



Access and Inclusion Plan 2020-24

A brighter future for all

Adopted by Council on 27 January 2021

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Acknowledgment of Country

Adelaide Hills Council acknowledges that we undertake our business on the traditional lands and waters of the Peramangk and Kurna Nations. We pay our respect to Elders past, present and emerging as the Custodians of this ancient and beautiful land.

We are committed to working together to ensure that Peramangk and Kurna cultures and traditions are preserved and valued. Together we will care for this Country for the generations to come.

Mayor’s message

In April 2020, we released our [Strategic Plan 2020-24: A Brighter Future](#) in the wake of a catastrophic bushfire that was closely followed by a global coronavirus pandemic. While facing ongoing challenges of recovery, climate change events, and a global outlook of economic recession over the next four years, our Strategic Plan remains optimistic that – if we hold fast to the values that bind us and carry us through ongoing crises – we can look forward to a brighter future.

One important value that has carried us through is *social inclusion*. As we continue to focus on recovery and resilience, it is timely that we reaffirm this core value, which will ensure we rebuild and co-create a community - and a brighter future - for all people, including people living with disability.

Our new Access and Inclusion Plan 2020-24 (the Plan) is about exactly that: setting out the actions we will take over the next four years to ensure our Adelaide Hills' residents, visitors, Council employees and volunteers who are living with disability feel valued and included in their communities and workplaces; enjoy equal access to our unique natural environments, local events, information, facilities and democratic processes; and are able to find the right learning, volunteering and employment opportunities that they need to build their brighter futures.

Such ideas are not new or confined to our context. They echo the [State Disability Inclusion Plan 2019-2023: Inclusive SA](#), which we welcome. Our Access and Inclusion Plan 2020-24 articulates how we will support the vision, principles and priorities set out in the State Plan. Like the State Plan, our Access and Inclusion Plan 2020-24 is founded upon the principles outlined in the [United Nations Convention on the Rights of Persons with Disabilities \(UNCRPD\)](#).

In our context, this means recognising the rights of our residents, visitors, Council Members, employees and volunteers living with disability, and ensuring they are able to enjoy the same freedoms and local opportunities as anybody else. In putting these important ideas into practice, we want to lead by example in our district by identifying and addressing barriers in our district and organisation that may hinder people with disability from participating fully in our workplace and community.

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Introduction

The Adelaide Hills Council (AHC) wrote this Plan. When you see the words 'we', 'our', 'us', or 'Council', they mean the Adelaide Hills Council.

Our Plan has been developed in consultation with our community, local disability service providers, Adelaide Hills Council Members, employees and volunteers. It highlights our

ongoing commitment to making our organisation and district more accessible and welcoming for people living with disability.

Terms and acronyms in **bold** text throughout this Plan are defined in the Glossary at the end of this document.

About the Adelaide Hills Council

Adelaide Hills Council is a local government organisation that undertakes its business on the traditional lands and waters of the Peramangk and Kaurna peoples.

The land area of Adelaide Hills Council is 795 square kilometres, and extends from Mount Bold Reservoir in the south, to the South Para Reservoir in the north, and from the hills face in the west to the eastern escarpment of the Mount Lofty Ranges.

Council provides a range of services for nearly 40,000 residents, and nearly 500,000 domestic day-trip visitors annually, including:

1. planning and development
2. maintenance, management and renewal of properties, playgrounds, public infrastructure
3. library and customer services
4. volunteering
5. public health
6. parking and by-law enforcement
7. sport and recreation planning
8. youth development
9. positive ageing
10. community centres
11. communications, engagement and events
12. community development and cultural development
13. community grants
14. economic development
15. sustainability, open space biodiversity,
16. animal management
17. parks and reserves, cemeteries
18. fire prevention, emergency management, bushfire recovery
19. waste and water management.

Council operates Service Centres with libraries in Gumeracha, Stirling and Woodside; Community Centres in Gumeracha and Norton Summit; a Resource Recovery Centre in Heathfield; depots in Gumeracha and Stirling; the Fabrik Arts and Heritage Hub in Lobethal; and 16 historic cemeteries within the Council area. In-person Council meetings are held in Stirling and are live-streamed for community members. Council supports the Hut Community Centre in Aldgate and the Adelaide Hills Swimming Centre in Woodside.

Council provides its residents and visitors information about Council initiatives, meetings, consultations, events, grants, employment and volunteering opportunities, programs and activities. Council also provides local businesses information about legislation changes, tips, case studies and events.

