

DISABILITY ACCESS AND INCLUSION PLAN 2021 – 2025

COUNCIL MEETING – MONDAY 27 SEPTEMBER 2021

DISABILITY ACCESS AND INCLUSION PLAN 2021 - 2025

OUR GOALS

- Access for all
- Feeling included and recognised as a valued part of our community
- Removing physical and social barriers
- Creating opportunity and choice
- Everyone able to enjoy everything Council has to offer
- Meet and exceed our legislative requirements



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MEET AND EXCEED OUR LEGISLATIVE REQUIREMENTS

- Disability Inclusion Act 2018 (SA)
- Council is required to develop its own Disability Access and Inclusion Plan (DAIP)
- Our DAIP must be reported on annually by the CEO
- Our DAIP is to be reviewed every four years
- Our plan aligns with the State Disability Inclusion Plan 2019-2023



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OUR PLAN'S FOUR THEMES

Theme 1 – Inclusive Communities for All (social inclusion, advocacy, community education and awareness, involvement in our community)

Theme 2 – Leadership and Collaboration (leadership, communications, community engagement, decision making)

Theme 3 – Accessible Communities (built urban environments, Universal Design, access to services we offer, information we share, community belonging)

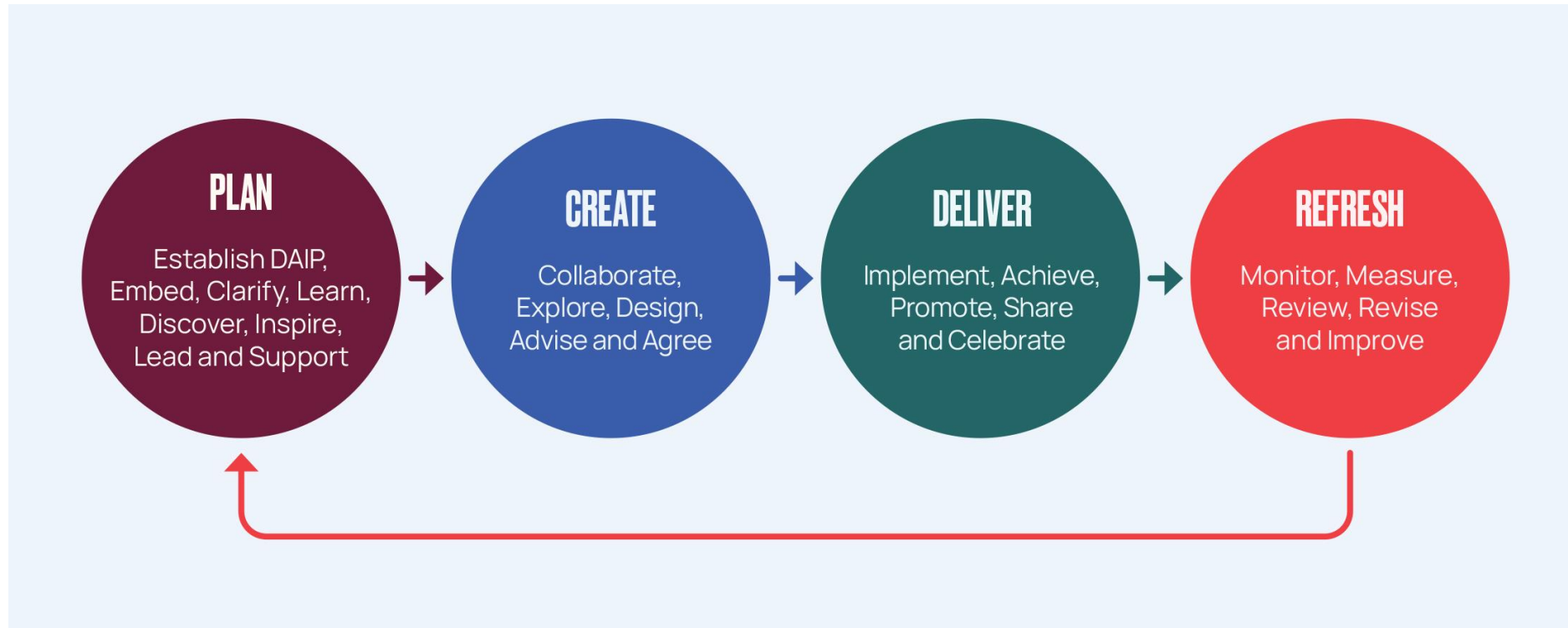
Theme 4 – Learning and Employment (employment, volunteering and development, lifelong learning, ability, flexibility)



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OUR PLAN — A LIVING DOCUMENT

Our Plan will be a living document meaning that we are open to change along the four-year journey



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DISABILITY ACCESS AND INCLUSION SNAPSHOT

- Disability creates challenges for 36% of us
- Disability can be visible or non-visible
- 2 in 5 people over 64 years experience disability
- 23% of people with disability have a mental or behavioral disorder as their main condition
- 12,000+ care givers provide unpaid assistance to a Charles Sturt resident
- 1.4% of our community are Aboriginal and Torres Strait Islander
- People from non-English speaking backgrounds can experience additional marginalization

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PATHWAY TO CREATING OUR PLAN & COMMUNITY ENGAGEMENT

- We called upon previous consultations with community and disability stakeholders
- We engaged our community and stakeholders on our Draft Plan over a 12 week period (1,400+ website views, 140 face to face, 94 written responses)
- We engaged over 100 staff across all portfolios
- We aligned with our Community Plan and Organisational Plan



