

# Disability Access and Inclusion Plan Progress Report 2023

## Access for All

Disability Access  
and Inclusion Plan  
2020-2024



## Contents

Background .....	3
Summary .....	4
Key Highlights - 2023.....	5
Implementation Plan Status (remaining 33 actions) .....	6

## **BACKGROUND**

The Disability Access and Inclusion Plan (DAIP) has been collaboratively developed with the community to outline a comprehensive 4-year strategy aimed at enhancing accessibility and inclusion. This plan delineates key objectives and priorities, emphasizing the district's commitment to evolving into a highly accessible environment for all individuals.

Aligned with our Community Development Lead strategy, the DAIP reflects our dedication to realizing the community's vision by improving access to programs, services, and facilities.

The plan encompasses four thematic pillars:

- a. Inclusive communities for all
- b. Leadership and Collaboration
- c. Accessible communities
- d. Learning and employment

Within each theme, specific actions have been identified for implementation, addressing pertinent issues and opportunities within the community.

## **SUMMARY**

The South Australian Disability Inclusion Act 2018 (the Act) required that each State Authority report the annual progress on implementation of their DAIPs to the Department of Human Services (DHS) by 31 October.

However, DHS has advised that the reporting timelines have changed as part of the Disability Inclusion Act 2022 Review, switching from financial year to calendar from 2024 onwards. The latest reporting date is 31 March 2024.

An annual progress report has been submitted to DHS within the required time frames.

The Plan has a total of 83 actions to be delivered over the life of the plan and in 2022, a total of 50 actions have been achieved. In 2023, 20 actions were completed with 13 actions under progress.

Overall, a total of 70 or 84 % of the actions were completed from the Disability Access and Inclusion Plan.

### Disability Access and Inclusion Plan Review Update

The Department of Human Services is currently in the process of formulating a new State Disability Inclusion Plan (State Plan). Aligned with the principles established by Inclusive SA and guided by the United Nations Convention on the Rights of Persons with Disabilities, the State Plan will reflect South Australia's commitments under Australia's Disability Strategy. Anticipated for publication in mid-2024, the State Plan will serve as a foundational framework.

In response, the Council will subsequently conduct a review and develop the next iteration of the Disability Access and Inclusion Plan, ensuring ongoing alignment with evolving standards and priorities in the realm of disability inclusion.

**KEY HIGHLIGHTS - 2023**



2023 International Day of People with disability



Disability Engagement Group – Stephen Street Project



Speed Friending event



Lost Dogs Disco (Adelaide Festival)



Mount Barker Disability Expo



Cooking Cabinet



Walking Football

### IMPLEMENTATION PLAN STATUS (REMAINING 33 ACTIONS)

<b>How to read the Implementation Plan Review:</b>	<b>On track / complete</b>	<b>In progress</b>	<b>Not meeting timeframes / not complete</b>
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Theme: Inclusive Communities for All						
Action Number	Endorsed Action	Timeframe	Status	Lead Team	Measure	Commentary
19	Library programs and services are adaptable and responsive to user needs, by having staff with disability awareness, Information Management (IM systems which are accessible and partnerships which support inclusive programming.	Jun-24		Library	Research cost and feasibility of installing a hearing loop at the library and have one available to borrow.	Following the investigation, it has been concluded that the immediate procurement of the hearing loop system is not cost-effective. Nevertheless, the library plans to integrate this initiative into the upcoming library redevelopment project, thereby optimising resources to establish an efficient and cost-effective approach to enhancing accessibility for individuals with hearing impairments.
20	Volunteer program supports people with disability to engage in a variety of volunteering roles within the district, by having volunteer supervisors with disability awareness and processes and systems which are accessible.	Jun-23		People and Culture	Volunteer supervisors trained in disability awareness.	Training completed (Engaging Volunteers with Disability) for our Volunteer Program coordinators, Volunteer Development Officer and Community Development Officer in May 2023 through Volunteerability.
21		Jun-24		People and Culture	Volunteer application system audited.	Review of Council's Volunteer Induction forms to follow inclusive practices including using plain language principles. To be completed by stated timeline