Our employees and volunteers

Adelaide Hills Council currently has over 200 employees and over 180 registered volunteers who deliver services to the Adelaide Hills community.

Though we do not currently use data measures to track the percentage of Council Members, employees and volunteers who identify as living with disability, we aim to provide an accessible and inclusive workplace. For example, we have developed *Reasonable Adjustment Policy and Procedures* (adopted October 2018), so that prospective employees can request **reasonable adjustments** to the recruitment process, and so that employees can seek reasonable adjustments to their role and/or work environment.

We have also worked to build a more inclusive environment by partnering and consulting with organisations like the [National Disability Recruitment Coordinator \(NDRC\)](#) and [Disability Employment Service \(DES\)](#) Providers.

Strategic context

In 2018, the [Disability Inclusion Act 2018 \(SA\)](#) (the Act) was passed because the South Australian Government recognised that a stronger commitment to access and inclusion planning for people living with disability was needed.

The intention of the Act is to support the principles and purposes of the [United Nations Convention on the Rights of Persons with Disabilities \(UNCRPD\)](#). The UNCRPD was ratified by Australia in 2008, and the Optional Protocol signed by Australia in 2009. Following the UNCRPD, the Act acknowledges that people living with disability have the same human rights as other members of the community. The Act recognises that the State and the community have a responsibility to facilitate the exercise of those rights. The UNCRPD is underpinned by eight guiding principles based on respect, equality and non-discrimination.

The [National Disability Strategy \(NDS\) 2010-2020](#) is a coordinated plan across all levels of government to improve the lives of people living with disability, their families and carers. The NDS is Australia's response to the UNCRPD. It is designed to ensure the principles of the UNCRPD are incorporated into policies and programs across Australia. Currently, the

Commonwealth and State and Territory Governments are working towards developing a new national disability strategy for beyond 2020.

The [State Disability Inclusion Plan 2019-2023: Inclusive SA](#) (the State Plan) was released on 31 October 2019. It was developed through community and sector consultation. The broad vision of the State Plan is an accessible and inclusive South Australia based on fairness and respect.

The State Plan is a requirement of the Act and provides a framework to support **State authorities** to implement the NDS.

The annual reporting against the State Plan will link the South Australian Government's achievements with the NDS's areas of policy action.

The Act requires each local government in South Australia to have a disability access and inclusion plan (DAIP).

The Act requires that our Access and Inclusion Plan sets out the actions we will take to ensure that people with disability can access our programs and services, built environments, events and facilities, meetings, information and communications, and employment and volunteering opportunities.

Additionally, the Act requires that this Plan addresses the risks relating to particular groups living with disability, especially women, children, Aboriginal and Torres Strait Islander people, and culturally and linguistically diverse people.

Our Plan must also explain how we will give effect to the objectives, principles and priorities set out in the Act and the State Plan.

What is disability?

There are many different definitions, understandings and experiences of disability. The [Disability Inclusion Act 2018 \(SA\)](#) states that *disability* refers to a person's:

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.

A more extensive definition of disability can also be found in the [Disability Discrimination Act 1992 \(Commonwealth\)](#).

The social model of disability

We adopt the 'social model of disability', which understands the difference between impairment and disability. *Impairment* means a medical condition, illness, genetic disorder or injury that affects the way a person's body or mind works. *Disability* means people with impairment miss out on opportunities because of barriers society has constructed.

A barrier is a problem that stops or limits access. Barriers might be physical, like a community facility only having stairs and no wheelchair ramp. But barriers might involve non-physical obstacles, like an unspoken attitude in our community or organisation about what role a person with disability can or cannot do. Barriers might also involve communication barriers, like an electronic document that is not properly formatted and cannot be read by a screen reader.

We use the word disability to mean barriers created by society. Everyone in our community needs to work together to identify and break down the barriers. This is called the 'social model of disability'. Though legislation is usually built around a medical (or individual/impairment) model of disability, we support the social model of disability. We do not want to confuse the body (impairment) with the social (disabled).

[People with Disability Australia](#) explain the social model this way:

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. It therefore carries the implication that the physical, attitudinal, communication and social environment must change to enable people living with impairments to participate in society on an equal basis with others.

The social model of disability has been adopted in the Council of Australian Governments' [National Disability Strategy 2011-2020](#) and the [United Nations Convention on the Rights of Persons with Disabilities \(UNCRPD\)](#).

This Plan guides the Adelaide Hills Council to help remove barriers in our community so that everyone can participate.

Universal Design

The State Plan encourages local governments to apply the principles of **Universal Design** when they plan or create new projects or services. According to the [Centre for Universal Design Australia](#), Universal Design is 'a means of achieving an inclusive society'.

