

# City of Adelaide Disability Access and Inclusion Plan 2024–2028



CITY OF  
ADELAIDE

# Kurna Acknowledgement

City of Adelaide tampendi, ngadlu Kurna yertangga banbabanbalyarnendi (inbarendi). Kurna meyunna yaiya mattanya Womma Tarndanyako.

Parnako yailtya, parnuko tappa purruna, parnuko yerta ngadlu tampendi. Yellaka Kurna meyunna itto yailtya, tappa purruna, yerta kuma burro martendi, burro warriappendi, burro tangka martulyaiendi.

Kumarta yaiya miyurna iyangka yalaka ngadlu tampinhi.

The City of Adelaide acknowledges that we are located on the traditional Country of the Kurna people of the Adelaide Plains and pays respect to Elders past, present and emerging.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We also extend that respect to visitors of other Aboriginal Language Groups and other First Nations.



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The preparation and publication of the Plan is legislatively required by the State Government under the *Disability Inclusion Act 2018 (SA)* and is supported by Local, State and Federal Government frameworks and policies which promote access and inclusion for all community members.

# Lord Mayor Foreword

We know that one in five South Australians live with disability, so ensuring the City of Adelaide is accessible and inclusive is crucial.

Our Council has invested in accessible cross overs and tactile footpaths, and in recent years, projects such as the Quentin Kenihan Inclusive Playground and the Market to Riverbank link have cemented the Council's reputation as a leader in access and inclusion planning.

We have also established the Access and Inclusion Advisory Panel that provides advice to the Council to make our city a welcoming and inclusive place.

But there is much more work to be done.

That's why the City of Adelaide is releasing the Disability Access and Inclusion Plan (DAIP), a four-year strategy that builds on the strong foundational work we've done in this area.

The DAIP strives to improve people's ability to participate in city life, whether that means simply moving around our streets, attending world-class events and festivals, and frequenting shops, restaurants, and cultural institutions.

It sets goals for removing barriers that can stop people from using the city, such as helping businesses make their venues more inclusive and investigating the development of quiet, sensory-friendly spaces across the CBD.



**Dr Jane Lomax-Smith AM**

Lord Mayor

# Introduction

As South Australia's capital city, the City of Adelaide is committed to demonstrating best practice in access and inclusion planning, designed in conjunction with people with lived experience of disability through our Access and Inclusion Advisory Panel.

We want to plan the city for all people, encourage participation in communities, support businesses, enable visitors to enjoy our world class events and ensure City of Adelaide employees can engage with and provide excellent services for everyone.

This Disability Access and Inclusion Plan (the Plan) recognises the importance of inclusion and access for everyone, removing barriers for participation and enabling people living with disability to participate equally in their communities. It is a roadmap for how the City of Adelaide will promote inclusion in the community and how people with disability can access our mainstream supports and services.

## Our Goals:

1. Infrastructure that helps people to move around and navigate the city.
2. Liveable neighbourhoods and communities that enable everyone to participate.
3. Events and festivals for everyone to attend.
4. Businesses that are welcoming to more customers.
5. Inclusive customer and employee experience that is embedded into everything the City of Adelaide does.

## Our Principles:

In implementing the Plan, City of Adelaide has adopted the following principles:

- Equity of access, opportunity and participation are human rights protected by law.
- Respect for the dignity, autonomy and choices of people with disability.
- Universal design of places, services, programs and events meets a wider range of people's needs.
- Co-design with people with disability across the life of a project improves the user experience and promotes a sense of safety.

- Providing information and community engagement in diverse formats enables communication with a wider range of our customers.
- Pursuit of excellence in outcomes, rather than complying with minimum standards.
- Measuring what matters to demonstrate progress.

The Plan supports delivery of the City of Adelaide Strategic Plan 2024–2028. It responds to:

## Our Places

### Interesting, purposeful and safe

In ten years Adelaide will be a diverse collection of unique or distinctive neighbourhoods and precincts that are connected and accessible. Our public spaces will be designed for people, making them safe and lively and a reflection of our history and identity.

The Plan sets out Council's aspirations to facilitate and activate our places in a safe and accessible way for our community.

Accessibility, diversity and inclusivity will be improved by putting people first. We will work with partners to create safe, inclusive and healthy places for our community.

City of Adelaide has a track record of achievements upon which the Plan builds. There is still much to do to improve the accessibility of built environments and to promote inclusion.

City of Adelaide will work with community, business, government and other stakeholders to realise our vision of an inclusive city that enables the participation of people with diverse abilities. We will evolve our approach, listen to feedback and integrate good ideas and innovation from elsewhere as we continue to lead, deliver, partner, facilitate and advocate for the provision of inclusive facilities, services and programs.

Goal One	Goal Two	Goal Three	Goal Four	Goal Five
Infrastructure that helps people to move around and navigate the city	Liveable neighbourhoods and communities that enable everyone to participate	Events and festivals for everyone to attend	Businesses that are welcoming to more customers	Inclusive customer and employee experience that is embedded into everything the City of Adelaide does
<b>Four year focus area</b>				
Transport Strategy	Sensory Friendly Spaces	Cultural Strategy	Business Access and Inclusion Program	Inclusive Council meetings

## What is disability?

Australia is a signatory to the United Nations Convention on the Rights of Persons with Disabilities that defines disability as:

**Persons with disabilities include those who have long-term physical, mental, intellectual, or sensory impairments, which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others (Australian Network on Disability).**

Disability in the Australian legal system and government agencies is conceptualised considering the interaction between a health condition and:

- Environmental factors, such as community attitudes and access to services
- Personal factors, such as a person’s age and sex.

