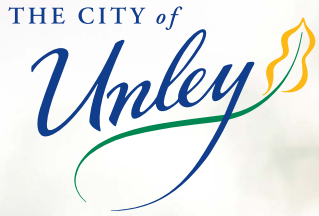


# Disability Access and Inclusion Plan 2022-2026



# Mayor's Foreword



I am pleased to present the City of Unley's Disability Access and Inclusion Plan, which will ensure improved access and inclusion for citizens of all ages who are living with disability.

The Disability Access and Inclusion Plan 2022-26 complements Unley's status as an 'Age-friendly City' and aligns with Council's other strategies including Unley's Community Plan 2033, our Annual Business Plans and the Active Ageing and Living Well Plans, which address social health, inclusion and wellbeing priorities. The Plan also aligns strongly with the State Government's vision for a 'healthy, liveable and connected community for all South Australians'.

This Plan has been developed with input from people with disability, who have played a crucial role in shaping this Plan and sharing their lived experience, suggestions and ideas.

**The City of Unley is committed to continuing to play a pivotal role in providing services for the wellbeing of its community. It is important to recognise that disability can take many different forms and affect people at all stages of life.**

The Disability Access and Inclusion Plan articulates the actions Council will take to maintain and improve the access and inclusion for people with disability within the City of Unley.

Structured around the themes and priorities in South Australia's Disability Inclusion Plan 2019-23, the City of Unley's Plan adheres to the four key themes:

- Inclusive Communities for All
- Leadership and Collaboration
- Accessible Communities
- Learning and Employment.

The Plan details actions for implementation, outlining Unley's specific approach to improving the lives of people with disability.

We welcome opportunities to promote access and inclusion for all of our residents through partnerships with external agencies and providers. During the development of the Disability Access and Inclusion Plan, our communities have faced a global pandemic, which has left many people feeling more vulnerable and requiring extra support.

This health challenge has highlighted the key role Council plays in safeguarding our community's welfare and supporting vital social connections. I am grateful to our community and to Council staff for their feedback, input and work in developing the Plan at this time.

The Disability Access and Inclusion Plan will provide us with a framework for positive action in the years ahead.

**Mayor Michael Hewitson AM**

## Acknowledgement of Country

*Ngadlurlu tampinhi, ngadlu Kurna yartangka inparrinhi. Ngadlurlu parnuku tuwila yartangka tampinhi.*

*Ngadlurlu Kurna Miyurna yaitya yarta-mathanya Wama Tarntanyaku tampinhi. Parnuku yailtya, parnuku tapa purruna yalarra puru purruna.\**

We would like to acknowledge this land is the traditional lands for the Kurna people and that we respect their spiritual relationship with their country.

We also acknowledge the Kurna people as the traditional custodians of the Adelaide region and that their cultural and heritage beliefs are still as important to the living Kurna people today.

\*Kurna Translation provided by Kurna Warra Karrpanthi

## Contact Information

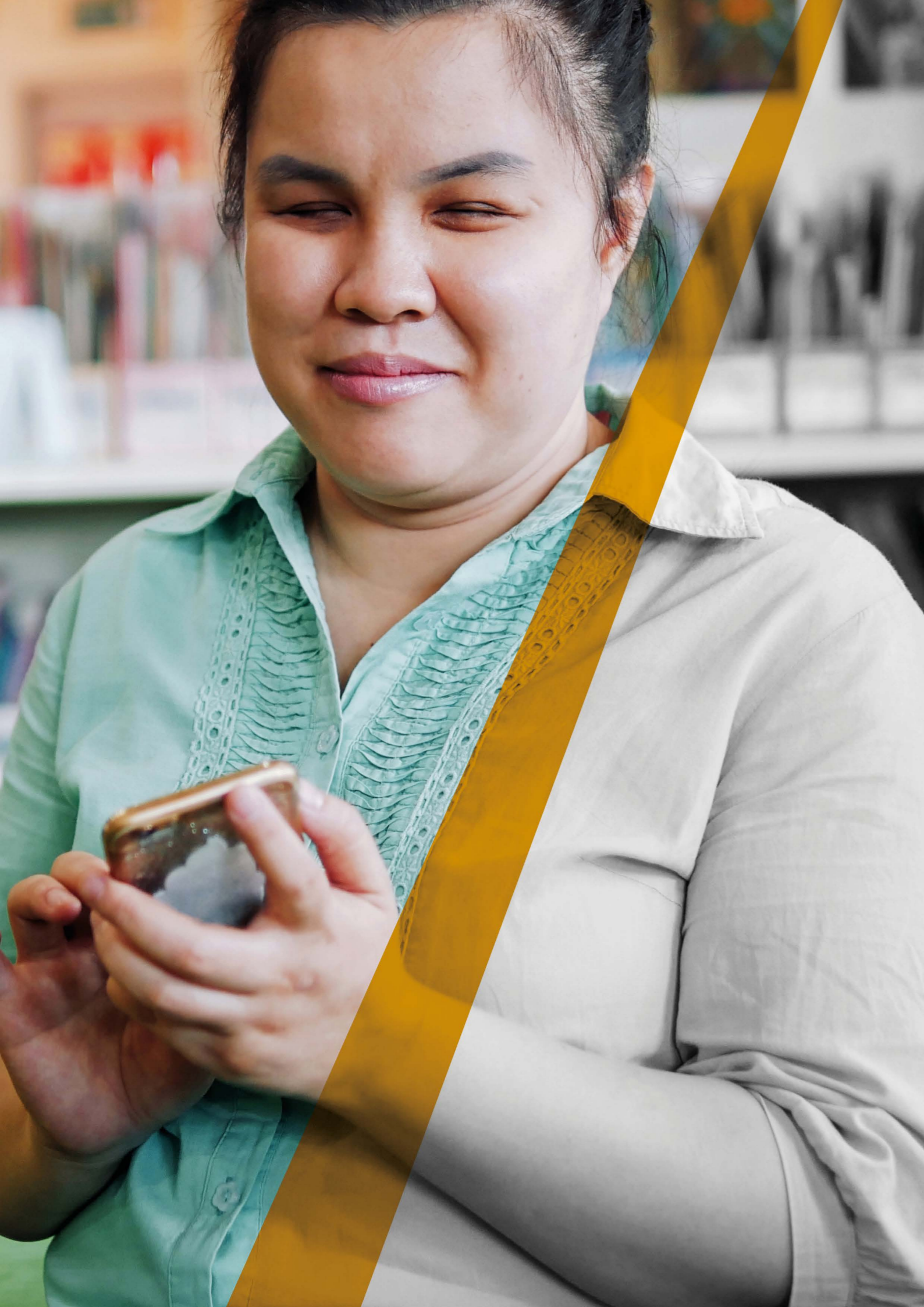
**City of Unley**  
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The font used in this document is Arial, set at 12pt to ensure ease of reading for people with a visual impairment.

