crime data for the Salisbury Council area and suburbs/small areas over an 8 year period to gain a better understanding of crime profiles and trends over time. This analysis showed that:
- 3.4.1 On a per capita basis the suburbs/small areas with the highest overall rates of offending within the City of Salisbury are:
- Salisbury;
 - Burton / Non-Urban West; and
 - Para Hills West / Parafield / Salisbury South.
- 3.4.2 The majority of offences committed in the City of Salisbury over the previous 8 years have been:
- Theft and related offences (44% of all recorded offences since 2010/11);
 - Property damage and environmental (23% of all recorded offences since 2010/11).

- 3.5 A Community Safety Overview of Precedents paper (Attachment 1), was developed by Intermethod to provide an overview of community safety approaches implemented nationally and internationally, with a focus on local government applicability. The Precedents paper was utilised during staff and stakeholder consultation to assist with identifying and shaping actions for the new Community Safety Strategy.
- 3.6 Following the development of the background materials, a targeted staff and stakeholder engagement process was undertaken across June and July 2019 to gather different perspectives on community safety and identify potential priority actions. The engagement was inclusive of the perspectives of Council staff, local business concerns, SA Police, cultural concerns, disability concerns, perspectives of different age cohorts and broader community concerns. Stakeholder engagement included representation from:
- SAPOL;
 - Salisbury Business Association;
 - St Kilda Progress Association;
 - Salisbury Seniors Alliance;
 - Salisbury Youth Council;
 - Salisbury Reconciliation Action Plan Working Group; and
 - Disability Access and Inclusion Network.
- 3.7 The combination of data, research, staff input and stakeholder engagement informed the actions proposed in the new Community Safety Strategy. The framework used in the Strategy reflects the diverse range of actions that Council could potentially undertake to respond to criminal offending trends and community safety concerns raised, as follows:
- 3.7.1 Promotion, education and awareness
 - 3.7.2 Partnerships
 - 3.7.3 Public and open space improvements
 - 3.7.4 Activation
 - 3.7.5 Targeted approach to crime prevention
- 3.8 It is intended that the Community Safety Strategy will function as an overarching strategy across Council, guiding Council's approach to community safety. The strategy proposes an evidence-led approach to support a focus on particular initiatives and/or locations. In addition a focus on strategies to improve perceptions will also be a feature, with engagement activities linking with the City Pride initiatives currently under development.
- 3.9 The Community Safety Strategy will be supported by a finer grained annual action plan of priorities which will provide more detailed resource allocations and assign lead responsibilities for action implementation. It is envisaged that the implementation of the Community Safety Strategy will need to strike a balance between a planned approach to proactively identifying community safety priorities (on an annual basis), and a more reactive stance of responding to emerging community safety issues (typically unpredictable and/or ad hoc). A Community Safety Response Matrix (attachment 3) has been developed to provide structured guidance to Council staff in identifying potential countermeasures and actions to be deployed for specific crime and safety issues.

3.10 Based on crime trend data, a focus of strategies in particular locations is desirable and may also lead to cost avoidance in some cases. An example of this may be better lighting around community facilities which have high traffic during evenings. Improved lighting could support reduced graffiti attacks, hoon driving and anti-social behaviour – instead increasing positive activation as a result of improved safety perceptions, thus reducing cost to council of remediation of damage, and staff time in dealing with incidences. This approach may not require additional budget but rather a prioritisation of existing budgets to identified areas of concern. Likewise proactive responses to illegal dumping may also have a cost avoidance component. Potentially this may involve better communication with tenants in their preferred language (if this is identified as a contributing causal factor); or the surveillance of illegal dumping hot spots.

3.11 Critical to the development of actions under the strategy is an environmental scan of better practice as provided in Attachment 1. For example some communities have adopted a suite of neighbourhood programs in particular locations where people feel less safe, which may include localised City Pride initiatives such as:

- Verge maintenance programs with local people;
- Stobie pole painting;
- Know your neighbour BBQ's.

For as little as \$50 per initiative, these programs offer streets and neighbourhoods the tools to facilitate better local community connections. Deeper engagement could be programed through the network of community centres and libraries.

Other initiatives could include a “hosts” program. In safety hot spots skilled and trained people could provide face to face information advice and support to businesses around interactions with SAPOL and the community. Examples of the sorts of support they may provide include;

- Welcome people to the precinct they look after with provision of information regarding services businesses and community based programmers
- Maintaining a presence on the streets at night;
- Facilitate communication in open areas about expected behaviors
- Relay crime intelligence to police;
- Report property damage, in collaboration with property owners and tenants;
- Engage with the business community;
- Communicate with people in culturally appropriate ways;
- Assist people to access transport and services; and
- Improve cooperation between agencies

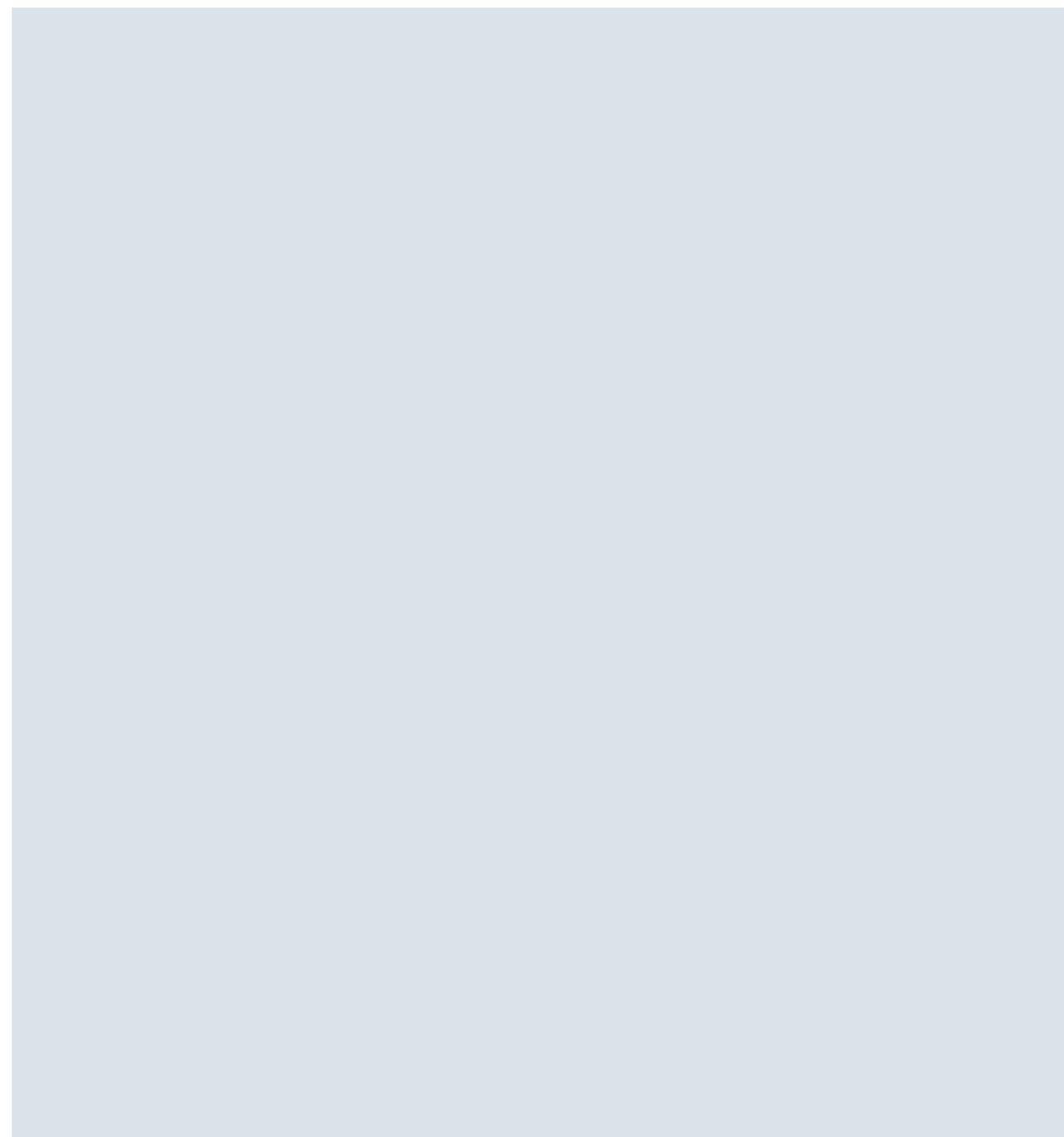
4. CONCLUSION / PROPOSAL

- 4.1 This report provides an overview of the development of Councils second Community Safety Strategy.
- 4.2 It is proposed that the Strategy will be supported by an annual action plan which will proactively respond to priority safety issues, allowing greater flexibility to respond to emerging issues.
- 4.3 Responsibility for annual action planning coordination and reporting will sit with the Community Development Department – Social Policy Team.

CO-ORDINATION

Officer: EXECUTIVE GROUP

Date: 11/11/2019



CITY OF SALISBURY COMMUNITY SAFETY OVERVIEW OF PRECEDENTS

PREPARED FOR:
THE CITY OF SALISBURY
31 MAY 2019

DRAFT



intermethod

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CONSULTANT

CLIENT



This report has been prepared by Intermethod.
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Name Natalya Boujenko
Email natalya.boujenko@intermethod.com.au
Mobile 0413 570 229



BACKGROUND

About this document

This document forms part of the analysis and preparatory work for the next version of the City of Salisbury Community Safety Plan (2019). When adopted by the Council, the Community Safety Plan will replace the Safer Salisbury Strategy and Action Plan 2013-2017.

The Safer Salisbury Strategy and Action Plan 2013-2017 was developed based on community concerns about crime and safety as identified in the 2012 Community Perceptions Survey and also analysis of crime statistics from preceding years.

This document collates examples of national and international policies, programs and initiatives, which sought to improve community safety and security. The knowledge base of these examples can broaden considerations when developing a policy response for the City of Salisbury Community Safety Plan. The purpose of the document is to share the insights gleaned from reviewing these examples with the City of Salisbury project team, to share knowledge and learnings.

INTERNATIONAL SAFETY PROGRAMS AND INITIATIVES

PURPLE FLAG AWARD

Location: UK and Ireland

Year: 2012 - ongoing

Further information:
<https://www.atcm.org/purple-flag>

The Civic Trust in the United Kingdom commissioned the 'NightVision' research to better understand how to manage evening and late night economies. It found that more people would use centres at night if they were safer, more accessible and offered more choice. This research prompted the Association of Town Centre Management (United Kingdom) to initiate the Purple Flag accreditation scheme, which indicates that an entertainment or leisure district has achieved minimum standards in terms of 'wellbeing' (welcoming and safe), 'movement' (secure pattern of arrival, circulation and departure), 'broad appeal' (choice of entertainment and activity) and 'place' (is a stimulating and vital destination).

Outcomes: Purple flag locations identify a higher quality standard to visitors with the following results:

- A raised profile and an improved public image for the location
- A wider patronage, increased expenditure
- Lower crime and anti-social behaviour
- A more successful mixed use economy in the longer term.

Success is driven by collaborative, area based partnerships with the shared vision to make evening public places safer. Locations may demonstrate when they meet or surpass these standards of excellence in managing the evening and night time economy, and advertise this through their Purple Flag status.

BUSY STREETS

Location: Flint, Michigan

Year: 2012-2018

Further information:

<https://www.citylab.com/life/2018/03/want-to-fight-crime-plant-some-flowers-with-your-neighbor/556271/>

<http://yvpc.sph.umich.edu/community-greening-efforts-help-reduce-violent-crime/>

Research coming out of the US shows how neighbourhoods struggling with crime become safer simply through place management strategies. Flint Michigan, is a declining former industrial hub near Detroit that has been afflicted by crime related to its low socio-economic status. Researchers from Michigan began measuring the impact of the University Avenue Corridor Coalition – an initiative by a group of residents, businesses, and two local colleges—decided to try to prevent crime by fixing up a 3-mile stretch of University Avenue in central Flint. Research to document the impact of the urban renewal activities began shortly after the establishment of the coalition in 2012. A central part of the urban transformation was lobbying to replace a liquor store that was associated with alcohol related violence, with a sandwich shop. This allowed this neighbouring part to be transformed from a place frequented by drinkers, into an event space.

Outcomes: A community survey by corridor users highlighted a reduction in mental health problems, largely due to a reduction in crime and a resulting reduction in fear. The survey results were cross referenced to crime statistics which showed the University Avenue Corridor urban regeneration area to have 40% fewer assaults and violent crime than areas where the vacant lots and a lack of street activity existed. The findings support 'busy streets are safer streets'. Similarly, community based greening and the resultant civic pride and additional space activation that it created, also resulted a reduction in violent and criminal activity.

NEW YORKERS FOR PARKS (NY4P)

Location: New York

Year: 1908 - present

Further information:

<http://www.ny4p.org/data-and-research>

<http://www.ny4p.org/data-and-research/research-library/other-reports>

New Yorkers for Parks conducts research and develops tangible policy recommendations around findings related to park development, management and sustainability. NY4P uses research to inform and empower communities throughout New York City to advocate for open space needs.

The initiative provides a range of tools to enable communities to measure and advocate for improved and safer public space such as:

- Improve your park quick guide
- Measuring neighbourhood park use
- How can I improve my park?

Outcomes: Audits of public space, particularly where they involve local citizens, can identify issue areas that need to be addressed. The findings of such research may be used as a foundation for advocacy campaigns, both immediate actions and longer-term policies that protect and enhance open space provision, to ensure adequate and equitable distribution of open space resources to all neighborhoods to improve liveability, civic pride and safety.

SAFE COMMUNITY MOVEMENT

Location: Originating in the Norway and other Nordic nations. There are now 260 Safe Communities worldwide.

Year: 2004 - onwards

Further information:

<http://safecomeurope.com/2011/default.asp?cmd=200&MenyID=5&ArtID=I6>

According to a set of criteria, the Safe Community Network upholds the right of every woman, child and man to safety from accidents and injury. The key principles include:

- An infrastructure based on partnerships and collaborations, governed by a cross-sectoral group that is responsible for safety promotion in the community
- Long term, sustainable programs covering both genders and all ages, environments and situations
- Programs that target high-risk groups and environments, and programs that promote safety for vulnerable groups
- Programs that are based on the available evidence
- Programs that document the frequency and causes of injury
- Evaluation measures to assess their programs, processes and the effects of change
- Ongoing participation in national and international Safe Community networks

Outcomes: Every community has its own risks, therefore each community needs to monitor and respond to these risks according to the principles above e.g. a coastal town dependent on fisheries the main injury types will be different from an urban manufacturing community. Because each community is unique the outcomes vary dependent upon the location.

SAFE COMMUNITIES FOUNDATION NEW ZEALAND (SCFNZ)

Location: New Zealand

Year: 2004 - present
(In 2018, just under 50% of New Zealanders lived in an accredited Safe Community)

Further information:

<https://www.safecommunities.org.nz/>

Fact sheets:

<https://www.safecommunities.org.nz/resources/fact-sheets-community-safety>

A Safe Community is one in which all sectors of the community work together in a coordinated and collaborative way to promote safety: forming partnerships; managing risk; educating and informing; increasing community well-being and the overall safety especially for its most vulnerable; and reducing their fears of harm. The key feature is the building of local capacity (i.e. coalition of community, business, government and non-government leaders) that combines their resources and interests to address local concerns about injuries, crashes, anti-social behaviour, violence and crime in a coordinated and sustainable manner. With a focus on increasing well-being, SCFNZ was established to support and inspire communities in New Zealand to create safe environments and increase adoption of safe behaviours.

Outcomes: Increased community well-being as well as changes in attitudes and behaviours in areas such as falls prevention, safer public spaces, road safety and safety at work. The Safe Community movement within New Zealand uses measurable outcomes through the alignment ('line of sight') of the performance measures of individual programs (demonstrating increases in skills and knowledge and/or behaviour and circumstance changes) with the overarching indicator related to the reduction in injuries.

TRANSFORMATIVE URBAN MOBILITY INITIATIVE (TUMI)

Location: Bogota, Columbia

Year: November 2018 - ongoing

Further information:

<http://e-lib.iclei.org/wp-content/uploads/2018/12/City-profile-and-stories-Bogota-web.pdf>

Bogota has experienced a profound transformation towards non-motorised transport (NMT) in its infrastructure planning and policies. Since 1998, the city has envisioned a shift from a car-oriented transportation system to a people-centred one. To achieve this, Bogota prioritised the development of bus lanes and bike paths and dedicated more spaces for pedestrians by clearing sidewalks from parked cars, creating new parks, and rehabilitating existing public spaces. Yet, 9 out of 10 females felt unsafe in public spaces with 64% reporting being victims of sexual harassment in public transport.

In response the Public transport provider TransMilenio introduced various security measures including patrolling and women only travelling areas. But perhaps of greater relevance to an Australian audience is the extensive surveys planned to improve public safety (particularly for women) using an innovative, real-time mapping app developed in India (SafetiPin) and used to collect, analyse, and disseminate information to make public spaces safer for women. The app measures the following variables: (1) quality and quantity of lighting, (2) openness/blind spots, (3) visibility, (4) pedestrian density, (5) security staff in the area, (6) availability and quality of pathways, (7) public transport and (8) diversity of people (in gender and age).

Outcomes: Results of a detailed safety audit of the public realm are soon due and will assist policy makers in developing safety measures.

KIDS IN THE CITY

Location: Auckland NZ

Year: 2011-2018

Further information:

<https://kidsinthecity.ac.nz/>



A collaborative research program to increase child friendly spaces in the city through the active involvement of children in the design process. Because most Australian and NZ cities are designed by adults and prioritise car movement means that the need for safe urban environments for children is often overlooked. The Kids in the City program involved researchers from Massey University, the University of Auckland and Auckland University of Technology. The project brought together spatial and social aspects of children's lives to understand how urban environments impact on the wellbeing of the children who live in them. The program involved the use of innovative new technologies such as geographical positioning systems (GPS), accelerometry (to measure sedentary time and physical activity of the subject children over 7 days) and GIS in conjunction with qualitative methods. Qualitative methods included neighbourhood perception walking interviews and discussion groups with children and interviews and discussion groups with parents and school principals. A subsequent program researched ways for Enabling Participation for Disabled Children and Young People.

Outcomes: The research outcome was a better understanding of children's needs in a city, for example, different spaces were seen as having different play qualities with grassy areas the most popular, and the car parks least popular. The project also captured the attitude of both parents and children toward independent mobility, based upon perceptions of safety (both environmental and transport related e.g. catching public transport alone, or cycling on main roads).

GLOBAL COMMISSION ON DRUGS

Location: United Nations

Year: November 2018

Further information:

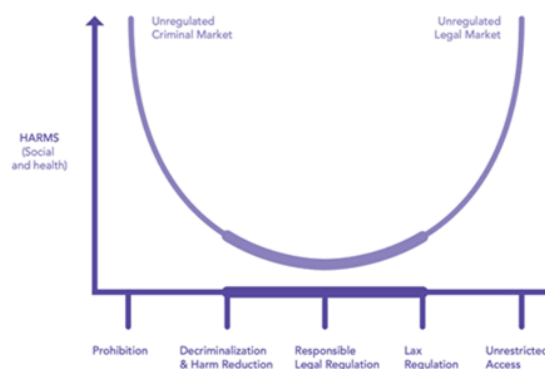
http://www.globalcommissionondrugs.org/wp-content/uploads/2018/09/ENG-2018_Regulation_Report_WEB-FINAL.pdf

The Global Commission on Drugs provides evidence based ideas about the national and local regulation of drugs. By asking the questions 'Who should assume the control of these substances that bear serious risks for health – the state or organized crime?' The high profile group of experts state that they are convinced that the only responsible answer is to regulate the market, to establish regulations adapted to the dangerousness of each drug, and to monitor and enforce these regulations. With the aim to protect life, health and dignity of vulnerable people (users), and to guarantee equal rights for all without discrimination.

"We have to look at regulation and public education rather than the total suppression of drugs, which we know will not work. The steps taken successfully to reduce tobacco consumption (a very powerful and damaging addiction) show what can be achieved. It is regulation and education, not the threat of prison, which has cut the number of smokers in many countries. Higher taxes, restrictions on sale and effective anti-smoking campaigns have delivered the right results." Kofi Annan, member of the Global Commission on Drug Policy, 2016

The premise is that the right level of regulation will return maximum benefits to the community See figure below.

Figure 1: Regulation reduces harm to health and societies



Outcomes: Examples include restricted operating hours for alcohol provision e.g. 'In 2002, the mayor of Diadema, an industrial city with almost 400,000 inhabitants in the State of São Paulo, Brazil, passed a law requiring the 4,800 bars and restaurants in the city to stop selling alcohol between 11 pm and 6 am. Since this law was passed, the number of homicides decreased by 47.4%, the number of car accidents by 30%, the number of attacks against women by 55%, and the number of hospital admissions related to alcohol by 80%.'

AGENDA, ALLIANCE FOR WOMEN AND GIRLS AT RISK

Location: United Kingdom

Year: 2016

Further information:

<https://weareagenda.org/wp-content/uploads/2015/11/Hidden-Hurt-full-report1.pdf>

It is well established that all sexual and physical abuse takes a significant toll on victims' lives. This analysis makes clear that the greatest disadvantage is experienced by those who endure a range of abuse across their life-course – and that over 80% of this group are women. Many of the most negative outcomes from abuse increase the risk of further victimisation. For example, girls who run away from home and women who become homeless, misuse drugs or are exposed to criminality are highly likely to experience further violence in their lives. The key message is that women with extensive experience of violence and abuse in their lives should constitute a priority group across many different areas of policy and service delivery. In particular, women and girls with extensive experience of violence and abuse often have multiple difficulties in their lives. They are more likely to require specialist services which provide holistic support, including the opportunity to address the trauma of violent and abusive experiences. Central and local government must make sure such services are adequately funded and properly commissioned.

Outcomes: The research concluded that:

- 'Gender neutral' services often fail to respond to the different experiences of violence, abuse and other disadvantages in the lives of women and men and as such are far less likely to meet women's needs. Greater priority must be given to commissioning gender specific services and to ensuring that public services which women come into contact with are gender responsive.
- Staff in public services (including for example mental health, housing, substance misuse or employment support) need to have ongoing training and support that gives them insight into the impacts of inequalities, violence and abuse on women's lives. This should be supported by a culture that encourages and enables them to work with women at risk in ways that are helpful and empowering.
- 'Routine enquiry' (asking women whether they have experienced violence and abuse) should become standard practice across a whole range of services and be accompanied by proper support for those women who disclose past or present experiences of abuse.

MODERN CRIME PREVENTION STRATEGY

Location: United Kingdom

Year: 2016

Further information:

<https://www.gov.uk/government/publications/modern-crime-prevention-strategy>

The UK Government Modern Crime Prevention Strategy looked at approaches to prevent modern crime. The modern crime prevention strategy updates the way we think about crime prevention, aiming to build on the successes of the past while making the most of new research, techniques and technology. It is based upon research that demonstrates there are six key drivers of crime as follows:

1. Opportunity – Removing or designing out opportunities for criminals to offend, offline and online.
2. Character – Intervening early with those exposed to factors that might lead to a high propensity to commit crime.
3. Effectiveness of the Criminal Justice System (CJS) – Ensuring that the CJS acts as a powerful deterrent to would-be offenders.
4. Profit – Making it harder for criminals, particularly organised criminals, to benefit financially from their crimes.
5. Drugs – Publish a new drug strategy, which builds on the approach published in 2010 to restrict the supply of drugs and tackle the organised crime behind the drugs trade, prevent drug misuse in our communities, help people resist getting involved in drugs, and support people dependent on drugs through treatment and recovery.
6. Alcohol – Making the night time economy safe so that people can consume alcohol safely without fear of becoming a victim of alcohol-related crime or disorder, enabling local economies to grow.

Outcomes: A backbone to the UK experience is the involvement of communities and not for profit services alongside law enforcement authorities, most notably:

- The neighbourhood and home watch network - involving 4 million members see: <http://www.ourwatch.org.uk/>
- Crimestoppers - an independent charity for the public to pass on information to police anonymously 24/7 <https://crimestoppers-uk.org/>
- Victim support – an independent charity for victims and witnesses of crime <https://www.victimsupport.org.uk/>.

These approaches are a continuation of practices that have seen traditional crimes (e.g. burglary and violence) drop rapidly over the past 20 years. However, there has been a shift in the types of criminal activity, such as in increase in online fraud and cyber crime. This is being combated through good public awareness campaigns show the community measures to safeguard themselves against criminal activity e.g. <http://www.actionfraud.police.uk/>

BUSINESS IMPROVEMENT DISTRICTS (BIDS)

Location: Originating in Canada in the late 1960s, BIDs have been adopted and adapted in a range of countries since then, including Australia, the United States, the United Kingdom, New Zealand, South Africa, Serbia, Albania and Jamaica

Year: 1960s onwards

Further information:

<https://pppknowledge.org/guide/sections/71-managing-the-bid-process>
<http://www.placemanagement.org/>

For two of the world's most famous BIDs see: Bryant Park (NY) <https://bryantpark.org/> and Time Square Alliance <https://www.timessquarenyc.org/about-the-alliance>
 For Australia see also: <https://www.mainstreetaustralia.org.au/>

Business Improvement Districts are known by various names, such as Special Improvement Districts, Neighbourhood Improvement districts and so on. Business Improvement Districts (BIDs) are non-profit, public-private corporations, which generate a private form of taxation collected from property owners in a defined / ring-fenced geographical (urban) space to supplement or top-up local government services. The revenue generated is used to improve the BID space (usually only a few city blocks in size). Improvements may include public safety interventions, higher maintenance for streets through cleansing, landscaping, lighting etc. These additional services may be outsourced to a variety of companies (such as private security companies and/or cleaning staff). BIDs are primarily responsible for the day-to-day, street-level management of their spaces. They are generally held accountable to local government through having to report on activities and spending. However, the nature of this relationship is dependent on context. The attraction of BIDs lies in their economic benefits – they are considered to be an effective means by which local governments and/or local (business) communities benefit from additional services co-ordinated by the BID drawing in public and private resources to support the ring-fenced BID area.

Outcomes: Businesses stand to gain from this through an improved urban space. Likewise, local governments in the face of economic deficits, stand to gain by retaining their political control and public image through harnessing private sector resources to boost levels of service delivery with the majority of ratepayers in the proposed BID vote for its establishment, to ensure equal and effective management it is compulsory for all in that District to pay BID rates whether or not they opposed its establishment.

The success of BIDs requires the engagement of the local businesses and community to develop site specific responses appropriate to the area. In the US where the concept has perhaps been the most successful there are now over 1000 BIDs. New York has over 75 BIDs, including more than 30% of all retail business, and 50% of all office space in the city. Former Mayor Bloomberg stated that, "BIDs represent public-private partnerships at their very best. Time and again, they have proven effective in revitalising neighbourhoods and improving business conditions in commercial districts – injecting vitality into the community."

PUBLIC SAFETY & SECURITY BENCHMARKING STUDY

An Analysis of Leading Practices and Challenges Nationwide from Urban District Management Organizations

Location: USA survey of practices from seven Downtown Associations (cf. BIDs):

- Downtown Denver Partnership, Denver, CO
- Centro Public Improvement District, San Antonio, TX
- Downtown San Diego Partnership, San Diego, CA
- Downtown Oklahoma City, Inc., Oklahoma City, OK
- Houston Downtown Management District, Houston, TX
- Downtown Phoenix Partnership, Phoenix, AZ
- Downtown Development District, New Orleans, LA
- Salt Lake Downtown Alliance, Salt Lake City, UT

Year: 2016

Further information:

KPMG report for the International Downtown Association <https://www.ida-downtown.org/eweb/docs/2018/PublicSafetySecurityBenchmark2016-v2.pdf>

Respondents indicated that their stakeholders voice concerns around a number of issues that impact real and perceived safety. Concerns expressed by multiple districts included panhandling and homelessness; drug dealing and consumption; lack of foot patrols or a security presence; and lack of enforcement of laws and ordinances. The respondents cited the following behaviours as the most commonly in existence and enforced trespassing, public urination, and public intoxication. Of these aggressive panhandling was seen as the most challenging.