These factors have positive or negative influences on a person’s ability to perform everyday activities and participate in community life. As such, people with similar health conditions can have quite different experiences of disability; and the same health condition may contribute to disability in one person but not in another. (AIHW, 2022)

## The language of disability

Both person first and identity first language are used in Australia to refer to people with disability, or disabled people. Throughout this document we use person first language except when referring to Autistic people. There has been extensive public policy work undertaken in South Australia recently in the development of the Autism Strategy, where the community expressed a preference for identify first language.



# Types of disability

City of Adelaide recognises that most people will experience some form of disability in their lifetime.

Disability can be related to genetic disorders, illnesses, accidents, ageing, injuries or a combination of these factors.

The Australian Bureau of Statistics (cited in AIHW 2022) broadly groups disabilities depending on whether they relate to functioning of the mind or the senses, or to anatomy or physiology:

- **sensory and speech** (sight, hearing, speech)
- **cognitive** (difficulty learning or understanding)
- **physical** (including breathing difficulties, chronic or recurrent pain, incomplete use of limbs and more)
- **psychosocial** (including nervous or emotional conditions, mental illness, memory problems, and social or behavioural difficulties)
- **head injury, stroke or acquired brain injury**
- **other** (restrictions in everyday activities due to other long-term conditions or ailments) (ABS 2019b).

People experience different degrees of impairment, activity limitation and participation restriction within each category or may have multiple types of disability. Ageing can bring on new disability or exacerbate existing health conditions (AIHW, 2022).

As reflected in the Disability Inclusion Act 2018, City of Adelaide recognises that experiences of disability are diverse and may be experienced alongside additional barriers to participation, such as gender, age, sexuality, language, culture and means.

Some people face increased vulnerability due to disability, including women, children, Aboriginal people, people who are culturally and linguistically diverse and LGBTIQ+ people.



# Demographic Profile

The resident population of City of Adelaide is diverse. We have higher rates of particular groups in the city compared to Greater Adelaide including:

- people born overseas
- people who speak a language other than English at home
- men
- people aged 20–39 years of age

There are comparatively fewer Aboriginal and Torres Strait Islander people, women, children aged under 15 and older adults (over 60 years of age) living in the city.

City of Adelaide attracts 390,000 visitors each day for work, study, tourism and from regional or remote communities who may have experience of disability.

While not everyone with disability is eligible for the National Disability Insurance Scheme (NDIS), the most recent market monitoring (April to September 2021) shows that 352 people in the city have approved plans that support core, capacity building and capital expenses. Primary disabilities recorded against the plans include Autism, Developmental Delay and Global Development Delay, Cognitive Disability and Down Syndrome, Psychosocial disability and other disability.

ABS (2021) Statistic	City of Adelaide	Greater Adelaide
Residents	26,141	1,401,872
Residents born overseas	11,372 (45.4%)	27.6%
Residents speaking a language other than English at home	35.9%	21.3%
Under 18 years	1,712 (6.8%)	20.5%
Aboriginal and Torres Strait Islander	331 (1.4%)	1.7%
People requiring assistance due to living with disability, chronic health condition, or old age	850 (3.4%)	6.6%
Residents experiencing long term health conditions	6511 (27%)	34.5%
Females who require assistance due to disability	443 (3.6%)	7%
People older than 65 requiring assistance due to disability	340 (53%)	53.8%
Population who provide unpaid assistance to someone with disability	1855 (7.9% of the population aged 15+)	13.1%

Data sourced from Australia Bureau of Statistics Census 2021





# A City for Everyone

## Our Policy

### Social Model of Disability

City of Adelaide considers disability through the lens of the social model of disability. The social model sees disability is the result of the interaction between people living with impairments and an environment filled with physical, attitudinal, communication and social barriers. (People with Disability Australia).

### Valuing our Diversity

City of Adelaide recognises that the city is enriched by the presence and contribution of people from diverse migrant cultures, with diverse attributes, abilities and ideas. We celebrate our diverse communities and acknowledge all people as valuable members that live, work, volunteer, visit and study in Adelaide.

### Learning from Lived Experience

City of Adelaide recognises there is a legacy of exclusion and discrimination across Council decisions, plans and projects. We will work with people with lived experience to co-design ways of working to overcome historical and ongoing barriers to participation.

City of Adelaide has been listening to its Access and Inclusion Advisory Panel quarterly since 2013 to help shape projects, policies and services across the city. City of Adelaide reaffirms its commitment to listening to lived experience and finding new ways to engage and co-design with our communities.

### Universal Design

City of Adelaide will lead in its delivery of built environments, public spaces and services that are universally accessible to people with disability. We recognise there are circumstances in which universal design does not provide for all specific adjustments for all people. We will respond to this in consultation with people that require alternative solutions.

Universal Design involves creating facilities, built environments, products and services that can be used by people of all abilities, to the greatest extent possible, without adaptations (Inclusive SA, Government of South Australia).

Universal Design seeks to do more than meeting mandated minimum Australian Standards. It includes, and exceeds, those standards.

## Profile: Sisaleo



Sisaleo is a 40-something city-based worker at both community and government organisations, working in the disability field for over 20 years. His disability does present challenges in his daily life including transport, socialising with friends and co-workers, pain management and personal care. Sisaleo commutes to the city using public transportation, taxis, mobility scooter, or electric walker, depending on his needs on a given day. Sisaleo would like more accessible transport options that are not 'just trams or buses'.