Upon request, the information in this Disability Access and Inclusion Plan can be made available in alternative formats, including large and standard print, electronic format and easy read format.



# Introduction

The City of Unley is a vibrant and diverse community. We recognise that people living with disability are respected and valued members of our community who contribute to the prosperity and vitality of our City. Council has an obligation to ensure the City is accessible for all, and provides opportunities for connection, inclusion and contribution.

Based on the 2016 Census for Unley, the Australian Bureau of Statistics reported that 2,223 people (or 5.9% of the population) in the City of Unley identified as needing help in their daily lives due to disability, and this was a slight increase to the previous Census in 2011. This Disability Access and Inclusion Plan (DAIP) also complements the City of Unley's commitment and reputation as an 'Age-friendly City', by optimising opportunities for health, participation and safety for all generations.

We have developed priorities that align with the South Australian Disability Inclusion Plan *Inclusive SA 2019-2023* to ensure all people with disability have the opportunity to be connected, empowered and able to participate and contribute in a meaningful way within our community. The planned outcomes we seek to achieve in this Plan align with the themes of Inclusive SA.

**This Plan represents our continued commitment to raising awareness in the community of the importance of access and inclusion, planning, and promoting the social and economic benefits of a more inclusive South Australia for people living with disability.**

The DAIP is required by the *Disability Inclusion Act, 2018 (SA)* which prescribes that each state authority (i.e. "a local council constituted under the *Local Government Act 1999*") must have a Disability Access and Inclusion Plan (DAIP). Under the *Disability Inclusion Act 2018*, the definition of a person with disability includes:

*"long-term physical, psycho-social, intellectual, cognitive, neurological or sensory impairment, or a combination of any of these impairments, which in interaction with various barriers may hinder the person's full and effective participation in society on an equal basis with others."*

For the purpose of this DAIP, the City of Unley defines 'access' as: ensuring every member of the community can equally use our physical environment, transport, information, and services. 'Inclusion' moves beyond this and ensures that equal opportunities are available for people with disability and supports the principle that everyone should be able to use the same facilities, take part in the same activities, and enjoy the same experiences, including people who have disability. These definitions, combined with research and community consultation, which included people with disability, has helped to inform the development of the DAIP for the City of Unley.

The DAIP also adopts a strength-based lens with a focus on what is already being done well in this area, and a guiding principle that everybody has the right to contribute, to be treated with dignity and respect, and to self-determination.



# Our Plan

The DAIP links with, and complements, the City of Unley's Community Plan 2033, 4-Year Delivery Plan, Annual Business Plans, Asset Management Plans, Active Ageing Strategy, Cultural Plan, Living Well Plan, Living Young Plan, Living Active – Sport and Recreation Plan, Living City Open Space Strategy, Walking and Cycling Plan and Tree Strategy.

The DAIP sets out four focus areas and actions that will guide how the City of Unley will provide services, support, facilities and information that are accessible and inclusive for all. Ensuring accessibility of our buildings, footpaths, parks and other infrastructure is coupled with strengthening social inclusion in all that we do.

The City of Unley commits to upholding this plan as a living document, and to engage people with disability and their families, friends and carers as well as City of Unley staff in a collaborative way, to ensure the outcomes are achieved through meaningful and impactful actions over the next four years and into the future.

# Strategic Context

In order to provide services, support, facilities and information in an equitable manner, the City of Unley is guided by multiple layers of legislation and policy. These include:

<b>International</b>	United Nations Convention on the Rights of Persons with Disabilities
<b>Commonwealth</b>	Disability Discrimination Act (1992) Disability Services Act (1986) Building Code of Australia Australian Standards
<b>State</b>	Disability Inclusion Act (2018) Equal Opportunity Act (1984) Inclusive SA: State Disability Inclusion Plan 2019-2023 Planning, Development and Infrastructure Act (2016) Disability Services Act (1993) Carers Recognition Act (1993) Public Health Act (2011)
<b>Local</b>	City of Unley's Community Plan 2033 4-Year Delivery Plan Annual Business Plans Asset Management Plans Active Ageing Strategy Cultural Plan Living Well Plan Living Young Plan Living Active – Sport and Recreation Plan Living City Open Space Strategy Walking and Cycling Plan Tree Strategy

# Related Strategies

The City of Unley has made a long-term commitment to being an 'Age-friendly City', which encourages activity and wellbeing by optimising opportunities for health, participation and security. It also fosters a City where people of all ages and abilities can live healthy and independent lives for as long as possible and remain in a secure and supportive environment that enables them to participate in the community. The Active Ageing Strategy incorporates the values, principles and definitions of Age-friendly Cities and communities as outlined by the World Health Organisation. The focus areas are very much in line with access and inclusion for all people, including:

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

Because of the synergies between the Age-friendly City principles and the requirements in the *Commonwealth Disability Discrimination Act 1992* (DDA), a full review of the DDA has been undertaken to identify how Council is already meeting its requirements to determine where more work is required. These actions have been included in the Council's Asset Management Plans.

Council's Living Well Plan has strong connections to the DAIP with the following priority areas closely linked:

1. An engaged and purposeful community
2. A healthy and active community inside and out
3. A safe community
4. An inclusive and connected community

Similarly, there are links with the City of Unley Cultural Plan in the area:

The Culture of Us - Provide voices for different demographics with an inclusivity lens on specific programs.