Outcomes: The transferable best practice across all the interviewed associations is local partnerships led by urban district management. Co-ordination between partners enabled successful collaborative responses such as leading community re-visioning efforts, coordinating an off-duty police patrol program, monthly monitoring of crime statistics, providing escorted walks, including the local police department in monthly board meetings, identifying chronic panhandlers and at-risk homeless, and integrating local outreach workers.

GAPFILLER

Location: Originally Christchurch, New Zealand

Year: 2010 onwards

Further information:

<https://gapfiller.org.nz/>
Similar programs:
<https://renewadelaide.com.au/>
<https://splashadelaide.com.au/>

Gap Filler is a social enterprise focused on placemaking to transform urban spaces into more memorable, fun, participatory, surprising, equitable and sociable places. They work with communities, public and private sectors, to development strategies that are the foundation for strong community outcomes. An example is the super street arcade – the ‘world’s largest street arcade game’ a 5m screen that can be played by 2-3 players at a time on the blank wall of a commercial block.

Outcomes: The success of the retro-arcade games has led to an education project – the ‘Co[de] Create’ programme – with local high school students who develop games for the Super Street Arcade system as part of their curriculum.



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Image: <https://gapfiller.org.nz/project/superstreetarcade/>

OUR COLLECTIVE RESPONSIBILITY

Location: Sweden

Year: 1996-present

Further information:

Lidskog, R., & Persson, M. (2012). Community safety policies in Sweden : a policy change in crime control strategies? International Journal of Public Administration, 35(5), 293-302. <https://doi.org/10.1080/01900692.2011.646084>

In the late 1990s the Swedish government perceived that traditional measures of social cohesion and order that were developed and maintained through shared norms and social ties was weakened due to changing social make up due to urbanization, industrialization, migration, and segregation. Historically this could be described as

- **Social crime prevention.** Social crime prevention, in which the welfare model was seen as the most important preventive factor (i.e. reducing the need to commit crime due to lack of resources to survive)

However there has been a shift toward:

- Situational crime prevention concern mainly physical design and planning, including safety inventories the main goal of which is to identify "risky places" (in terms of crime risk or cause of public unsafety)
- Cooperation and partnership concern both the benefits of coalition-building in combating crime and facilitating public trust,
- Feelings of safety treated aspects of public trust and sense of safety (or lack of safety and how to counteract this)
- Information dissemination and education category aim to spread information on risks, promote the development of norms, and prevent undesired behavior (e.g., use of drugs, anabolic steroids, and weapons: care- less driving; and refusal to testify in court).
- Information gathering, which generally has to do with citizen opinions and attitudes or crime rates in particular areas.

Outcomes: In Sweden a shift has been observed away from traditional welfare measures for crime reduction to increased situational crime prevention. Situational crime prevention emphasizes reducing criminal opportunities rather than addressing the characteristics of criminals or potential criminals. This strategy attempts to increase the risks and difficulties associated with crime and to reduce the rewards of crime.

UK DRUG POLICY COMMISSION. WORKING TOWARDS RECOVERY: GETTING PROBLEM DRUG USERS INTO JOBS

Location: UK

Year: 2008

Further information:

https://www.ukdpc.org.uk/wp-content/uploads/Policy%20report%20-%20Working%20towards%20recovery_%20getting%20problem%20drug%20users%20into%20jobs.pdf

UK studies show that up to 80% of problem drug users (PDUs) (in this assessment typically heroin and crack users) are unemployed, yet work has been shown to be an important component of rehabilitation and reintegration into society, reducing the likelihood of relapse. More PDUs in work should mean more people successfully achieving recovery and exiting treatment, and a reduction in crime. Most unemployed PDUs want to work and recognise its significance for building a 'normal' life.

Outcomes: Once in work, recovering PDUs have been found to be good employees.

NATIONAL SAFETY PROGRAMS AND INITIATIVES

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED)

Location: Numerous locations across Australia and internationally

Year: 2000s onward

Further information:
Queensland Police CPTED Policy (2007):
<https://www.police.qld.gov.au/programs/cscp/safetyPublic/Documents/CPTEDPartA.pdf>

Crime prevention through Environmental Design in NSW:
<https://www.tandfonline.com/doi/pdf/10.1080/07293682.2015.1118392?needAccess=true>

Focus on the offender as the unit of analysis can lead to oversight regarding the place as a really important construct to understanding crime. The fundamental idea of Crime Prevention Through Environmental Design (CPTED) is to use knowledge and creativity to design built environments in ways that lessen or prevent the incidence of crime. Knowledge has been evolving over recent decades, based on experience and research.

There are three main concepts behind the theory of CPTED:

- Crimes against people and property are less likely to occur if other people are around.
- It is important that people in adjoining buildings and spaces are able to see what is happening
- It is also important to give people safe choices about where to be and how to anticipate and respond to problems.

Outcomes: Only limited analysis of the effectiveness of CPTED in Australia has been studied although some research from elsewhere demonstrates some benefits in particular contexts e.g. reduced drug use in public places.

MELBOURNE LANEWAY STRATEGY

Location: Melbourne

Year: 1990s onward

Further information:

<https://www.melbourne.vic.gov.au/parking-and-transport/roads/road-management/Pages/laneways-care-management.aspx>

<https://www.melbourne.vic.gov.au/building-and-development/urban-planning/city-wide-strategies-research/pages/places-for-people.aspx>

<https://theurbandevolver.com/articles/laneway-culture-takes-across-australia>

Following years of declining activity in Melbourne's city centre urban creatives, attracted by cheap rents available in the cities laneways, unwittingly helped kick start the CBD's revival in the 1990s. Capitalising upon this activity the city planning authority put in place policies requiring 30 per cent active frontage on all new-build or major renovation projects in the retail core of the city and to maintain a street edge in order to avoid large paved plazas that would disconnect the building from pedestrians on the street.

The program has been very successful and has spawned a range of similar strategies across Australia and around the world. But it is worth pointing out that the original concept was based upon the existing fine grain characteristics of the city's urban structure and dense mixed land uses. These factors contributed to the success of Melbourne's laneways by ensuring a population to sustain the small businesses and creative spaces that pioneered these locations.

Outcomes: The overwhelming success of the program contributed to the Melbourne CBDs spectacular revival from an under utilized and poorly performing CBD to a bustling and attractive urban environment. The success saw iterative activation policy reinforcements with the City increasing active frontage requirements, first to 50% , then to 80%, to foster attractive vibrant streetscapes.

CITY OF GREATER DANDENONG SAFE CITY CCTV PROGRAM

Location: Dandenong, Melbourne

Year: On-going

Further information:

<http://www.greaterdandenong.com/document/31022/public-space-cctv-policy>

The Safe City CCTV Program commenced in 2009 and forms part of a range of initiatives designed to improve community safety. It is jointly managed by the City of Dandenong and Victoria Police.

The program operates cameras in and around highly trafficked spaces within the City including car parks, City Hall and main shopping areas. The intent of the program is to create a safer environment for residents, businesses and visitors in Greater Dandenong. Installation of cameras have been assisted by a \$250,000 grant from the Victorian Government and \$398,000 grant from the Federal Government. The Safe City CCTV program is governed by a code of practice and is externally audited each year to review performance.

Outcomes: General positive feedback from community and business on roll out of CCTV program. Council has had the program audited and has also prepared a matrix for future CCTV site selection.

COMMUNITY SAFETY PROGRAM

Location: City of Moonee Valley, Melbourne

Year: Commenced in 2011

Further information:
<https://www.mvcc.vic.gov.au/for-residents/community-safety/community-safety-program.aspx>

Moonee Valley is an inner urban municipality in metropolitan Melbourne with a population (in 2014) of 118,000 people. Moonee Valley is a mixed residential area with some light industry to the north (it includes Essendon Airport and surrounding commercial lands). The program was based on focus areas including perceptions of safety, unintentional and intentional injuries and incidence of crime. The program established and embedded governing structures within council processes, and has generated and delivered a series of annual action plans. Specific and/or targeted projects include:

- Moonee Valley Household Safety Plan Case Study – a hard copy and online resource guide for all residents (but focused on high risk groups) providing information on emergency preparedness and general household safety.
- Preventing Violence Together – a collaborative program aimed to prevent violence particularly against women. Actions include promoting gender equality through council actions, programs and activities, an internal council gender audit, participation in the United project and promotion of the White Ribbon campaign.
- Community Safety Walk Around and Meeting at Flemington Housing Estate Case Study – a community collaborative project that involves a walking audit of the Flemington Estate (that contains a large amount of social housing)
- 'Count Me In' – Bullying project Case Study – two year project focussing on bullying in Moonee Valley schools.
- Seniors safety sessions – tailored sessions for older people run across the council focussing on topics such as Specific topics such as falls prevention, managing medications and safe mobility around the city. Sessions were also targeted at aged car works to help upskill their knowledge in assisting older clients.

Outcomes: Based on the program and projects identified above, the City of Moonee Valley was officially accredited as a Pacific/Australian Safe Community, joining 100 other communities in Canada, New Zealand and the USA as members of the Pan Pacific Safe Communities Network.

NEIGHBOURHOOD JUSTICE CENTRE (NJC)

Location: City of Yarra, Melbourne

Year: 2006 onwards

Further information:

<https://www.neighbourhoodjustice.vic.gov.au/>

<https://aic.gov.au/publications/tandi/tandi499>

The NJC is a community court established to provide new and innovative ways of dealing with crime and other forms of social disorder, disadvantage and conflict in the City of Yarra. The NJC seeks to combine social justice with criminal justice. It is part of the Victoria court system, however, operates under the Neighbourhood Justice Centre Act (2006). This act requires that the court to act in a therapeutic and restorative manner, with as little formality and technicality as possible.

The goals of the NJC are reflective of the key themes for community justice, these being:

- To prevent and reduce criminal and other harmful behaviour
- Increasing confidence in, and access to, the justice system
- Further develop the NJC justice model and facilitate the transfer of its practices to other courts and communities

The NJC provides support for a range of issues beyond legal matters ranging from alcohol/drugs to financial counselling to employment and training.

Outcomes: The City of Yarra has been characterised by high levels of social disadvantage and high crime rates. An assessment by the Australian Institute of Criminology (AIC) found that:

- 25% lower rate of re-offending than other Magistrates Courts in Victoria
- NJC offenders three times less likely to breach Community Corrections Orders (23.1% of high risk offenders breach their orders compared to a state-wide average of 59.9%)
- NJC offenders demonstrate lower breach rates for intervention orders (ranging from 4.6% to 6.3% compared to 8.73%-8.77% state-wide)

An assessment of total property crime rates (between 2007-2013) in selected Melbourne councils also shows the highest decrease was for the City of Yarra. Conclusions solely related to the impact of the Justice Centre are not precise, however, there is considered by the AIC to be a correlation of positive impact from the work of the Centre (noting that other similar Melbourne councils in Port Phillip and Frankston did not exhibit a similar reduction in crime rates during this period).

SMITH STREET DREAMING

Location: City of Yarra, Melbourne

Year: 2013 (and bi-annual from this date)

Further information:
<https://www.neighbourhoodjustice.vic.gov.au/knowledge-centre/community-crime-prevention/creative-crime-prevention-a-case-study>
<https://whatsmyscene.com/scene-news-smith-street-dreaming-one-street-many-mobs-one-community/>

Due to long standing issues between aboriginal community and retailers in Smith Street, Yarra (a main shopping district) the Smith Street Working Group was formed. This group included police, Aboriginal Elders (senior and respected members of the community) service agencies, and business representatives. The Group agreed a goal for "different sectors of the Yarra community to reach peaceable coexistence based on mutual respect, and a shared stewardship of the community."

Smith Street Dreaming was conceived to improve image of Smith Street and improve relationships between all peoples. Amongst a range of initiatives, a live music festival was agreed focusing on aboriginal culture and ties to the City of Yarra, particularly Smith Street. The first festival was held in 2013 and the Smith Street Working Group has held four festivals since then.

Outcomes: According to Victoria Police, the call out rate fell from retailers (or others) in Smith Street has fallen from around ten per day, to around ten a month. This has significantly freed up police time and resources for other crime prevention activities.

CONSTABLE CARE CHILD SAFETY FOUNDATION

Location: Western Australia

Year: On-going

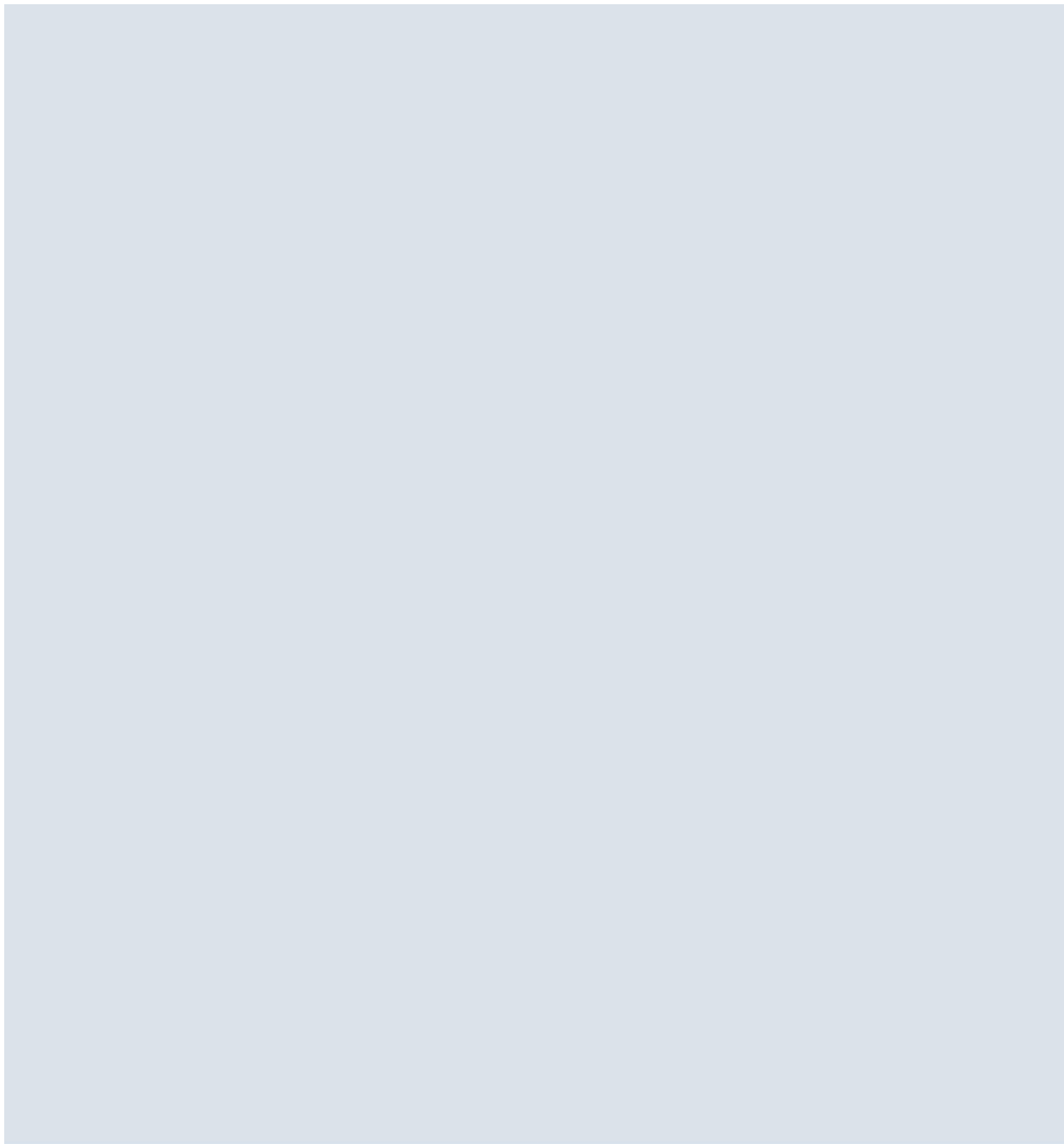
Further information:
<https://www.cccsf.org.au/>
<https://www.vincent.wa.gov.au/community/community-safety-support/safer-vincent/programmes-services/constable-care-programmes.aspx>

The program works on the premise of keeping children and young people safe from harm through ground-breaking theatre-in-education and community programs. The school based programs address personal safety, being a good citizen, lost child options and being in the city after dark.

A number of councils are partners in the program including the City of Vincent whose Safer Vincent Crime Prevention Partnership help operate the initiative as part of its Community Partnerships and Community Safety programs.

Outcomes: According to analysis by Edith Cowan University, the program has:

- improved knowledge of the topic (safety, citizenship, etc.) by 8% on average, their attitude towards the issue by 13%, and their stated intent to behave by 5% for primary school students
- improved knowledge by 6% on average, attitude by 8% and intent to behave by 7% for secondary school students.





CITY OF SALISBURY COMMUNITY SAFETY STRATEGY

Item 1.1.2 - Attachment 2 - Community Safety Strategy

INTRODUCTION

Everyone wants to be safe and feel safe. The City of Salisbury recognises the importance of safety, and people's confidence in their safety, in the growth and development of our rich and diverse community. We want people to feel safe while living, working, studying and playing in Salisbury, so they can participate and enjoy in everything our city offers.

Safety affects every member of our community. Programs to improve safety in our city and across South Australia rely on strong partnerships between Council, SAPOL, local business, government and non-government services, community organisations and individuals. The City of Salisbury Community Safety Strategy (the Strategy) provides a platform for how the City of Salisbury works with the community and all stakeholders to address the complex crime and safety issues affecting our community. These partnerships are crucial for Council to share information, build awareness and maximise participation in the Strategy's programs.

The Strategy also helps Council make informed decisions about our priorities and provides evidence for our approaches to the state and Australian governments for grants and other funding.

This Strategy builds on many years of work in Salisbury to create and maintain safe environments for our community. In developing it we have spoken to stakeholders locally and around Australia, and examined how the best safety programs address safety problems and community concerns, to develop a plan that is suited to our city, our people and our needs.

WHAT IS A SAFE COMMUNITY?

The Australian Safe Communities Foundation defines a safe community as:

One in which all sectors of the community work together in a coordinated and collaborative way, forming partnerships to promote safety, manage risk, increase the overall safety of all its members and reduce the fear of harm. The key feature is the creation of a local infrastructure (i.e. coalition of community business, government and non-government leaders) that combine their resources and interests to address local concerns about injuries, crashes, anti-social behaviour and crime in a coordinated and sustainable manner.

The City of Salisbury's Community Safety Strategy is based on our belief that a safe community is one in which people know they are at minimal risk from potential criminal or anti-social behaviour. In such a community, people are confident that the environments in which they live, work and play are safe. They feel they can use public spaces without constant worries about their safety and comfort.

Creating such a community can be achieved by reducing crime and anti-social behaviour through changes to the local environment, and tackling broader social and economic factors including poverty, unemployment, education and isolation.

The Council supports and works with our partners to address the underlying causes that influence safety outcomes, such as promoting social justice, eliminating discrimination and working towards a strong, connected and fair community.

OUR APPROACH TO COMMUNITY SAFETY

Traditionally, the police and criminal justice systems have been at the forefront of crime prevention in the community. While they do a great job, much of their work deals with crime after it has occurred, rather than preventing it. For effective community safety, we have to work towards intervening before a crime is committed.

The role of local government in the community allows it to play an important role in community safety. Councils are much more than just providing basic services – they are about creating vibrant and liveable communities. Through reduced crime and a reduced fear of crime, people feel safer in their own community and subsequently, have a better quality of life.

Factors that contribute to a fear of crime including personally experiencing crime; being socio-economically disadvantaged and encountering conditions in the neighbourhood that are the result of crime such as graffiti, vandalism and litter; or the ongoing presence of people intoxicated by drugs or alcohol. These conditions can encourage some people to participate in crime, increasing the cost to Council to deal with graffiti, vandalism and other criminal activities. Other people may become less inclined to be out in their neighbourhood and participate in community life. Fewer people in the streets means less natural surveillance and can lead to further increases in crime.

For Councils to succeed in creating vibrant and liveable communities, they need to contribute to creating areas where crime is low and a high sense of trust and ownership of the neighbourhood is maintained by residents. The City of Salisbury is committed to building and maintaining safe environments for its community.

The Australian Government and state agencies all have vital roles in funding measures for crime prevention, research and projects, policy directions and a variety of social, health and community services. Our Council works with many of these agencies to achieve targets related to preventing crime, minimising violence and drug abuse, and making public spaces as safe as possible so people can enjoy the social, health, recreational and other benefits.

In South Australia, SAPOL is the lead agency for crime prevention and a major partner in Council's efforts to create safe environments. Council's approach to community safety recognises that there are many situations where Council does not have the authority to act, but it can still support SAPOL and other organisations in their work.

The Australian Institute of Criminology wrote¹ in 2015 that:

In Australia, crime prevention is primarily the responsibility of state and territory governments. What is less well understood is the significant role of local government in developing and delivering crime prevention at the community level.

Local government has delivered community safety and crime prevention programs and services for many years. It is also better placed than other tiers of government to understand and reflect the needs and problems of local communities. The Australian Institute of Criminology also recognises that:

- most crime is very local in nature, and there is growing evidence about the increased effectiveness of crime prevention activities developed at a local level

¹ Australian Institute of Criminology, 2015, 'Trends and issues in crime and criminal justice'

- local government is well placed to coordinate and manage crime prevention and community safety responses across the community through its existing mechanisms
- local government frequently has the most appropriate management infrastructure and skill base for co-ordinating multi-agency programs.

The City of Salisbury delivers many services that directly affect its community and the community's perceived and actual safety concerns. Its activity includes the provision of infrastructure, programs and service delivery, emergency responses, information provision and collaborative initiatives.

Council's community safety contribution

Council undertakes a wide range of roles and functions that contribute to reducing crime and enhancing community safety, which includes:

- The design and activation of parks, reserves and public realm spaces
- Implementation of Crime Prevention Through Environmental Design (CPTED) principles
- CCTV camera network
- Graffiti management
- Street and public lighting
- Traffic and speed management initiatives
- Active transport initiatives
- Dog management
- Dry Zone management
- Alcohol and other drug education and primary prevention initiatives
- Removal of illegally dumped rubbish
- Participation in local and regional community safety networks.

Public realm and open space design	<ul style="list-style-type: none"> • Designs, maintains and improves centres and public places that are safe, enjoyable and attractive and promote community interaction and wellbeing
Place management	<ul style="list-style-type: none"> • Responds to graffiti, illegal dumping and hoon behaviour • Manages a team of inspectors to ensure compliance with legislation and by-laws • Works with SAPOL and other organisations to reduce crime and improve community safety • Manages dog and cat, nuisance and, food safety and other legislation
Place Activation	<ul style="list-style-type: none"> • Provides community events that add to the community and cultural life of the City of Salisbury • Provides grants to enable other organisations to provide public events that increase place activation and community participation
Land use planning	<ul style="list-style-type: none"> • Undertakes a regulatory role in assessing development (including applying the principles of safer design and

	crime prevention) <ul style="list-style-type: none"> • Develops and implements local strategies, plans and policies that promote a safe and connected community • Has a role in liquor licence application processes
Health and wellbeing	<ul style="list-style-type: none"> • Provides libraries, community and youth centres, aged care infrastructure and recreation facilities, many of which are free or subsidised to access • Provides community services and community capacity building-based programs and strategies that address local safety issues, social cohesion and social connection
Community partnerships	<ul style="list-style-type: none"> • Facilitates and participates in partnership groups aiming to improve infrastructure, health, social justice and wellbeing outcomes
Emergency and hazard management	<ul style="list-style-type: none"> • Plans and responds to emergency management and hazard risks

DEVELOPMENT OF THE COMMUNITY SAFETY STRATEGY

The preparation of the City of Salisbury Community Safety Strategy has been informed by:

- a review of Australian Bureau of Statistics Census population data
- a review of current and trending safety data, including injury, crime, road safety, alcohol and other drugs, and perceptions of safety survey information
- an examination of national and international policies, programs and initiatives designed to improve safety and security outcomes
- a review of actions and lessons from the 2013-2017 Safer Salisbury Action Plan
- research of best-practice community safety initiatives from other national and international cities
- discussions with council staff and engagement with partners such as the Salisbury Business Association, Salisbury Seniors Alliance, Salisbury Youth Council, Reconciliation Action Plan Working Group, Disability Access and Inclusion Network, St Kilda Progress Association and SAPOL.

SAFER SALISBURY STRATEGY AND ACTION PLAN 2013-2017

The City of Salisbury Community Safety Strategy replaces Safer Salisbury Strategy and Action Plan 2013-2017.

A review of the Safer Salisbury Strategy and Action Plan 2013-2017 and its achievements noted that many actions (28 of the 57 actions) are now part of the standard work functions in the relevant council teams. Strong emphasis has also been

4

placed on the creation of local partnerships and on actively seeking funding for programs and initiatives.

There has been success in ongoing partnerships such as the SA Police Regional Community Safety Committee, Northern Adelaide Local Drug Action Team (of which the City of Salisbury is the principal partner), National Motor Vehicle Theft Reduction Council, and the Northern Homelessness and Violence against Women Collaboration. Funding has been secured for initiatives relating to domestic and family violence, alcohol and drug abuse, and preventing motor vehicle theft.

Other achievements from the Safer Salisbury Strategy and Action Plan 2013-2017 include:

- development of strong regional partnerships
- expansion of Council's CCTV network in the Salisbury CBD, community centres and libraries, St Kilda and Salisbury Oval
- Crime Prevention through Environmental Design (CPTED) principles and place activation principles incorporated into the design and planning for public spaces
- ongoing maintenance and repair of public spaces, including the removal of graffiti and dumped rubbish
- development and implementation of community awareness campaigns
- introduction of programs and activities for vulnerable community members, to build social connections and enhance their personal wellbeing and safety
- several public space improvement and redevelopment projects.

CONTRIBUTING TO OUR CITY VISION

City Plan 2030 is the blueprint for the Council's vision for "Salisbury - a flourishing City with opportunity for all".

The City Plan contains four key directions:

- **Prosperous City** – driving economic growth, 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 change 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 that can make a difference, an organisation that anticipates, understands and meets community needs, a Council with a positive attitude.

The Community Safety Strategy supports the key directions by:

- helping create a city that has lively, safe and engaging spaces for all to enjoy, in turn generating economic activity
- promoting high-quality urban design, enhancing safety and amenity in the built environment
- fostering safe and accessible travel on road, walking and cycling networks and around public transport hubs and centres
- highlighting and promoting integrated approaches to creating resilient local communities that are strengthened by social connections and fewer social barriers
- promoting respectful behaviour and addressing issues of violence in the family and wider community
- fostering a range of robust partnerships that maximise impact through collaboration and the sharing of knowledge and resources
- analysing trends in local crime data and community indicators to identify areas of risk and areas of resilience and strength, and using data to inform evidence-based decision-making.

OUR CITY SNAPSHOT

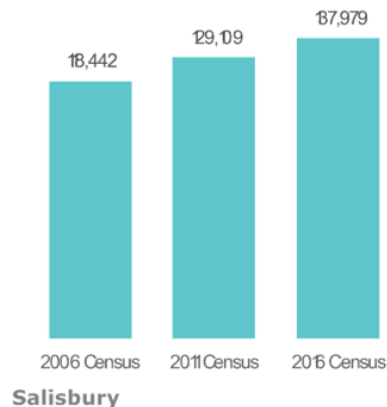
Population composition and growth

The City of Salisbury is in Adelaide's northern suburbs, about 25 km from the Adelaide city centre. It shares boundaries with the City of Playford to the north, the City of Tea Tree Gully to the east, and the City of Port Adelaide Enfield in the south. Gulf St Vincent is to the west. The City has an area of 160 square kilometres that encompasses large tracts of residential development along with substantial industrial, commercial and rural areas.