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COMMUNITY ENGAGEMENT — YOUR SAY PAGE AND CHARLES BRICE VIDEO

<https://www.yoursaycharlessturt.com.au/disability-access-and-inclusion-plan>

<https://youtu.be/dBj324r7kMg>

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COMMUNITY ENGAGEMENT

- Communication Techniques
 - Ad In The Advertiser, CCS Website and social media
 - Your Say Charles Sturt and video
 - Media screens, posters and fact sheets (including in multiple languages)
 - Letters and emails to key stakeholders and community groups
- Community Engagement Techniques
 - Pop-up events at Henley Square, Bowden Markets and CCS Mobile Library were chosen for accessibility for elderly and diverse residents
 - E-Panel survey, and Community survey (online and hardcopy)
 - Community Centres and Libraries were utilised so that we captured thoughts and comments from the older community, understanding that they might not have access to “Your Say”
 - Engagement with the Ageing Well Business Unit who advocate heavily for older residents.



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HIGH COMMUNITY INTEREST IN OUR DRAFT PLAN

YOUR SAY CHARLES STURT WEBSITE

- 1,268 views
- 1,111 unique visitors

COUNCIL WEBSITE

- 167 views
- 118 unique visitors

SOCIAL MEDIA

- 8 posts
- 7,866 impressions
- 6,513 reach
- 80 engagements

FACE TO FACE

- 4 community drop-in events

- 140 people spoke with us at our face to face events
- 94 people provided written feedback on our Draft Plan

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PEOPLE TOLD US...

"Access and inclusion needs to be front of mind in everything we do."

"People are not disabled by their disability but by their environment."

"We embrace participation for all."

"Regulating my temperature is difficult for me. Please consider more windbreaks and shade along the foreshore areas and walking paths."

"More education for Council staff on disability and inclusion."

"Council should support local businesses to improve their accessibility to increase access."



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OUR COMMUNITY TOLD US

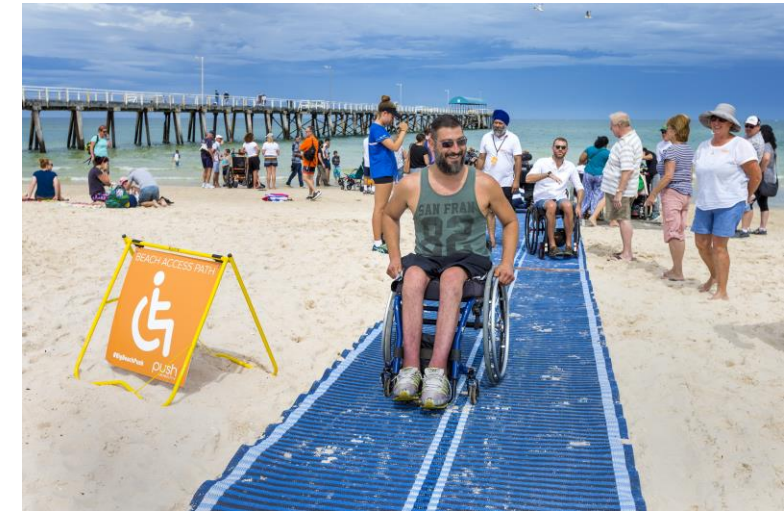
- Access to the built environment, quality services and information is key to people feeling included
- Biggest barriers
 - Attitude, awareness, insensitivity and misunderstanding
 - Physical barriers, engineering foresight and poor construction
- Things Council is doing well
 - Accessible beaches, footpaths and kerbside ramps
 - Council services and facilities
 - Playgrounds, open spaces, cycleways and public toilets
- Community priority areas
 - Community education and awareness
 - Universal Design
 - Advocacy



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NEW KEY PRIORITIES

- **Waterways Focus** - scope workable future locations for accessible beaches and other waterways within CCS such as West Lakes precinct
- Improve **Civic Centre** accessibility
- A **city wide marketing campaign** to break down barriers and create greater awareness and understanding about living with disability to the broader local community and local businesses
- Obtain **non-verbal accreditation** for library, customer contact and CDO teams
- Support **career pathways** for people with disability
- Disability access and inclusion **training** videos for corporate inductions, disability access and inclusion work procedures and check lists



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PROJECTS WITHIN EXISTING RESOURCES

- **Woodville Road Redevelopment** – engaging with people with disability on site to look at accessible solutions for the footpath and road upgrade.
- **Ngutunga West Lakes project** – new Changing Places Toilet and disabled toilet being built
- **Breakout Creek** - accessible and inclusive approach to the development
- **West Lakes Lake Edge project** – progressive upgrade of the lake edge path network to an inclusive width of 2.5m where possible and new DDA 'link paths' from wider path network
- Consult and design a new DDA viewing platform at **Mirani Court, West Lakes Shore** to provide coastal views for those who have difficulty accessing the beach
- Ongoing review of policies, procedures, documents, forms and websites



Example of a railing in Naples that has Braille on it to describe the view (Linkedin – Dave Hoffer)

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NEXT STEPS

Following Council endorsement of the City of Charles Sturt Disability Access and Inclusion Plan 2021-2025 we will:

- Inform stakeholders and members of the community who participated in the engagement process of Council's decision and where they can view the Plan
- Promote and raise awareness of our Plan with stakeholders and community, including local businesses
- Commence actioning our DAIP
- Monitor progress
- Prepare reports to Inclusion SA on an annual basis