## Disability Access and Inclusion Plan – Progress Report 2023

Theme: Leadership and Collaboration						
Action Number	Endorsed Action	Timeframe	Status	Lead Team	Measure	Commentary
4	Ensure that our community engagement opportunities are provided online and person to person (verbally), verbally and that online research and consultation activities are accessible.	Jul-24		Communications Team	Survey standard investigated	Completed
8	People with disability have the skills and confidence to participate and contribute to the community and protect their rights.	Jul-21		Community Development Team	Mentoring and support is provided to build their understanding of local government, capacity as advocates and active citizens.	A youth leadership program was delivered to the students at the Harold Mitchell School Inclusive Education Centre (Mt Barker High School) to increase their knowledge on active citizenry, and self-advocacy for their rights.
9		Jul-21		Community Development Team	Feedback from people with disability regarding their experience as project advisors.	Input gathered from the disability community, coupled with research from other Local Government Authorities (LGAs), recommends the provision of a project fee to project advisors during meetings. Project managers are encouraged to allocate a budget as part of their engagement plan.
10		Jun-22		Community Development Team	People with disability are more actively engaged with local government in the region.	A working group amongst disability providers is setup and meeting regularly to discuss and design social program for the disability community.

## Disability Access and Inclusion Plan – Progress Report 2023

Theme: Leadership and Collaboration						
Action Number	Endorsed Action	Timeframe	Status	Lead Team	Measure	Commentary
11	People with disability are connected and have the information they need to make decisions and choices.	Jun-23		Community Development Team	Feedback from people with disability regarding access improvements.	An online community survey was conducted in Aug 2023 to reach out to the disability community, and Council met up with Path and Trails Mt Barker interest group in Sept 2023 to listen to the areas for access improvements.
12		Jun-24		Community Development Team	Council improves accessibility of settings for social connection in the community.	The inaugural Disability Expo hosted by the Council underscored its commitment to inclusivity. Simultaneously, continuous website improvement and collaboration with the Disability Inclusion Reference Group enhance connectivity and raise awareness of crucial information within the community.
13	MBDC continues to support the facilitation of the DIRG and promotes their role across the district.	On-going		Community Development Team	Membership attendance at meetings	Through ongoing learnings, the group has evolved and become less formal and more focused on networking and providing input into accessible programming, projects and activities of Council.
14		On-going		Community Development Team	Minimum bi-annual meetings held.	



## Disability Access and Inclusion Plan – Progress Report 2023

Theme: Accessible Communities						
Action Number	Endorsed Action	Timeframe	Status	Lead Team	Measure	Commentary
2	Benchmark communications (website, social media, print) against best practice standards for inclusive communication and make recommendations on how council's communications can be more inclusive and accessible.	Sep-23		Communications Team	Recommendation report provided to Council.	Accessibility tool added to the Council website in 2023. Social media team trained in best practice use of accessibility functions in social media. Project to improve functionality for all users budgeted in 2023/24. Completed but continuous improvement.
5	People with disability are connected and have the information they need to make decisions and choices.	Jun-22		Communications Team	Council implements action plans to improve communications access.	Improvements identified as business as usual and incorporated into workflows and website project. Completed but continuous improvement.
6	People with disability are connected and have the information they need to make decisions and choices.	Jun-22		Communications Team	Councils provide information in accessible formats.	Accessibility tool added to the Council website in 2023. Social media team trained in best practice use of accessibility functions in social media. Project to improve functionality for all users budgeted in 2023/24. Progress on website continuing. Training on accessible documents undertaken by key communications and admin staff. Completed but continuous improvement.
9	Regularly review the provision of on-street and off-street accessible car parking to ensure it continues to balance the needs of a range of users including drivers, carers and modified vehicles (including rear loading).	Jun-22		Public Health and Safety Team	Accessible parking audit completed.	Completed.
10		Sep-22		Public Health and Safety Team	Audit outcomes reported to Council Members	Completed.
11		Dec-22		Public Health and Safety Team	An online map identifying accessible parking spaces is developed and available on Council's website	In 2024, Council will be developing a district wide Transport Lead Strategy with a focus on "Parking" in providing comprehensive information regarding identification and availability of accessible parking within the district.