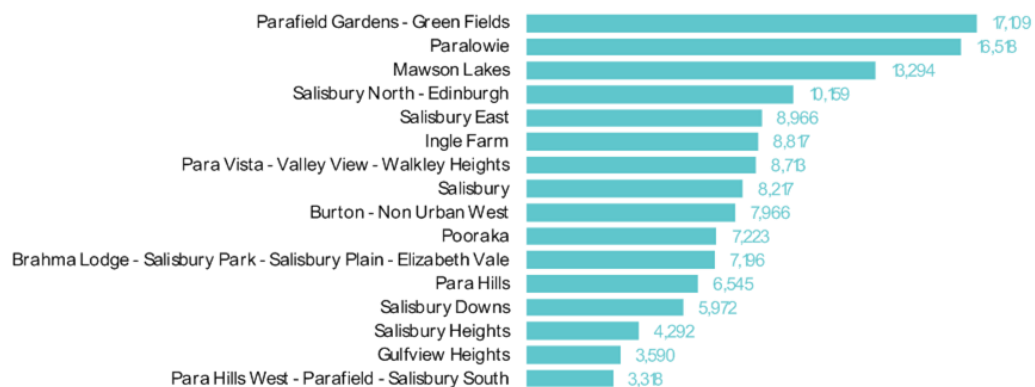


The City of Salisbury has a population of 137,979 (ABS 2016).² The population is increasing by about 1.6% a year, well above the state average of 1.1%. The largest increases in recent years have occurred within the suburbs of Mawson Lakes, Salisbury Downs and Burton. The suburbs with the most residents are Parafield Gardens - Green Fields (17,109) and Paralowie (16,518).

Population growth in the City of



Population by area (2016 ABS Census)



The first people associated with the Salisbury area are the Kurna people. According to the Australian Bureau of Statistics' 2016 Census data, the Council is now home to 2,749 people of Aboriginal or Torres Strait Islander origin (313 more than in 2011), representing 2% of the City population. Across Greater Adelaide, 1.3% of the population is of Aboriginal or Torres Strait Islander origin.

The median age of people in the City of Salisbury is 35 years (compared to a South Australian median of 40 years). Children aged 0-14 years make up 19.7% of the population, young people aged 15-24 make up 13.5%, and people aged 65 years and over 14.2%. The proportion of children and young people in the population is higher

² Data is from the Australian Bureau of Statistics, Census of Population and Housing 2016, unless otherwise noted. (Data compiled by atlas.id.)

than that of Greater Adelaide and the proportion of older people is smaller. However, the proportion of older people is growing and this needs to be considered as older residents are generally more vulnerable to the impacts of crime.

Almost one-third (31.0%) of people were born overseas and 20% arrived in Australia within the five years to 2016. The largest groups of overseas-born people are those from the United Kingdom (9,340 people), India (3,613), Vietnam (3,540) and Afghanistan.

Salisbury has a high proportion of people in the community who come from a diverse range of countries. This diversity is important for safety planning: people from other cultures, and whose first language is not English, may have limited capacity to understand information about crime prevention, safety services and their rights which is often only provided in English.

How does population data affect our safety planning?

The City of Salisbury collects and examines data such as population statistics because this information lies at the foundation of planning for roads and transport, parking and social services, community centres and open spaces – and the safety of the people who use them. For example, analysis of the 2016 Census data and other statistics has important messages for a city that wants to improve the safety and wellbeing of its people.

- As a council, we must consider the needs of the many City of Salisbury residents who face challenges such as mental health, financial stress, substance abuse and addiction, domestic violence, unemployment, homelessness and access to education and health services.
- We have a much younger population than either South Australia or Australia, with higher proportions of children and young people aged 0-25 years. Children and young people seek opportunities to participate in community life but are vulnerable to becoming disengaged and excluded.
- We have more people living in our city who were born overseas than either South Australia or Australia. A complex and diverse population can increase the likelihood of incidents of racially motivated intolerance.
- Our proportion of older people is increasing. Older people are more likely to suffer injuries at home, may be more socially isolated, and have more health issues that could affect their safety, or perceived safety, in public places.
- Our city has a proportion of families with children that is above the state average. Families with children have concerns for the safety of children in the community.

OUR SAFETY SNAPSHOT

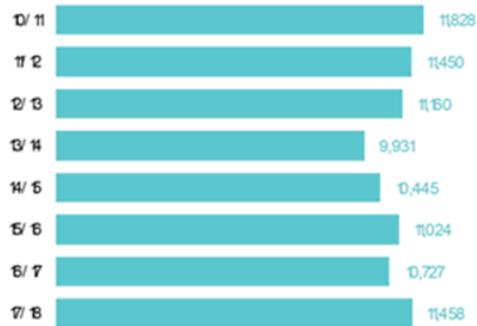
SAPOL records and publishes crime statistics for South Australia. Annual crime statistics for reported offences between 2010/11 and 2017-18³ financial years was analysed to inform this Strategy's actions.

There were 11,458 reported offences in the City of Salisbury in 2017/18, the average over the eight years was 11,003 offences a year. Most of the offences have been against

³ <https://data.sa.gov.au/data/dataset/crime-statistics>

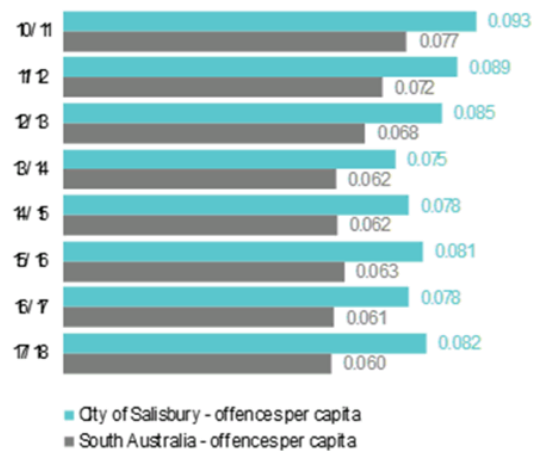
property (theft, property damage, etc.) with 19% against the person. This is a similar proportion to South Australia as a whole.

Number of reported offences in the City of Salisbury



Offence data across the last eight years, shows there are consistently more offences per capita population in the City of Salisbury when compared with South Australia, 26% more on average. The gap in offences per capita has grown from 21% in 2010/11 financial year to 36% in 2017/18.

Comparison of offences per capita between the City of Salisbury and South Australia



Types of offences

While there has been a general trend of fewer offences in South Australia, the number in the City of Salisbury increased from 2016/17 to 2017/18. There is a marked increase in 'robbery and related offences' and 'fraud, deception and related offences' which, while

small in total numbers, are respectively 63% and 32% above the rates for South Australia.

In 2017/18, the highest number of offences was reported in the 'theft and related offences' (50% of all reported offences), 'property damage and environmental', and 'acts intended to cause injury' categories. Reported theft offences increased from 4,490 in 2010/11 to 5,770 in 2017/18. The number of reported property damage offences dropped from 3,355 in 2010/11 to 2,112 in 2017/18. Similar numbers of offences in the 'Acts intended to cause injury' category was reported in 2010/11 (1,592) and 2017/18 (1,517).

In addition to SAPOL reported offence figures, Council receives community safety complaints and maintenance requests relating to graffiti, vandalism, property damage and the illegal dumping of rubbish.

How does crime data affect our safety planning?

As with the population data, statistics about crime are essential to identifying the measures we need to try in order to reduce crime – in consultation with SAPOL and other partners – and to improve the safety of everyone in our community. Safety isn't all about crime, but crime data does reveal many of the factors that influence how people feel about their safety at home and in public places.

Important considerations are:

- In the last eight years the gap in offences per capita between the City of Salisbury and South Australia has widened.
- Offences such as robbery and theft occur more frequently in the City of Salisbury than across the state, and they occur more in some parts of the city than others.
- Offence rates per capita differ significantly between the suburbs in the City of Salisbury and therefore response needs to be tailored to locations.
- Over the past eight years, there has been a decrease in the number of annual offences classed as: 'robbery and related offences', 'property damage and environmental', 'serious and criminal trespass'.⁴
- Over the past eight years, there has been an increase in the number of annual offences classed as 'theft and related offences', 'fraud deception and related offences'.⁵
- Lighting and surveillance at train stations and transit stops has improved, but there is still poor perception of personal security in these areas in the community. People who panhandle at and near stations are of particular concern to public transport users.
- Use of public transport is affected by real and perceived safety factors – and if people don't have alternative transport options, this is an issue with implications for employment, income and other aspects of community life.

⁴ It is noted that this may be in part attributable to changes in the Australian and New Zealand Standard Offence Classification (ANZSOC previously ASOC) to overcome differences in legal offence definitions across states and territories.

⁵ It is noted that this may be in part attributable to changes in the Australian and New Zealand Standard Offence Classification (ANZSOC previously ASOC) to overcome differences in legal offence definitions across states and territories.

How are we responding to community safety concerns?

A person's perception of their safety or confidence that they are 'safe' is unique to them. It can be influenced by factors such as recent or past events, personality, experience, and media and social media reports and coverage. It can affect a person's expectation that they will become a victim of a crime or anti-social activity, and as a result to their own attitudes and behaviour, so that two apparently similar people visiting the same place at the same time may have very different feelings about being there.

The City of Salisbury regularly engages an independent consultant to undertake surveys of our residents. Our most recent survey conducted in 2018⁶ provided feedback on a range of matters, including the perception of safety in our city:

- The overall feeling of safety score across the city was 6.2 out of 10. This is considered to be a moderate rating; however, it is down from 7.1 in 2016.
- The most common reasons for people feeling unsafe were 'people in the area', 'break-ins', 'crime', 'drugs and alcohol', and 'hoons'. The largest group that felt unsafe due to 'people in the area' were aged between 25 and 34.
- The most common answer for where people were feeling unsafe was the train station (18% of respondents). This has improved from 2012 when 31% felt unsafe there. The second most common answer was 'everywhere' (15% of all respondents) and Parabanks Shopping Centre (14% of all respondents).
- The main reasons people felt unsafe were related to drug and alcohol problems (up to 58% from 27% in 2012) and hoons, gangs and youths loitering (up to 50% from 27% in 2016).
- Fear of home invasion and appearance of vandalism and violence by youth were also strong reasons for feeling unsafe.

The City of Salisbury understands that people's perceptions of their environments are a critical ingredient in their safety, health and wellbeing. We want our city to be a socially and culturally vibrant area in which everyone – young and older, English speaking and from CALD communities – can participate in activities without fear or anxiety. This data gives us a foundation from which we can work with our partners to plan, design, introduce and evaluate evidence-based strategies, programs and services to reduce crime and anti-social behaviour and make everyone feel safer in our city.

⁶ McGregor Tan, 2018, City of Salisbury Community Satisfaction Survey Report

CITY OF SALISBURY'S SAFETY ACTIONS

The City of Salisbury has grouped actions and activities which will target safety issues into five areas, each of which will include a range of measures to influence safety in our communities. On an annual basis, we will develop projects in these areas throughout our budgeting process.

Promotion, education and awareness	The City of Salisbury is committed to improving the safety of its residents, visitors and business community. It will work with SAPOL and other partners to identify and use the best available technology and resources, to provide the best online, physical and other programs and information to make people as safe as possible – and to feel safe and comfortable – at home and in the city's public spaces.
Partnerships	Safety is an issue that concerns all of us. The City of Salisbury will continue working with partners such as SAPOL, government agencies and not-for-profits to capitalise on their resources and expertise to identify issues and concerns, and to develop targeted, evidence-based collaborative initiatives and projects.
Public and open space improvements	Understanding why people do (and don't) visit public spaces is critical to ensuring those places continue to attract visitors and users. The City of Salisbury will continue to work with its partners to explore visitation trends and identify what can be done to make public spaces safer and more appealing. The City of Salisbury will continue to identify priority improvement projects that will make our public spaces safer, more inviting and vibrant.
Activation	Events bring people to public spaces, and in turn boost public safety through increased surveillance. The City of Salisbury will investigate what is working to attract people to events in the city, and what can be done to increase the activity for the whole community and for young people, especially at night and in the winter months. The City of Salisbury will continue to promote a dedicated approach to making place improvements, helping places develop local economies and a community of local users.
Targeted approach to crime prevention	The City of Salisbury will continue to work with SAPOL and other partners to identify location-specific crime issues. In partnership with other agencies, we will develop a targeted approach to prevent and address crime, so that people feel safe and comfortable across the city.

ACTION LIST

Promotion, education and awareness

1. Promote Crime Prevention through Environmental Design (CPTED) principles through training, information and application in design.

CPTED (Crime Prevention through Environmental Design) principles are the basis of Council's design and planning for public spaces, master planning and structure planning projects and development assessment, and are applied across policies and programs.

- Apply CPTED principles (and Safety in Design and Universal Design principles) in project design and delivery.
- Train staff to apply CPTED, Safety in Design and Universal Design principles.
- Deliver targeted programs such as offering free CPTED and crime prevention resources to local organisations and businesses.

2. Investigate the use of Smart City technologies to enhance community safety.

Cities and organisations around the world are benefiting from shared data and information. More than 85% of Australians use mobile phones and 69% of people living in the City of Salisbury have access to the internet. Smart City technology and personal electronic devices can now be used for more effective car parking control, lighting systems, data collection, and information sharing, to increase efficiency and boost customer engagement.

- Investigate how Smart City technologies are used elsewhere to enhance community safety.
- Implement appropriate Smart City technologies to improve community safety and awareness.

3. Use Council publications and local media to raise awareness of crime prevention strategies and promote safety in the City of Salisbury.

- Use media and publications to raise awareness of personal safety considerations, the impacts of drug and alcohol, and crime issues; address stereotypes; and promote equity across social and cultural groups.
- Develop a targeted approach to providing information to reach individuals in culturally diverse communities and businesses.
- Work with local and regional media to promote through print, online and other platforms the City of Salisbury's assets and stories to build a positive identity and pride.

4. Deliver education and awareness campaigns to reduce theft and break-ins.

- Continue awareness campaigns such as Operation Bounce Back under current or future grant funding streams including the National Motor Vehicle Theft Reduction Council.
- Working with SAPOL and crime data, develop targeted awareness campaigns to engage all members and groups within the community to reduce local theft and break-ins.

5. Deliver education and awareness campaigns to promote internet and mobile phone safety.

- Develop and deliver targeted campaigns to increase awareness of and prevention of cyber bullying, identity theft, eCommerce fraud, tracking and the use of malicious apps on phones.
- Review the benefits of eSmart Libraries accreditation, which aims to equip libraries and communities with the skills needed for smart, safe and responsible use of technology, and implement as appropriate.

6. Participate in campaigns and programs to address domestic and family violence.

- Achieve White Ribbon accreditation and continue to participate in White Ribbon Day and 16 Days of Activism Against Gender-Based Violence.
- Participate in other initiatives that raise awareness of the causes and reduce the prevalence of domestic and family violence.
- Promote gender equity and family violence information using Council publications and local media outlets.

7. Support Council and community centre staff in raising awareness of personal safety issues.

- Assist Council and community centre staff in working with the community to gather and provide information about personal safety and security.
- Develop centralised safety campaigns that can be run through community libraries and centres.

8. Review existing emergency management framework, including increased public awareness and resilience.

There are expectations for councils and government agencies to prepare and implement emergency and hazard management plans. These can be valuable resources for communicating risks and raising awareness of and identifying responses to bush fires, heatwaves, storms, floods and other catastrophic events.

- Review existing awareness and advisory campaigns and best-practice methods of responding to emergency events.

- Review Council's approach to emergency awareness, management and response.

Partnerships

9. Identify, facilitate, participate in and support current external partnership networks and programs that effectively promote community capacity, safety and crime prevention initiatives.

Safe communities depend on local partnerships between community, government and non-government organisations that share information and combine resources, knowledge and capacities to address local concerns about the physical environment, anti-social behaviour and crime. Such partnerships evolve or change over time; Council should ensure it is gaining maximum value of these partnerships for the community.

- Continue collaborating with SAPOL.
- Participate in effective committees, groups and forums such as the SAPOL Northern District Community Safety Committee, SAPOL Operation NOMAD, Community Safety Coordination Group, State Emergency Management Committee, Northern Adelaide Local Drug Action Team and Northern Homelessness and Violence against Women Collaboration.
- Maintain partnerships with and support local Neighbourhood Watch groups.

10. Support local organisations and agencies that work to reduce domestic and family violence and anti-social behaviour.

The City of Salisbury currently works with partners such as the Violence Against Women Collaboration to reduce domestic violence and anti-social behaviour. The South Australian Government leads a Multi-Agency Protection Service to address domestic violence and Council actively participates in the activities of domestic violence networks and programs. The Council should maintain participation in these and other networks and programs aiming to reduce domestic and family violence and anti-social behaviour.

11. Leadership in local, regional and national initiatives that help Council reduce violence, theft, fraud, and alcohol and drug abuse.

- Continue to support initiatives and campaigns from SAPOL, state government and non-government organisations that raise awareness, reduce harm levels and provide pathways out of violence, addiction and crime.
- Continue leadership role in the Northern Adelaide Local Drug Action Team and Alcohol and Drug Foundation prevention and awareness programs.
- Deliver primary prevention programs aimed at reducing alcohol and other drug (AOD) harm in the community.

- Collaborate with national, regional and local partners to reduce motor vehicle theft crime.

12. Advocate to public transport providers for more surveillance of and safety measures at public transport and waiting areas.

Public transport is a valuable asset, particularly for young people, elderly and those who do not own a vehicle (which is higher in the City of Salisbury than across Adelaide). There is public concern about their safety when walking to and from public transport interchanges and stops. There is a need for better design, improved infrastructure, passive surveillance, consistent management and security practices, lighting and regular security surveillance.

- Continue to maintain public transport assets where existing agreements are in place.
- Audit key public transport waiting areas and interchanges to identify issues and roles/responsibilities in making improvements.
- Advocate to State Government and public transport operators to improve safety at public transport waiting areas.
- Advocate for upgrades to public transport assets, particularly main transport nodes such as Salisbury Interchange.
- Increase positive activation at train stations and interchanges to encourage community safety.

Public and open space improvements

13. Review current safety and security improvement needs and develop projects to address issues at priority locations.

Understanding why people may not feel safe in public areas is the key to introducing effective ways to boost the use of such areas. Safety audits can be used to identify issues and concerns. Providing and maintaining lighting, signage, landscaping and visible CCTV, user-focused building design and passive surveillance can all contribute to the sense of personal security.

- Develop an approach to identify safety issues for public spaces and streets.
- Establish priority locations and carry out safety and security audits to identify improvement needs and projects for:
 - Preferred walking routes to public transport interchanges and busy bus stops; libraries and other community centres; and town and retail centres
 - Public toilets
 - Open spaces.

14. Develop online tools/phone app for community-based safety audits.

Council can capture community safety concerns through an on-line tool or phone app. A convenient, user-focused tool will gather georeferenced data and information about Council's streets and public open spaces to improve facilities and projects.

- Investigate how online tools and phone apps can be used to gather community concerns about safety issues.
- Investigate options for an online tool or phone app.

15. Scope public realm improvement projects at priority areas.

The quality of public realm, excellence in design and attractiveness of public spaces have a large impact on the success of places, the number of visitors they attract and how people interface with spaces.

- Review the needs and explore redevelopment opportunities for priority areas.
- Explore innovative pedestrian lighting treatments at key destinations across the City.
- Seek funding contributions from state and Australian governments.
- Continue with planned improvements for the Salisbury City Centre area.

Activation**16. Establish a place management approach to strengthen key local destinations.**

Dedicated place management approaches can bring places to life by bringing regular events, promotions, marketing campaigns and temporary installations; attracting new tenants; and advocating for incremental improvements to public spaces. Place management can be delivered by Council, private or voluntary organisations, or a combination of each. Place management can involve Council, private and/or voluntary organisations and users to activate places according to their unique character and identity.

- Expand work with the Salisbury Business Association to increase activation at Salisbury City Centre and to address safety issues.
- Continue working with the St Kilda Progress Association to increase activation of St Kilda and address safety issues.
- Consider developing ongoing place management approaches, models and arrangements for other key local destinations.

17. Invest in events to attract more people to key streets and public spaces.

There is a limited number of events in the City of Salisbury in the winter months and at night. There are also few restaurants open at night, leading to little evening social and economic activity. Consideration can be given to extending programming and events, focussing on regular and ongoing programs that use

existing resources and can be delivered at low cost (for example, monthly cultural presentations of song and dance).

- Establish opportunities for more events in the City of Salisbury, particularly at night and in the winter months.
- Review current events and programs that take place in public spaces, at Council buildings, community centres and libraries, and consider opportunities for other events that can be delivered on an ongoing basis.
- Promote Council's Community Event Sponsorship Program for the delivery of ongoing events by third parties.

18. Develop public space activities and events for youth.

The interests of young people vary greatly from those of children and adults and need special consideration to increase the opportunities for young people to engage in rewarding activities and community life. A review and identification of existing and possible initiatives, with a focus on public space activation and youth engagement, will strengthen Council's role in youth services while contributing to the community safety agenda.

- Youth Arts Markets
- Gaming competitions
- Employment forums
- Music events
- Skate park events

19. Identify community placemaking opportunities to increase street activation and the sense of ownership of local areas.

As many as 30% of premises in Australian cities are vacant or underutilised (the Neighbourhood Project.org). Community-led placemaking can help transform a space and improve neighbourhood resilience and cohesion. Examples include street art/murals, changeable interactive displays, small markets, pop-up parks and parklet initiatives.

- Investigate opportunities for expanding Council's Community Grants Program to support community-led placemaking projects and activities.
- Continue a coordinated approach to community placemaking through projects such as a street art program, as part of a public art framework.

20. Support programs and events that celebrate the City of Salisbury's diverse community demographic.

The City of Salisbury has a growing culturally and linguistically diverse community. Breaking down stereotypes and increasing the understanding and awareness of cultures can reduce racial discrimination and associated hate crime.

- Build upon Council's existing Community Event Sponsorship Program to expand the opportunities for intercultural programs and events in public places.
- Evaluate the need for wayfinding signage in non-English languages.
- Consider a grants program for co-funding intercultural activities and events that can be brought to a broader community.

21.Support and promote active modes of transport to promote place activation.

Continuing to develop useful and attractive walking and cycling conditions and supporting local cycling and walking groups will encourage more people to travel by foot, bike and bus, and in turn make streets safer through passive surveillance.

Targeted approach to crime prevention**22.Annually review crime statistics to better understand and manage crime and to develop location-specific responses.**

The types and frequency of crime vary across the City of Salisbury and over time. It is important to work with SAPOL to regularly review and analyse crime data and develop targeted actions to address issues.

- Annually review crime data and work with SAPOL and other partners to interpret the data.
- Identify location-specific targeted actions to prevent crime.

23.Develop, manage and maintain the City of Salisbury's CCTV safety camera network in public space zones.

CCTV is an important tool in crime prevention and criminal investigation. Council's existing CCTV network incorporates the Salisbury City Centre, community centres and libraries, St Kilda, and Salisbury Oval. A CCTV network requires significant ongoing resources for monitoring, management and liaison. Grant funding is available but has significantly decreased in recent years.

- Manage and maintain the existing CCTV safety camera network.
- Develop an annual plan for CCTV expansion to priority sites.
- Develop a policy position on the CCTV network, addressing issues such as signage, the use of mobile CCTV, and the need for expansion.

24.Continue removing and managing graffiti.

Council has dedicated in-house team of staff and volunteer for managing graffiti across the city. This team is responsible for the prompt response to and removal of graffiti, and for actions to identify taggers and reduce repeat offences. Removing graffiti promptly is important for local perception and acts as a deterrent. Current programs must be continued, along with investigation of a program that may facilitate legal street art and pathways for tagging offenders.

25. Provide diverse programs and services to engage with young people.

- Continue participation in inter-council networks and regional networks to share information and work together to provide education and training opportunities and employment pathways for young people.
- Develop programs and partnerships that help young people improve their life skills, respect and understanding of others, involvement in sport and recreation, and mental wellbeing, in accordance with the Youth Strategic Action Plan 2017-2021 and aligned with other council strategies and plans.
- School holiday programs and after school programs
- Youth enterprise development programs

26. Maintain the Salisbury City Centre Dry Zone.

The Salisbury Town Centre's dry zone prohibits the possession and consumption of alcohol in public places. Increasing positive place activation and raising community awareness of the Dry Zone restrictions will better support the Salisbury City Centre as a safe and vibrant environment.

- Provide a diverse range of activities and events within the Salisbury City Centre to increase visitation and participation.
- Increase community awareness of the Salisbury Dry Zone.
- Develop inter-agency responses to Alcohol and other Drug (AOD) issues impacting upon the Salisbury Dry Zone.

27. Work with community agencies to support homeless people and address homelessness.

Homeless people are often at high risk of victimisation from other homeless people and the public. Many studies found that homeless people are more likely to experience violence and to be victims of theft.

- Work with and support partners to address the significant issues of youth homelessness, as identified as a priority action in the City of Salisbury Youth Strategic Action Plan.
- Continue to work with government agencies and partners to provide information and support for homeless people seeking permanent accommodation.
- Advocate for adequate government funding and resources for organisations and agencies that assist homeless people and for programs to reduce homelessness and rough sleeping.

28. Continue to implement traffic and speed management initiatives.

Speeding traffic and unsafe travel behaviour are often raised as a key safety concerns in the City of Salisbury. Council has a proactive monitoring programme of over 4,000 sites across the city that measure traffic speed and numbers, in addition to undertaking reactive measurements for identified hot spots. This information is used to investigate unsafe traffic behaviour and design traffic control devices that are installed through our transport programmes.

- Implement the School Traffic Framework to identify traffic improvements around schools.

- Implement the Road Safety Framework to improve road safety on Council and DPTI owned roads within City of Salisbury.

City of Salisbury Community Safety Response Matrix¹

Crime or Safety Issue	Safety Improvement Countermeasures												Safety Perception Actions			
	Referral to Police	Referral to Other Agency	Lighting Improvements	Environmental Changes	Security Patrol / Surveillance	CCTV/ Smart alerts	Pubic Warning/ Community Education	Graffiti Removal/ Public Art works	Rubbish Removal	Infrastructure Improvement/ Repair	Targeted Crime Prevention Actions	Traffic Management Measures	Community Awareness Raising	Community Safety Partnerships	Public Realm Improvements	Place Activation/ Events
Arson	*	*		*	*		*			*	*		*	*	*	
Anti-Social Behaviour	*	*	*	*	*	*	*	*			*		*	*	*	*
Assault	*												*	*		
Domestic & Family Violence	*	*					*				*		*	*		
Dry Zone – Drinking within Dry Zone	*	*		*	*		*				*		*	*	*	*
Fraud	*						*						*	*		
Graffiti						*		*		*			*	*	*	
Hoon driving	*					*	*				*	*	*	*		
Other Traffic Offences	*						*				*	*	*	*		
Illicit drug use	*	*					*				*		*	*		
Property vandalism	*		*		*	*		*		*			*	*	*	
Public realm safety			*	*		*		*	*	*	*		*	*	*	*
Rubbish dumping					*	*	*		*	*	*		*	*	*	
Theft – Council Facility	*		*	*	*	*							*	*		
Theft - residential	*												*	*		
Theft - Retail	*												*	*		
Theft - Other	*												*	*		
Theft – Motor Vehicle	*						*				*		*	*		
Natural / Other Disaster	*	*		*			*			*			*	*		

¹ Targeted strategies in identified locations will be reviewed annually

ITEM	1.1.3
	POLICY AND PLANNING COMMITTEE
DATE	18 November 2019
HEADING	Ability Inclusion Strategic Plan 2020-2024
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. 3.4 Be a proud, accessible and welcoming community. 4.1 Strengthen partnerships that enable us to better address our community's priorities.
SUMMARY	The Ability Inclusion Strategic Plan (AISP) 2020–2024 is Council's latest Disability Access and Inclusion Plan and the first required by the SA Disability Inclusion Act 2018. This report describes the legislative and policy background and the City of Salisbury's leading role in access and inclusion, summarises the extent and visibility of disability in the community and outlines actions which will follow an endorsement of this Plan by Council. Draft Implementation Action Plan with costings is also provided.
RECOMMENDATION	
	<ol style="list-style-type: none">1. Council endorse the Ability Inclusion Strategic Plan (AISP) 2020 - 2024, Public Document.2. Council, in compliance with the SA Disability Inclusion Act 2018;<ol style="list-style-type: none">a. register the Ability Inclusion Strategic Plan in the SA Gazetteb. provide a report to the Chief Executive of the SA Department of Human Services about the preparation of the plan (Consultation Report AISP–attachment 2)c. publish the AISP in a format that is accessible to people with disability3. Council register the AISP with the Australian Human Rights Commission as an Action Plan under Section 31 of the Commonwealth Disability Discrimination Act 1992.4. Council to note draft Implementation Action Plan. Its budget will be determined subject to business case and budget prioritisation process.5. Any new funds for the implementation of the AISP 2020-2024 will be the subject of new initiative bids as part of the 20/21 budget onwards, and request sent to Council for approval.