Sisaleo also comes into the city for community and sporting events such as MOSAIC Adelaide, football and the Adelaide International. Parks and open spaces can be inaccessible especially as he finds carrying things difficult. He would love to see more accessible places to hire such as undercover spaces including tennis courts, table tennis, and basketball as well as community/office spaces and mobility shopping carts.

*"I have noticed some positive changes over the years, especially regarding accessibility and awareness of disability issues. However, there is always more that can be done to create a truly inclusive city." Sisaleo*



# 1. Infrastructure that helps people to move around and navigate the city

## Achievements 2019–2023

- **Twenty-two (22) footpath ramps, sixteen (16) renewed ramps and two (2) new ramps delivered between 2019–2022**
- **All bus stops in City of Adelaide meet Australian standards**
- **All signalised crossings in the city are equipped with audio-tactile push buttons**

The built environment of the city is long-lasting and changes made today need to deliver exemplary outcomes for access and inclusion as they will remain in place for decades. Small barriers can have a big impact – it only takes one break in a continuous path of travel for an entire journey to be inaccessible.

City of Adelaide has an important role in the development and maintenance of infrastructure and public spaces, and this needs to work well with the public transport services provided by the State Government, as well as private development.

City of Adelaide aims to make getting to and around the city accessible, safe and easy. We will focus our effort on infrastructure that helps people to move and navigate across the city and find opportunities to make small improvements that can be delivered at a city scale for big impact. We will aim to achieve disability access compliance in all new and upgraded infrastructure.

## Four Year Focus

### Transport Strategy

Embed accessibility within the City of Adelaide city-wide Transport Strategy incorporating input from people with lived experience of disability by December 2024.

City of Adelaide is committed to developing a city-wide Transport Strategy and creating new movement networks and converting street spaces to better enable access, support healthy streets, encourage higher levels of active transport and create welcoming and inclusive public spaces.

The Transport Strategy will take a spatial view of the city and identify priority locations for improvements to be implemented that meet people's needs. The Transport Strategy will guide City of Adelaide's decision making for transport projects and upgrades.



## Profile: Jarad



Being in his late thirties and having to frequent Adelaide nearly every week for volunteering, socialising, and work, it isn't necessarily easy or simple for Jarad to travel. Jarad needs to spend over 40 minutes commuting by bus, train and/or tram to reach his intended destination.

Jarad is well-known for his many significant contributions to the City of Adelaide, from helping out with the Adelaide Fringe Festival and Feast Festival, to providing constructive, comprehensive input and feedback concerning accessibility and inclusivity issues previously as a member on the Access and Inclusion Advisory Panel (AIAP). This opportunity has led to continued involvement with the Government of South Australia, where Jarad is currently serving on the Department of Human Services (DHS) Disability Minister's Advisory Council sharing his personal knowledge and lived experience on disability related matters to steer and shape future government strategy, policies and legislation.

Jarad has voluntarily worked at Radio Adelaide 101.5 FM, for the last ten years. Part of this role requires Jarad to regularly use public transport to get to places to produce and present many radio shows, including The Wire and De-Stigmatised.

To subdue sensory overload, overstimulation and heightened light/noise sensitivity while mixing in with members of the general public, Jarad wears noise cancelling headphones and prescription sunglasses. He enjoys leisurely strolling across many venues, businesses, public events and shopping, retail, and dining precincts, including, Rundle Mall, Hindley Street, and North Terrace. For neurodivergent people, attempting to navigate these places imposes many challenges with poor designs and insufficiently structured footpaths, pedestrian crossings, outdoor lighting systems and information maps and directories. A lack of sensory friendly/considerate spaces in public spaces where a neurodivergent person can recuperate if overcome with hypersensitive reactions to texture/sensory stimuli and to enable a person to unmask without being shamed, harassed, or vilified for it.

As someone who proudly identifies as autistic and gay, Jarad believes that there needs to be further incentives to make all venues, businesses, public events, and precincts more accessible so that disabled people (residents, workers, volunteers, academics, tourists) can have a fun time sampling and indulging in what Adelaide has to offer. The scarcity of factual and accurate information on websites and social media accounts can put off some potential customers with varying disabilities from wanting to visit and spend their money at venues.

***"Never underestimate or undermine just how loud our voices can sound onto those who refuse to listen to whatever we have to say about ourselves!"***

***Jarad***

## Case Study: Market to Riverbank link



The Market to Riverbank link is a long-term joint investment between City of Adelaide and the State Government to upgrade a series of small streets between the Central Market and the Riverbank/ Adelaide Oval. The link offers an intimate route for more than 15,000 local pedestrians and cyclists and improvements including new paving, lighting, trees, landscaping, street furniture and public art.

The link is designed for walkability and access and inclusion with input from City of Adelaide Access and Inclusion Panel for blind and vision impaired users.

## Case study: Quentin Kenihan Inclusive Play Space



A project that took three years from inception to delivery, the Quentin Kenihan Inclusive Playspace opened in 2021 is a homage to disability advocate, writer and actor Quentin Kenihan. The playspace was designed using the 'Touched by Olivia' inclusive playspace guidelines together with input from Quentin's family and friends, and representatives from the City of Adelaide Access and Inclusion Advisory Panel.

A key element of the design was to include play experiences that cater for all ages and abilities including:

- Wheelchair accessible swing and trampoline
- Super Loop challenge track
- sQuiggle public art in honour of Quentin
- Changing Places facility
- Sound and sensory garden

This project was delivered by City of Adelaide with support from the Government of South Australia.