## Disability Access and Inclusion Plan – Progress Report 2023

Theme: Accessible Communities						
Action Number	Endorsed Action	Timeframe	Status	Lead Team	Measure	Commentary
12	Regularly review business compliance with outdoor dining guidelines to ensure streets with outdoor dining are accessible.	Jun-23		Public Health and Safety Team	Outdoor dining inspection schedule created.	Staff resource has been allocated to monitor and ensure outdoor dining adhere to Council requirements.
13		Jun-24		Public Health and Safety Team	No of outdoor dining inspections undertaken.	A CRM system may need to be implemented to capture this information.
19	People with a disability participate and benefit from the same community activities as everyone else.	On-going		Strategic Projects and Economic Development	Council continues to actively seek funding and support to build a Regional Aquatic Centre and Hydrotherapy Pool from State / Federal Government and where practical, the private sector.	In November 2023, Kennett Pty Ltd secured the Design & Construct contract for the new \$51 million Regional Aquatic & Leisure Centre. The facility, designed to be fully accessible to all community members, encompasses features such as accessible ramps into all pools, a warm water therapy pool, a fully equipped adult Changing Places facility, DDA-compliant amenities, parking, therapy consulting rooms, and an alternative "quiet" entrance for members.
21	Universal design principles are consistently applied.	Dec-21		Infrastructure Planning	Capital works delivery process is reviewed to ensure universal design principles are applied, embedded and assessed.	Completed.

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Theme: Accessible Communities						
Action Number	Endorsed Action	Timeframe	Status	Lead Team	Measure	Commentary
28	Provide support to the Adelaide Hills Recreation Centre (AHRC), Mount Barker Community Centre (MBCC), community halls, institutes and recreation grounds to becoming accessible community facilities.	On-going		Community Property and Facilities	No. of management agreements that include accessibility and inclusion KPIs	Management agreements are currently being reviewed and will include KPIs that include accessibility and inclusion.
29		On-going		Community Property and Facilities	No. of inclusive programs and activities	AHRC - has established an inclusive basketball program and support inclusive gym programs. MBCC provides a range of inclusive programs that includes walking soccer, Tri-State Games, community garden activities.
30		On-going		Community Property and Facilities	No. of people with a disability accessing services.	An online system is being investigated which will record this information as part of reporting requirements in the lease/tenancy/management agreement.
31		On-going		Community Property and Facilities	Funding proactively sought to improve accessibility in community facilities.	Funding opportunities are being investigated on an on-going basis, and will work with respective tenant in applying for this funding when required.
33	Customer services are adaptable and responsive to customer needs, by having staff with disability awareness training and opportunities to access services person to person and face to face in a suitable environment.	Jun-24		Customer Service Team	Customer service centre is reviewed for DDA compliance.	The current customer service centre does not comply with DDA standards, but the upcoming Civic Centre facility will prioritise DDA compliance in its design. Meanwhile, the customer service team is dedicated to offering personalised assistance to customers with disabilities, ensuring their specific needs are supported during this transition
35	Plan for and provides accessible community facilities.	Jun-22		Community Development Team	Develop and maintain an e-map of facilities in the district that would help those with a disability and make it available to community members.	A public e-map of facilities is currently accessible, and the subsequent phase involves incorporating disability friendly data into the GIS system.

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Theme: Accessible Communities						
Action Number	Endorsed Action	Timeframe	Status	Lead Team	Measure	Commentary
36	People with disability are connected and have the information they need to make decisions and choices.	Jun-23		Community Development Team	Feedback from customers living with disability regarding information access improvements.	A community survey was conducted in Aug 2023 to reach out to the disability community.
37	People with disability use and benefit from the same community activities as everyone else.	Jun-23		Community Development Team	Feedback from customers living with disability regarding inclusion in council provided services	A community survey was conducted in Aug 2023 to reach out to the disability community.
38		Jun-21		Community Development Team	Promotion of council services and programs as accessible for people with a disability	Council staff have been trained in creating easy-read documents and other accessible communications tools which is starting to improve how we promote programs and services for people with a disability.
40	People with a disability participate and benefit from the same community activities as everyone else.	Jun-23		Community Development Team	Feedback from residents and visitors living with disability regarding access in Council-provided public places and destinations.	A community survey was conducted in Aug 2023 to reach out to the disability community.

## Disability Access and Inclusion Plan – Progress Report 2023

Theme: Learning and Employment						
Action Number	Endorsed Action	Timeframe	Status	Lead Team	Measure	Commentary
5	MBDC reviews processes and systems regarding job design, recruitment and selection, on-boarding, resources and tools to ensure barriers to inclusion are removed.	Jun-24		People and Culture	Evidence of investigation.	P&C regularly reviews the recruitment and selection policy , and actively engages with staff to accommodate their unique needs of individuals with disabilities
6		Jun-24		People and Culture	Plan developed to deliver improvements.	