ATTACHMENTS

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

1. AISP 2020-2024
2. Consultation Report AISP 2020-2024
3. Implementation Action Plan AISP 2020-2024

1. BACKGROUND

- 1.1 Since Council endorsed “Beyond the Ramp: strategic inclusion planning framework” in February 2012, changes have occurred in legislation, national policy and community expectations which have shaped the Ability Inclusion Strategic Plan.
- 1.2 The first draft of this plan was developed following community consultation during August – October 2018 and staff consultations in January and May 2019. A final community consultation about the draft AISP was held on 27 August 2019, where nine submissions endorsed the AISP.

1.3 Legislation

The SA Disability Inclusion Act 2018 requires all Councils to prepare a Disability Access and Inclusion Plan (DAIP) by 31 October 2020 and to revise this plan every four years.

Council’s previous DAIP (Beyond the Ramp: strategic inclusion planning framework) was due for revision and the community was consulted between August and October 2018 and August – September 2019 (see the report to Council meeting held on 15 July 2019, Resolution No. 0226/2019).

Council’s Disability Access and Inclusion Plan is named the “Ability Inclusion Strategic Plan 2020 – 2024” (AISP). This continues Council’s 25 year commitment to access and inclusion and is its third access and inclusion plan starting with the Disability Discrimination Act Action Plan in 1999.

2. CONSULTATION / COMMUNICATION**2.1 Internal**

- 2.1.1 30 staff participated in two workshops on 30 January and 24 May 2019, reported to July 2019 Council, Resolution No. 0226/2019.

2.2 External

- 2.2.1 Initial community consultation about priorities for an Ability Inclusion Strategic Plan August – October 2018 (over 110 participants);
- 2.2.2 Community consultation about the draft AISP 12 August – 6 September 2019 led to nine submissions from people with disability and organisational representatives from Tyndale Christian School, Multiple Solutions (Disability Employment Service), Two Way Street (service provider for people with communication challenges) and Feros Care, the NDIS Local Area Coordination Partner in the Northern Adelaide Service Area.

3. REPORT

3.1 Draft AISP Public Feedback

- 3.1.1 On 22 July 2019 Council resolved to invite public feedback on the draft AISP which was aligned to the priorities identified in the 2018 consultation (July 2019 Council, Resolution No. 0226/2019). Staff promoted this consultation through networks, libraries, community centres and Council's social media and website. The 4-week consultation period was from 12 August until 6 September 2019. Community members prepared nine submissions during a public meeting held in the John Harvey Gallery on 27 August. Details of this consultation report are in attachment 2.
- 3.1.2 The submissions supported the draft AISP with many practical suggestions and questions which will be part of implementation action planning.
- 3.1.3 Some minor changes were made to the draft actions as a result of feedback. These changes, along with the consultation report and record of participation will be reported to the Chief Executive of the SA Department of Human Services as required by the Act.
- 3.1.4 If endorsed by Council, the AISP will be:
 - Published in the SA Gazette, as required by the Regulations under the Act, from which time the AISP is operational.
- 3.1.5 Staff will discuss with Divisions responsible for the implementation action plan in November- December 2019. Any requirements for extra resources will be indicated through the budget process or external grant applications.
- 3.1.6 The legislation also requires Council to report on progress annually to the Chief Executive of the SA Department of Human Services, revise and publish a new Plan every 4 years commencing 31 October 2024 in consultation with people with disability.

3.2 The Ability Inclusion Strategic Plan AISP 2020 – 2024 (Attachment 1)

- 3.2.1 AISP is a Disability Access and Inclusion Plan required under the SA Disability Inclusion Act 2018 Section 16 (1). This is Council's third access and inclusion plan since 1999 and includes a broad implementation action plan which will have to be included in Divisional action plans. The first plan was a risk management response to the Commonwealth Disability Discrimination Act 1992 (the DDA), and "Beyond the Ramp" committed Council to providing more than minimum access where possible.
- 3.2.2 The Ability Inclusion Strategic Plan is important for many people in the Salisbury community. Disability can be visible or non-visible, with a higher prevalence of non-visible disability in Australia.
 - 20 in 100 South Australians live with disability;
 - only 2 of these 20 live with a visible disability, for example people using a white cane or a wheelchair, but most experience of disability is invisible;

- 6 of these 20 people have access challenges due to barriers in buildings, streetscapes, open space and information and communications environments, all core responsibilities of Council.
- 3.2.3 This Plan continues Council's commitment to understanding the social model of disability - disability as a social and environmental barrier which limits participation by some people. These barriers occur because policies, strategies, plans, programs, services and formal and informal processes don't take into account the diversity of abilities in the community. Council rejects the view that disability is a person's medical condition or restriction.
- 3.2.4 The name of this plan affirms the City of Salisbury's commitment to being a flourishing city by removing barriers which limit some people's opportunity to use their abilities and to contribute to the community.
- 3.2.5 The Ability Inclusion Strategic Plan rests on four Principles which emerged from the community consultations over the past year;
- 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.
- 3.2.6 The dates for the attached draft AISP have been changed to 2020 – 2024 from the August consultation draft's 2019 – 2022 due to timing of the last community consultation.
- 3.2.7 The starting date has been pushed back to 1 July 2020 as the AISP will be published no earlier than February 2020.
- 3.2.8 Year 1 actions can start before 1 July 2020 if the AISP has been published, as required by legislation, in the SA Gazette and so becomes operational.

3.3 Consultation Report AISP (attachment 2)

- 3.3.1 Council is required in compliance with the SA Disability Inclusion Act 2018 to provide a Consultation Report to the Chief Executive of the SA Department of Human Services about the preparation of the plan (Consultation Report AISP–attachment 2).

3.4 Implementation Action Plan draft (attachment 3) internal document

- 3.4.1 On 24 May 2019, 16 staff attended a workshop facilitated by Council's consultant Dr Pip Williams. Participants included three General Managers and other staff, mainly managers and team leaders from all Departments. The workshop reviewed the draft AISP Strategies and Actions as well as community comments. In the initial plenary session participants agreed on the criteria for selecting priority actions to be undertaken during the 4 years of the AISP. Draft Implementation Action Plan with costings was developed against the identified actions to be used as an internal document (attachment 3).

- 3.4.2 At the workshop four Departmental working groups agreed on:
- Actions which would deliver quick results for minimum cost and other actions which should be taken in Year 1 to facilitate more complex actions later
 - Resourcing requirements over the 4 years of the AISP
- 3.4.3 The AISP draft Implementation Action Plan provides high level resource requirements and known costs for priority actions. Approximately 60% of actions can be absorbed into Business As Usual (BAU). Most other actions do not require extra budget and will be managed within existing resources. Actions that could not be costed in detail at the time of the workshop with appropriate staff will be developed in detail with relevant Divisions in November- December 2019. Any requirements for extra resources will be indicated through the budget process or external grant applications.
- 3.4.4 The Ability Inclusion Strategic Plan may impact on budgets for renewals and capital works in relation to access and inclusion. However the majority of the resources required to implement this Plan should be part of the overall cost of any works scheduled and budget allocations and not regarded as a separate or additional budget. Any financial impacts would be brought before Council as part of the annual budget process for Council consideration. Any new funds for the implementation of the AISP 2020-2024 will be the subject of new initiative bids as part of the 20/21 budget onwards, and request sent to Council for approval. The AISP will be reviewed as necessary when Budget decisions have been made.

4. CONCLUSION / PROPOSAL

- 4.1 This report recommends that Council endorse the Ability Inclusion Strategic Plan 2020 – 2024 and related actions. This will support participation by people with disabilities who visit, live or work in the City of Salisbury and meet Council's obligations under the SA Disability Inclusion Act 2018 and the Commonwealth Disability Discrimination Act 1992.

CO-ORDINATION

Officer: EXECUTIVE GROUP

Date: 11/11/2019



Ability Inclusion Strategic Plan

October 2019

Acknowledgement of Country

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

Mayor's Foreword

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

The City of Salisbury's City Plan has the vision of being 'a flourishing city with opportunities for all'. The Ability Inclusion Strategic Plan is the framework to drive this vision by ensuring that people with disability have fair access to social and economic opportunities.

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

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

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

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

Disability is not a medical condition. Disability is the experience of barriers in the physical and communication world and in people's attitudes.

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

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

We especially acknowledge that 90% of disability is invisible, and that access and inclusion planning goes beyond physical accessibility. Council is committed to removing barriers within its control, and advocating reform in areas where it has influence.

Council believes that access and inclusion planning should always involve people with disability. During the development of this plan, over 120 members of our community, including women and children, people from culturally and linguistically diverse and Aboriginal and Torres Strait Islander communities were consulted. By asking 'what would a future without barriers look like?' we were able to develop strategies that reflect the needs of our community.

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

I would like to sincerely thank community members, organisations and Council staff who contributed to the development of this Ability Inclusion Strategic Plan and I look forward to seeing Salisbury as a place where everyone can participate and where increasingly people with disability provide leadership.

Gillian Aldridge, OAM

Mayor City of Salisbury

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Introduction

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

The Ability Inclusion Strategic Plan is the framework to ensure that people of all abilities have equitable social and economic opportunities within City of Salisbury, regardless of their ability. The development of the Plan has been informed by thorough community consultation, demographic analysis, and best practice; including the seven principles of Universal Design. The Plan also meets the legislative requirements of the SA Disability Inclusion Act 2018.

This document outlines diversity in Salisbury, disability statistics, relevant policy, and the outcomes, strategies and actions of the Ability Inclusion Strategic Plan.

Local Government

City of Salisbury is a local government and plays a diverse and important role in the functioning of the City. As a Council, Salisbury is the main provider and/or regulator of our physical environment, including footpaths, parks and buildings, which is particularly important for those people with accessibility requirements. Council is also responsible for managing public libraries, community centres and delivery of programs that support learning and well-being of residents.

Diversity in Salisbury

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

City of Salisbury's population is culturally diverse, with 37% of the population born outside Australia. The origin of those born overseas is England (5.7%), India (2.6%), Vietnam (2.6%), Afghanistan (1.6%) and Philippines (1.6%). Whilst most people speak English only, 27% of the population speak a different language at home, including Vietnamese, Khmer, Italian, Mandarin and Nepali. Additionally 2% of the population identify as Aboriginal or Torres Strait Islander. The demographic trends of the region are continually changing.

ABS (2016) Statistics

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

*Data sourced from Australian Bureau of Statistics Census 2016

Our Understanding of Disability

The City of Salisbury adopts the social model of disability, which understands that the community is made up of people with many abilities. In Australia, 20% of people live with some form of disability (ABS 2016). Rather than focusing on an individual's impairment, City of Salisbury believes that barriers exist within the environment, and these barriers can limit some peoples' ability to participate fully in the community. Barriers may exist within streets, parks, buildings, websites, programs, policies and mostly in people's attitudes. This Plan guides the City of Salisbury to remove many of these barriers and to achieve an inclusive community where everyone can participate fully.

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

Invisible impairment

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

Purpose and Objectives

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

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

The Ability Inclusion Strategic Plan (AISP) will 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 Councils remove obstacles experienced by people with disability as they access public places, participate in Council events, programs, services and seek information and employment. The legislation also requires Council to address the extra obstacles experienced by some people with disability especially women, children and people from Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse populations.

The AISP 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.

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

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

Policy Context

City of Salisbury has been a leader in access and inclusion since the 1990's and continues to adapt to best practice to ensure an inclusive community.

The development of this Plan acknowledges significant changes in legislation and social expectations for access and inclusion since the publication of Beyond the Ramp 2012, which was Council's previous access and inclusion framework.

SA Disability Inclusion Act 2018

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

Community Consultation

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

Reporting

The SA Disability Act 2018 requires annual reporting and quadrennial reviews of DAIPs to the State Department of Human Services. City of Salisbury will also use annual reporting to ensure that we are meeting our strategic goals as well as to identify any areas for continual improvement.

National and International Context

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

Local Government Context

Local governments play a critical role in communities and deliver a range of services that impact the lives of people with disability. For each action, strategy and outcome of The Plan, Council's role will vary depending on its scope and capability. For every action, Council's role will be to either:

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

Summary of Consultation

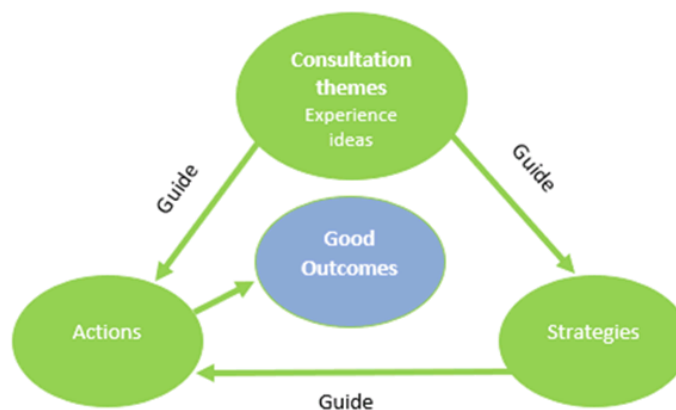
Community engagement was conducted in two phases. Phase one of community consultation sought to learn about the barriers limiting the participation of people with disability in order to inform the development of the strategies and actions. Phase two of community consultation sought community views on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

Phase One

Over 140 members of the community (including staff) participated in phase one of community consultation during 2018 and 2019. The format of phase one was a combination of focus groups and forums with key community groups, as well as opportunities for online feedback. The key community groups that were consulted during phase one were:

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

Discussions during phase one also enabled Council to understand what a future without barriers would look like to the community. The following diagram illustrates how community consultation directly guides the development of strategies and actions to achieve good outcomes. Strategies were developed from common themes arising from consultation, while actions reflect specific ideas proposed by consultation participants.



Phase Two

Following the development of the outcomes, strategies and actions, Council conducted a second round of consultations. The purpose was to understand if the community supported the strategies and actions. This consultation was held in the form of a public forum, one focus group and opportunities for community to provide feedback via phone, in-person or email. The findings of this consultation were that the community supported the proposed strategies and contributed many ideas about how actions could be implemented.

Outcomes and Strategies

This chapter documents the 8 Outcomes of the Ability Inclusion Strategic Plan. Under each Outcome, are strategies and specific actions that Council will implement.

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

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

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

Strategy	Action
1.1 Council will deliver programs and activities that adhere to Universal Design Principles and provide people with disability opportunities to build capacity and confidence, and connect with others.	1.1.1 Review current programs and activities to maximise access and inclusion for people with disability.
	1.1.2 Enable people with disability to attend programs, events and activities through transport support.
	1.1.3 Incorporate access and inclusion considerations into planning of all Council events and community programs where possible.
	1.1.4 Facilitate programs and mentorships that support good transitions from school to work or school to further education.
	1.1.5 Partner to run events or programs (including online forums) that connect people with disability to others who share their experience or interests (regardless of ability).
	1.1.6 Facilitate programs that help people with acquired brain injury develop confidence.

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

Outcome 2 - Accessible Buildings Streets and Open Spaces

Strategy	Action
2.1 Council will provide and maintain accessible public and community infrastructure that enables people of all abilities to participate in the public realm.	2.1.1 Access and inclusion criteria are developed and included in asset audits for all asset categories as appropriate.
	2.1.2 Ensure standards are considered in line with the asset strategy/hierarchy and documented.
	2.1.3 New design process (including renewals) includes consideration of social inclusion.
	2.1.4 Continual upgrade of the public realm will increase accessibility and safety of foot paths, crossings, open space and the interface between public space and buildings for people using mobility aids.
	2.1.5 Assess the need for disability parking to identify priority areas and plan for additional spaces and related accessibility of surrounding areas.
	2.1.6 Ensure older people with disability can be accommodated in seniors' centres.
	2.1.7 Investigate the need for adult changing facilities in Salisbury.
	2.1.8 Develop a real-time reporting process that allows people to report access issues in the public realm and triggers a timely response.
2.2 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.
	2.2.2 Facilitate accessible and inclusive community events through Council guidelines, licences and funding agreements.
	2.2.3 Investigate ways to increase safety in areas with frequent anti-social behaviour, including with Place Activation Priorities, improved amenity and lighting.
	2.2.4 Work with local retailers to reduce footpath obstacles and increase access to shops in line with Place Activation Priorities for people with disability.

Outcome 3 - Appropriate Information and Responsive Customer Service

Strategy	Action
3.1 Council will establish and maintain effective and tailored processes of communication that inform and connect people with diverse communication needs including those with hearing and vision impairment, cognitive and learning differences, and those from culturally and linguistically diverse backgrounds.	3.1.1 Advocate for a state-wide disability information strategy including non-digital options replacing the Disability Information and Resource Centre de-funded in 2011.
	3.1.2 Collaborate with local service providers and groups to develop a community directory that assists people with disability to connect to opportunities and support.
	3.1.3 Develop resources and processes that promote local facilities, places and spaces that cater to the needs of people with disability.
	3.1.4 Develop processes and platforms for communicating with young people with disability and connect them to opportunities and support.
	3.1.5 Investigate diverse ways of communicating in customer service environments to ensure universal access, including face-to-face and paper-based communication and the use of new technologies.
	3.1.6 Review and update communication policies and guidelines to ensure the needs of people with disability and from culturally diverse backgrounds are addressed.
	3.1.7 Work with relevant experts and support services to develop communication processes and resources that connect Aboriginal and Torres Strait Islander people with disability to local opportunities and support.
	3.1.8 Work with local culturally and linguistically diverse groups to develop relevant resources that help connect people with disability to opportunities and support.
3.2 Council will develop the capacity of staff, volunteers and customers to use processes and technologies that enhance effective communication in Council's community experience environments for people with disability.	3.2.1 Provide training for customer service staff and volunteers to increase their capacity and confidence in communicating with people with disability, including basic greetings in Auslan and other local languages.
	3.2.2 Develop resources that encourage and support customers with disability to engage effectively with council staff.
	3.2.3 Provide tailored access to computers and IT support to people with disabilities.

Outcome 4 - Effective Contribution to Community and Decision Making

Strategy	Action
4.1 Council will facilitate and deliver programs that build the capacity of people with disability of all ages and from diverse backgrounds to contribute to community planning activities, become advocates for access and inclusion, and embrace leadership opportunities.	4.1.1 Promote groups and organisations that provide a forum for people with disability to connect and contribute to council decision making (for example, Salisbury Youth Council and Julia Farr Youth).
	4.1.2 Support programs and events designed to build capacity in young people with disability to speak up, advocate and lead.
	4.1.3 Recognise, celebrate and reward contribution of people with disability. For example, through Volunteers Award and Legends Award.
	4.1.4 Facilitate connection of isolated people with disability to relevant groups and agencies.
4.2 Council will develop community consultation which uses International Association for Public Participation processes to facilitate engagement with people with disability from various cultural backgrounds and across all ages and genders.	4.2.1 Establish protocols for consultation that ensure people with disability are included in all consultation activities and that consultation happens early in the planning process.
	4.2.2 Provide information and training that enables people with disability to feel confident providing input to council's engagement activities.
	4.2.3 Identify 'Community Champions' and establish a process of communication and consultation that facilitates their role as conduits to community.
	4.2.4 Investigate the establishment and resource requirements of an access and inclusion reference group to be consulted regularly about Council's planning and development activities and to monitor and advise on AISP implementation. The Disability Access and Inclusion Network will be consulted in this investigation.
4.3 Council will develop and maintain relationships and partnerships with community groups and service providers who support people with disability in order to maximise opportunities for contribution to community and decision making.	4.3.1 Establish collaborative relationships with local organisations that support people with disability (including CALD and ATSI organisations), to maximise opportunities and address need.
	4.3.2 Identify Community Inclusion Champions from different age groups and cultural groups and develop ways to enable them to be conduits between their communities and Council, including provision of information in formats that are culturally and linguistically appropriate.

Outcome 5 - Proactive Planning and Building Assessment Processes

Strategy	Action
5.1 Council will facilitate building development and open space outcomes that exceed minimum standards by using an access and inclusion planning lens. This will be achieved through policy and guidelines that facilitate engagement with stakeholders early in the planning process, reflect universal design principles and encourage use of new technologies that increase accessibility.	5.1.1 Establish a framework that provides guidance for decision making around building and development encourages access which exceeds minimum standards.
	5.1.2 Review and update policy and guidelines across Council to ensure Universal Design Principles are embedded in planning and development except where State Planning Policies prevail.
	5.1.3 Investigate the value of new technologies to improve access to the public realm for people with disability, including for toilets, parking, and access to buildings.
	5.1.4 Adopt co-design principles that involve people with disability in the planning and development of Council's social infrastructure through consultation processes.
	5.1.5 Provide training and support that facilitates staff awareness and adoption of universal design principles and co-design principles.
	5.1.6 Advocate for application of universal design in SA Planning & Design Code.
5.2 Council will facilitate accessible and inclusive planning and development in the private sector through advocacy and information provision.	5.2.1 Educate the local building and development sector about benefits of accessible buildings and places; the commercial benefits, where they exist; and moving beyond DDA requirements.
	5.2.2 Showcase best practice in accessible development in property, infrastructure, open space and social infrastructure.
	5.2.3 Encourage and facilitate the local development sector to consult with people with disability.
	5.2.4 Facilitate the adoption of Universal Design Principles in the local building and development sector.

Outcome 6 - Informed and Supportive Working Environments

Strategy	Action
6.1 Council will deliver Diverse-Ability Awareness and Valuing training for all staff and volunteers to create a culture that values and supports people with disability and acknowledges the needs of their families and carers.	6.1.1 Develop a shared understanding of disability/ diverse ability across Council that includes mental health and acknowledges the interaction with culture for Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse backgrounds.
	6.1.2 Develop a mandatory Diverse-Ability Awareness module for staff and volunteer induction
	6.1.3 Develop tailored Diverse-Ability Awareness and Valuing training for different council areas roles and levels of management.
	6.1.4 Facilitate good transitions to the workplace for new employees or volunteers with disability through targeted awareness training and resources that assist line management and colleagues to create an enabling environment.
6.2 Council will build capacity and optimise opportunities for council staff and volunteers with disability.	6.2.1 Facilitate proficiency and confidence in new employees and volunteers with disability through tailored training and support (using council resources or job support providers).
	6.2.2 Develop processes that enable new employees and volunteers with disability to access ongoing training and mentorships.
	6.2.3 Continue to improve physical and Information and Communication Technologies (ICT) access for employees and volunteers across Council, ensuring adherence to Universal Design Principles
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.	6.3.1 Create funding opportunities for community organisations with a focus on developing confidence and employment skills among young people with disability.
	6.3.2 Partner with community organisations to deliver programs and activities designed to build confidence and develop skills in people with disability.
6.4 Council will ensure its employment and volunteer policies and processes maximise opportunities for people with disability.	6.4.1 Review employment, volunteering and professional development communication processes and materials to eliminate bias against people with disability.
	6.4.2 Review workplace policies to ensure people with disability and their carers have adequate access to leave and support to enable their participation in the workforce.
	6.4.3 Review and update volunteer policies to maximise access to opportunities for people with disability.
	6.4.4

Strategy	Action
	Review Council website to ensure easy access to information for people with disability.

Outcome 7 - Informed Community with Inclusive Attitudes and Behaviours

Strategy	Action
7.1 Council will facilitate culturally informed Diverse-Ability Awareness and Valuing opportunities across the community, including for local business, education providers, clubs and community groups.	7.1.1. Investigate the benefits of a Cultural Liaison Officer to support Council's relationships and planning activities with ATSI and CALD communities, and to contribute to culturally informed Ability Awareness activities.
	7.1.2. Work with relevant organisations to develop Diverse-Ability Awareness and Valuing resources for local businesses and support services with the aim of increasing access to local jobs.
	7.1.3 Facilitate access to Diverse-Ability Awareness and Valuing resources for local businesses and support services to increase access to local jobs.
	7.1.4 Facilitate access to Diverse-Ability Awareness and Valuing resources for schools, clubs and community groups.
	7.1.5 Work with relevant cultural organisations to develop resources that help disability service provider organisations to provide culturally appropriate services.
	7.1.6 Develop resources that enable Elected Members to celebrate and support people with disability.
7.2 Council will adopt language and images that respect, value and celebrate diverse abilities.	7.2.1 Develop/ review Council's style guide to include guidelines for language and images.
	7.2.2 Review website and links for appropriate and consistent language and images.
	7.2.3 Include guidelines for marketing and promotion that reflect appropriate and consistent language and images.
	7.2.4 Update language and images in Council documents at time of review.

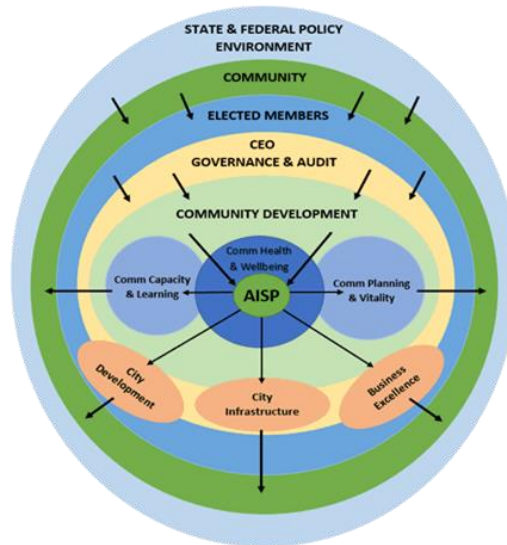
Outcome 8 - Ability Inclusion Planning is integrated across Council Business

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

Implementation through integration

The South Australian *Disability Inclusion Act 2018* aims to facilitate full inclusion for people living with disability in governments' universally available programs and services and across those aspects of community which government can influence. This ambition insists on an integrated approach to access and inclusion, one that is supported by policy, strategy and action across all areas of an organisation.

The following diagram illustrates how different parts of Council will **Drive**, **Enable** or **Deliver** access and inclusion outcomes in response to community needs and opportunities, and in line with Government legislation.



Acronyms and Definitions

Access and Inclusion

Refers to the ability of a person to get to where they want to go without difficulty.

It applies to physical, digital and communication environments.

Inclusion

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

Barriers

Refers to physical, information and communications environments, policies, processes and attitudes 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 within the scope of the National Construction Code: doesn't include furniture and fittings)
- Education
- Transport

Except in these areas minimum compliance with the DDA is 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.

Place Activation

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

Universal design

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

Appendix 1 - Seven Principles of Universal Design

<p>ONE: EQUITABLE USE</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>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 - How the Ability Inclusion Strategic Plan aligns with the National Disability Strategy 2011-2020 and SA Disability Inclusion Act 2018

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



Ability Inclusion Strategic Plan Consultation Report October 2019

Item 1.1.3 - Attachment 2 - Consultation Report AISP 2020-2024

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Introduction

City of Salisbury has developed an Ability Inclusion Strategic Plan (AISP) as required under the South Australian Disability Inclusion Act 2018.

The Act requires all local governments in South Australia to develop a Disability Access Inclusion Plan by October 2020, and has a number of required processes, including community consultation.