The basic philosophy of Universal Design is designing for the most number of people who can use a product, place, building, service or website. This approach involves applying the 7 principles of Universal Design when planning every place, space and service:

1. Equitable use
2. Flexibility in use
3. Simple and intuitive to use
4. Perceptible information
5. Tolerance for error

6. Low physical effort
7. Size and space for approach and use

Universal Design helps us think about what everybody in our community and workplace needs when we plan or start new projects and services. If we adopt Universal Design principles, more people will be able to access every place, space and service from the start. Research has found that implementing Universal Design can lead to economic and social benefits, and can minimise the need for costly retrofits when facilities and services do not meet the needs of excluded community groups.¹

Our community

The Adelaide Hills Council Estimated Resident Population for 2019 was 39,977.

In 2018, there were 4.4 million Australians with disability, representing 17.7% of the population, down from 18.3% in 2015. Nearly one-quarter (23.2%) of all people with disability reported a mental or behavioural condition (up from 21.5% in 2015).²

In 2016, 3.4% of the population (1,308 people) in the Adelaide Hills Council area reported needing help in their day-to-day lives due to disability. This was a similar percentage to 2011. This compares with 5.9% for Greater Adelaide, 6% for South Australia, and 5.1% for Australia. This is an increase of 238 people from 2011, predominantly in the 5-59 year old age group (+122), but also in the 65-79 year old group (+81). The major difference in the age groups reporting a need for assistance between 2011 and 2016 in Adelaide Hills Council was in the 20 to 59 age group (+60 persons).³

In 2016, the suburb of Woodside had the highest proportion of people in need of assistance due to disability in Adelaide Hills Council district (6.1% or 151 people), followed by Lobethal-Charleston (4.7% or 142 people), and Aldgate (3.3% or 112 people).⁴

In the Adelaide Hills Council district, there are 497 NDIS participants (1.2% of the Adelaide Hills Council Estimated Resident Population for 2019).⁵

In 2016, the size of the labour force in the Adelaide Hills district needing assistance was 151, of which 89.4% (135) were employed and 10.6% (16) were looking for work, compared with 84.1% and 15.9% respectively for South Australia.⁶

¹ For example, see Odeck, James, Trine Hagen, and Nils Fearnley. 2010. "Economic Appraisal of Universal Design in Transport: Experiences from Norway." *Research in Transportation Economics* 29 (1): 304-11.

² Survey of Disability, Ageing and Carers (SDAC) conducted by the Australian Bureau of Statistics (ABS), 2018

³ Australian Bureau of Statistics, Census of Population and Housing, 2011 and 2016

⁴ Australian Bureau of Statistics, Census of Population and Housing, 2016

⁵ NDIS, [Participants by Local Government Areas](#), as at 31 March 2020

⁶ Thanks to Alex Kelly from REMPLAN for this data.

Our vision

Key priorities of our [Strategic Plan 2020-24: A Brighter Future](#) provide the foundation for this Plan. These are:

- B1.5* Provide accessibility for the full range of users by ensuring Council's road, footpath and trails network is adequately maintained and developed for all users
- C1.3* Make the district more accessible and welcoming for all with a focus on disability inclusion
- C1.4* Seek opportunities to improve transport options for those who need it most
- C2.4* Increase participation from the broadest range of our community and engage with them to shape policies, places and decisions that affect them
- O1.2* Continue to develop a positive culture through supporting an equitable, diverse and continuously improving work environment
- O4.2* Attract and develop a diverse and capable elected body that represents, promotes and reflects the composition of the community.

Actions

To achieve our vision, our Plan focuses on the following themes of the [State Disability Inclusion Plan 2019-2023: Inclusive SA](#) (the State Plan):

1. Inclusive communities for all
2. Leadership and collaboration
3. Accessible communities
4. Learning and employment.

In implementing the actions detailed in the following sections, Council's role in improving access and inclusion in our district may vary, depending on the nature of the action. The different roles of Council encompass: responding, promoting, partnering, facilitating, advocating, funding and regulating.

Terms and acronyms in **bold** are defined in the Glossary at the end of this document.

Theme 1: Inclusive communities for all

Social inclusion is a priority for people living with disability as it affects all aspects of their lives. It is our aim that the contributions and rights of people living with disability are valued and understood by all South Australians and that their rights are promoted, upheld and

protected. We also want to ensure that people living with disability are supported to advocate for their own rights.