This Plan also links with the City of Unley's Asset Management Plan, which aims to ensure buildings are accessible to all and that public-facing buildings and facilities meet all relevant legislation and standards for access.

**The City of Unley's DAIP 2022-2026 further demonstrates our continued commitment to supporting people living with disability in accessing the services and supports needed to be actively involved as valued and contributing members of our community.**

# Our City

Located four kilometres south-east of Adelaide's CBD, the City of Unley has a land area of 14.4 square kilometres and has a population of more than 39,000 people. For members of our community living with disability, participation in many aspects of our City's life can be challenging due to the physical, social, attitudinal, and communication barriers that continue to exist in our society.

According to the Australian Bureau of Statistics' 2018 Survey of Disability, Ageing and Carers (SADC), 17.7 per cent of Australians live with disability. The same survey indicates 15.9 per cent of Australians are aged over 65.

In the City of Unley, 2016 Census data indicates that 5.9% of the population needs assistance with core activities of daily life due to disability, long-term health condition, or old age. This is higher than the national average of 5.1 per cent in 2016 and a slight increase on the 5.6 per cent recorded in the City of Unley in the 2011 Census.

The Federal Government indicates that 3.8 per cent of residents in the City of Unley received the Disability Support Pension in June 2017 compared to 5.3 per cent nationally<sup>1</sup>.

The median age of City of Unley residents increased from 39 in the 2011 Census to 41 in the 2016 Census. This is older than the national median age of 38 in the 2016 Census.

However, overall, the population of the City of Unley is still relatively young, with 80.9 per cent under 65 years and 35.5 per cent under 30 years at the time of the 2016 Census.

About one in eight people in the City of Unley aged over 15 were providing unpaid assistance to another person due to disability, long-term health condition, or old age at the time of the 2016 Census. This compares to about one in nine people nationally. These statistics indicate that the City of Unley has an older population, more people needing assistance with core activities of daily life, and more residents who act as carers for other people compared to the broader Australian population.

Therefore, access and inclusion are extremely important to our local community and the City of Unley is actively responding to these priorities through the commitments we make in this Plan.

## Total Population



## Living with Disability



17.7%

Australians live with disability



5.9%

Residents in the City of Unley need assistance due to disability



1 in 8

People aged over 15 years provide unpaid assistance to another person



3.8%

Residents received the Disability Support Pension (June 2017)

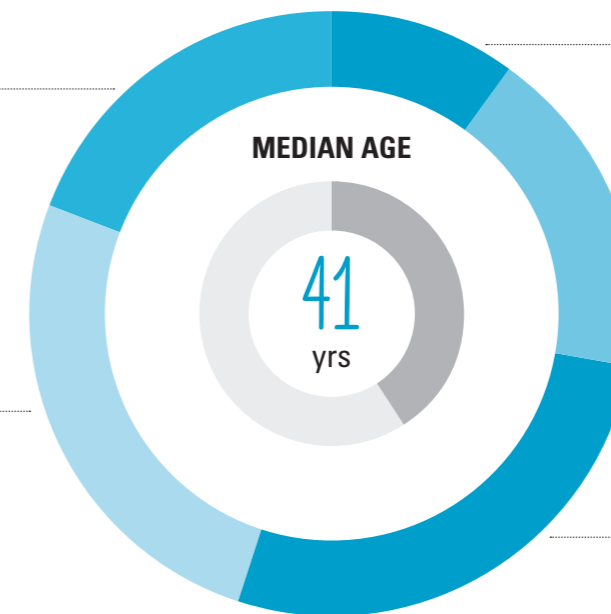
## Age Demographic

19%

65+ yrs

26%

45-64 yrs



10%

0-9 yrs

18%

10-24 yrs

27%

25-44 yrs

## Vehicle Ownership

91.3%

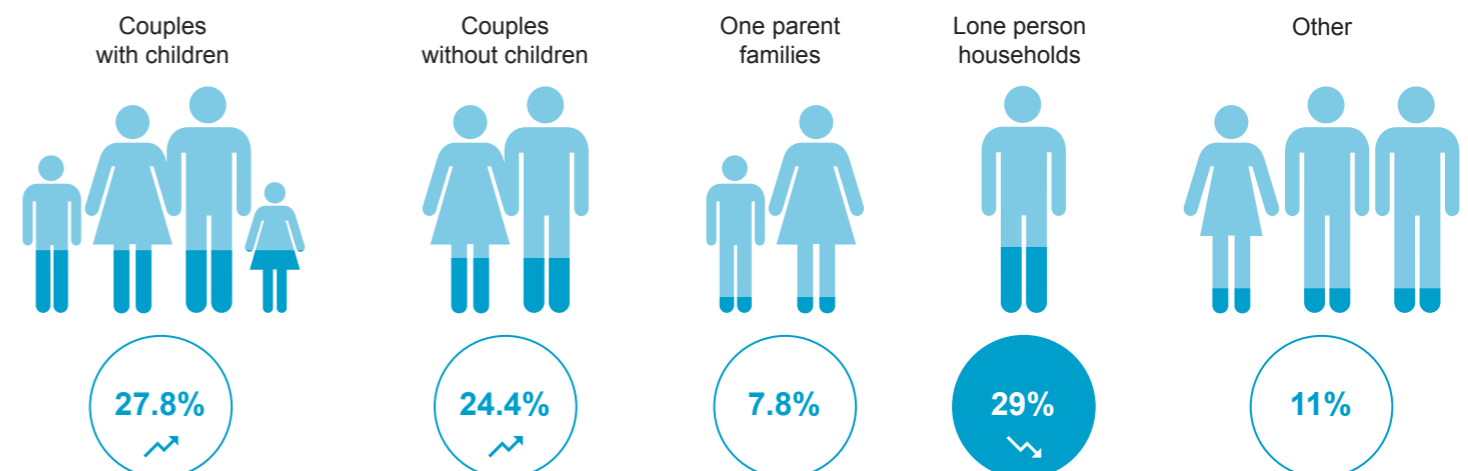
Households have access to at least one vehicle



1,646

Residents walk or cycle to work

## Household Types



<sup>1</sup> Unpublished data from the Department of Social Services and the Department of Veterans' Affairs, June 2017. Reported by Public Health Information Development Unit (PHIDU), "Population Health Profile: City of Unley", July 2019, pp.7&28.