Community consultation was conducted in two phases. Phase one of community consultation aimed to gain an initial understanding of the lived experiences of people with disability. This understanding helped Council understand the key priorities for the AISP.

Phase two of the community consultation invited community to provide feedback on our draft AISP, as is required by the SA Disability Inclusion Act 2018.

Council thanks Urban and Regional Planning Solutions (URPS) who were engaged to design, deliver and report on the first phase of community consultation which provided excellent advice on the AISP's development and implementation.

This report outlines the community consultation that was conducted by City of Salisbury for the development of our AISP throughout 2018 and 2019.

Ability Inclusion Strategic Plan

The Ability Inclusion Strategic Plan (AISP) is the City of Salisbury's Disability Access and Inclusion Plan (DAIP). Every local government within South Australia is required to have a Disability Access and Inclusion Plan under the SA Disability Inclusion Act 2018.

City of Salisbury has held a reputation as a leader in access and inclusion since the 1990s. The development of the AISP acknowledges significant changes in legislative and social expectations for access and inclusion since the publication of Beyond the Ramp 2012, which was Council's previous access and inclusion strategic framework.

State Legislation

The SA Disability Inclusion Act 2018 requires that a DAIP must include strategies that support people with disabilities in the following areas:

- Access to built environments, events and facilities
- Access to information and communication
- Addressing the specific needs of people with disability in its programs and services
- Employment

The Act requires the DAIP be developed in consultation with people with disability, especially, women, children, Aboriginal and Torres Strait Islander and culturally and linguistically diverse community members.

The Act also requires annual reporting to the SA Department of Human Services and quadrennial reviewing.

Draft AISP strategies

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

Community Consultation

Community engagement was conducted in two phases. Phase one of community consultation sought to understand the lived experience of people with disability in order to inform the development of the draft strategies and actions. Phase two of community consultation sought to gain community feedback on the draft of the Ability Inclusion Strategic Plan.

This chapter outlines the methods, feedback and outcome of the community engagement.

Phase One

Over 140 members of the community (including staff) participated in phase one of community consultation during 2018 and 2019. The format of phase one was a combination of focus groups and forums with key community groups, as well as opportunities for online feedback.

The key community groups that were consulted during phase one were:

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

The discussions and key issues from the phase one community consultation were documented (see appendix one). This information was then analysed to identify the key themes from each consultation group, as outlined in figure 1.

Outline of Key Themes Identified During Consultation:



Figure 1 Consultation Themes

Discussions during phase one also enabled Council to understand what a future without barriers would look like to the community.

Examples are:

- 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

Staff Consultation

During Phase One approximately 30 staff participated in consultation, including the Chief Executive Officer and senior management. 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 strategies, who should contribute to delivery and what Council documents should drive delivery. Staff also workshopped which actions were priorities for year 1 and which actions should be planned for years 2-4 of implementation.

Phase Two

A draft AISP was developed and informed by the learnings from phase one of the community consultation. Once complete, we invited the community to a second round of community consultation to provide their feedback on the draft AISP. The aim of phase two consultation was to ensure that our draft AISP reflected accurately the findings from phase one of consultation.

It is important to note that the community consultation only invited feedback on 'new' strategies and actions. This is because many of the strategies and actions that were an outcome of phase one of consultation are business as usual for Council. For those business as usual areas of particular interest to the community, Council looked to increase the delivery of these services.

The format of phase two was a public forum, community focus groups and opportunities to provide feedback via phone, email, in-person or online. All participants from phase one as well as the general public were invited via email, post, social media and flyers.

The public forum was held on 27 August 2019 at the John Harvey Gallery, City of Salisbury. Ten community members attended the public forum and their feedback on all new strategies and actions was recorded. Additionally, a focus group with the Bhutanese Community was held on the 26 August 2019 where the new strategies and actions were explained in language and they were invited to provide their feedback.

A total of 9 formal submissions which were developed during the public consultation were received. These were the only submissions received from Council during phase 2 consultation on the final draft AISP.

In response to phase two of community consultation, two final edits were made to the draft AISP as follows.

Revisions to Draft AISP	
Outcome 3, Action 3.1.1	
Original	Investigate re-establishing the South Australian Disability Information and Resource Centre (DIRC)
Revised	Advocate for a state-wide disability information strategy including non-digital options replacing the Disability Information and Resource Centre de-funded in 2011
Outcome 4, Action 4.2.4	
Original	Investigate the value of establishing an access and inclusion reference group to be consulted regularly about Council's planning and development activities.
Revised	Investigate the establishment and resource requirements of an access and inclusion reference group to be consulted regularly about Council's planning and development activities and to monitor and advise on AISP implementation. The Disability Access and Inclusion Network will be consulted in this investigation.

Draft Strategies and Actions

This chapter presents the Ability Inclusion Strategic Plan Principles, Outcomes and Strategies.

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

The following outcomes and strategies are those that the community provided feedback on during phase two of the consultation. Other strategies that reflected community priorities from phase one were not consulted on because they are strategies that are business as usual for Council and will continue to be throughout the implementation of the new AISP.

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. |

Outcome 2: Accessible Buildings, Streets and Open Spaces

DRAFT STRATEGY

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| 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 |

Outcome 3: Appropriate Information and Responsive Customer Service

DRAFT STRATEGY

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| 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**

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| 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**DRAFT STRATEGY**

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| 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**

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| 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. |

Outcome 7: Informed Community with Inclusive Attitudes**DRAFT STRATEGY**

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| 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. |

Outcome 8: Ability Inclusion Planning is Integrated Across Council Business**DRAFT STRATEGY**

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|-----|---|
| 8.1 | Council will Integrate, monitor and evaluate access and inclusion outcome goals across Council business. ¹ |
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Appendix 1: Summary of Consultation Findings

Discussions during phase one enabled Council to understand what a future without barriers would look like to the community. The community described a future without barriers as one where:

- 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

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.

Reaching for Inclusion Forum Purpose and format

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

Bhutanese Community Focus Group Purpose and format

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 overlayed 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.

‘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

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 be loud
- 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

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)

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 as usual
- 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

Definitions and Acronyms

Access and Inclusion

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

Inclusion

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

Barriers

Refers to physical, information and communications environments, policies, processes and attitudes 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 within the scope of 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.

Ability Inclusion Strategic Plan 2020-2024

Implementation Plan

City of Salisbury

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Implementation Plan Format

The Implementation Plan for City of Salisbury’s Ability Inclusion Plan are outlined in the table, including the Outcome, Strategy, Action, year of delivery, whether the item is a new or ‘business as usual’ item, resource requirement, cost to Council and Council’s role.

Any additional resources required to implement some of the actions will be determined subject to business case and budget prioritisation process.

Business as Usual (BAU) items refer to those actions that are already part of City of Salisbury’s business and will be continued to be delivered.

The table indicates some BAU items will be increased (I) and the remainder of actions are new (N) to City of Salisbury.

TBD- To Be Determined

Actions to be delivered in Year One of the Plan are marked in bold text.

Acronyms and Definitions

Access and Inclusion

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

Inclusion

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

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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.

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- 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 access barriers.

Outcome 1 - Support for Health and Wellbeing through Inclusive Program, Services and Events

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
1.1 Council will deliver programs and activities that adhere to Universal Design Principles and provide people with disability opportunities to build capacity and confidence, and connect with others	1.1.1 Review current programs and activities to maximise access and inclusion for people with disability.		Yes	BAU I	No		Deliver
	1.1.2 Enable people with disability to attend programs, events and activities through transport support.		Yes	BAU I N	Yes	TBD	Deliver
	1.1.3 Incorporate access and inclusion considerations into planning of all Council events and community programs where possible.		Yes	BAU I	No		Deliver
	1.1.4 Facilitate programs and mentorships that support good transitions from school to work or school to further education.		Yes	BAU I N	No		Deliver, Partner
	1.1.5 Partner to run events or programs (including online forums) that connect people with disability to others who share their experience or interests (regardless of ability).		Yes	N	Yes	TBD	Deliver, Partner
	1.1.6 Facilitate programs that help people with acquired brain injury develop confidence.		Yes	I	No		Facilitator

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
	1.1.7 Work with Incompro to facilitate targeted and inclusive health and wellbeing programs for Aboriginal people with disability, especially young men.		Yes	BAU N	No		Facilitator
	1.1.8 Facilitate sporting events that are inclusive of Aboriginal people with disability.		Yes	N	No		Facilitator
	1.1.9 Collaborate with local service providers and groups to advocate for greater access to health and wellbeing programs and services for people with disability.		Yes	I N	No		Deliver, Partner
1.2 Council will encourage and support community-based events, activities and clubs to be inclusive of people with disability. ¹	1.2.1 Incorporate access and inclusion considerations into sponsorship and funding arrangements.		Yes	BAU I N	No		Deliver
	1.2.2 Build capacity of existing community-based, events, programs and clubs to be more inclusive of people with disability.		Yes	BAU I	No		Deliver, Partner
	1.2.3 Continue to support community-based activities that promote access and		Yes	BAU I	No		Deliver, Partner

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
	inclusion through provision of cost-effective access to Council spaces and resources.						
	1.2.4 Provide additional computers at the Men's Shed. (Edinburgh)	Yes		N	Yes	around \$4,000	Deliver
	1.2.5 Investigate the idea of spaces for specific cultural groups which provide comfortable amenity and volunteer support so a specific cultural group can access their cultural community, translation services and administrative support on a drop in basis.		Yes	BAU N	No		Deliver, Partner
	1.2.6 Review Council's community facilities to identify how some spaces may be adjusted to accommodate groups of people with disability whose ways of being may disturb others (to avoid exclusion of some people from some community spaces)		Yes	BAU I	No		Deliver
	1.2.7 Partner with relevant organisations to run Intercultural programs in the community.		Yes	BAU N	No		Partner

Outcome 2 - Accessible Buildings Streets and Open Spaces

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
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	2.1.1 Access and inclusion criteria are developed and included in asset audits for all asset categories as appropriate	Yes			Yes	\$300k approx.	Deliver
	2.1.2 Ensure standards are considered in line with the asset strategy/hierarchy, and documented		Yes	BAU I	Yes	\$50k approx.	Deliver
	2.1.3 New design process (including renewals) includes consideration of social inclusion		Yes	N			
	2.1.4 Continual upgrade of the public realm will increase accessibility and safety of foot paths, crossings, open space and the interface between public space and buildings for people using mobility aids.		Yes	BAU	No		Deliver
	2.1.5 Assess the need for disability parking to identify priority areas and plan for additional spaces and related accessibility of surrounding areas.		Yes	N	No		Deliver
	2.1.6 Ensure older people with disability can be accommodated in seniors' centres.		Yes	BAU N	No		Deliver, Partner
	2.1.7 Investigate the need for adult changing facilities in Salisbury.		Yes	N	Yes	TBD	Deliver

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
	2.1.8 Develop a real-time reporting process that allows people to report access issues in the public realm and triggers a timely response.		Yes	N	Yes	TBD	Deliver
2.2 Council will use its guidelines and regulatory functions to enhance accessibility of foot paths and public spaces for all abilities. ¹	2.2.1 Improve access-for-all in the public realm through guidelines, support and enforcement of regulation.		Yes	BAU	No		Inform Advocate Regulate
	2.2.2 Facilitate accessible and inclusive community events through Council guidelines, licences and funding agreements.		Yes	BAU N	No		Deliver
	2.2.3 Investigate ways to increase safety in areas with frequent anti-social behaviour, including improved amenity and lighting.		Yes	BAU	No		Inform Advocate Regulate
	2.2.4 Work with local retailers to reduce footpath obstacles and increase access to shops for people with disability.		Yes	BAU	No		Inform Regulate

Outcome 3 - Appropriate Information and Responsive Customer Service

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
3.1 Council will establish and maintain effective and tailored processes of communication that inform and connect people with diverse communication needs including those with hearing and vision impairment, cognitive and learning differences, and those from culturally and linguistically diverse backgrounds.	3.1.1 Advocate for a state-wide disability information strategy including non-digital options replacing the Disability Information and Resource Centre de-funded in 2011.	Yes		N	No		Advocate
	3.1.2 Collaborate with local service providers and groups to develop a community directory that assists people with disability to connect to opportunities and support.		Yes	I N	No		Advocate
	3.1.3 Develop resources and process that promote local facilities, places and spaces that cater to the needs of people with disability.		Yes	BAU	No		Deliver
	3.1.4 Develop processes and platforms for communicating with young people with disability and connect them to opportunities and support.		Yes	I	No		Deliver
	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		BAU I	Yes	TBD	Deliver, Partner

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
	3.1.6 Review and update communication policies and guidelines to ensure the needs of people with disability and from culturally diverse backgrounds are addressed.		Yes	I	No		Deliver
	3.1.7 Work with relevant experts and support services to develop communication processes and resources that connect Aboriginal and Torres Strait Islander people with disability to local opportunities and support.		Yes	I	No		Partner Advocate
	3.1.8 Work with local culturally and linguistically diverse groups to develop relevant resources that help connect people with disability to opportunities and support.		Yes	I	No		Partner Advocate
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	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.	Yes		N	Yes	TBD	Deliver
	3.2.2 Develop resources that encourage and support customers with disability to		Yes	I N	Yes	TBD	Deliver

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
experience environments for people with disability.	engage effectively with council staff.						
	3.2.3 Provide tailored access to computers and IT support to people with disabilities.		Yes	I N	No		Deliver Partner

Outcome 4 - Effective Contribution to Community and Decision Making

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
4.1 Council will facilitate and deliver programs that build the capacity of people with disability of all ages and from diverse backgrounds to contribute to community planning activities, become advocates for access and inclusion, and embrace leadership opportunities. ¹	4.1.1 Promote groups and organisations that provide a forum for people with disability to connect and contribute to council decision making (for example, Salisbury Youth Council and Julia Farr Youth).		Yes	BAU I	No		Advocate
	4.1.2 Support programs and events designed to build capacity in young people with disability to speak up, advocate and lead.		Yes	BAU I	No		Advocate
	4.1.3 Recognise, celebrate and reward contribution of people with disability. Volunteers Award Legends Award		Yes	BAU I N	No		Deliver
	4.1.4 Facilitate connection of isolated people with disability to relevant groups and agencies.		Yes	BAU I N	No		Facilitate/Partner
4.2 Council will develop community consultation which uses International Association for Public Participation processes to facilitate	4.2.1 Establish protocols for consultation that ensure people with disability are included in all consultation activities and that consultation happens early in the planning process.		Yes	I	No		Deliver
	4.2.2 Provide information and training that		Yes	I	No		Deliver

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
engagement with people with disability from various cultural backgrounds and across all ages and genders.	enables people with disability to feel confident providing input to council's engagement activities.						
	4.2.3 Identify 'Community Champions' and establish a process of communication and consultation that facilitates their role as conduits to community.		Yes	BAU	No		Deliver
	4.2.4 Investigate the establishment and resource requirements of an access and inclusion reference group to be consulted regularly about Council's planning and development activities and to monitor and advise on AISP implementation. The Disability Access and Inclusion Network will be consulted in this investigation.		Yes	BAU I N	Yes	TBD	Deliver
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	4.3.1 Establish collaborative relationships with local organisations that support people with disability (including CALD and ATSI organisations), to maximise opportunities and address need.		Yes	BAU I	No		Partner
	4.3.2 Identify Community Inclusion Champions from different age groups and cultural groups and develop ways to enable them to be conduits between their communities and		Yes	I	Yes	TBD	Deliver

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
community and decision making. ¹	Council, including provision of information in formats that are culturally and linguistically appropriate.						

Outcome 5 - Proactive Planning and Building Assessment Processes

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
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	5.1.1 Establish a framework that provides guidance for decision making around building and development that should exceed minimum standards.		Yes	BAU N	Yes	TBD	Deliver
	5.1.2 Review and update policy and guidelines across Council to ensure Universal Design Principles are embedded in planning and development.		Yes	BAU	No		Deliver
	5.1.3 Investigate the value of new technologies to improve access to the public realm for people with disability, including for toilets, parking, and access to buildings.		Yes	BAU I	No		Partner
	5.1.4 Adopt co-design principles that involve people with disability in the planning and development of Council's social infrastructure through consultation processes.		Yes	N	Yes	TBD	Deliver
	5.1.5 Provide training and support that facilitates staff awareness and adoption of universal design principles and co-		Yes	BAU I N	Yes	TBD	Deliver

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
	design principles.						
	5.1.6 Advocate for application of universal design in SA Planning & Design Code.	Yes		BAU I	No		Advocate
5.2 Council will facilitate accessible and inclusive planning and development in the private sector through advocacy and information provision.	5.2.1 Educate the local building and development sector about benefits of accessible buildings and places; the commercial benefits, where they exist; and moving beyond DDA requirements.	Yes		N	Yes	\$15k approx.	Inform
	5.2.2 Showcase best practice in accessible development in property, infrastructure, open space and social infrastructure.		Yes	BAU	No		Inform
	5.2.3 Encourage and facilitate the local development sector to consult with people with disability.		Yes	BAU	No		Facilitate
	5.2.4 Facilitate the adoption of universal design principles in the local building and development sector.		Yes	N	Yes	TBD	Facilitate

Outcome 6 - Informed and Supportive Working Environments

Strategy	Action	Year 1	Year 2-4	BAU or I/N	Additional Resource	Cost to Council	Council Role
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	6.1.1 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	BAU I N	Yes	TBD	Deliver, Partner
	6.1.2 Develop a mandatory Diverse-Ability Awareness module for staff and volunteer induction		Yes	N			
	6.1.3 Develop tailored Diverse-Ability Awareness and Valuing training for different council areas roles and levels of management.		Yes	BAU I N			
	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.		Yes	BAU I N			
6.2 Council will build capacity and optimise	6.2.1 Facilitate proficiency and confidence in new employees and volunteers with		Yes	BAU	No		Deliver

Strategy	Action	Year 1	Year 2-4	BAU or I/N	Additional Resource	Cost to Council	Council Role
opportunities for council staff and volunteers with disability.¹	disability through tailored training and support (using council resources or job support providers).						
	6.2.2 Develop processes that enable new employees and volunteers with disability to access ongoing training and mentorships.		Yes	BAU	No		Deliver
	6.2.3 Continue to improve physical and Information and Communication Technologies(ICT) access for employees and volunteers across Council, ensuring adherence to Universal Design Principles		Yes	BAU	Yes	TBD	Deliver
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.	6.3.1 Create funding opportunities for community organisations with a focus on developing confidence and employment skills among young people with disability.		Yes	N	Yes	TBD	Partner, Deliver
	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		BAU I N	Yes	TBD	Partner, Deliver
6.4 Council will ensure its	6.4.1 Review employment, volunteering	Yes		BAU I	No		Deliver

Strategy	Action	Year 1	Year 2-4	BAU or I/N	Additional Resource	Cost to Council	Council Role
employment and volunteer policies and processes maximise opportunities for people with disability.	and professional development communication processes and materials to eliminate bias against people with disability.						
	6.4.2 Review workplace policies to ensure people with disability and their carers have adequate access to leave and support to enable their participation in the workforce.		Yes	BAU	No		Deliver
	6.4.3 Review and update volunteer policies to maximise access to opportunities for people with disability. Community development		Yes	BAU	No		Deliver
	6.4.4 Review Council website to ensure easy access to information for people with disability.		Yes	BAU	No		Deliver

Outcome 7 - Informed Community with Inclusive Attitudes and Behaviours

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
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	7.1.1. 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 .1	Yes		BAU I N	No		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.		Yes	N	No		Lead, partner, facilitate, inform
	7.1.3 Facilitate access to Diverse-Ability Awareness and Valuing resources for local businesses and support services to increase access to local jobs.		Yes	N	No		Lead, partner, facilitate, inform
	7.1.4 Facilitate access to Diverse-Ability Awareness and Valuing resources for schools, clubs and community groups.		Yes	I N	No		Lead, partner, facilitate, inform
	7.1.5 Work with relevant cultural organisations to develop		Yes	N	No		Lead, partner, facilitate,

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
	resources that help disability service provider organisations to provide culturally appropriate services.						inform
	7.1.6 Develop resources that enable Elected Members to celebrate and support people with disability.		Yes	N	No		Deliver, Partner
7.2 Council will adopt languages and images that respect, value and celebrate diverse abilities.	7.2.1 Develop/ review Council's style guide to include guidelines for language and images.		Yes	BAU I	No		Deliver
	7.2.2 Review website and links for appropriate and consistent language and images.		Yes	BAU I	No		Deliver
	7.2.3 Include guidelines for marketing and promotion that reflect appropriate and consistent language and images.		Yes	BAU I	No		Deliver
	7.2.4 Update language and images in Council documents at time of review.		Yes	BAU	No		Deliver

Outcome 8 - Ability Inclusion Planning is integrated across Council Business

Strategy	Action	Year 1	Year 2-4	BAU Or I/N	Additional Resource	Cost to Council	Council Role
8.1 Council will Integrate, monitor and evaluate access and inclusion outcome goals across Council business.1	8.1.1 Establish an internal AISP reference group to provide advice around integrated planning, implementation, evaluation and improvement.	Yes		N	No		Deliver
	8.1.2 Determine Council's role in delivering various Access and Inclusion outcomes for the community		Yes	BAU I	No		Deliver
	8.1.3 Identify Strategic partnerships for delivering access and inclusion outcomes for the community		Yes	BAU I	No		Deliver Partner
	8.1.4 Review and update Council strategies and plans to include drivers for access and inclusion activities.		Yes	I N	No		Deliver
	8.1.5 Develop evaluation parameters for Ability Inclusion Outcome Goals.		Yes	N	No		Deliver, Partner
	8.1.6 Implement annual Council and statutory reporting against		Yes	N	No		Deliver

	Disability Access and Inclusion Outcome Goals.						
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**Appendix 1 - How the Ability Inclusion Strategic Plan aligns with the National Disability Strategy 2011-2020
and SA Disability Inclusion Act 2018**

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

ITEM	1.3.1		
	POLICY AND PLANNING COMMITTEE		
DATE	18 November 2019		
PREV REFS	Policy and Planning Committee	1.5.2	15/09/2014
	Policy and Planning Committee	1.3.4	19/01/2015
	Policy and Planning Committee	1.3.2	20/04/2015
	Policy and Planning Committee	1.3.2	19/10/2015
	Policy and Planning Committee	1.3.3	20/06/2016
	Policy and Planning Committee	1.3.2	20/08/2018
	Policy and Planning Committee	1.3.2	10/12/2018
	Policy and Planning Committee	1.3.1	15/04/2019
	Policy and Planning Committee	1.3.2	21/01/2019
HEADING	Draft Planning and Design Code to replace existing Council Development Plan - on consultation		
AUTHOR	Peter Jansen, Strategic Planner, City Development		
CITY PLAN LINKS	<p>1.4 Have well planned urban growth that stimulates investment and facilitates greater housing and employment choice.</p> <p>1.2 Be the place of choice for businesses to invest and grow within South Australia, nationally and internationally.</p> <p>4.3 Have robust processes that support consistent service delivery and informed decision making.</p>		
SUMMARY	<p>The draft Planning and Design Code has been released for public consultation by the SA Planning Commission. The Code will replace the current Development Plans of all Councils with the intention to standardise policy and have an efficient digital based system. While Council has generally supported the intent of the planning reform process, an initial assessment is that the engagement process is insufficient for the scale of change being proposed, the lack of a digital presence so people can clearly understand the policy implications for their property is undesirable, and a number of technical issues have been identified.</p>		

Staff will continue to review the draft Code prior to preparing a formal submission for Council's consideration in February 2020 as well as continue to liaise with DPTI on technical matters. The immediate concern is considered to be with the public consultation process, which warrants a letter in the interim to the Minister for Planning and other relevant persons advising of Council's concerns.

RECOMMENDATION

1. The information be received.
2. Council endorse the letter to the Minister for Planning (provided as Attachment 1 to Policy and Planning Committee agenda 18 November 2019 Item 1.3.1) with copies to the SA Planning Commission, the Department of Planning, Transport and Infrastructure, the Local Government Association (SA) and Shadow Minister for Planning which articulates Council's concerns on the public consultation of the draft Planning and Design Code.

ATTACHMENTS

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

1. Draft Interim Submission to Minister Knoll

1. BACKGROUND

- 1.1 The South Australian Government is undertaking a significant reform of the planning system underpinned by the Planning, Development and Infrastructure Act 2016. A key element of the reforms is the introduction of a single set of statewide planning rules that will replace the 72 individual development plans of Councils and other regions. These rules will be known as the Planning and Design Code.
- 1.2 Over the past few years, Council has considered and made submissions on various elements of the reform process relating to assessment pathways, policy discussion papers, the accredited professionals scheme and performance indicators. Generally Council's position has been supportive of the reforms proposed, but with a number of issues and reservations being flagged.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 Development Services
 - 2.1.2 Mayor and CEO by SA Planning Commission
 - 2.1.3 Elected Members (Informal Strategy 4 November 2019)
 - 2.1.4 Council Assessment Panel
 - 2.1.5 Communications and Customer Services
 - 2.1.6 City Infrastructure
 - 2.1.7 Strategic Development Projects
 - 2.1.8 Social Policy

2.2 External

- 2.2.1 Department of Planning, Transport and Infrastructure
- 2.2.2 Local Government Association
- 2.2.3 Residents and ratepayers through social media post on announcement of DPTI consultation period commencing.
- 2.2.4 DPTI /SA Planning Commission information sessions and documents
- 2.2.5 South Australian Planners Network

3. REPORT

3.1 The South Australian Planning Commission has released the draft Planning and Design Code (phase 3) for public consultation on 1 October 2019. Phase 3 applies to metropolitan Councils and consultation on the draft concludes on 28 February 2020.

3.2 Concurrently, the Commission has released a suite of documents for consultation (also closing on 28 February 2020). These include:

- Neighbourhoods Growth and Change Overview.
- Discussion Paper on People and Neighbourhoods.
- Draft Practice Guideline for Local Heritage and Character Overlays.
- Draft Practice Direction for Site Contamination Assessment.
- Renewable Energy Policy.

Administration will review these documents over the coming months prior to reporting to Council in further detail.

3.3 The Planning and Design Code (the Code) is the cornerstone of South Australia's new planning system. The Code will replace all council Development Plans to become the single source of planning policy for assessing development applications across the state.

3.4 The Code is administered by the SA Planning Commission and it affects every property in the State in varying degrees of impact. It is intended to provide South Australians with planning policy that is consistent and clear, making the planning process quicker, simpler and more equitable. Through standardisation and an on-line platform, the intent is to make it simpler for the community to navigate the planning system when building a house, developing a business or progressing large commercial developments.

3.5 It is being progressively introduced across South Australia, commencing in the outback before moving to regional council areas and concluding in Greater Adelaide. The *Planning, Development and Infrastructure Act 2016* requires the Code to be operational by 1 July 2020.

3.6 The draft Code that has been released for consultation is approximately 3,000 pages in length and Administration is currently reviewing the detail to understand the impact on Salisbury, with a view to providing a detailed assessment and response for Council's consideration in early 2020.