## 2. Liveable neighbourhoods and communities that enable everyone to participate

### Achievements 2019–2023

- **City of Adelaide co-designed with people with disability for projects including the Quentin Kenihan Inclusive Playspace.**
- **Two Changing Places facilities were delivered at James Place and the Quentin Kenihan Inclusive Playspace and a new accessible toilet was delivered in Carriageway Park/Tuthangga (Park 17).**
- **City of Adelaide grant programs were updated to include accessibility criterion for community infrastructure such that access improvements (such as ramps) could be eligible for funding.**
- **City of Adelaide libraries delivered inclusive programs and exhibitions in partnership with organisations such as True Ability, AJZ Productions, Baptist Care, mindshare and the Office for Aging. A curated display with information about Autism was displayed in the City Library for Autism Awareness and Acceptance month.**
- **City of Adelaide Community Centres delivered programs that supported access and inclusion and provided safe and welcoming meeting spaces for various community groups to hire. An online booking system was implemented in 2022.**

All communities should have equal access to opportunities to connect, participate and be a part of the life of the city. City of Adelaide plays an important role in providing public spaces such as libraries, community centres, parks and playgrounds for people to connect, learn, exercise, relax and celebrate.

COVID has exposed the ways that people with disability can be vulnerable in emergencies and experience challenges in accessing information targeted to individual needs. While large proportions of the population have assumed a new pandemic-normal lifestyle, health and wellbeing precautions such as mask wearing continue to make spaces safer for some vulnerable people in the community including people with disability.

City of Adelaide aims to ensure community buildings, public places and new developments in the city are accessible and inclusive to the community beyond physical accessibility including a diversity of spaces and more ways to effectively communicate with more people.

### Four-Year Focus

#### Sensory Friendly Spaces

Investigate potential locations and cost for quiet/sensory friendly spaces in the city and develop a dedicated space by June 2028.

City of Adelaide will respond to a desire for child-friendly spaces as well as sensory/quiet zones throughout the city that are safe and autistic affirming. Co-locating these spaces with other important social infrastructure such as libraries, promoting their location and providing visitation at no cost will add to the vibrancy of our city, neighbourhoods and community.



## Profile: Suzanne



Suzanne is a former city-based professional in her late 60s who worked in the public service until health conditions and disability made working difficult. Most of Suzanne's conditions are invisible although you might notice wrist and thumb braces on occasions. Suzanne still comes to the city to meet friends, visit the art gallery and markets, and loves a Christmas-themed event or installation.

With multiple needs to consider, visits to the city are carefully planned. Living close to the tram line makes transport to the city easy but Suzanne is unable to walk long distances or up hills. When walking in the city she needs places to sit along the way. As a former Adelaide Oval member for many years, Suzanne paid for a reserved car park within easy walking distance for AFL games.

Stairs are difficult so places with a lift or access ramp make life easier. Both Suzanne and her husband like to know where there are public toilets which are open even when the shops are closed.

Suzanne likes to bring grandchildren to the city during the holidays. Wayfinding signage on the street and in buildings helps her navigate easily when juggling children at an unfamiliar venue. Suzanne makes a point of coming to relaxed or sensory friendly performances as one grandchild is autistic.

Quiet space at the event or a quiet place to retreat to is valued as her grandson can get overwhelmed in the city; or if Suzanne is feeling unwell and needs to take medication.

Suzanne needs to eat gluten-free food at set times and some grandchildren have food allergies. Although she always carries suitable food, it's nice to eat out and be able to give the grandchildren a treat. An easy-to-read menu with common food allergies and gluten-free foods listed is helpful; and it's better if the menu can be read before getting to the front counter so Suzanne doesn't feel like she's holding up the queue or having to quiz busy staff.

***"To come to the city is quite the journey. Each time I visit I remember places that make it easy for me and my grandchildren. I make a point of coming back to those places as it makes my trip so much more relaxing!" Suzanne***



## 3. Events and festivals for everyone to attend

### Achievements 2019–2023

- **Accessible events project involved auditing, training and a toolkit for use by event organisers in the City of Adelaide.**
- **A checklist for event accessibility planning was implemented into City of Adelaide event guidelines.**
- **Partnerships and artistic programs that fostered access and inclusions and supported the development of artists with disability.**

There are many ways to include all people in the cultural and social life of the city, including events and festivals that can be accessed and enjoyed by a diverse community.

For events to be accessible there needs to be good information available in advance about the accessibility features, including travel and parking provisions and bathrooms, accessible communication and information at the event, and a range of accessible experiences.

City of Adelaide will provide leadership and demonstrate good practice in accessible events, working with event providers and venue operators to improve access and inclusion at festivals and events.

City of Adelaide aims to provide and sponsor venues, events and activities that are welcoming and accessible for all.

### Four Year Focus

#### Cultural Strategy

Provide opportunities for artists and people with disability to participate in arts and culture, and embed in a City of Adelaide Cultural Policy by June 2024.

City of Adelaide will work with the arts and culture sector to implement a Cultural Strategy that supports artist and audience development; by providing information, support and funding to develop content, venues and promotional material that is accessible and inclusive.

## Profile: Jude



Jude is in her 40s and has worked in the city and North Adelaide in arts and hospitality for over 30 years. She also has lived in the city or surrounds for most of that time. Jude commutes in a few days a week for work and shopping and likes to socialise at night especially in Gouger Street. Jude uses public transport, and an electric scooter to get around as well as mobility aids at times. As someone with a dynamic disability – her support needs for mobility can be different every day. Going up stairs might be fine, trying to get downstairs is never fine.

After many years in the city Jude finds that a lack of signage is still a barrier, although she has noticed that businesses are making more of an effort. Jude has noticed that some footpaths are in poor condition and tricky to navigate but enjoys the lack of clutter in Rundle Mall. Jude likes to use electric scooters for transport but would like to see better regulation and education, so scooters aren't used in a way which pose a danger to pedestrians and other users of public space.