- Priority 1: Involvement in the community
- Priority 2: Improving community understanding and awareness
- Priority 3: Promoting the rights of people living with disability

We will support social inclusion and promote and uphold the rights of people with disability through the actions shown in the following table.

Priority 1: Involvement in the community

No.	Action	Timeframe
1.1	<p>We will:</p> <p>Incorporate the DHS event toolkit into the planning of Council events</p> <p>Provide relevant employees and volunteers with training on the DHS event toolkit</p> <p>Promote the event toolkit and training opportunities to community groups who run community events.</p> <p><i>Supports Action 1 in the State Plan</i></p>	2022
1.2	<p>We will provide relevant information to DHS, or their representatives, during the design of the DHS app (or other medium) that displays services and facilities in our district that are wheelchair and disability access friendly. When released, we will promote this app to our residents and visitors with disability, their families and carers.</p> <p><i>Supports Action 2 in the State Plan</i></p>	2022
1.3	<p>We will continue to use the State Government’s Inclusive Play: Guidelines for accessible playspaces to guide our development of accessible and inclusive playgrounds and play spaces that provide sensory play experiences.</p> <p><i>Supports Action 3 in the State Plan</i></p>	Ongoing
1.4	<p>We will engage with external agencies, clubs and other relevant groups to identify strategies to increase the inclusion of children with disability in mainstream sports activities and clubs.</p> <p><i>Supports Action 5 in the State Plan</i></p>	2021
1.5	<p>We will continue to deliver library programs that are inclusive and adaptive for the needs of children living with disability.</p>	Ongoing

No.	Action	Timeframe
	<i>Supports Action 5 in the State Plan</i>	

Priority 2: Improving community understanding and awareness

No.	Action	Timeframe
2.1	We will celebrate and promote the International Day of People with Disability annually (3 December), and develop ways to recognise the contributions that people with disability make to our community (e.g. we will look at establishing an International Day of People with Disability Civic Award - in recognition of the public service of people with disability and 'access and inclusion champions' within our community, to be announced each year on International Day of People with Disability). <i>Supports Action 6 in the State Plan</i>	Annually (December)
2.2	We will publish stories to shape community understanding and attitudes towards people with disability (via our existing publications and promotional tools). <i>Supports Action 6 in the State Plan (and the emerging National Disability Strategy)</i>	2021-2024
2.3	We will undertake research to better understand and monitor changes in organisational and community attitudes about the rights and needs of people living with disability. <i>Supports Action 7 in the State Plan</i>	2021

Priority 3: Promoting the rights of people living with disability

No.	Action	Timeframe
3.1	We will <ul style="list-style-type: none"> • update induction of new AHC Members, employees and volunteers to include information about working with people with disability • provide training for our Council Members, employees, , volunteers and partners (e.g. The Hut Community Centre) in disability awareness. This may be part of a broader and coordinated diversity learning program. <i>Supports Action 9 in the State Plan</i>	2022

Theme 2: Leadership and collaboration

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

- Priority 4: Participation in decision-making
- Priority 5: Leadership and raising profile
- Priority 6: Engagement and consultation

We will support people with disability to have a greater role in influencing Council and community decision-making and participating in our community consultations through the following actions:

Priority 4: Participation in decision-making

No.	Action	Timeframe
4.1	<p>We will ensure our emerging Community Engagement Framework encompasses strategies to enable young people with disability to participate in Council decision-making processes.</p> <p><i>Supports Action 11 in the State Plan</i></p>	2023
4.2	<p>We will:</p> <p>20. seek advice about local disability issues and Council decisions from existing external disability advisory groups in our region and State (such as the Adelaide Hills Disability Inclusion Reference Group (DIRG) and DHS' Disability Engagement Group.)</p> <p>21. explore community interest in establishing an AHC disability inclusion engagement group - to enable direct engagement with residents with disability and their families, carers and advocates on Council decision-making and specific barriers for priority groups (children with disability, women with disability, Aboriginal and Torres Strait Islander peoples with disability and people with disability from culturally and linguistically diverse backgrounds). We will develop specific actions to address the needs and risks that are identified, and update our Plan accordingly.</p> <p><i>Supports Action 15 in the State Plan and the Act - sections 9(2), (3), (4), & (5)</i></p>	Ongoing
4.3	<p>We will actively seek participation in the AHC engagement group (see 4.2) by young people living with disability in our district.</p> <p><i>Supports Action 11 in the State Plan and Section 9 of the Disability Inclusion Act 2018 (SA)</i></p>	2021
4.4	<p>We will:</p> <p>22. utilise resources produced by the Electoral Commission SA and the Local Government Association of SA to make it easier for residents with disability to</p>	2022