3.7 More information on the Code can be found in the supporting information "Guide to the draft Planning and Design Code." Links to all the consultation documents and supporting information, guides and factsheets are available through the SA Planning Portal at:

https://www.saplanningportal.sa.gov.au/have_your_say/Draft_Planning_and_Design_Code_for_South_Australia

Consultation and Engagement

- 3.8 The engagement process being undertaken by the Department of Planning, Transport and Infrastructure provides a range of generic information via the Department's planning reform portal. We understand that the Department will also be developing a range of targeted marketing collateral and specific activities such as advertising, stakeholder briefings, hotline, fact sheets, information sessions, surveys, information for Councils, translated information, letterbox drops in high interest areas, pop up engagement stations and information kits.
- 3.9 The consultation process targeted within the City of Salisbury and northern Adelaide that has been arranged includes:
- An information session with the Mayor and CEO on 28th October 2019 by representatives from the SA Planning Commission and Department of Planning, Transport and Infrastructure.
 - A Community information session for communities in the Salisbury, Port Adelaide Enfield (north) and Playford Council areas on 28 November 2019 at Mawson Lakes Golf Club, between 7.00pm-8.30pm.
 - A combined briefing for Salisbury and Playford Elected Members on 28 November 2019, 6.30pm-7.30pm at Para Hills Community Hub, 22 Wilkinson Road, Para Hills.
 - Hard copy of the planning and design code provided to Council by DPTI for display and community viewing at the 12 James Street Civic Centre foyer.
- 3.10 Although the SA Planning Commission is undertaking the consultation, collection and consideration of submissions from the public and Councils, it is considered important that the Salisbury community is made aware of the reform process as it may have a material impact on their properties and neighbourhoods. Staff have sought to increase community awareness by communicating the draft Planning and Design Code and the supporting information available at the SA Planning Portal through:
- Council's Web and social media.
 - Providing the hard copy of the Code at the counter as requested by the Commission.
 - Informing Call Centre staff of the consultation process and advice to provide to community queries as per advisory documentation provided by DPTI.
 - Providing information and updating Elected Members (Informal Strategy).
 - Updating the property sales conveyancing notice about the pending changes to zoning.
- 3.11 One of the key planks of the new planning system was the Government's adoption of a Community Engagement Charter. According to the Government, the Charter was introduced to provide *"world-class standards for involving communities in shaping future development in local areas. It enables people to get involved early in decisions, at a time when they can influence planning rules that shape how we live, work and move."*

- 3.12 What is intended is that when new or rewritten planning rules are being considered that could alter the type of future developments in an area that may affect individuals, people should expect greater opportunity to hear about the changes and have their say, be involved early in the planning process and understand what is being proposed and how it may impact upon them. The process seeks to increase community engagement at the policy-setting stage, noting that the opportunity for community engagement at the development application stage has been progressively curtailed over recent years.
- 3.13 It is considered that the current approach falls short of what should be reasonably expected for a major planning reform process. This includes:
- From our knowledge, no targeted consultation with directly affected landowners, ratepayers and businesses within Salisbury.
 - Consultation over the Christmas/New Year period.
 - The SA Planning Commission and DPTI already acknowledge that the draft Planning and Design Code contains errors. There has been no collaboration with staff on the spatial application of the Planning and Design Code prior to the release and most local policies appear to be omitted.
 - The Planning and Design Code is intended to operate through a digital portal, so that all the development policies and controls related to a site can be identified in one place, at one time. However the digital version of the Code is not yet functional and available to the public in the form eventually envisaged, and on-line ‘hybrid’ system has been released which is difficult to use, requiring navigation through some 3000 pages of pdf/print version and an online web map where Zone and Subzone layers can be viewed.
- 3.14 Additional to this is the need to review the other components out on concurrent consultation and identify issues that impact on the draft Planning and Design Code. It is difficult to understand how these components have been used in the preparation the draft code for consultation and how potential changes will be incorporated for the final version of the Planning and Design Code.

Preliminary Policy Issues

- 3.15 The advice provided by DPTI to Council on the preparation of the draft Planning and Design Code was that it was going to applied on ‘like for like’ basis as much as possible, with allowable changes of a minor nature such as zone line boundary position changes. However, early identification has found an inconsistent approach has been applied to Centre zoned areas in Council which requires further assessment.
- 3.16 A preliminary review of some elements of the draft Code has identified other issues likely to form part of Councils formal submission. While staff still need to investigate these, some of the more significant matters include:
- The Technology Park precinct has been identified as a future Urban Neighbourhood Zone. This is mixed use zone for high density development. The precinct is however a critical component of high tech defence investment that includes the recent approval of Raytheon’s \$30 million facility and current location of SAAB and Lockheed Martin. The zoning should reflect the current and future strategic importance of this precinct with an emphasis on industrial/commercial development, rather than the currently proposed emphasis on residential development.

- Council currently has Policy Area 18 within the Residential Zone in Salisbury, which seeks to provide policy guidance for development to retain the characteristics of the ‘Salisbury Dress Circle’. This policy area has been omitted.
- Council’s current building setback along its collector road network has been omitted. This could result in development outcomes that will frustrate future network upgrades. While there is provision for future widening of state-controlled roads, there is no similar provision for local government roads.
- New numeric parameters such as lot size, frontage dimensions and building heights have been introduced. Some of these appear to be proposing significantly different quantitative policies to the current Development Plan provisions.

3.17 Council staff will investigate issues that Council has previously raised, or in relation to which the Minister has responded to Council advising those matters should be considered through the Code development process, including:

- Incorporating the design elements of historic encumbrances and land management agreements in the Code.
- The inclusion of CCTV and public safety policies to apply to certain developments.
- The implications of the Sex Workers Bill for local planning decisions.
- Planning controls for land around airports including public safety zones at end of runways.
- Improving the restricted consultation requirements for some public notification process.
- Strategic precincts such as Globe Derby and St Kilda.

At this stage it appears that the majority of these have not been addressed in the draft Code.

4. CONCLUSION / PROPOSAL

- 4.1 Council has been generally supportive of the intent behind the planning reform process and the outcomes the process has sought to achieve. However the way in which the Planning and Design Code has been developed, the quality and accuracy of consultation material and the engagement process has not matched the State Government’s own charter. In particular, desired outcomes relating to a shared planning vision, involving the community in planning, delivering critical infrastructure and a simplified development assessment process appear not to be achieved.
- 4.2 The intent for the Planning and Design Code to be an easy-to-understand set of planning rules that is delivered electronically is generally supported. The release of the draft Code as a 3,000 page pdf/printed document (with online spatial layers) is considered inadequate for the nature of the change and for truly effective and accessible engagement.

- 4.3 It is recommended that Council writes to the Minister for Planning, SA Planning Commission, DPTI, and the LGA about these concerns and request a bipartisan re-consideration of the original timeframe set by Parliament for the planning reforms, to enable effective engagement with stakeholders and an adequate consultation period for the matters raised.
- 4.4 Council staff will continue to identify issues by undertaking a detailed assessment of the new Code and the variations to Council's current Development Plan. In addition, actions to inform the public of the Code consultation process will be continued as outlined in this report.
- 4.5 It is anticipated that further detail for Elected Members will be presented at the February 2020 Informal Strategy session. Elected Members are also welcome to contact the report's author if they wish to raise additional issues for consideration.
- 4.6 It is then proposed to provide a report to February 2020 Policy and Planning Committee with the draft submission on the Planning and Design Code for Councils endorsement. The submission is required to be submitted by the 28th February 2020.
- 4.7 In addition to the formal response, given DPTI has indicated it is willing to consider and make amendments to the draft Code through the engagement period, staff will provide feedback on desired technical amendments over the coming months. These technical amendments will also be reiterated in Council's formal submission.

CO-ORDINATION

Officer: EXECUTIVE GROUP
Date: 11/11/2019

26 November 2019

The Hon Stephan Knoll
Minister for Planning

ministerknoll@sa.gov.au

Dear Minister Knoll

Re: Planning Reforms

I write to you to express concerns of behalf of Council as a result of the consideration of a report on the Draft Planning and Design Code that was endorsed on the 25th November 2019.

I and the CEO have received an initial briefing from the State Planning Commission representatives on the draft Planning and Design Code that has been released for consultation. Council is currently reviewing the draft Code and will make a further formal submission to the State Planning Commission within the nominated timeframe.

Council notes that the planning reforms are a comprehensive change to the planning system and of its importance to the public in that it affects every landowner in differing ways and as such the consultation on the Planning and Design Code is critical to the effective transition.

Council resolved to advise you of its serious concerns with the consultation process for this phase of the planning reforms. The consultation process is considered to be inadequate for the nature of the change, and our community hasn't been provided a genuine opportunity to understand and meaningfully shape what is being proposed. This is a fundamental principal in the Commission's Community Engagement Charter.

Council has not been provided the opportunity to collaborate on the spatial application of the Code as it relates to our community. Previous advice from the Department of Planning, Transport and Infrastructure suggested a Collaborative Work Program for the reform program and a greater level of participation on the spatial application of the Code. This process would have provided for a more effective and inclusive process. As a consequence of the process that has been implemented, the draft Code that has been released for consultation contains errors and omissions.

Given the significance of the Code, together with the other instruments that are being prepared to implement the new system, consideration should be given to providing more time for effective collaboration for this final phase of the program and for preparing Council's and other stakeholders to implement the new system.

Council is also concerned that the Code that has been released for consultation is a 3,000 page pdf document with a separate GIS interface. This is in contrast to the stated benefits of the Code as one set of easy-to-understand planning rules that is delivered electronically. Our community will not be able to readily navigate the Code in its current form. It is proving difficult and resource intensive for Council to review the document in the current form.

Our concerns are that our community will not be able to be meaningfully engaged in this phase of the planning reforms. This is in contrast to the objectives of providing communities more involvement in planning. The current pdf format of the Code is neither a practical tool nor is it easy-to-understand.

The Code should be released in its electronic form for effective community engagement and so our residents and businesses can better understand the implications for their properties. Our initial assessment of the draft Code is that there will be significant changes of the planning provisions for some properties and neighbourhoods, yet there does not seem to be a process in place for directly communicating these changes with affected property owners.

Council will provide a comprehensive submission by the nominated due date, but Council may not be able to identify all the issues in the draft Code given the scale of the change, the format of the consultation version of the Code, and that our community is not readily engaged in this process. There is a risk of unintended consequences for some land owners and the community when the Code is ultimately approved which should be considered in the process

Council broadly supports the planning reforms and commends the significant amount of work undertaken to date. This letter is seeking, with your support, bipartisan re-consideration of the original timeframe set by Parliament for the planning reforms so that the benefits of the reforms are fully realised in a way that is consistent with the principles underpinning it.

Council will make a further formal submission on the Code in February 2020 once we have had an opportunity to review the Code in further detail.

Yours faithfully

Gillian Aldridge OAM

Mayor

Email: galdridge@salisbury.sa.gov.au

cc Mr Michael Lennon,
Chair State Planning Commission

Mr Tony Braxton-Smith
CEO, Department of Planning, Transport and Infrastructure

Mr Matt Pinnegar
CEO, Local Government Association

Hon Tony Piccolo MP
Shadow Minister for Planning & Local Government

ITEM	1.3.2
	POLICY AND PLANNING COMMITTEE
DATE	18 November 2019
HEADING	Planning Reforms - Draft Council Inspection Policies for Consultation
AUTHOR	Chris Zafiropoulos, Manager Development Services, City Development
CITY PLAN LINKS	4.3 Have robust processes that support consistent service delivery and informed decision making.
SUMMARY	<p>The State Planning Commission has released a draft Practice Direction that sets minimum mandatory requirements for councils for the inspection buildings. The new inspection regime is generally supported subject to suggested changes including the increased inspections for commercial building being phased over time together with the use independent private certifiers to enable councils and industry to adapt to the change, and that fees cover the costs of inspections.</p>
RECOMMENDATION	<ol style="list-style-type: none">1. The draft <i>Practice Direction for Council Inspection Policies</i> for consultation, together with the <i>Background Paper on Inspection Policies Practice Direction</i> be noted.2. Council endorse the letter to the State Planning Commission in relation to the draft <i>Practice Direction for Council Inspection Policies</i> (provided as Attachment 1 to Policy and Planning Committee agenda 18 November 2019 - Item 1.3.2).
ATTACHMENTS	<p>This document should be read in conjunction with the following attachments:</p> <ol style="list-style-type: none">1. Council Submission - Draft Practice Direction for Council Inspection Policies2. Practice Direction Council Inspection Policies3. Background Paper on Inspection Policies Practice Direction4. Practice Direction 8 - Swimming Pool Inspection Policy 2019
1. BACKGROUND	<ol style="list-style-type: none">1.1 The State Planning Commission has released a draft <i>Practice Direction for Council Inspection Policies</i> for consultation, together with a <i>Background Paper on Inspection Policies Practice Direction</i>. Refer to Attachment 2 and 3.1.2 The Practice Direction sets minimum mandatory requirements for all councils for the inspection of buildings. The Practice Direction will replace Council's <i>Building and Swimming Pool Inspection Policy</i> when it becomes operational in July 2020.

- 1.3 A separate Practice Direction has been previously released by the Commission in relation to swimming pool inspections. Refer to Attachment 4. This Practice Direction is currently operational and maintains the same level of inspections that Council has in its inspection policy, with the exception of existing pools which is discussed in the report below. The Commission suggests that it is considering an increase to 100% of pool inspections being undertaken within two weeks of completion. This is generally supported.

[Currently 80% of pool inspections should be undertaken within two weeks of the pool completion with the remaining 20% of inspections undertaken within two months of the pool completion].

- 1.4 This report provides Council information on the Practice Direction, implications for Council's services under the new regime, and a proposed submission to the Commission during the consultation period.

2. REPORT

- 2.1 The Planning, Development and Infrastructure Act 2016 provides the Commission the authority to issue a Practice Direction to councils to carry out inspections in their respective areas.
- 2.2 In setting the policy direction, the Commission advises that it had regard to the existing capacity of councils to undertake inspections; and that initial inspection levels must be achievable and practical for councils to implement and administer.
- 2.3 The Commission has undertaken a review of current inspection regimes and found that they are generally adequate and almost solely focus on those issues that are mandated by regulations - roof trusses and swimming pools. Inspections for commercial classes of buildings are usually based around issues or where building faults are detected, and reliance is placed on private sector construction and other regulatory controls such as statements of compliance.
- 2.4 The Practice Direction proposes inspection levels as a *transitional step* to signal the beginning of reform in this area. This suggests that the inspection requirements for councils will increase over time.
- 2.5 The Practice Direction proposes mandating inspections for public safety and to maintain confidence in and the integrity of the development control system. The mandated inspection regime proposes that 100% of all commercial and public buildings are inspected at least once and that 66% of domestic dwellings be inspected at least once.
- 2.6 By comparison, Council's current inspection policy seeks 66% of all buildings involving roof framing be inspected. Where there is no licensed contractor (owner builder) Council's inspection policy seeks 90% of these building to be inspected. Council's inspection policy also includes the inspection of minor domestic structures but the Commission's Practice Direction does not have explicit requirements for minor domestic structures.

- 2.7 An analysis of the number of inspections reveals that the overall number of inspections is likely to be less under the Practice Direction, given that minor domestic structures which account for some 180 development applications per annum will not require an inspection. The total number of inspections will reduce to approximately 530 under this new regime, from currently an average of approximately 660 inspections per year.
- 2.8 While there is a reduction in total inspection numbers, the increase to 100% inspections for commercial buildings will require an increase in the commitment of more experienced staff to inspections. These inspections typically take longer and have more complexity as they include fire safety requirements. The number of buildings in this category will increase to approximately 150 per annum in the new inspection regime, up from an average of approximately 100 per annum currently. These types of inspections require more senior and experienced staff to supervise the inspection. These buildings are also likely to require more than the one inspection proposed in the Practice Direction.
- 2.9 The background paper suggests that councils may engage the private certifier who approved the development to then inspect the development. The difficulty with this scenario is that the certifier will effectively have two clients on a development at the same time. This is considered a potential conflict for the certifier given the nature of each engagement under a statutory framework.
- 2.10 There is also no indication of the fee for a council to appoint the certifier. It is anticipated that this will add additional administration and cost to council. It is recommended that builders on more complex construction projects be required to appoint independent inspectors (private certifier), which may be a council if it has the appropriately qualified staff to provide this service, and that the builder pays the direct cost for the number of required inspections, which should be more than one per building. The development application fees should account for this separate function so not to unreasonably increase the development costs to applicants.
- 2.11 Authorised Officers will be required to undertake inspections and they will be required to have appropriate qualifications, skills, knowledge and experience to carry out the inspection. The Practice Direction provides that councils will be given a degree of flexibility on how they assign authorised officers. While this flexibility is welcome, careful consideration will need to be given to appointing a person with the capability to assess a building with greater complexity. This presents a resource challenge for the City of Salisbury as we have only one Level 1 Building Surveyor. Councils may also use consultants for this work and while this option is available, the Commission has not advised what level of income from fees councils would receive to offset this cost.
- 2.12 Council's current inspection policy also includes inspecting existing pools within the Council area where the property owner has requested that Council undertakes the inspection. This policy is not explicitly included in the draft Practice direction. Council may include this policy in its submission to the Commission for their consideration. Separate legal advice is being sought in relation to Council continuing to provide this service in addition to the requirements of the Practice Direction.

- 2.13 The SA Planning Portal will be used to provide a single place for all building notifications. This is a positive initiative as Council historically has received fewer notifications than provided for under the current inspection policy. While the portal will provide for the notification of building works, councils will have to continue to run their own inspection system and capture specified data. The portal should be expanded to include the inspection process as a priority.

3. CONCLUSION / PROPOSAL

- 3.1 The draft Practice Direction is generally supported subject to the additional matters discussed in the report, and provided in the draft submission in Attachment 1 for Council's consideration.

CO-ORDINATION

Officer: EXECUTIVE GROUP

Date: 11/11/2019

11 November 2019

State Planning Commission

DPTI.PlanningEngagement@sa.gov.au

Dear Sir / Madam

Re: Submission on the Draft Practice Direction for Council Inspection Policies

Thank you for the opportunity to make a submission on the Draft Practice Direction for Council Inspection Policies.

Council considered the practice direction at its meeting held on the 25th November 2019 and resolved that the State Planning Commission be advised that the draft Practice Direction is generally supported subject to the following considerations:

- The inspection of 66% of domestic dwellings is supported, noting that there is likely to be a future increase given the Commission proposes this draft of the Practice Direction is a transitional step to signal the beginning of reform in building compliance. Consideration should be given to increasing the percentage of inspections in a phased program to enable councils and industry to adapt to the change.
- Inspections for large and medium commercial buildings should be undertaken by Level 1 and Level 2 Accredited Professionals, respectively. This could be challenging given the current qualifications, skills, knowledge and experience available to carry out the inspection in the local government sector. This is likely to increase the requirement for more experienced staff to spend more time undertaking inspections of more complex buildings. It is recommended that a phased increase of inspections over time be adopted to enable councils and industry to adapt to the change.
- The background paper suggests that councils may engage the private certifier who approved the development to then inspect the development. This difficulty with this scenario is that the certifier will effectively have two clients on a development at the same time. This is considered a potential conflict for the certifier given the nature of each engagement under the statutory framework.
- The option for private certifiers independent of the relevant authority for the building to undertake inspections of complex commercial buildings should be considered within the new regime, and the number of inspections should be commensurate with the complexity of the building. The cost for this should be borne directly by the builder as they typically will have engaged on such buildings project teams with expertise in various disciplines. Councils may be nominated to undertake this type of inspection where they have the appropriately qualified professionals. This will be more efficient than assigning councils a largely administrative role in this process to undertake a potentially

ineffective one-off inspection. The development application fees should account for this separate function so not to unreasonably increase the development costs to applicants.

- The suggestion to require 100% of pool inspections within two weeks of completion is generally supported.
- Salisbury Council's current inspection policy includes inspecting existing pools within the Council area where the property owner has voluntarily requested that Council undertakes the inspection. This policy is not explicitly included into the draft Practice Direction and it is recommended that the Commission consider a similar policy requirement in the Practice Direction to improve pool safety generally for communities.
- Fees and charges need to be included that cover the costs of inspections. A user pays principle is appropriate for this regime, noting also the above comments in relation to development application fees being adjusted so as to not unreasonably increase the overall development costs to applicants, and it is recommended that the Commission provides advice to the Minister as part of this Practice Direction.
- The use of the SA Planning Portal to provide a single place for all building notifications is a positive initiative and is welcomed. The Commission should consider the use of a phone app from which notifications can be sent directly from constructions sites, to provide an easy and consistent method of notification for contractors across the state. Furthermore, the portal should be expanded to encompass the full inspection business process as a high priority.

Council looks forward to the Commissions consideration of these matters, and should you have any queries, please contact Council's Manager Development Services, Mr Chris Zafiropoulos.

Yours faithfully

John Harry

Chief Executive Officer

Phone: 08 8406 8222

Email: jharry@salisbury.sa.gov.au



Practice Direction X Council Inspection Policies

DRAFT FOR CONSULTATION – 21/10/19

This practice direction is issued by the State Planning Commission under section 42 of the *Planning, Development and Infrastructure Act 2016* for the purposes of section 144 to require certain councils to carry out inspections of certain developments in their respective areas.

Introduction

Section 144 of the Act requires the Commission to issue a practice direction that requires councils to carry out inspections of development in their respective areas. A separate practice direction has been issued in relation to inspections of developments not within an area of a council.

Section 156 of the Act the Commission may also issue a practice direction that requires councils to carry out inspections of swimming pools and associated buildings to ascertain compliance with safety requirements. This practice direction has been issued separately.

In issuing this direction, the Commission has taken into account the matters set out in section 144(3) of the Act. These are:

- (a) the financial and other resources of councils;
- (b) the impact that a failure to inspect a certain number of developments over a period of time may have on local communities;
- (c) the various sizes of the areas of councils and differences in population;
- (d) the amount of development undertaken in the various areas of the State;
- (e) the type of development that predominates in the various areas of the State;
- (f) in relation to building work, building conditions in the various areas of the State; and
- (g) the public interest in ensuring that development is undertaken in accordance with the requirements of this Act.

While the Act envisages that the Commission may require councils to carry out inspections relating to 'development', as that term is defined in the Act, more broadly, this practice direction is limited to mandating inspections directed towards securing the objects stated in clause 3 of Part 1 of this practice direction.

The public interest in protecting public safety and in maintaining confidence and integrity in the development control system within the State has been balanced against other matters outlined in s 144(3).

The Commission has sought to identify the risks posed by certain building types. This practice direction reflects the Commission's view that the risks associated with certain buildings, particularly in relation to safety, including, for example fire protection and other safety features, should be treated equally irrespective of where they are constructed in the State and that this approach reflects community expectations.

Associated with the above, while this practice direction mandates certain inspections, councils should continue to appropriately address broader compliance issues, whether these are detected during an inspection that is required under this practice direction or otherwise.

This may include inspections related to planning consent matters, which councils may choose to undertake through a separate council policy or on an as-needs basis.

Practice direction

Part 1 – Preliminary

1 – Citation

This practice direction may be cited as the *State Planning Commission Practice Direction (Council Inspection Policies) 2019*.

2 – Commencement of operation

This practice direction will come into operation on the day on which it is published on the SA Planning Portal.

3 – Objects of practice direction

The objects of this practice direction are to, in relation to areas within a council, require councils to undertake inspections so as to:

- (a) provide for occupant and public safety; and
- (b) maintain confidence and integrity in the development control system.

4 – Interpretation

- (1) In this practice direction, unless the contrary intention appears –

Act means the *Planning, Development and Infrastructure Act 2016*;

Accredited Professionals Regulations means the *Planning, Development and Infrastructure (Accredited Professionals) Regulations 2019*;

authorised officer has the same meaning as within section 3(1) of the Act;

balustrade means a barrier to prevent falls;

Building Code has the same meaning as within section 3(1) of the Act;

Building Rules has the same meaning as within section 3(1) of the Act;

building work has the same meaning as within section 3(1) of the Act;

Note: building work includes any work or activity that results in a change to the classification of a building under regulation 3E of the Regulations.

Chief Executive has the same meaning as within section 3(1) of the Act;

construct has the same meaning as within section 3(1) of the Act, and **construction** has a corresponding meaning;

council has the same meaning as within section 3(1) of the Act;

designated building product has the same meaning as within regulation 3(1) of the Regulations;

farm buildings and farm sheds have the same meaning as within the Building Rules;

fire authority has the same meaning as within section 3(1) of the Act;

floor area has the same meaning as within the Building Rules;

performance solution means a performance solution under the Building Code;

private bushfire shelter has the same meaning as within regulation 3(1) of the Regulations; and

Regulations means the *Planning, Development and Infrastructure (General) Regulations 2017*.

Note: The terms above have been included merely for ease of reference. Section 14 of the Acts Interpretation Act 1915 provides that an expression used in an instrument made under an Act has, unless the contrary intention appears, the same meaning as in the Act under which the instrument was made.

Part 2 – Inspection Policy

1 – Application

- (1) Subject the terms of this practice direction, upon commencement this practice direction applies to the councils listed at **Appendix 1 Part 1**.
- (2) This practice direction does not apply to the councils listed at Appendix 1 Part 2.
- (3) This practice direction does not apply to development not within a council area.

Note: The practice direction will be varied, at a later date, to also apply to the councils listed in Appendix 1 Part 2, once the Act is operational state-wide. This is necessary to ensure the introduction of the practice direction mirrors the phased introduction of the Act.

2 – Mandatory inspections

- (1) A council must comply with the requirements set out at **Appendix 2** relating to:
 - (a) the kinds of development which require inspection;
 - (b) the proportion of developments which require inspection in each council area;
 - (c) the timing of any inspection required in relation to each building; and
 - (d) the number of inspections required in relation to each building, **(mandatory inspection requirements)**.
- (2) A council must take all reasonable steps to ensure that each inspection carried out under this practice direction includes an inspection and assessment of the adequacy of each of the following elements, as may be present:
 - (a) primary structural elements;
 - (b) structural framing and roof trusses;
 - (c) balustrades;
 - (d) cladding;
 - (e) egress provisions;
 - (f) bushfire protection systems;
 - (g) passive and active fire safety elements;
 - (h) private bushfire shelters; and
 - (i) performance solutions.
- (3) In this clause, 'passive and active fire safety elements' includes, but is not limited to, the following elements, as may be applicable in the circumstances:
 - (a) fire rated construction;
 - (b) fire safety elements, including, but not limited to, smoke alarms; and
 - (c) fire protection systems, including, but not limited to, bushfire protection systems.

3 – Additional inspections

- (1) Clause 2 of Part 2 is not an exhaustive statement as to the requirement of a council to carry out an inspection.
- (2) A council should undertake an inspection in addition to any specified in clause 2 of Part 2 (**additional inspection**) if it has information to indicate that the circumstances warrant it, having regard to the objects of this practice direction.
- (3) Circumstances that may warrant an additional inspection, having regard to the objects of this practice direction, include, building work in relation to:
 - (a) a building intended for use or occupation by large numbers of people, particularly simultaneously;

- (b) a building intended for use of or occupation by disabled or vulnerable persons;
- (c) a building in respect of which the council has been made aware of a complaint or regulatory issue, whether directly or indirectly, relating to the building or any person involved in the building work;
- (d) a building with energy efficiency requirements where risks associated with non-compliant installation, including a failure to install, present a threat to human safety that is not trivial;
- (e) a building constructed by a person who is not a licensed building work contractor under the *Building Work Contractors Act 1995*;
- (f) a building subject to local environmental conditions in respect of which additional measures are required to protect the environment, the building and its occupants or users including, by reason of increased risk of: bushfire, high to moderate winds, flooding or soil movement; or
- (g) a building incorporating construction properties or products, including but not limited to fire-rated construction, fire safety elements or designated building products, where risks associated with non-compliant installation, including a failure to install, present a threat to human safety that is not trivial.

Part 3 – Authorised officers

1 – General requirements

- (1) Only authorised officers appointed by a council may carry out inspections for the purpose of this practice direction.
- (2) A council must ensure that an inspection under this practice direction and subsequent assessment of each of the applicable elements in Part 2 clause 2(2) is carried out by a person who has the appropriate qualifications, skills, knowledge and experience to carry out an inspection assigned to that officer under this practice direction.

Note: A person with the qualifications prescribed by r 112(1) of the Regulations may carry out an inspection under this practice direction. However, an assessment of the adequacy of applicable elements may require a person to hold particular knowledge, skills and qualifications.

Part 4 – Other matters

1 – Record keeping

- (1) Records of inspections carried out by councils where this practice direction applies must be maintained and kept in a central register and made available for inspection upon 7 days' notice from the Commission.
- (2) Records of inspections should include, but not necessarily be limited to, each of the following details: date and time of an inspection, type of inspection, elements inspected, breaches, issues, or faults found, rectification required, requirements for re-inspections (including timing) and enforcement action, as is appropriate in the circumstances.
- (3) This clause does not derogate from any authorisation to dispose of records under the *State Records Act 1997*.