Jude would love it to be easier to find information about accessibility of businesses, venues and events for people with disability. She finds most businesses have a website or social media already; however more information about public transport trip planning, car parking, accessible toilets or any other supports for people with disability would make life easier and encourage her to spend money, knowing she'll be able to enjoy her visit.

***"Every step is lost money. It's free to provide information and I'll visit your business if I know it's accessible!" Jude***



## 4. Businesses that are welcoming to more customers

### Achievements 2019–2023

- **City of Adelaide worked with city businesses and users to encourage and regulate clear paths of travel for pedestrians.**

Businesses and services in the city make an important contribution to how the city is experienced by residents, workers and visitors. People with disability are customers who make up almost 20% of the population. Family members, friends and carers of people with disability are also customers.

City of Adelaide aims to support businesses in the city to improve access to their premises and information about their services and products to collectively lift the city's performance on accessibility and inclusion.

To do this effectively, we will support our business communities in main streets and retail precincts to upgrade their spaces and provide a welcoming environment and customer experience for people with disability. This will also apply to activities like business events, pop-up shops and other temporary uses of spaces.

### Four Year Focus

#### Business Access and Inclusion Program

Promote inclusive businesses to improve minimum standards and support people to identify places where they will experience fewer barriers by June 2026.

City of Adelaide will develop a Business Access and Inclusion Program to improve the accessibility of businesses in the city through development of skills and knowledge in the sector and through support for businesses to invest in upgrades that make their venues more inclusive.



Image: Person sitting on a red couch with a neon sign above (My Lover Cindi)

## Case Study: Communication Access Accreditation



Communications Access promotes inclusion and encourages participation by individuals with communication disabilities. In 2019 the City of Adelaide Libraries and Customer Centre became the first South Australian local government to become Communication Access accredited. City of Adelaide was consequently awarded a Community Contribution Award by Speech Pathology Australia in 2019.

In 2022 all four City of Adelaide accredited locations have been re-accredited maintaining City of Adelaide's leadership in Communication Access.

## Case Study: Opportunity and Working at the City of Adelaide.



A partnership with Disability Employment Service providers and the City of Adelaide, the Job Access Employment Project helped to improve access to opportunities and inclusive practices at City of Adelaide. Key features of the Project included:

- Improving equitable access to role vacancies
- Resources for leaders
- Inclusion Statement for organisational and public communications and recruitment processes
- Job Access Disability Awareness 'Train the Trainer' program
- Data collection in recruitment processes
- City of Adelaide Culture Survey to measure inclusion progress.

## 5. Inclusive customer and employee experience that is embedded into everything the City of Adelaide does

### Achievements 2019–2023

- **City of Adelaide Access and Inclusion Advisory Panel provides diverse representation from individuals with lived experience of disability.**
- **City of Adelaide job advertisements offer assistance with recruitment process and encourage applications from people with disability, with 3.6% of job applicants identifying as having disability.**
- **Autism Awareness and Acceptance month delivered by City of Adelaide.**
- **In 2023, 97% of employees, volunteers and Elected Members are trained in access and inclusion.**
- **City of Adelaide employees receive tailored training in inclusive recruitment, universal design, accessible website design and marketing.**
- **City of Adelaide worked with disability led social enterprise Blend Creative to ensure people with disability are represented in Council promotions.**

Great customer experiences should be received by people of all abilities and needs, with knowledge and attitudes towards people with disability a significant opportunity for a more inclusive city.

***“You can have the best infrastructure in the world – all of that, but if staff don’t have the awareness or the training then it just doesn’t work.”***  
**– Jayson, AIAP member.**

City of Adelaide delivers a range of training and programs in our community venues to create shared understanding of different needs for information. We will continue to focus on extending our customer experience by improving access to Auslan services, finding new ways to engage our communities, and continuing to create a diverse workforce.

City of Adelaide aims to ensure information and communications accessibility sets a standard across the local government sector for access and inclusion. This includes our website, social media, hard copy publications and captioning of video content.

### Four Year Focus

#### Inclusive Council Meetings

Provide opportunities for more people to contribute to Council decision making processes by June 2025.

City of Adelaide will improve the accessibility of Council meetings including documentation, interactive live streaming, live captioning and Auslan interpreting, attending and making presentations.

# City of Adelaide's Role

City of Adelaide will seek to influence disability access and inclusion outcomes through leadership, delivery, partnerships, facilitation and advocacy. The Disability Access and Inclusion Plan is a four-year plan. City of Adelaide priorities from 2024–2028 will be the opportunities identified under the following five goals:

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## Goal

### 1 Infrastructure that helps people to move around and navigate the city

#### Lead

##### Universal Design

Ensure Council-led public space and streetscape upgrades incorporate universal design principles.

Universal design training is available to City of Adelaide employees in our public realm, Adelaide Park Lands, events, planning and building teams.

#### Deliver

##### Lighting

Improve lighting for paths of travel, transport and parking areas.

##### Rest Stops

Improve the accessibility of the Adelaide Park Lands through the installation of rest stops and accessible crossings.

##### Paths

Increase paths leading to bus stops and in the Adelaide Park Lands that meet accessibility standards.

##### Car Parking

Increase accessible car parking bays and the proportion of existing bays that meet accessibility standards.

#### Partner

##### Journey Planning

Partner to implement accessible technology to enable people to journey plan and successfully navigate the city.

##### Customer Feedback

Respond to feedback and suggestions on improving our built environment.