# Community Engagement

In developing this DAIP, the City of Unley undertook the following:

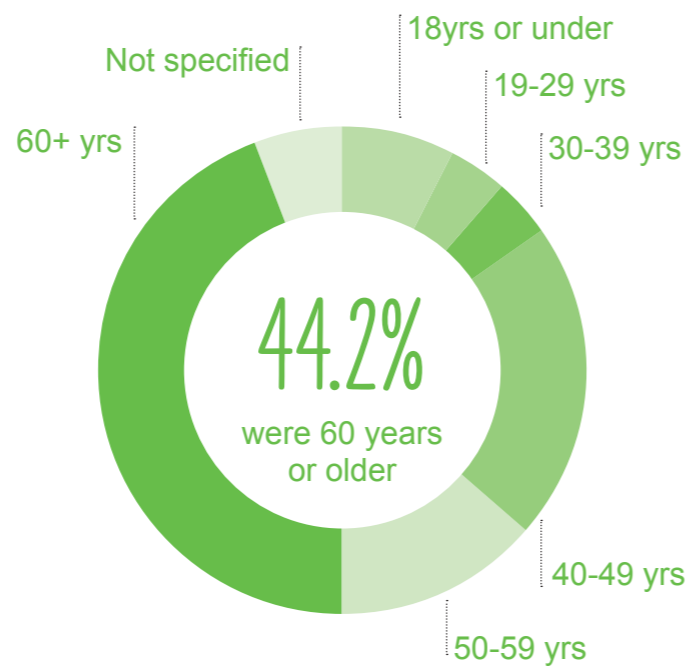
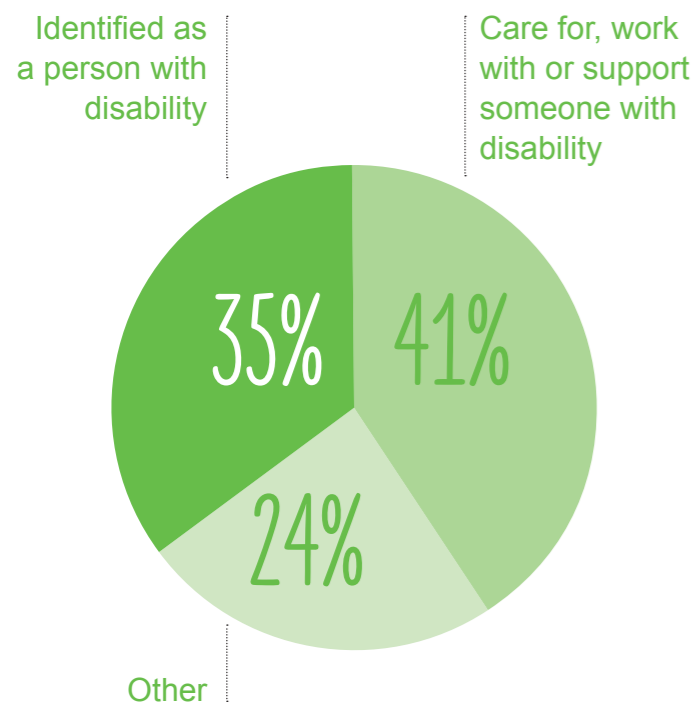
- an audit of the information, services and facilities that Council already provides
- a review of current practices in Council to identify possible barriers to access and inclusion
- sourcing of data focussing on people living with disability including visitors and service users in the Council area
- a consideration of access issues identified by staff, service users and disability organisations
- a call for submissions from members of the public via a community consultation survey including (but not limited to) a focus on priority groups living with disability: women, children, Aboriginal and Torres Strait Islander people and culturally and linguistically diverse people
- identifying links to and alignment with the State Plan, Building Code, Living Well Plan, Cultural Plan, Active Ageing Strategy
- ensuring alignment with the four themes and associated priorities in the State Disability Inclusion Plan
- an accessible community engagement including consulting with people with disability and persons or organisations representing the interests of people with disability and their carers
- conducted internal consultation with City of Unley staff to identify what we are currently doing, what is needed and where there are opportunities and gaps
- a consideration of existing plans, services, assets, playgrounds, footpaths, website, printed materials, customer service as key areas to focus on
- a focus group of people living with disability via Purple Orange to determine their feedback and priorities
- an analysis of the findings of the consultation and community engagement process
- using outcomes from the research and consultation, determined goals, actions, responsibility, timeframes and how success will be measured and monitored
- a community survey to receive feedback on the draft DAIP

# Community Engagement Results and Top Emerging Priorities

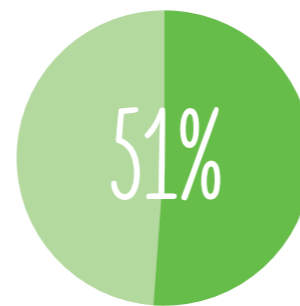
Council undertook community engagement through a survey, with a focus group also providing feedback.

This information has been coupled with our audit to create our Disability Access and Inclusion Plan.

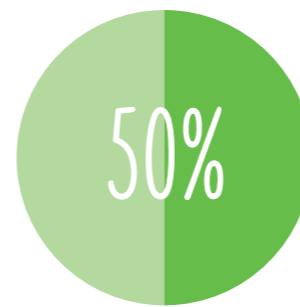
The participants who undertook our survey told us:



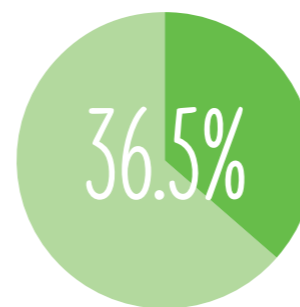
Age breakdown of survey participants



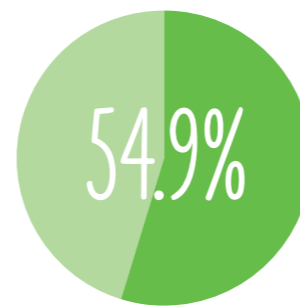
Felt Council makes it easier for people with disability to visit and use indoor/outdoor places and facilities it manages.