2 – Counting inspections

- (1) The first inspection of a building under the mandatory inspection requirements is to be counted as one inspection.
- (2) Where a building is inspected at a particular stage, and any issue is detected requiring further inspection, any further inspection related to the particular issue is to be taken to be part of the prior inspection related to that issue.
- (3) Except as provided by clause 2(2) an inspection of a building at a later stage is to be counted as a separate inspection, even if the building was inspected at an earlier stage.

3 –Review

- (1) This policy will be reviewed after two years of operation.

Appendix 1 – Application

Part 1 - Councils subject to this Practice Direction

This practice direction applies to the following 35 councils.

Note: The practice direction will initially only apply to the councils below, to mirror the phased introduction of the Act (phase 2).

Berri Barmera Council
 Clare & Gilbert Valleys Council
 Coorong District Council
 District Council of Barunga West
 District Council of Ceduna
 District Council of Cleve
 District Council of Coober Pedy
 District Council of Copper Coast
 District Council of Elliston
 District Council of Franklin Harbour
 District Council of Grant
 District Council of Karoonda East Murray
 District Council of Kimba
 District Council of Lower Eyre Peninsula
 District Council of Loxton Waikerie
 District Council of Mount Remarkable
 District Council of Orreroo Carrieton
 District Council of Peterborough
 District Council of Robe
 District Council of Streaky Bay
 District Council of Tumby Bay
 Kangaroo Island Council
 Kingston District Council
 Municipal Council of Roxby Downs
 Naracoorte Lucindale Council
 Northern Areas Council
 Regional Council of Goyder
 Renmark Paringa Council
 Southern Mallee District Council
 Tatiara District Council
 The Flinders Ranges Council
 Yorke Peninsula Council
 Wakefield Regional Council
 Wattle Range Council
 Wudinna District Council

Part 2 – Councils not subject to this Practice Direction

This practice direction does not apply to the following 33 councils.

Note: Once the Act is operational for the councils below, the practice direction will also apply to these councils, to mirror the phased introduction of the Act (phase 3).

Alexandrina Council
City of Adelaide
Adelaide Hills Council
Adelaide Plains Council
Barossa Council
City of Burnside
City of Campbelltown
City of Charles Sturt
Town of Gawler
City of Holdfast Bay
City of Marion
Mid-Murray Council
City of Mitcham
District Council of Mount Barker
City of Mount Gambier
Rural City of Murray Bridge
City of Norwood Payneham & St Peters
City of Onkaparinga
City of Playford
City of Port Adelaide Enfield
City of Port Augusta
City of Port Lincoln
Port Pirie Regional Council
City of Prospect
City of Salisbury
City of Tea Tree Gully
City of Unley
Town of Walkerville
City of West Torrens
City of Victor Harbor
City of Whyalla
District Council of Yankalilla
City of Whyalla

Appendix 2 – Mandatory Inspection Requirements

Table 1. Domestic dwellings

The inspection requirements in Table 1 apply to building work in relation to a class 1a building under the Building Rules.

Timing of inspection	Minimum number of inspections for each relevant building	Proportion of developments in council area to be inspected
<p>During construction or on completion</p> <p>(a) Except where clause (b) applies, inspection must be carried out any time during construction.</p> <p>(b) If the building work involves:</p> <ul style="list-style-type: none"> (i) passive and active fire safety elements and the building is located in a medium or high bushfire risk area; or (ii) balustrades; or (iii) performance solutions <p>a council may give consideration to carrying out an inspection on completion.</p> <p>An inspection on completion must be carried out within 1 business day of receipt of the completed Statement of Compliance.</p>	At least one inspection of each relevant building.	66%

Table 2. Small commercial or public buildings

The inspection requirements in Table 2 apply to building work in relation to:

- (a) a class 5, 6, 7, 8, or 9 building under the Building Rules with a floor area of 500m² or less; or
- (b) a farm building or farm shed,

under the Building Rules.

Timing of inspection	Minimum number of inspections for each relevant building	Proportion of developments in council area to be inspected
On completion Inspection must be carried out within 1 business day of receipt of the completed Statement of Compliance.	At least one inspection of each relevant building.	100%

Table 3. Medium size commercial buildings

The inspection requirements in Table 3 apply to building work in relation to a:

- (a) class 1b or 4 building;
- (b) class 2 building of 2 storeys or less;
- (c) class 3 building of 1 storey;
- (d) class 5, 6, 7 or 8 building, of 2 storeys or less, and with a floor area more than 500m²; or
- (e) class 6 building with a floor area less than 2000m²,

under the Building Rules.

Timing of inspections	Minimum number of inspections for each relevant building	Proportion of developments in council area to be inspected
<p>During construction or on completion</p> <p>Inspection must be carried out any time during construction or on completion.</p> <p><i>Note: To be determined by council when setting mandatory notification stages under s 146(1) of the Act and r 93(1) of the Regulations.</i></p> <p><i>It is recommended that this be set at a stage either to enable the inspection of primary structural elements or structural framing and roof trusses (as applicable) or at completion to enable the inspection of the overall construction (audit inspection), including the following elements (if any) that are present: passive and active fire safety elements, balustrades, or performance solutions.</i></p> <p>An inspection on completion must be carried out within 1 business day of receipt of the completed Statement of Compliance.</p> <p><i>Note: May be combined with other inspections required by the Act or other Acts to be undertaken at completion of building work.</i></p>	At least one inspection of each relevant building.	100%

Table 4. Large commercial or public buildings

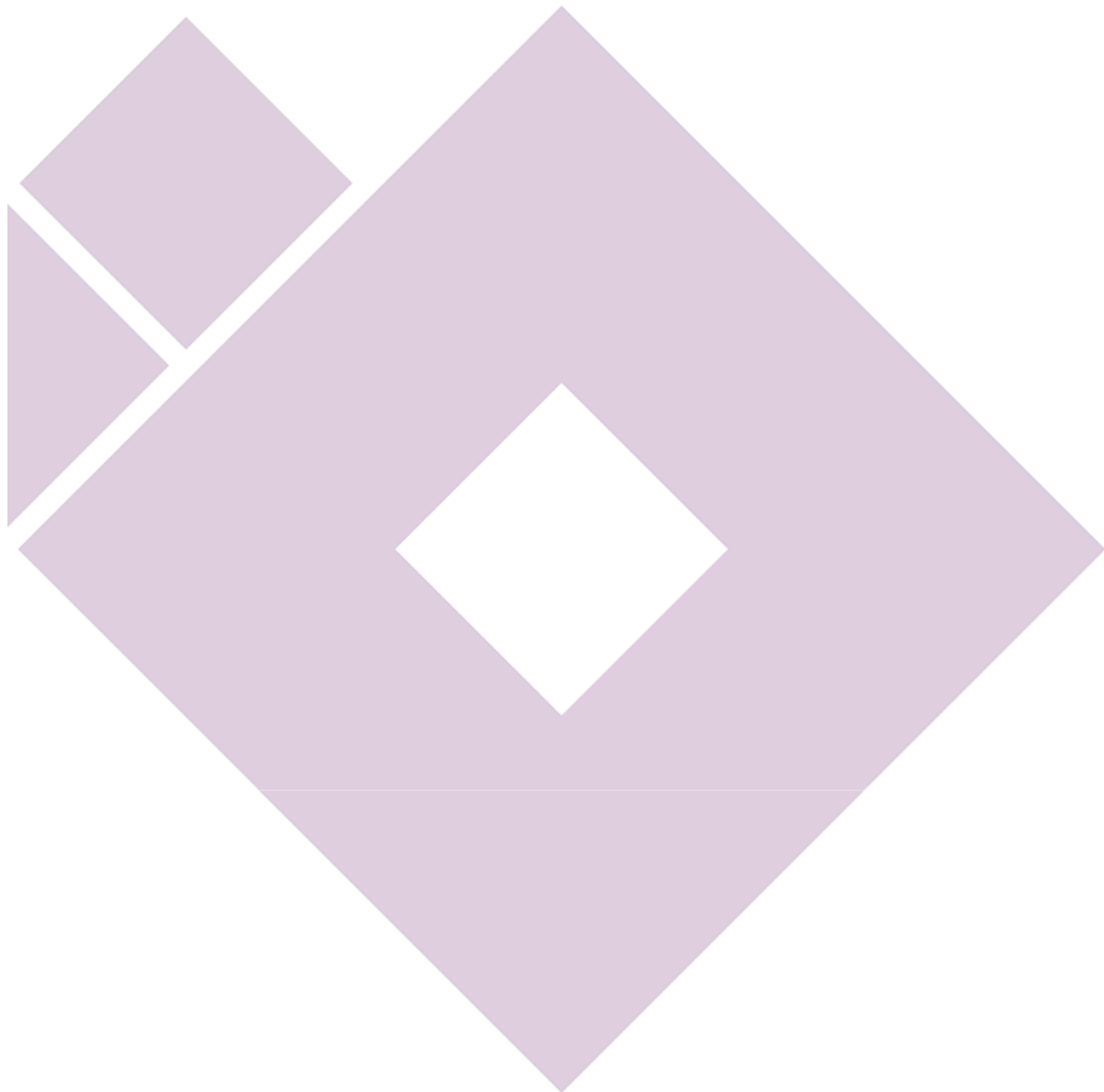
The inspection requirements in Table 4 apply to building work in relation to a:

- (a) class 2 building over 2 storeys;
- (b) class 3 building over 1 storey;
- (c) class 5, 6, 7 and 8 building over 2 storeys in height;
- (d) class 6 building with a floor area of 2000m² or over; or
- (e) class 9 building with a floor area over 500m²,

under the Building Rules.

Timing of inspections	Minimum number of inspections for each relevant building	Proportion of developments in council area to be inspected
<p>During construction or on completion</p> <p>Inspection must be carried out any time during construction or on completion.</p> <p><i>Note: To be determined by council when setting mandatory notification stages under s 146(1) of the Act and r 93(1) of the Regulations.</i></p> <p><i>It is recommended that this be set at a stage either to enable the inspection of primary structural elements, or at completion to enable the inspection of the overall construction (audit inspection), including the following elements (if any) that are present: passive and active fire safety elements, balustrades, or performance solutions.</i></p> <p>An inspection on completion must be carried out within 1 business day of receipt of the completed Statement of Compliance.</p> <p><i>Note: May be combined with other inspections required by the Act or other Acts to be undertaken at completion of building work.</i></p>	At least one inspection of each relevant building.	100%





COMMISSION FOREWORD

South Australia's planning and development system is changing with the staged implementation of the *Planning, Development and Infrastructure Act 2016*.

The new legislation underpins the State's building regulatory building system, which must continue to function well to ensure the delivery of high building standards for the benefit of the South Australian community.

To this end, the State Planning Commission has turned its mind to the issue of council inspection policies, and specifically the role that the on-site inspections by councils might play in facilitating the delivery of these high standards.

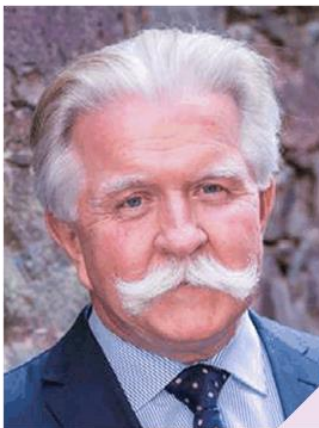
This Background Paper – intended to be read alongside the draft practice direction – sets out the Commission's thinking in relation to these inspections, including how we arrived at the approach presented here, and how it might fit within the broader building regulatory system.

We believe the release of this practice direction represents a positive first step in a potentially wider reform process to ensure South Australia has a first class building regulatory system.

However, it is recognised that on-site point in time inspections can only ever form one part of the broader effort to ensure the delivery of safe, high quality buildings in this State, and that any reform in this space will form part of a broader conversation on this issue, one already well underway at the national level.

As such, the practice direction should be seen as a first generation inspection policy, one which can be built on and improved as we ensure the successful functioning of the State's building system well into the future, in concert with other reform as necessary.

It is now over to you – thank you in advance for taking the time to read this Paper and the draft practice direction, and we look forward to receiving your feedback.



Michael Lennon
Chair, State Planning Commission

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HOW IS THIS PAPER STRUCTURED?

This Paper is intended to be read in conjunction with the draft Inspection Policy Practice Direction available separately on the SA Planning Portal.

An outline sets out the purpose of the Paper and notes the inherent limitations of the policy.

This Paper is in two main parts:

- Part One provides an overview of the development of the new policies. This includes key context and inputs that have assisted the Commission to reach its position, and a summary of policy development, drawing on the expert advice of the Commission's Building Committee, and other stakeholders.
- Part Two sets out how the practice direction is structured, how it works, the levels of inspection recommend and the rationale for these levels in supporting the initial rollout of the Act.

Other issues and frequently asked questions are also discussed here, including the role of notifications, the issue of statements¹, who can undertake inspections, and so forth.

The Paper concludes by setting out next steps for councils, including how to provide feedback during the eight week consultation period.

¹ While not currently legislated, except in relation to 'designated building products' (discussed below) the PDI Act provides the potential for mandated documentation, such as checklists, statements or certificates, to be provided by a building work contractor to council, as another means of verifying or supporting compliance with approved plans.

OUTLINE – PURPOSE AND LIMITATIONS

What is the purpose of this Background Paper?

This Background Paper sets out the Commission's position in relation to the draft inspection policies practice direction, to be issued under section 144 of the *Planning, Development and Infrastructure Act 2016* (the Act).

The Paper aims to set out the key context around this topic, and to clearly explain how the Commission has landed on the proposed inspection levels contained within the draft direction.

Importantly it also seeks your feedback on the proposed approach.

Overall, the Commission is confident that the development of these policies has been rigorous and the proposed levels set forward will: meet the obligations of the Act, be clearly understood, set a reasonable starting point which does not impose any undue requirements on council and industry, and support overall positive outcomes for South Australian built environment.

Importantly, the proposed levels of inspections set out are a transitional step, where in the longer term it is anticipated that the direction may be revised accordingly, to support other broader reform and to ensure that the South Australian system aligns with national best practice and standards.

What is the purpose and limitations of the Practice Direction?

In releasing this practice direction for consultation, the Commission is keen to emphasise that on-site council inspections of buildings can only ever form one aspect of a broader effort to ensure the delivery of safe, high quality buildings.

An independent inspection of a building or an element such as a swimming pool can be important to identify potential life safety issues and faults, but no matter what level of inspections are set, there is no substitute for high quality design, engineering, certification, and construction.

The Commission is therefore keen to acknowledge the limits of any inspection policy made under s144 of the Act, and to direct these inspections onto two key aspects: providing for occupant and life safety. These inspections are not intended to provide general consumer protection, and they are not about getting councils into the complex task of providing this to the owner or applicant.

It is also recognised that, since the introduction of the *Development Act 1993* (Development Act) 26 years ago, South Australia has not had a strong tradition or culture of councils undertaking on-site inspections, particularly for commercial or large public buildings. Neither has there been a culture of the State Government undertaking inspections, except in out of council areas.

It is recognised that the introduction of inspections for commercial buildings in particular will represent a step change both for councils and industry in the short term, and following that these initial changes should not be arduous to allow councils, in particular, to build their capacity in this area.

Further, from a broader regulatory perspective, it is recognised that changes in inspection requirements only form one part of a much broader conversation on the issue of general building compliance, one that is already well underway at the national level, and which the Commission will continue to advise the Government on.

PART ONE – POLICY DEVELOPMENT

1.1. The Commission's Legislative Responsibility

Section 144 of the Act sets out the Commission's responsibility in relation to council inspection policies.

Specifically the Act states that: 'the Commission must issue a practice direction that will require councils to carry out inspections of development undertaken in their respective areas' – s144(1).

This section also sets out that 'the practice direction may make different provision in relation to different councils (or groups of councils)' and provides a list of seven matters which the Commission must take into account when setting inspection levels.

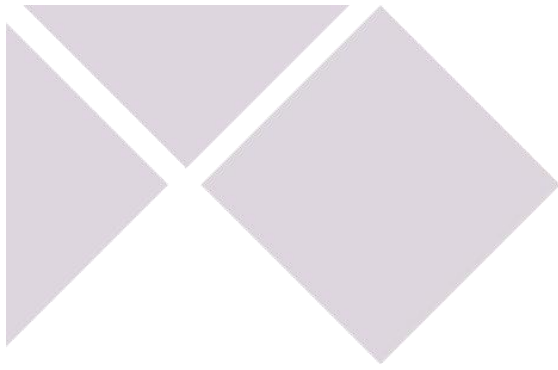
Section 144 concludes by stating that 'a council must comply with the requirements of the practice direction as they relate to the council' – s144(4).

The section applies to council controlled areas of the State only. All 'out of council' areas fall under the ambit of an out of council inspection policy, issued separately by the Commission.

Other key points:

- The policy will be a 'practice direction', a new tool available under the Act for the Commission 'to specify procedural requirements or steps in connection with any matter arising under this Act' (see s42).
- Section 144 provides no specific purpose for undertaking inspections; this is a matter discussed below.
- In contrast to the outgoing Development Act, the Commission, rather than councils, is now responsible for setting inspection requirements.
- The scope of inspections is not limited to buildings but extends to 'development' generally.
- The 'matters' set out at s144(3), which the Commission has considered during policy development are:
 - the financial and other resources of councils;
 - the impact that a failure to inspect a certain number of developments over a period of time may have on local communities;
 - the various sizes of the areas of councils and differences in population;
 - the amount of development undertaken in the various areas of the State;
 - the type of development that predominates in the various areas of the State;
 - in relation to building work, building conditions in the various areas of the State;
 - the public interest in ensuring that development is undertaken in accordance with the requirements of the Act.

The development of this practice direction raises broader questions around building regulation and National Construction Code (NCC) compliance in general, but stakeholders should note that s144 provides the bounds for the Commission's policy.



1.2 The Local and National Context - A Platform for Reform

In putting forward this practice direction a number of matters have been at front of mind for the Commission. These include both the local and national context:

Local context

- Administration of the NCC: The Commission is keen to put in place a policy to support the South Australian government to effectively discharge its duties to oversee the implementation of and compliance with the NCC in South Australia.
- Feasible inspection levels for councils: It is recognised that existing council capacity to undertake inspections is limited and that initial inspection levels must be achievable and practical for councils to implement and administer.

National context

- Alignment with national reform: The development of these policies takes place at a key period of national building policy reform, following a range of public building failures, and increased attention from the Building Ministers' Forum (BMF) and building regulators on national compliance issues, and the need to effectively address these.

While South Australia has not witnessed a building issue at the scale seen on the eastern seaboard, the Commission does not consider this State immune from potential issues, and seeks to implement a workable policy that supports compliance and assists the Government to meet its national commitments.

This includes the ongoing implementation of the recommendations of the Shergold Weir Building Confidence Report to improve compliance and enforcement systems and the implementation of the NCC, including recommendation 18 *'that each jurisdiction requires on-site inspections of building work at identified notification stages'*.

Overall, these inspection policies are considered an important tool under the Act.

However, following advice from stakeholders to date, again the Commission recognises that on-site council-led inspections can only ever form one part of an effective building regulatory system.

The need exists to ensure that the entire building process, from design and approval through construction to occupation and maintenance, operates with integrity. The practice direction aims to assist in meeting this objective.

1.3 Inspection Policies - Policy Development

Key steps to support the preparation of the proposed practice direction include:

- Preparation of an independent report (November 2018 to March 2019)
- Building Committee consideration, including three workshops (April to June 2019)
- Commission-led workshops with stakeholders from council and building sector (August 2019)

The Botten Levinson Report (November 2018 – March 2019)

In November 2018 the department engaged Botten Levinson Lawyers to examine the issue of inspections. The Report:

- Prepared an analysis of current council inspection regimes under the Development Act to gauge their effectiveness, and
- Makes recommendations on potential content of new practice direction under the PDI Act.

The Botten Levinson Report will be published on the SA Planning Portal with this Paper, to assist councils in understanding the policy development process.

Research and analysis:

Botten Levinson undertook a desktop analysis of 68 council inspection policies, combined with a more detailed analysis and interviews with 17 representative councils to examine their current approaches.

They also spoke with a range of other stakeholders across the construction sector, including builders, developers and other professionals, and looked at arrangements in Queensland, Victoria and NSW.

Botten Levinson were specifically asked to look at what councils do across all classes of buildings, in light of the current focus on, and increasing numbers of, commercially built buildings, such as Class 2 apartments.

The broader context produced by the 2018 Shergold Weir and 2015 Lambert Review (NSW) were also considered, as well South Australia's investigation into roof truss failures (2008).

Findings:

Botten Levinson found that the current inspection regime is adequate in so far as it goes, but that the focus of council policies is almost solely on those issues which are mandated for in the current regulations – this being roof trusses and swimming pools – and largely does not extend much further than this minimum regime.

In particular, they found that inspections of other classes of buildings (i.e. Class 1b to 9) are rarely undertaken, unless there is a specific issue or building fault detected. In other words, compliance for these buildings is largely left to the ability of the private construction sector and other regulatory controls (i.e. development approval / statements of compliance).

Recommendations:

The final Report made recommendations to Government across three categories: immediate, transitional and ultimate.

Of note, Botten Levinson recommended that an initial focus should be placed on determining a suitable and targeted purpose for s144 of the Act, noting that this is not explicitly stated in the Act.

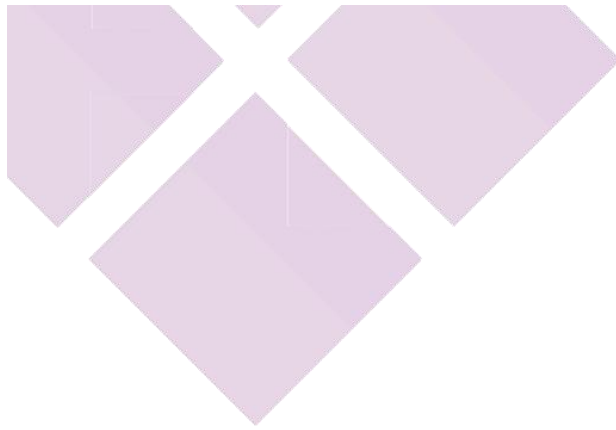
The protection of occupant and public safety is highlighted as a potential focus, with a view also towards consumer protection, the integrity of the development control system, and maintaining appropriate standards of design and construction. Thereby, while s144 allows inspections of 'development' broadly, a focus on building safety is the recommended direction.

The Report also recommended that the policy should direct inspections to areas of risk and be consistently undertaken, whilst also remaining 'flexible, dynamic and unpredictable' to ensure that industry is kept alert.

The Report recommend inspection levels across building classes, which were provided to the Building Committee to inform its analysis.

Of note, across its 19 recommendations the Report recommended that the Government should adopt a transitional approach to the implementation of a new inspection regime, with inspection levels to be increased over time to reflect council capacity and industry circumstances.

The Commission wishes to thank those councils who provided input into this Report, particularly those 17 councils who were involved in interviews and provided data.



Building Committee

The Commission's Building Committee, formed in 2018, undertakes the combined functions of the former Building Rules Advisory Committee (BRAC) and Building Advisory Committee (BAC).

The Committee is also responsible for providing recommendations to the Commission under section 144 of the Act on the inspection policies practice direction, via direction from the Commission.

Following receipt of the Botten Levinson report, the Committee held several workshops on this topic, with their advice to the Commission informed by the Report, their own expert judgement, and the local and national context.

In its advice to the Commission, the Committee set out a clear trajectory for council inspection requirements, employing a risk based methodology across building classes and size, to best determine appropriate inspection levels.

Of note, the Committee considered the role that the provision of statements (such as checklists or certificates) from the building site to council may play in supporting the purpose of the practice direction, and compliance more broadly, and made recommendations in this regard.

This issue is discussed in further detail later, noting that any requirements in this area are out of scope for s144 practice direction but subject to Government approval, may form part of further consideration to improve building regulations, in line with national reform.

Commission Workshops

The Commission has tested proposed inspection requirements with a range of stakeholders, including councils and the building and construction industry.

Matters discussed at these workshops on which there were divergent views, demonstrating the complexity of this issue and varied views, included:

- The general role of inspections in the system and the overall benefit they provide in lifting standards.
- How an inspection regime could work in relation to other regulatory tools, such as notifications, certificates, proof engineers, etc.
- The role of independent council inspectors versus improving the accountability of builders and developers in the system.
- Rigidity of the system in rewarding good practice – the same level of oversight is required for builders who are performing well on a consistent basis to those that are not.

Noting these views, the proposed inspection levels in the practice direction are intended as a transitional step that signals the beginning of reform in this area, and assists the Government to meet its broader obligations.

PART TWO – INSPECTION POLICIES – PROPOSED PRACTICE DIRECTION

2.1 Inspection Policies – Proposed Practice Direction

- Please note this section is intended to be read alongside the draft Practice Direction – Council Inspection Policies, available on the SA Planning Portal.
- The direction is the legal instrument which sets out the inspection requirements that councils will have to adhere to as the Act is progressively ‘switched on’.

The purpose of this section is to explain both how the draft practice direction is structured and how the Commission arrived at the proposed inspection levels.

Through this section other questions, such as ‘how will notifications work?’ and ‘who can do an inspection?’, ‘how will they be paid for?’ etc. may come to mind. These are addressed in sections 2.2 and 2.3 below.

Introduction

As set out in section 1.1, the issuing of this practice direction is a legislative requirement placed on the Commission, where s144 sets out there must a practice direction to require councils to carry out inspections of development within their boundaries.

As drafted, the practice direction is intended to set minimum mandatory requirements that councils must comply with.

Should the circumstances call for it, and councils have the capacity, councils may undertake additional inspections to those requirements set out. This is particularly relevant where an issue affecting occupant safety might be detected.

Swimming pool inspections

There is no explicit reference to the inspection of swimming pool safety features in the draft direction.

This is because swimming pool inspection requirements form part of a separate inspection practice direction issued under s156 of the Act (rather than s144).

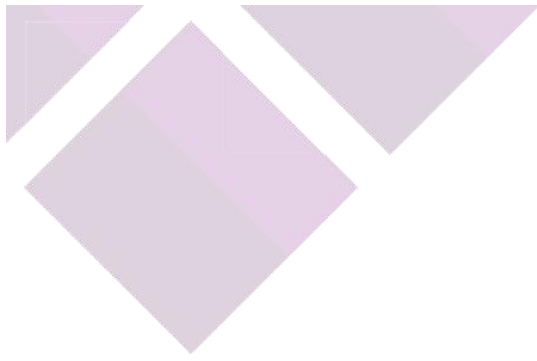
This separate practice direction was approved by the Commission in July 2019, and carries over the inspection requirements contained within the Development Regulations 2008 to provide system continuity.

This practice direction is now operational State-wide and councils are required to comply with its requirements. The practice direction and an Advisory Notice setting out how the direction works are available on the SA Planning Portal.

Please note this practice direction may be updated following consultation on the s144 practice direction.

Specifically, consideration is being given to removing the 80/20 two week/two month percentage split for pool inspections, and instead to require councils to complete all (100%) of pool inspections within two weeks of the installation of safety features.

If this change occurs this will coincide with the implementation of the broader s144 practice direction and councils will be made aware of any changes.



Inspection policy structure

The draft inspection policy practice direction is set out as follows:

Introduction

To introduce the broad purpose of the direction and discuss related matters.

Of note:

- The Commission has considered the matters set out at s144(3) of the Act but has determined that, following a risk based methodology, that buildings, particularly in relation to life safety issues such as fire protection, should be treated equally irrespective of where they are built in the State.
- The Commission recognises that meeting these requirements may be more difficult in regional and remote areas of the State, but all buildings in the State, and therefore for occupants of these buildings, should be afforded the same level of protection.

Part 1 – Preliminaries

Part 1 sets out preliminary matters.

Of note:

- On the object of the practice direction at Part 1(3), following expert advice, the Commission is keen to hone the focus on: ensuring occupant and public safety, providing for public health and hygiene, and maintaining confidence and integrity of the development control system.
- Council inspections need to focus on those essential elements of the buildings which impact on occupant and public safety, with the overall delivery of contracted works, and the quality of this work, remaining a matter between the owner and the builder and other regulatory authorities (e.g. Business and Consumer Affairs).