#### Facilitate

##### Paths

Ensure outdoor dining and signage that support local businesses and economic activity doesn't block paths of travel.

##### Car Parking

Facilitate the development of real time accessible parking information from public and private providers.

#### Wayfinding

Facilitate clearly labelled signage, street names, building numbers, and touch screen technology, prioritising high pedestrian locations.

Facilitate the early adoption of building numbering to the left of business entrances ahead of legislative requirements coming into effect in 2025.

#### Advocate

##### Universal Design

Advocate to State Government to ensure all Department of Infrastructure and Transport assets and projects include universal design principles and are accessible.

##### Public and Active Transport

Advocate for changes to major public transport stops to ensure water and toilets are nearby and for broad-scale implementation of a Traveller's Aid service.

Advocate for improvements in the storage and regulation of e-scooters to ensure safe pedestrian paths.

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## Goal

### 2 Liveable neighbourhoods and communities that enable everyone to participate

#### Lead

##### Community Buildings

City of Adelaide libraries and community spaces are inclusive hubs for connecting people, sharing information and participating in wellbeing and learning activities.

Improvements to community buildings in the Adelaide Park Lands to consider accessibility and inclusion that supports participation in sport.

#### Deliver

##### Community Buildings

Audit community buildings for accessibility to inform future asset renewals and asset management planning.

Implement access improvements to community buildings based on building audits and develop a level of service that promotes equitable participation.

Upgrade safety information in Council's community facilities and buildings so that warnings are audible and visual.

## Partner

### Public Amenities

Bathroom facilities across the city that are more accessible, located closer together and with more Changing Places facilities.

## Facilitate

### Universal Design

Encourage new commercial and public buildings to be accessible through development proposals and applications.

### Grant Funding

City of Adelaide provides funding to support disability access and inclusion initiatives in the community.

### Participation in City Life

People with disability can easily find and access information to enable them to participate in the life of the city.

## Advocate

### Universal Design

Advocate for stronger universal design practices in the State-wide planning system.

### Housing

Advocate for the delivery of housing outcomes for people with disability.

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## Goal

### 3 Events and festivals for everyone to attend

#### Lead

##### Council Events

Incorporate accessibility measures into the planning for all City of Adelaide run events.

#### Deliver

##### Community Events

Offer training in accessible events for event organisers.

#### Partner

##### Major Events

Investigate opportunities to partner with the State Government on accessible and inclusive major events in the City of Adelaide.

#### Facilitate

##### Community Events

Provide information, grants and sponsorship programs which support accessible activities, festivals and events delivered in the city.

## Advocate

### City Venues

Advocate for venue accessibility improvements and funding for privately owned city venues.

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## Goal

### 4 Businesses that are welcoming to more customers

#### Lead

##### Business Support and Incentives

Develop and trial a Business Access and Inclusion Program.

#### Deliver

##### Main Streets and Retail Precincts

Deliver accessibility improvements in key business locations.

#### Partner

##### Financing

Investigate financing mechanisms that can assist small business to invest in accessibility upgrades.

#### Facilitate

##### Marketing and Promotion

Promote good news stories and places and spaces that are physically and attitudinally accessible and inclusive.

#### Advocate

##### Business Accreditation

Advocate for a business access accreditation scheme in South Australia.

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## Goal

### 5 Inclusive customer and employee experience that is embedded into everything the City of Adelaide does

#### Lead

##### Co-design

People with disability are engaged in City of Adelaide co-design and consultation activities.

##### Access and Inclusion Advisory Panel

Facilitate lived experience advice to the City of Adelaide services, programs and projects through the Access and Inclusion Advisory Panel.

##### Council Decision-making

Improve mechanisms for the Access and Inclusion Advisory Panel to advise and influence Council decision making.



## Deliver

### Training

Ensure City of Adelaide employees are trained in disability awareness and confident in communications accessibility, with a focus on basic Auslan training for the customer centre.

Invest in training delivered by people with disability.

### Procurement

Increase procurement of services and products from disability providers for a broader range of City of Adelaide projects.

### Customer Feedback

Improve options to raise access and inclusion issues with Council.

## Partner

### Leadership Development

Partner with disability employment specialists and disability led organisations to deliver mentoring, leadership and employee development initiatives for people with disability.

### Volunteering and Employment

Improve recruitment processes so that people with disability are securing meaningful employment and volunteering opportunities with the City of Adelaide.

## Facilitate

### Communication and Information

Investigate additional mechanisms to improve information and communication accessibility.

### Celebrate Diversity

Recognise and celebrate the achievements of people with disability including significant dates such as International Day of People with Disability, with disability led and focused events.

## Advocate

### Data and Measurement

Advocate for development of standardised data and evaluation tools for local government.