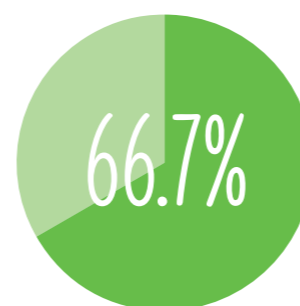
Rated between good to extremely well, when asked how well Council is doing in making it easy for people with disability to take part in events, activities and programs.



Stated that this needs improvement when asked how well Council is doing in making it easy for people with disability to take part in events, activities and programs.



Felt that Council staff are respectful and show understanding towards people with disability.



Said that they are not hearing enough from Council about what it is doing and achieving to increase inclusion and access for people with disability in the City and would like to hear more.

When asked to rate how well Council has done to enable people with disability to contribute to civic decisions, the responses were split between:



The following questions received “unsure or not applicable” responses from a majority of respondents:

- Do you think Council is inclusive when employing people with disability?
- Do you think Council is inclusive when providing opportunities for work experience and volunteering?
- Do you think Council is doing enough to help businesses to welcome and include people with disability?
- Do you think Council makes it easy for people with disability to obtain information about other support services in the community?
- Do you think Council has beneficial partnerships (with other service providers, groups and organisations) to assist inclusion and participation of people with disability?



There were 250 individual comments received via the survey.

The top six priorities that emerged from in-depth qualitative data were:



### Spaces

Ensuring accessibility for all, universal design and adherence to standards



### Communication/PR

Sharing what we offer, ensuring our communication is accessible for all



### Representation

Across the board, from staff and Elected Members and volunteers, and supporting people with disability in these roles



### Events/Programs Activities

Designing to encourage and support participation by all in the community



### Grants/Finance

To support the community to be accessible and inclusive



### Ideas

Program-specific ideas and suggestions for what we can do to be more inclusive and accessible in our community

**Our Focus Group comprised of people with disability who told us their priorities are:**

- The DAIP should make a strong statement about how accessibility and inclusion benefits the whole community
- The establishment of a Disability Advisory Group for the City of Unley
- A commitment to prioritising accessibility requirements over other considerations such as heritage status
- Regular maintenance of footpaths, including the removal of low hanging branches and damage to footpaths from tree roots
- The establishment of a specific process for people to raise accessibility issues, and that these issues are handled by a suitably trained staff member
- Ensure City of Unley communications are provided in multiple formats so they can be accessed by everyone in the community
- Offering IT and audio equipment for loan or hire and providing training workshops and/or a community helpdesk support service
- A commitment to creating accessible and inclusive events in the community
- The adoption of universal design principles for all new council developments and projects across infrastructure, services, programs, events, communications, and all other aspects of Council's work
- A commitment to meaningful engagement with the disability community for all projects and programs, including adopting co-design approaches
- A commitment to employing more people living with disability at the City of Unley, across all levels and roles, including as Elected Members
- The establishment of a position at the City of Unley to advise businesses on what supports and funding are available to support the employment of people living with disability
- The establishment of a grant program to support skills development among emerging leaders in the disability community

- Facilitating the roll-out of disability inclusion training to customer-facing roles in the community
- Promoting services and programs in the local area that support the development of self-advocacy skills, such as peer networks.

**Our staff identified five key areas where there are opportunities and/or gaps**

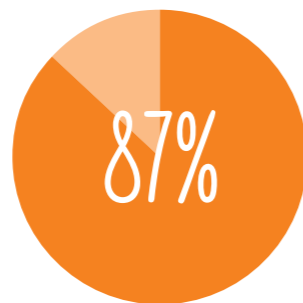
- Communications/PR: ensuring accessibility and inclusivity is considered across all mediums and that available technology is utilised
- Gatherings/events/activities: specifically tailored, and those already existing to consider and plan for inclusivity
- People: recruitment processes and employment and training of staff, ensure representation across the organisation, inclusion officer and/or reference group, inclusive engagement and inclusive volunteering
- Spaces: consideration of access and inclusion in places, spaces, buildings, universal design, DDA compliance
- Funding: support required to implement DAIP actions and support our community to become more accessible and inclusive.



In addition to the initial consultation, the community was consulted to seek feedback on the draft Disability Access and Inclusion Plan.

Overall the feedback received showed a high level of support for the DAIP. When asked for feedback on the Plan, the majority of respondents showed strong support and many suggestions provided were already included in the Plan, or aligned more closely to other Council plans and strategies (i.e. Tree Strategy, Walking and Cycling Plan).

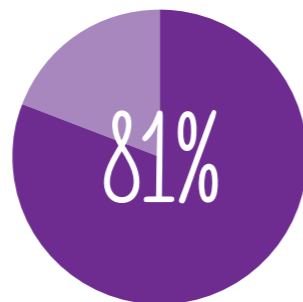
### Theme 1: Inclusive Communities for All



On average, 87% of respondents supported all six key actions within theme 1.

The majority of individual comments were positive and had been addressed in the DAIP.

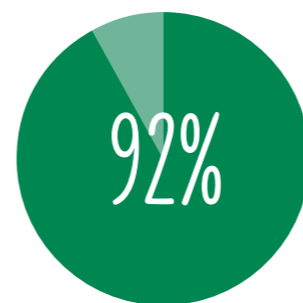
### Theme 2: Leadership and Collaboration



81% of respondents supported all four key actions within theme 2.

Feedback was generally positive and covered items already addressed in the Plan.

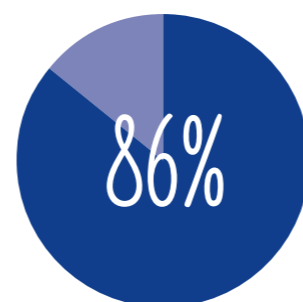
### Theme 3: Accessible Communities



92% of respondents supported all five key actions within theme 3.

Feedback was generally supportive and covered items already addressed in the Plan.

### Theme 4: Learning and Employment



86% of respondents supported the two key actions within theme 4.

Feedback demonstrated support for both objectives.