Part 2 – Inspection policy

Part 2 sets out inspection policy requirements.

Part 1(1) sets out which councils the policy applies to, with reference to Appendix 1.

The purpose of this appendix is to enable the phased introduction of the practice direction. 'Phase 2' councils are set out at Part 1 of this appendix and 'Phase 3' councils are at Part 2.

Please note the practice direction will apply to all council areas, however it will be 'switched on' as the Act comes into operation for these areas.

Mandatory inspections

Part 2(2) sets out mandatory inspection requirements. This is a key section of the practice direction, which is linked to Appendix 2.

As set out at Part 2(2)(1) a council must comply with the requirements set out at Appendix 2, in reference to both the kinds and proportion of development which require inspection, and the timing and number of inspections required per building.

When undertaking an inspection – as set out at Part 2, subpart (2)(2) – a council is directed to inspect a range of elements, as may present dependent on the kind of development they are inspecting and when they are inspecting it.

Note these terms – for example, 'primary structural elements', 'cladding', etc. – are not defined in the practice direction, given it is expected that authorised officers undertaking inspections should be able to exercise their own judgement on what an inspection of these elements should constitute.

Appendix 2 contains four tables which set out classes and sizes of buildings, divided into risk categories, from less risk (Table 1) to higher risk (Table 4).

Key attention is drawn towards these tables as they will set the minimum mandatory inspection levels, specifically the timing, minimum number and proportion of developments to be inspected.

The Commission rationale for the table is as follows –

Table 1 – Domestic dwellings

This table relates to Class 1a single dwellings.

For the initial inspection policy, aspects of current inspection requirements under the Development Act and Regulations for Class 1a will be retained, with some changes.

The requirement that 66% of dwellings be inspected is retained, however greater flexibility is provided to councils on when they might seek to undertake this inspection.

This table sets that if a building falls within the 66% captured, then that building must receive at least one inspection (i.e. one is acceptable).

When undertaking these inspections councils should consider which elements at Part 2(2)(2) they are seeking to inspect or which may present.

Following, the notification should be set accordingly (see Section 2.2 of this Paper for discussion on notifications).

For example, if the council seeks to undertake an inspection of the framing and roof truss, then the notification should be set at a time to allow that element to be inspected, potentially one day prior to linings being installed in this case.

Councils will also note – in the lefthand column – that the council should give consideration to undertaking an inspection at completion if certain criteria are met, as listed.

This is not compulsory, but is provided as guidance, and if an inspection at completion is undertaken, this will count towards the 66% total.

Collectively, tables 2 to 4 cover all other buildings (except Class 10).

- It may be noted that all three of these tables propose one inspection, and could therefore potentially be combined into one table. However the three tables are presented to allow councils to consider the levels of risk which different buildings may present.

Table 2 – Smaller commercial developments

Table 2 covers smaller, lower risk commercial developments, farm buildings and sheds, and small public buildings, such as a council hall.

It is proposed that councils inspect 100% of these developments, with at least one inspection per development. This inspection must be undertaken on completion.

Again, in undertaking this inspection, a council will need to look at the elements listed at Part 2(2)(2) of the direction, and determine which are applicable for inspection at completion point.

Table 3 – Medium commercially built developments

Table 3 covers medium sized commercial developments, boarding houses, smaller apartments, backpackers, normal sized offices, warehouses, and factories, and retail over 500m² in floor area but less than 2000m².

It is proposed that councils inspect 100% of these kinds of development, with at least one inspection per development.

This inspection may either be an inspection during construction or on completion. As set out in the lefthand column it is recommended that the notification be set at a point which enables a general audit inspection of the overall construction and fire safety elements.

Table 4 – Larger commercial developments

Table 4 applies to apartments over 2 storeys, backpackers over 1 storey, larger offices, retail, warehouses and factories, and larger public buildings.

Again, it is proposed that councils inspect 100% of these kinds of development, with at least one inspection per development.

This inspection may either be an inspection during construction or on completion.

As set out in the lefthand column it is recommended that the notification be set at a point which enables a general audit inspection of the overall construction and fire safety elements.

Note on commercial inspections:

- The use of the term audit is deliberate above, given that as buildings become larger and more complex (those listed in Tables 3 and 4), it is not expected that a council will be able to inspect every particular element. Instead the proposal is that they undertake a sufficient level of inspection to be able to draw a conclusion on the overall adequacy of the building in relation to the object of the practice direction – i.e. to ensure that the building provides for occupant and public safety, and that general confidence and integrity in the development system can be maintained.
- Noting the proposed introduction of mandatory inspections (1) for commercial and public buildings (Class 1b-9) views are welcomed on this inspection level. During policy development differing views have been heard on this topic. These ranged from one inspection being declared likely to be ineffective or insufficient for complex commercial buildings, to the view that while only a small change, moving from virtually zero to one inspection will begin to apply an incremental level of scrutiny on commercial construction that does not presently exist, to lift overall building standards, and identify potentially critical issues prior to occupation, particularly where construction may be poor.

Again, the Commission acknowledges that delivery of high building standards largely rests with high quality design and engineering, certification, and execution by the construction sector.

However, the Commission's proposition at this point is that these inspections will provide an additional, independent checkpoint to assist in this overall objective.

However feedback is again welcomed.

Additional inspections

Part 2(3) 'Additional inspections' sets out instances where councils may undertake inspections in addition to the mandatory requirements, where certain issues or circumstances arise in relation to the objects of the practice direction.

Stakeholders are encouraged to read through this list and provide feedback on any possible omissions, noting this is not meant to be an exhaustive list but to provide guidance on where an additional inspection may be warranted.

Of note, Part 2(3)(3)(e) asks councils to consider whether an additional inspection might be carried out where an unlicensed builder, also known as an 'owner builder', is undertaking the building work.

This follows feedback received by the Commission that 'owner builders' should be subject to more inspections.

Part 3 – Authorised Officers

Part 3(1) reiterates that only authorised officers may carry out inspections for the purpose of the practice direction. Part 17 of the Act sets these requirements, in conjunction with regulation 112 of the General Regulations.

Part 3(2) sets out that, when determining which authorised officer to assign to carry out an inspection, consideration is given to ensuring that person has the appropriate qualifications, skills, knowledge and experience to carry out that inspection.

Per this part, councils should be considering who to allocate to an inspection on a case by case basis, however Part 3(3) provides that the appointment of an authorised officer under regulation 112 provides the starting point.

Authorised Officers - ability to inspect

The topic of what kinds of developments any given authorised officer should be able to inspect was a key issue that was raised during development of the draft practice direction.

Opinions varied from the position that only an accredited professional who has the ability to provide advice on and approval for a building should be able to inspect that building, through to – so long as the requirements of regulation 112 of the General Regulations are met – that a council should be able to choose to assign their authorised officers to inspections as they see fit, based on a judgement of their abilities.

Under the first position, for example, an inspection of a six storey Class 2 apartment building – which would require an accredited professional, building level 1 to assess – could only be inspected by an authorised officer who carries that level of accreditation, and so forth.

As per above, in the draft direction the Commission has determined that councils should be provided with, again as long as an authorised officer is correctly appointed under regulation 112, a degree of flexibility in how they assign authorised officers to an inspection.

In taking this position, it is recognised that the officer that attends the site may be assisted in the overall inspection by another, potentially more qualified officer, either prior to or on their return from the inspection itself, so this approach is intended to enable councils to consider the overall inspection abilities of their staff and appointed officers, and manage resources while also inspecting properly.

Further feedback on this issue is welcomed. However, stakeholders are advised that any new requirement or controls in this area would be a matter for regulatory change, and would need to be approved by Cabinet, rather than the Commission.

Lastly, any authorised officer appointed under regulation 112 who is an accredited professional is also subject to the Code of Conduct requirements under the Planning, Development and Infrastructure (Accredited Professionals) Regulations 2019.

2.2 HOW WILL INSPECTIONS WORK?

The s144 practice direction sets inspection requirements but requires other elements under the Act and the Planning, Development and Infrastructure (General) Regulations 2017 (General Regulations) to operate.

The basic process is set out as follows, noting that in some circumstances this may alter:

Setting and providing notifications under regulation 93

As development approvals are processed, in issuing the final approval, councils will be able to set notifications required during building work, via the final notice of decision, issued under s126 of the Act and in accordance with regulation 57 of the General Regulations.

The General Regulations set two 'standard' mandatory notifications for each development (see regulation 93).

- These are a commencement notification, and a completion notification – regulation 93(1)(a) and (f).
- The only other notification mandated relates to the installation of designated building product – this is discussed at section 2.3 below.
- Please note the mandatory roof framing notification has been removed.

Per regulation 93(1)(b) and (c), councils may also require that a notifications for the intended commencement or completion of any stage of the building work.

- These represent the optional notifications which councils will use to ensure the Commission established requirements under s144 are met, specifically to set the point at which an inspection during construction is required.
- When issuing a final approval therefore, councils should consider the class of building they are approving, the inspection requirements that apply, and then set notifications accordingly.

A new regulation has been included – 93(1)(d) which requires that notification is given of any stage of building work specified by a relevant authority (i.e. a building certifier) when this authority provides building consent. This links to regulation 57(7). Inclusion of this regulation was in response to the Shergold Weir and Botten Levinson reports.

- The purpose of this regulation (57(7)) is to allow a building certifier to recommend notification – and therefore inspection – stages to council.
- The aim here is to encourage certifier to assist councils to set inspection requirements, particularly for more complex buildings where there certifier is likely to have a greater knowledge of key elements which should be subject to an inspection, keeping the object of the practice direction in mind.
- Where the council is the relevant authority for building work, this regulation (57(7)) will be unused.
- Councils will be required to transfer these certifier specified notifications onto the final decision notice issued under s126.
- Importantly it will remain up to council whether or not they chose to inspect at these notifications points, noting a certifier may recommend, for example, notifications at four stages, and a council may only elect to inspect at one of these.

Getting the notification system working properly is important and it will be critical that:

- Required notifications are clearly set out on the decision notice.
- Builders abide by their notification requirements as set by certifier or council, noting that the new regulations retain a maximum penalty for not notifying (\$10,000), but also add an expiation fee of \$750 (see regulation 93(5)).
- To make easier for builders to notify, notification will be accepted online via the SA Planning Portal, phone or email, or by leaving a written notice with council. While up to the builder, use of the portal is intended to be the preferred option – see regulation 93(3).
- When a builder issues a notification, they should take note of the date they issued the notification and what it was for (i.e. footings, framing, wet areas, etc.), as this must now be recorded on the final Statement of Compliance. Failure to do so may result in a \$750 expiation.

Lastly, councils will note that the General Regulations prescribe no limitation on the number of notifications that may be required.

While this is intended to provide flexibility, councils will be strongly encouraged to prescribe or attach an inspection to a notification required under 93(1)(b) and (c), and to limit the use of notifications to track general construction progress.

Part 4 – Other Matters

Matters set out here include record keeping, counting inspections, and review.

Part 4(1) relates to record keeping.

Record keeping is an integral aspect of any inspection policy, and clear requirements are important.

Part 4(2) relates to counting inspections.

Part 4(3) sets that the practice direction will be reviewed after two years, which will enable the direction to properly 'bed down' before it is reviewed, and for sufficient data to be collected.



Receiving notifications and undertaking inspections

Following approval, the outline of legislated steps is as follows:

- The first notification received in relation to a Development Approval will be the commencement notification, to be provided one business day's notice prior to the intended commencement of building work on the site – regulation 93(1)(a).
- As building work progresses, further notifications should be received by council as specified on the final decision notice, and guided by the requirements of the s144 practice direction.
- When a notification is received by council that an inspection requirement is allocated to, an authorised council officer must undertake that inspection.
- Per regulation 112 of the General Regulations, 'Authorised officers and inspections', a person authorised under this section is authorised to carry out inspections for the purposes of section 144 of the Act – see regulation 112(2)(a).
- An authorised officer may, as appropriate, utilise their powers as provided under sections 155 and 211 of the PDI Act when undertaking an inspection, which mirror current arrangements under the Development Act.
- Once an inspection is complete, it will be the responsibility of council to take appropriate action in response if required, such as providing direction on a rectification, setting a follow up inspection, and other appropriate compliance and enforcement measures as necessary.
- Post an inspection, councils will also be required to undertake appropriate record keeping in accordance with the requirements set out in the practice direction and internal procedures.

Note further advice in relation to authorised officers is provided in sections 2.1 and 2.3.

- The following diagram (Figure 1) presents a basic overview of the process described above, noting that the only possible 'statement' requirement possible at present is in relation to 'designated building products' (see 2.3, Question 6, below).

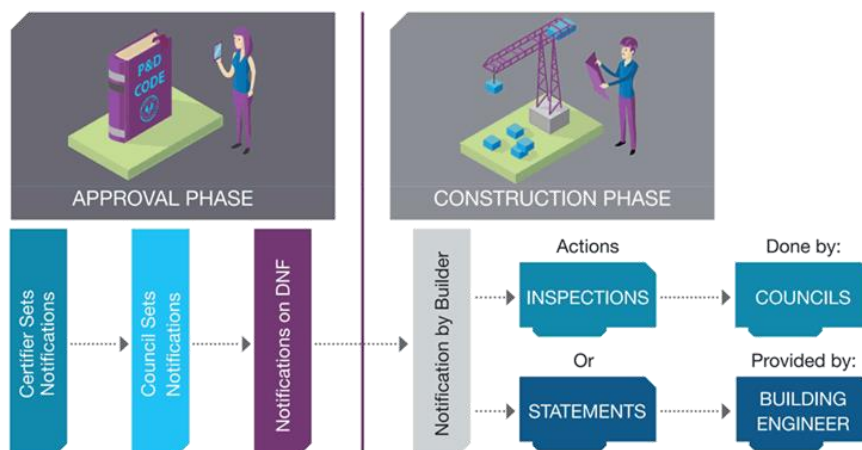


Figure 1. Overview of PDI Act building compliance process

2.3 OTHER MATTERS / FREQUENTLY ASKED QUESTIONS

A range of other topics are discussed below to start to address matters councils and other stakeholders may consider raising during the consultation period.

1. What about inspections for planning (not just building) compliance?

As expressed earlier, the Commission is of the view that given the need to ensure accountability in the construction sector and given limited resourcing, council inspections should be targeted at those aspects of a development which pose potential risk to the safety of occupants, which places the focus on the building itself.

Councils are reminded that the practice direction will set minimum inspection levels, and councils may elect to inspect for planning compliance matters at their discretion, though again these inspections should be linked to appropriate notifications where possible.

2. How will inspections work? What is the general process?

See section 2.2 above.

3. Are there any differences with authorised officers under the PDI Act compared with Development Act?

Under the current system a person must be accredited as a building surveyor to be an authorised officer, or appointed by the Minister.

The General Regulations under the PDI Act require that:

- Per regulation 112, each council must appoint at least one authorised officer under section 210 of the Act (Appointment of authorised officers), who is then authorised to undertake inspections under s144 of the Act.
- An authorised officer must either be an Accredited Professional under the Act (building level 1 to 4) or hold a current accreditation recognised by the Chief Executive of DPTI for the purposes of this regulation, or hold a specific approval from the Chief Executive of DPTI.

Of note, a person appointed under this regulation does not have to be an employee of that council – the emphasis instead is on ensuring that the person has the appropriate skills, experience and qualifications to carry out the relevant inspection.

This is a key question that has arisen, particularly around the issue of council resourcing in regional areas, and is intended to provide an avenue for councils to potentially contract out inspection requirements to ensure they can meet their obligations under s144.

4. Can any level of authorised officer inspect any building?

See section 2.1 above.

5. What about conflict of interest? Can a certifier inspect their own work if appointed as an authorised officer?

If a person is appointed by council under the Regulations to be an authorised officer for the purpose of s144, then they may undertake an inspection for that council, so as long as they are appropriately qualified.

There is therefore no statutory limitation on the person who certified a building being appointed by council to undertake the inspection.

It is important to note here that council remain the entity appointing and remunerating the authorised officer to undertake the inspection, i.e. not the builder. The certifier is therefore answerable to the council in this case, not the builder. This will also allow a council to appoint a certifier who set notification requirements as described above at regulation 57(7).

In this example, the council may think: 'you have set these notifications, you know the design well, you are the best person to inspect, could we please appoint you to do so'.

- It is acknowledged that a certifier engaged in this situation, while acting on behalf of councils, will potentially be issuing directions to a builder who originally engaged them for the certification work.
- Nonetheless, the Commission has confidence that certifiers should uphold their professionalism in these scenarios, and operate in accordance with the Code of Conduct under the Accredited Professionals Scheme, and their broader professional responsibilities.
- The onus here is also on the council, who will have to weigh up the benefit of appointing a certifier who may understand the design thoroughly to undertake the inspection, versus undertaking it themselves, which may offer greater independence, but less expertise.
- Overall on balance, the advantage of allowing an outside building certifier to assist in inspections is seen as outweighing any potential conflict of interest costs, but the views of stakeholders are welcomed on this issue.

6. What are the requirements for 'designated building products'?

Requirements for designated building products were introduced under the Development Act in 2018 following nation-wide need to respond to potential issues of non-compliance with the use of Aluminium Composite Panel (ACP), particularly on high rise buildings.

These requirements have been carried over to the PDI Act and Regulations and include a requirement that:

- If building work will include the use of a designated building product on a designated building² then details relating to the designated building product must be provided with the application for building for building rules consent. These requirements are set out on the SA Planning Portal – see Notice A - Designated building products.
- The council – or the certifier who provides the consent – must then set a notification of 1 business day's notice before the commencement of the installation of the designated product. This is a requirement under regulation 93(1)(e).
- Per regulation 93(4), the person who gives this notification – who must be a registered building work supervisor – must then provide to the council a completed supervisor's checklist relating to the installation of the product. This checklist is also available on the SA Planning Portal.

² A designated building product is a building product that consists of a metal panel or lining formed with aluminium, or similar thin metal sheet material, with any type of core material. A designated building is Class 2,3 or 9 building consisting of two or more storeys, or a class 5, 6, 7 or 8 building consisting of three or more storeys.

7. What about statements? Where has the roof truss checklist gone?

As described above, a statement – in this case a checklist – is required in relation to use of a designated building product.

A Statement of Compliance signed by the building work supervisor and the owner, is the other key statement required, a requirement carried over from the Development Act.

Beyond this however, there are no further statement requirements under the PDI Act and General Regulations set at this stage.

The requirement for a 'supervisor's checklist relating to roof framing' has therefore been removed.

Please note that further requirements in relation to statements may apply prior to the full commencement of the Act, but this is outside the Commission's direct remit under the Act.

Any changes of this nature will be clearly communicated to council and industry.

8. What is the link between Certificate of Occupancy and inspections? Is there any?

This is a common, and important, query that has arisen during consultation, noting that several other jurisdictions require some form of final inspection prior to an occupation permit or certificate being issued. To advise:

Councils and other stakeholders should note that there is no intrinsic link under the PDI Act between requiring a final inspection, and the issuing of a Certificate of Occupancy.

Where a requirement *may* be set however, is via the s144 inspection policy, depending on the outcomes of this consultation (i.e. whether final inspections are required), or when a council decides to do a final inspection on their own accord.

- For example councils will note, looking at the draft policy, that for a Class 1a building, it is proposed that only an inspection during construction is required (for 66% of dwellings, unless owner builder). Therefore, a Certificate of Occupancy for Class 1a building may be provided without a final inspection.
- However, if a council assigns a final inspection to the receipt of the Statement of Compliance – for example, where they seek to inspect items such as bushfire protection systems – then it is expected that this inspection will occur prior to the Certificate being issued.

In relation to other building classes, councils and stakeholders are encouraged to look at the draft requirements set out in the draft policy.

Stakeholders will also note the new PDI Act Certificate of Occupancy does not require the council or certifier issuing to list inspections undertaken and their outcomes. However it is expected that this information will be recorded by the council in accordance with the practice direction.

9. How about site access, particularly for commercial buildings?

Authorised officers will be expected to exercise their powers under the PDI Act, including to enter and inspect any land or building for the purpose of inspecting building work (see s211 of the Act).

Where applicable, it is the responsibility of councils to organise and facilitate appropriate site access, and for building work supervisors to provide access in a timely manner, to allow an inspection.

The Commission recognises that while legislatively there is no change from the Development Act on this issue, this may represent an operational or cultural change for councils, given that there are currently very few council inspections of commercial building sites.

Per the Act, Authorised officers will have to accord with the Act to ensure they carry with them and produce an identity card where necessary, and abide by any work health and safety requirements.

Councils will also be expected to raise the issue of future site access when they issue the final development approval.

10. How will these inspections be paid for?

Fees and charges under the PDI Act are now contained within separate regulations, instead of within the Development Regulations.

Fees are now contained within the Planning, Development and Infrastructure (Fees, Charges and Contributions) Regulations 2019.

The Commission appreciates that directing councils to undertake a minimum number of inspections will require councils to have adequate recourse to charge appropriate fees to make the policy workable.

It is also appreciated that undertaking inspections of commercial buildings – even of an audit variety – will be more complex than residential inspections and is likely to require follow-ups, which should be accounted for in a fee model.

However, the Commission itself cannot set these fees, and this is ultimately a matter for the Minister and Government, through regulations.

11. What about the issue of liability?

The practice direction will place a legal obligation on a council to undertake inspections in their respective areas.

Following, it is possible that, where a council fails to undertake a required inspection, that it may be inferred that a duty of care has not been met. This may lead to a finding of civil liability against a council for loss or damage.

Councils should note that sections 42(5) and 233 of the PDI Act provide for certain exemptions from liability that councils may note in relation to questions of civil liability.

Section 42(5) states that:

A practice direction does not give rise to—

- (a) any liability of, or other claim against, the Commission; or
- (b) any right, expectation, duty or obligation that would not otherwise be available to a person.

Further, section 233 provides an exemption from liability for good faith acts or omissions:

No act or omission in good faith in relation to a particular development by—

- (a) the Minister, the Commission, a relevant authority, a council or other authority under this Act; or
- (b) an authorised officer; or
- (c) a building certifier,

after the development has been approved under this Act subjects that person or body to any liability.

Please note the above information should not be treated as legal advice, and councils are encouraged to seek their own counsel as appropriate.

12. How will inspection integrate with the new ePlanning system?

Further information will be provided on this topic soon, however the advice to councils at this stage is that notifications will be able to be provided via the SA Planning Portal, while all other aspects relating to inspections will continue to be maintained on individual council systems.

As such, councils will be expected to maintain their existing inspection related software and other capabilities to ensure their compliance, including date, time and outcome of inspections, and any follow-up requirements.

Per the requirements of the practice direction, councils will be required to maintain adequate records to demonstrate compliance with the policy.

Numbers of inspections may be picked by the new system indicators under the PDI Act to enable the Commission to monitor the overall quantity and type of inspections.

DISCUSSION QUESTIONS

Please provide your feedback on the draft practice direction via: DPTI.PDBuildingBranch@sa.gov.au

The following topics and discussion questions may assist you in formulating your feedback.

Overall purpose

1. Is the proposed purpose of the inspection policy easily understood? i.e. a focus on occupant and life safety, and to maintain confidence and integrity in the development control system.

Inspection levels and capacity

2. Are the proposed inspection requirements easily understood? 66% for Class 1as and 100% for Class 1b-9?
3. For the main, the inspection requirements for Class 1as are largely unchanged while Class 1b-9 buildings will require one inspection – do you think this is realistic and achievable for councils?
4. If you answered no to question 3, what level would be achievable? If answering from council, do you think this is static or could this be increased over time?
5. The practice direction provides a list of circumstances when councils may wish to undertake inspections in addition to the mandatory requirements. Would you suggest any change to this list?
6. While not in the s144 practice direction, is the potential removal of the 80/20 two week/two month percentage split for pool inspections, to instead require that all pools to be inspected within two weeks of completion supported?

Who may inspect

7. As long as an authorised officer is appointed under r 112 of the General Regulations, the draft policy allows the council to decide which officer to allocate to an inspection (from level 1 to 4) – do you support this approach?
8. Regulation 112 currently allows councils to potentially appoint an accredited professional who is not a council employee to undertake an inspection (e.g. a private building certifier) to enable recruitment of private sector expertise. Do you support this?

Statements

9. While not a specific part of this consultation, would you support the reintroduction of a statement requirement for roof trusses, and for this to potentially be expanded to the entire frame?
10. Would you support the introduction of statements for other matters, for example, footings or wet areas?

Process

11. Having read the Background Paper, do you have a good understanding on how the inspection process will work, i.e. setting notifications via decision notice, receiving notifications, undertaking inspections, etc.? Are there any areas you are unsure of that could benefit from further explanatory material?

Other matters

12. Are there any other matters you would like to raise at this point?



HOW YOU
CAN GET
INVOLVED

Provide your feedback to:
DPTI.PDBuildingBranch@sa.gov.au
For more information, please visit:
www.saplanningportal.sa.gov.au

 **Government of South Australia**
Department of Planning,
Transport and Infrastructure
saplanningcommission.sa.gov.au



Practice Direction 8 Swimming Pool Inspection Policy 2019

This practice direction is issued by the State Planning Commission under section 156(5) of the *Planning, Development and Infrastructure Act 2016* (Act) to ensure that swimming pools and related safety features are inspected to ensure their safe use and operation, noting the high risk they can pose, particularly for young children.

Introduction

Section 156(5) of the Act allows the State Planning Commission (the Commission) to issue a practice direction that requires councils to carry out inspections of swimming pools to ascertain compliance with that section of the Act.

This policy applies to all land areas of the State within a council area and the requirements set out within this practice direction apply uniformly across all council controlled areas.

A council must comply with the requirements of this practice direction as it relates to the council.

Practice direction

Part 1 – Preliminary

1 – Citation

This practice direction may be cited as the *State Planning Commission Practice Direction (Swimming Pool Inspection Policy) 2019*.

2 – Commencement of operation

This practice direction will come into operation on the day on which it is published on the SA planning portal.

3 – Object of practice direction

The object of this practice direction is to, applicable to all council controlled areas within the State, ensure that swimming pool safety features are installed in accordance with prescribed requirements, to ensure the safe operation and use of swimming pools within these areas of the State.

4 – Interpretation

In this practice direction, unless the contrary intention appears –

Act means the *Planning, Development and Infrastructure Act 2016*.

Swimming pool has the same meaning as under section 3 of the Act.

Swimming pool safety features has the same meaning as under section 3 of the Act.

Note: Section 14 of the Acts Interpretation Act 1915 provides that an expression used in an instrument made under an Act has, unless the contrary intention appears, the same meaning as in the Act under which the instrument was made.

Part 2 – Swimming Pool Inspection Policy

1 – Levels of Inspection

- (1) Councils must comply with the following minimum requirements relating to the inspection of swimming pools (including all swimming pool safety features such as safety fences and barriers), within the area of the council:
 - a. at least 80% of swimming pools constructed over the course of the year must be inspected within 2 weeks of the council being notified of the completion of—
 - (i) in the case of a swimming pool the construction of which required the construction of a safety fence or barrier—the construction of the safety fence or barrier; or
 - (ii) in any other case—the construction of the swimming pool;
 - b. the remaining 20% of swimming pools constructed over the course of the year must be inspected within 2 months of the council being notified of the completion of—
 - (i) in the case of a swimming pool the construction of which required the construction of a safety fence or barrier—the construction of the safety fence or barrier; or
 - (ii) in any other case—the construction of the swimming pool.

2 – Counting Inspections

- (1) Inspections must be counted to determine whether minimum inspection levels are met.
- (2) The first inspection of a swimming pool is counted as one inspection.
- (3) Where a swimming pool is inspected and any problem is found, any re-inspection undertaken to determine whether the problems have been corrected does not count as a new inspection. Any re-inspection is taken to be part of the initial inspection.

3 – Review

- (1) This policy to be reviewed following the implementation of the Commission approved inspection policies practice direction under section 144 of the Act.

Issued by the State Planning Commission on 5 September 2019