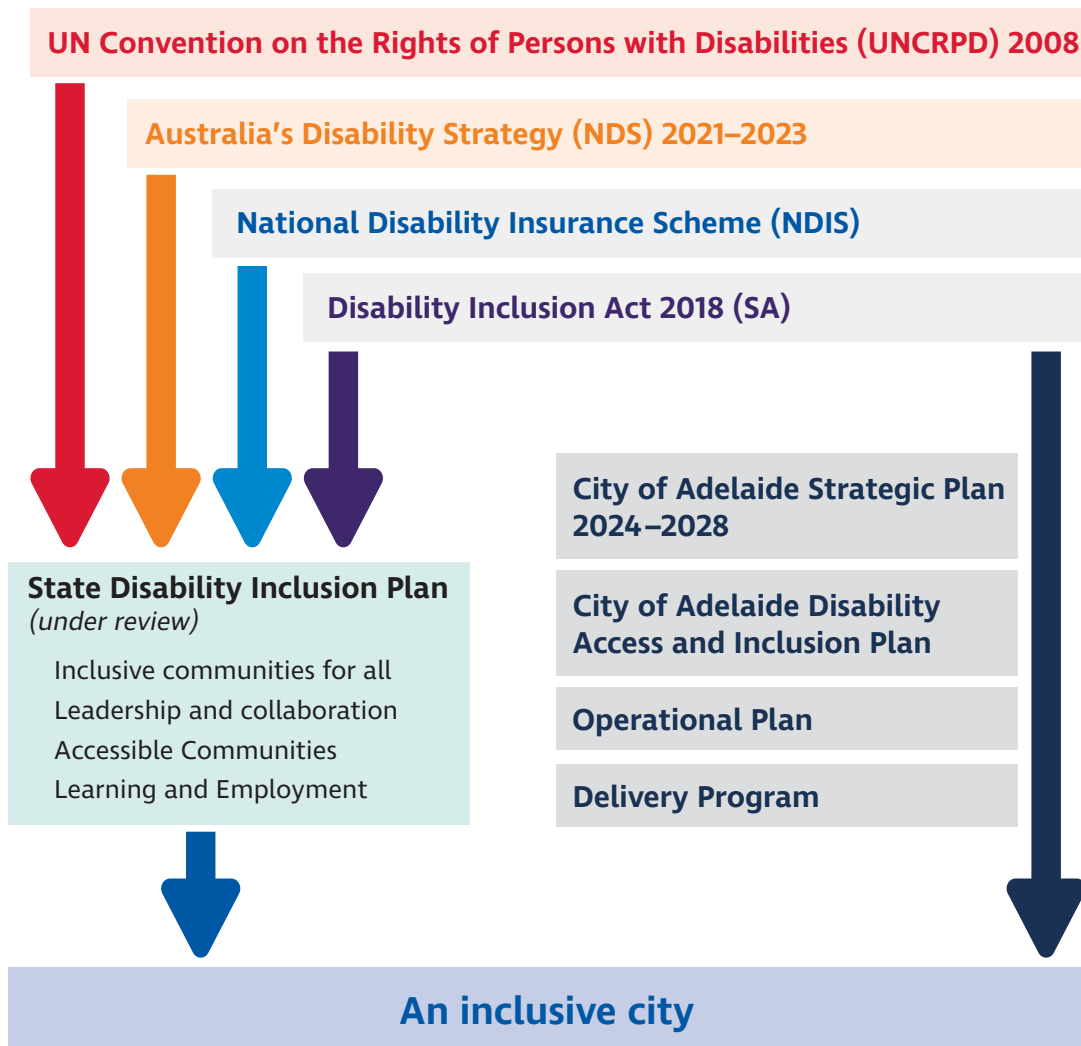


# Governance and Implementation

## Roles, Responsibilities and Strategic Alignment

All levels of government, as well as businesses and non-government organisations, play a role in access and inclusion.

### Policy and Legislative Context



#### Federal Government

Federal Government is responsible for the *Disability Discrimination Act 1992*, National Disability Strategy, National Disability Insurance Scheme, and income support policy. It provides funding and policy for education, health, housing (including for Specialist Disability Accommodation, social housing and rental assistance) as well as funding for transport and community infrastructure. The Federal Government is a signatory to the United Nations Convention on the Rights of People with Disability.

Recent changes in the Federal disability policy environment include:

- Launch of Australia's Disability Strategy 2021-2031 to replace the National Disability Strategy 2010-2020
- 2022 announcement of a National Autism Strategy (in development)
- Establishment of the NDIS Quality and Safeguards Commission
- Establishment of a Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

## State Government

State Government is responsible for Equal Opportunity legislation, *Disability Inclusion Act 2018*, transport infrastructure and services, social housing, planning strategy and land use planning policy for Greater Adelaide, building codes, major housing projects, health and education facilities and services. It also provides wrap-around services for vulnerable community groups and grant funding for community organisations. State Government plays a leading role in shaping the places we live and the opportunities in them.

Recent changes in the State disability policy environment include:

- Review of Inclusive SA: State Disability Inclusion Plan 2019–2023 and development of the State Disability Inclusion Plan – Interim Review 2022 as the current operating State Plan
- Commenced consultation on State Disability Inclusion Plan (due mid-2024)
- Committed to develop an Autism Strategy.

## Local Government

Local Government has a role in provision and management of the public realm, local infrastructure design and construction, development assessment, community development and operating community facilities, parks and playgrounds. Local governments consult the community about local facilities and services and can seek to change land use policy at the local level. Local government supports vibrant and equitable communities through events, community grants, accessible and affordable facilities and inclusive spaces.

## Community and Private Sectors

Not-for-profit agencies and community groups play a role in access and inclusion through advocacy, service provision, opportunities for participation, community building and leadership development opportunities. Businesses support access and inclusion through the services they provide, premises they own or operate, technologies they adopt and employment opportunities they create.



## Governance

### How the Plan was developed

The Disability Access and Inclusion Plan was developed by City of Adelaide with support from our Access and Inclusion Advisory Panel and consultancy Purple Orange.

City of Adelaide is responsible for implementing the Plan, including through existing and new partnerships and collaborations that support participation by people with disability. Oversight of implementation of the Plan is with the support of the City of Adelaide Access and Inclusion Advisory Panel.

The Panel aims to connect City of Adelaide with people's lived experience. The Panel meets quarterly to help shape the access and inclusion outcomes for key projects, programs and policies across the city. The Panel is made up of six individual and six organisational members who provide timely and expert advice on real life deliverables. This advice creates better project outcomes and helps to make our great city safe, accessible and inclusive for all city users.