There were 85 individual comments received through the survey providing feedback plus a submission received from Purple Orange.

Suggestions included more support for community groups and grants, active transport planning, footpath audits and marketing and promotion - all of which have been addressed in the Plan and within other Council plans and strategies.

Where possible the valuable feedback received from Purple Orange has been incorporated, and those that were not incorporated have been noted for future editions of the DAIP.



## Our Vision

We will lead the way in creating a community that is accessible and inclusive for all who live, work, and visit the City of Unley. We will provide equitable access across all our services, programs, events, information, buildings, facilities, spaces, and workplaces. We will ensure that people with disability are heard, supported, engaged, and feel welcome to fully participate in all aspects of community life. The City of Unley acknowledges in its DAIP the diversity of disability experiences and the intersectionality of various identities within the community.

## Key Principles

### Rights-based

Dignity, respect, self-determination

### Inclusivity and Accessibility Lens

On everything that we do

### Diversity

Noting disability is a broad term

### Meaningful and Relevant

Not tokenistic

### Partnerships

Working with individuals, community, agencies and the whole of the City of Unley

## Themes and Actions

The themes and actions established under the DAIP are based around the four themes of the Inclusive SA: State Disability *Inclusion Plan* 2019-2023:

- Inclusive Communities for All
- Leadership and Collaboration
- Accessible Communities
- Learning and Employment

### Timeframes

Actions within this Plan have been categorised into the following timeframes:

Short term	Implemented in 2022 and 2023
Medium term	By end of 2024
Long term	By end of 2026
Ongoing	Refers to actions already in place or underway

# Theme 1: Inclusive Communities for All

Social inclusion is a priority for the City of Unley. We recognise the importance of treating all people equally and with dignity and respect. We will ensure that the rights of people with disability are understood and upheld, and that their participation in, and contributions to, community life are valued and promoted.

Link to priorities in State Disability Inclusion Plan *Inclusive SA 2019-2023*



Theme	Action	State Plan Priority	Responsibility	Timeframe	Measurable Target
<b>1.1 Accessibility and Inclusion actions are embedded across the organisation</b>	<b>1.1.1</b> Establish a DAIP Reference Group to be run in a collaborative and sustainable way; undertake regular consultation, co-design and engagement; and deliver on annual reporting requirements Group to comprise of community members, including people with lived experience of disability and carers	2	DAIP Reference Group	Short term	DAIP Reference Group is established and engaged with on relevant Council initiatives including progress of the DAIP
	<b>1.1.2</b> All Elected Members, employees and volunteers undertake Disability Awareness training	2	Governance (Elected Members), People and Culture (staff), and Community and Cultural Development (volunteers)	Medium term	All Elected Members, employees and volunteers receive training
	<b>1.1.3</b> Investigate offering disability access and inclusion training to community organisations and businesses	2	Community & Cultural Development and Economic Development	Long term	Cost and viability are investigated, and budget bid submitted
	<b>1.1.4</b> All project scopes and budget bids include a section to describe how disability access and inclusion has been/will be addressed	2	Finance	Short term	Project scope and budget bid template documents include a new section detailing how disability access and inclusion has been/will be addressed
<b>1.2 Promote inclusion for all attending organisational meetings</b>	<b>1.2.1</b> Meeting documents are provided in accessible formats	1	Business Support & Improvement and Office of the CEO	Short term (if requested) and medium term as standard council practice	All Council agendas are provided in accessible formats if requested
	<b>1.2.2</b> All Council-owned public buildings fitted with the correct accessibility aids and equipment as required by the Building Code of Australia and AS1428	3	Facilities Manager	Medium term	Installation of appropriate accessible features to facilitate attendance at meetings

Theme	Action	State Plan Priority	Responsibility	Timeframe	Measurable Target
1.3 Council website and hard copy publications are provided in easy to read format to improve access to information	1.3.1 Review website and current suite of documents, provide key staff with Easy English training and acquire Easy English app for conversion of documents	2	Communications and City Services	Medium term	Review of website and hard copy documents is undertaken Relevant staff undertake Easy English training Documents are converted into easy read format Updated style guide including accessibility section
1.4 Programs provided by Council are accessible and inclusive for all	1.4.1 Engage with stakeholders and participants to audit current programs to determine if they meet diverse needs of participants	3	City Services	Medium term	Engagement via surveys with stakeholders and participants of events, programs and activities Surveys to include specific questions regarding access and inclusion
	1.4.2 Community programs respond to inclusion for the whole of community, including people with disability, families with a low income, and people from non-English speaking background	1	City Services	Medium term	Creation of new programs or current programs adapted to be inclusive of all Opportunities identified and implemented to maximise inclusion and accessibility
	1.4.3 Continue to offer flexibility and a tailored approach for specific groups who may need to use the library, with consideration of their diverse needs.	1	City Services	Short term	Access and inclusion is embedded across programs at the libraries including responding to requests for specific access requirements
	1.4.4 Accessibility principles embedded in event permit application process, ensure event organisers consider disability parking at event sites	1	Events Coordinator	Short term	Event Toolkit updated and permit application process requests event organisers to consider and demonstrate how they will improve access and inclusivity at their event and show consideration of disability parking provisions
1.5 Develop and deliver services that support people with disabilities and their families/carers to live independent lives	1.5.1 Further promote Council services including community bus service	1	Community Wellbeing	Ongoing	Community bus service maintains levels of usage
	1.5.2 Explore opportunities to increase inclusion and participation in grant-funded services provided through the Commonwealth Home Support Program (CHSP) and Active Ageing services and initiatives	1	Active Ageing Officer and Community Wellbeing	Ongoing	Adjustment of community service programs (where possible) to increase inclusion (noting CHSP eligibility requirements services available to people aged 65+ via referral)
1.6 Community Grants support access and inclusion	1.6.1 Community grant category for access and inclusion is trialled	1	Cultural Development Coordinator	Short term	Number of applications received in trial category will determine how often to include in future rounds

# Theme 2: Leadership and Collaboration

People living with disability should have a greater role in leading and contributing to government and community decision-making. It is our aim that Council actively seek the perspectives of people living with disability and that they are supported to participate meaningfully in government and community consultation and engagement activities.