The Plan will be reported annually through the City of Adelaide Annual Report and to the Department of Human Services through the State Government's annual audit requirements. The Plan will be updated four-yearly in accordance with legislative requirements under the *Disability Inclusion Act (2018)*.

### Access and Inclusion Advisory Panel



Tony Russo (proxy), Rebecca Norton (Autism SA), Jude Gaffney (Access2Arts), Verity Moreland (proxy), Jung Yoon, Kasia Parker (Kudos Services), Jeanette Bath, Sisaleo Philavong (Multicultural Communities Council of SA), Tony Starkey (See Differently)

**Absent** Jayson Hanrahan, Deanne Hanchant-Nichols – City of Adelaide Reconciliation Committee, Claudia Bailey

## Resourcing

Resourcing of the Plan is subject to the City of Adelaide annual business plan and budget processes. Across the City of Adelaide all teams and functions have a role to play in access and inclusion. The following provides a snapshot of key resources and their functions across City of Adelaide.

Resource	Function
<b>Social Policy Planning</b>	<p>Provide expert advice and is responsible for project management, social impact analysis, research, policy and program development and intergovernmental and sector liaison.</p> <p>Responsible for coordination and supporting City of Adelaide Access and Inclusion Advisory Panel.</p>
<b>Community Centres and Libraries</b>	<p>Provides spaces where all are welcome. Facilities provide access to public computers, Wi-Fi, the latest innovative technology, a range of resources to use and borrow, a place to rest and connect, information services and many programs and events.</p>
<b>Access and Inclusion Advisory Panel</b>	<p>Paid members connect Council staff to people’s lived experience.</p>
<b>Community Impact Grant program</b>	<p>Community Impact Grant program delivers financial support for eligible clubs, groups, educational institutions, organisations, and residents that align with the City of Adelaide Strategic Plan.</p>
<b>Council Infrastructure</b>	<p>Buildings, Adelaide Park Lands, and the public realm all significantly contribute to how people access and use the city.</p>
<b>Events and Festival Sponsorship</b>	<p>Events and Festival Sponsorship is designed to provide financial support to eligible organisations to assist in the staging of events and festivals that create a vibrant and dynamic city experience and support the outcomes of the City of Adelaide Strategic Plan and Adelaide Economic Development Agency Business Plan.</p>

# Appendix – Glossary

<b>Access and Inclusion Advisory Panel</b>	A group of community and organisational representatives who provide strategic, expert and impartial advice to the City of Adelaide on the development, implementation, monitoring and review of the city’s policies, strategies, plans and projects to advance the inclusion of people with disability								
<b>Auslan</b>	Australian sign language								
<b>Communications Access</b>	Aims to create a world where people who have communication difficulties are able to communicate successfully with everyone – Scope Australia								
<b>Department of Human Services (DHS)</b>	South Australian Government Department responsible for disability policy								
<b>Disability Discrimination Act (DDA) definitions of disability</b>	<p>Broad categories of disability covered by the DDA include:</p> <p><b>Psychiatric</b> – eg someone with mental illness such as depression</p> <p><b>Physical</b> – eg someone who uses a wheel chair, stick or walking frame; uses a scooter; or a person with amputation or cerebral palsy</p> <p><b>Sensory</b> – eg people who have vision impairment or who are deaf or hard of hearing</p> <p><b>Intellectual</b> – eg someone with Down’s Syndrome</p> <p><b>Learning</b> – eg problems with literacy such as dyslexia</p> <p><b>Neurological</b> – eg Multiple Sclerosis Disease processes – eg Hepatitis B or HIV/AIDS</p>								
<b>Sensory processing difficulties</b>	<p>Sensory processing is the way that a person perceives, processes and organises the information that they receive through their senses – hearing, sight, touch, smell, taste and movement. This sensory information comes from one’s own body and the environment around you. Atypical sensory processing is now considered to be a core feature of autism. For many people on the autism spectrum, living with atypical sensory processing can make it difficult to function effectively within a particular environment. There are three broad categories of sensory processing difficulties: Over-sensitivity, under-sensitivity, sensory-seeking behaviour – Autism Spectrum Australia</p>								
<b>Universal Design</b>	<p>Universal Design is the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all.</p> <p>Universal Design Goals are:</p> <table border="0"> <tr> <td>1 Body fit</td> <td>2 Comfort</td> </tr> <tr> <td>3 Awareness</td> <td>4 Understanding</td> </tr> <tr> <td>5 Wellness</td> <td>6 Social integration</td> </tr> <tr> <td>7 Personalisation</td> <td>8 Cultural appropriateness</td> </tr> </table> <p>Centre for Universal Design Australia</p>	1 Body fit	2 Comfort	3 Awareness	4 Understanding	5 Wellness	6 Social integration	7 Personalisation	8 Cultural appropriateness
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3 Awareness	4 Understanding								
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7 Personalisation	8 Cultural appropriateness								

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## Wayfinding

Wayfinding is a term used by access consultants and experts that describes the way people find locations in the built environment. People with low vision and who are blind may require environmental cues to find their way, eg maps, street numbers, and directional signs.

Wayfinding is much more than signage. Tactile Ground Surface Indicators, dome buttons on handrail ends, raised and directional signage, continuous handrails, tactile trails, Braille signage, infrared wireless and interactive signage can all assist in wayfinding.

Universal design which enables intuitive wayfinding is considered best practice in planning and development. An example of this is ensuring the alignment of kerbs across a street.

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