Link to priorities in State Disability Inclusion Plan *Inclusive SA 2019-2023*



Theme	Action	State Plan Priority	Responsibility	Timeframe	Measurable Target
<b>2.1 People living with disability are supported to participate and make decisions within the community</b>	<b>2.1.1</b> Support people living with disability to actively participate in decision-making processes within Council or the community by providing co-design engagement opportunities online and in person	4	City Services	Ongoing	People are provided with a platform to influence decision making process involving projects within the community through the use of online and in person opportunities Establishment of DAIP Reference Group
	<b>2.1.2</b> Council's Active Ageing Alliance and Youth Reference Group encourage people with disability to join and participate	6	Active Ageing Officer and Youth Officer	Ongoing	Representation on the Active Ageing Alliance and Youth Reference Group of people with disability
	<b>2.1.3</b> Ensure the Active Ageing Alliance continues to focus on access and inclusion as part of its priorities	6	Active Ageing Officer	Ongoing	Active Ageing Alliance continues access and inclusion focus for all projects and activities
<b>2.2 Promote participation in Council elections</b>	<b>2.2.1</b> Ensure people of all abilities are provided the opportunity to nominate and vote in Council elections through improved promotion, communication methods and access	4	Office of the CEO	Long term	Council has implemented a communication strategy aimed to increase participation in Council elections, ensure that inclusivity is part of that campaign – for accessibility of message and opportunity to nominate and vote (note use LGA state-wide campaign materials)
<b>2.3 Council is a leader in advocacy and advice</b>	<b>2.3.1</b> Provide a current list of advocacy services on the City of Unley website, including organisations providing support for carers	5	Communications	Medium term	Council website provides a current list of advocacy and services



Theme	Action	State Plan Priority	Responsibility	Timeframe	Measurable Target
2.4 Council is an industry leader in access and inclusion	2.4.1 Recognise International Day of People with Disability in collaboration with the DAIP Reference Group	5	Community Support & Wellbeing and Communications	Medium term	International Day of People with Disability recognised every year
	2.4.2 Review Council's Engagement Toolkit to incorporate Inclusive SA principles into all community consultation	5	Communications	Long term	Review of Toolkit undertaken and updated as required including accessibility section, noting that State Government reforms on consultation will deliver a State-wide Consultation Charter for Local Government
	2.4.3 Monitor growth industries that focus on access and inclusion and work collaboratively to achieve mutually agreeable outcomes for residents within the City of Unley (such as NDIS business tenants located in the City of Unley)	5	City Services and Economic Development	Long term	Collaboration with relevant businesses and industry is achieved, with a focus on strategies and approaches that facilitate greater access and inclusion and other reported benefits to our residents  This collaboration may be achieved by the development of Memorandums of Understanding or similar agreements, with surveys sent to demonstrate effectiveness

# Theme 3: Accessible Communities

Link to priorities in State Disability Inclusion Plan *Inclusive SA 2019-2023*

The accessibility of the built environment, quality services and information are key to ensuring people living with disability are included, and have the opportunity to equally participate in all aspects of community life. Our goal is to increase accessibility to public and community infrastructure, transport, services, information, sport and recreation, and the greater community.



Theme	Action	State Plan Priority	Responsibility	Timeframe	Measurable Target
<b>3.1 Information about Council services developed in alternative formats (plain English, adequate font size and colours, touch screens, Braille, TTY and hearing loops)</b>	<b>3.1.1</b> All new plans and strategies are provided in easy read, plain English formats	9	Communications	Long term	All new plans developed are provided in alternative formats and follow Communications Team style guide
	<b>3.1.2</b> Equipment is provided to assist hearing impaired people at the Customer Service Centre	9	Facilities Manager	Long term	Equipment is operational at Customer Service Centre and promoted
	<b>3.1.3</b> Install hearing loops in all Council[owned venues	9	Facilities Manager	Long term	Hearing loops installed in all venues
	<b>3.1.4</b> Undertake a communication access audit	8	Communications	Long term	Communication access audit undertaken
<b>3.2 Ensuring online information meets accessibility standards</b>	<b>3.2.1</b> Review website, including online forms, to ensure it meets accessibility standards and promote the use of supporting apps	8	Communications	Medium term	Website complies with the WCAG 2.0AA Policy
	<b>3.2.2</b> Social media posts and videos to have captions and descriptions of images	8	Communications	Medium term	Guidelines and processes implemented to ensure all social media posts include a description to accompany the image, videos have captions included
<b>3.3 Accessible Council buildings and facilities, car parks, reserves, footpaths (including community events) and infrastructure using Universal Design Principles</b>	<b>3.3.1</b> Review Asset Management Plan, including a focus footpath maintenance program to determine extent of works, compliant with AS1428 and continue with program to address gaps	7	Strategic Assets	Short term	Asset Management Plans are updated Compliance with AS 1428 is achieved
	<b>3.3.2</b> Audit existing playgrounds, fitness equipment and associated public amenities including toilets to ensure they meet appropriate design principles for both access and inclusion and follow Inclusive Play Guidelines (“Touched by Olivia”) in the development of new and upgraded playgrounds and play spaces and include rest spots and accessible water fountains	7	City Development and Asset Management	Medium term	Audit is completed and included into update of Asset Management Plans, new and upgraded playgrounds and spaces are developed using Inclusive Play Guidelines



Theme	Action	State Plan Priority	Responsibility	Timeframe	Measurable Target
	<b>3.3.3</b> Ensure access-compliant Council toilets are included on the National Public Toilet Map website	7	Assets (list) Communications (on website)	Medium term	National Public Toilet Map website is up to date and linked to City of Unley website
	<b>3.3.4</b> Explore additional pedestrian safety counters at high use crossings and determine length of crossing time	7	City Development	Medium term	Reviews are undertaken annually and plan to install pedestrian safety counters is in place and implemented
	<b>3.3.5</b> Conduct regular reviews of accessible on and off-street car parking	7	City Design	Ongoing	Reviews are undertaken biennially and parking strategy consulted with DAIP Reference Group and in place
	<b>3.3.6</b> Continue to provide charging points for mobility devices across the City	7	Asset Management	Ongoing	Charging points maintained and included in new developments where possible
	<b>3.3.7</b> Undertake a risk assessment, and identify priorities to resolve risks caused by some types of street trees and their seeds, leaves and bark	7	City Development	Short term	Risk assessment undertaken and actions included in regular maintenance schedules
<b>3.4 Review and refresh the promotion of publicly accessible car parking and amenities within parks/reserves</b>	<b>3.4.1</b> Create a register of all accessible playgrounds, parking and public amenities and place on Council website. Investigate new technology options such as apps	7	Open Spaces, Assets, Open Cities and Communications	Medium term	Accessible amenities are promoted via a map on Council website
<b>3.5 Development Assessment is undertaken in accordance with the relevant Acts and Australian Standards and Universal Design Principles</b>	<b>3.5.1</b> Development Assessment ensures that building design meets DDA compliance	7	City Services	Ongoing	Assessment of Development Applications ensures developments comply with DDA principles
	<b>3.5.2</b> Advocate for “best practice” inclusive design principles to be included in all private developments	7	City Services	Ongoing	Private developments encouraged to consider best practice inclusive design principles
	<b>3.5.3</b> Ensure that universal design principles are included and adherence to the Commonwealth Disability (Access to Premises-Building) Standard 2010 in all new Council buildings and renovations to existing buildings, including consideration of indoor and outdoor furniture and consider minimum two wheelchair parking spaces per building	7	City Services and City Development	Ongoing	All new Council buildings and renovations adhere to inclusive design principles

# Theme 4: Learning and Employment

Link to priorities in State Disability Inclusion Plan *Inclusive SA 2019-2023*

Workforce participation is fundamental to social inclusion. It provides economic independence and choice, social connections and friendships, value, identity and belonging. It is our aim that people living with disability have access to meaningful and inclusive employment and volunteering opportunities.



Theme	Action	State Plan Priority	Responsibility	Timeframe	Measurable Target
<b>4.1 Provide employment, volunteering and workplace opportunities across Council for people with disability</b>	<b>4.1.1</b> Review Council's 'Recruitment and Selection Policy' to ensure access and inclusion principles are represented	12	People & Culture	Short term	Recruitment and Selection Policy is reviewed and updated as required
	<b>4.1.2</b> Review employee onboarding procedure and resources to ensure there are no barriers to inclusion in relevant CoU systems	12	People & Culture	Medium term	Access and inclusion are embedded in the onboarding process at Council
	<b>4.1.3</b> Share all job vacancies (including Elected Member vacancies) with disability employment groups	12	People & Culture and Governance (Elected Member vacancies managed through the Electoral Commission of SA (ECSA))	Medium term and ongoing	Vacancies are shared with disability employment groups
	<b>4.1.4</b> Ensure employee and volunteer position descriptions are checked for accessibility prior to the vacancy being promoted	12	People & Culture and Volunteer Coordinator	Long term and ongoing	Employee and volunteer position descriptions are provided in large format and easy to read format
	<b>4.1.5</b> Encourage job applications from people living with disability, including a statement of support for those who require adjustments to the recruitment process or workplace to assist with accessibility	12	People & Culture	Short term and ongoing	Statement added to all position descriptions and advertisements
	<b>4.1.6</b> Investigate the potential for incorporating the functions of an "Inclusion Officer" into a role at Council in the future	12	People & Culture	Medium term	Investigated and either pursued/not pursued



Theme	Action	State Plan Priority	Responsibility	Timeframe	Measurable Target
	<b>4.1.7</b> DAIP is included in the onboarding process for all Elected Members, employees and volunteers	12	Governance (Elected Members), People and Culture (staff), and Community and Cultural Development (volunteers)	Medium term	DAIP is included in all Elected Members', employees' and volunteers' onboarding processes
	<b>4.1.8</b> Review Council Volunteer policy and procedures to reflect inclusion and access for all	12	Volunteer Coordinator	Short term	Volunteer policy and procedures are reviewed and updated
	<b>4.1.9</b> Investigate possibility of a buddy program for existing volunteers to support new volunteers with disability	12	Volunteer Coordinator	Medium term	Investigate and cost volunteer buddy program and submit budget bid
	<b>4.1.10</b> Assess all new vacancies to determine if a driver's licence should be an essential requirement of the role	12	People & Culture	Short term	Baseline template for all roles will not ask for a driver's licence, all new vacancies are assessed, and driver's licence requirement included if essential
<b>4.2 Promote workforce diversity</b>	<b>4.2.1</b> Develop a workforce Diversity, Inclusion and Belonging Plan	12	People & Culture	Short term	A workforce Diversity, Inclusion and Belonging Plan is developed

# Implementation, Monitoring and Review

It is a requirement of the *Disability Inclusion Act 2018* that a report be prepared, on or before 31 October each year for the Chief Executive of the Department of Human Services on the operation of the Council's DAIP during the preceding financial year. This report must include a summary of the extent to which the DAIP has been implemented.

In turn, the Chief Executive must, on or before 31 December each year, provide to the Minister of Human Services, a report summarising the above-mentioned annual report.

The annual review will monitor, track and evaluate the status of each action contained within the four themes within the DAIP:

- Inclusive Communities for All
- Leadership and Collaboration
- Accessible Communities
- Learning and Employment

Each of the actions identified have been allocated to responsible business units within Council, along with timeframes for the expected completion date. Measures have also been established to evaluate if the action has been completed.

The survey data captured throughout the initial community engagement used for the development of this Plan, will form the baseline data for measurement of success.

To measure the outcomes and impact of this Plan, a community survey will be undertaken every two years, the first at the halfway point of this Plan and the second at the conclusion of the Plan.

As per the requirements of the *Disability Inclusion Act 2018*, a review will be undertaken at least once in the 4-year period of this Plan.

At the completion of this DAIP in 2026, a whole of Plan review will take place to update or renew the themes and actions to best reflect the needs and feedback from the community at the time.

## Acknowledgements

We would like to acknowledge the many members of our community, especially those with disability, their family, carers, service providers and those with lived experience, who took part in our community engagement process.





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