No.	Action	Timeframe
	<p>vote and stand as a candidate in Council elections</p> <p>23. continue to identify and address barriers for residents with disability to meet with Council Members, attend Council meetings, and participate in our community consultations and engagement events.</p>	

Priority 5: Leadership and raising profile

No.	Action	Timeframe
5.1	<p>We will encourage residents with disability to participate in our Advisory Groups and Committees when recruiting new members, and will offer accessibility support at any stage of the recruitment process.</p> <p><i>Supports Action 12 in the State Plan</i></p>	2021-2024
5.2	<p>We will encourage young people with disabilities to participate in the Adelaide Hills Council Youth Leadership Program (YLP), and provide accessibility supports where required.</p>	2021

Priority 6: Engagement and consultation

No.	Action	Timeframe
6.1	<p>We will use the DHS engagement toolkit (when released) to consult and engage with people living with disability when developing policies and programs. We will provide employees training in the use of this toolkit where required.</p> <p><i>Supports Action 14 in the State Plan</i></p>	2022
6.2	<p>We will adopt co-design principles to engage our residents with disability, their families and carers, in the ongoing management, maintenance and replacement planning of public infrastructure (including roads, bridges, signage, footpaths, trails) through consultation processes.</p>	2022
6.3	<p>We will ensure our emerging Community Engagement Framework includes guidance for employees on best practice in consulting and engaging with people with disability.</p>	2023
6.4	<p>We will continue to consider accessibility issues and the needs of all Council Members, employees and volunteers when purchasing, refitting or leasing new Council offices, depots, IT and communications systems-equipment, employee fleet vehicles and carparking.</p>	Ongoing

Theme 3: Accessible communities

The accessibility of the built environment, quality services and information is key to ensuring people living with disability are included and have the opportunity to equally participate in

all aspects of community life. It is our aim to increase accessibility to public and community infrastructure, transport, services, information, sport and recreation and the greater community.

- 24. Priority 7: **Universal Design** across South Australia
- 25. Priority 8: Accessible and available information
- 26. Priority 9: Access to services

We will help improve access to its buildings, environments and services through the following actions:

Priority 7: Universal Design across South Australia

No.	Action	Timeframe
7.1	We will continue to incorporate Universal Design principles in our criteria for new Council building and public projects and planning for programs, public infrastructure (including footpaths, trails and bus stops), services and events (including clear conditions about using Universal Design when we contract architecture, engineering and construction companies to deliver big projects for/with us). <i>Supports Action 19 in the State Plan</i>	Ongoing
7.2	We will provide information and training for relevant employees and contractors in Universal Design principles. <i>Supports Action 19 in the State Plan</i>	2021
7.3	We will review the accessibility of Council-managed car parks, public toilets, service hubs and events. We will develop a more strategic approach to accessible car parking in our township centres, service hubs and visitor destinations. <i>Supports Action 19 in the State Plan</i>	2023-2024
7.4	We will consider Livable Housing Australia design guidelines and Universal Design principles in decision-making around residential development applications. <i>Supports Action 17 of the State Plan</i>	2021-2024

Priority 8: Accessible and available information

No.	Action	Timeframe
8.1	We will promote the State Government's new Inclusive SA website (when launched in June 2021) through our Website and existing publications and promotional tools. <i>Supports Action 20 in the State Plan</i>	2021
8.2	We will make our new Council website and e-services technology accessible and inclusive for all users.	Ongoing

No.	Action	Timeframe
	<p>We will use the State Government's Online Accessibility Toolkit to inform the planning, building and procurement of our new Website, e-services and online environment technology.</p> <p>We will encourage and support Council employees, volunteers and external stakeholders and community groups to use the State Government's new Online Accessibility Toolkit.</p> <p><i>Supports Action 21 and 22 in the State Plan</i></p>	
8.3	<p>We will provide Easy Read training for employees and volunteers who produce public documents, information and communications related to Council consultations and decision-making.</p> <p><i>Supports Action 21 of the State Plan</i></p>	2022
8.4	<p>Through our participation in the Regional Champions for Accessible Communications project, we will assess the need and resources required to provide information and communications about our services in different accessible formats. These may include easy read, Auslan, pictorial forms, large font, audible options, braille, closed captions and voice over.</p> <p><i>Supports Action 21 of the State Plan</i></p>	2021

Priority 9: Access to services

No.	Action	Timeframe
9.1	<p>We will monitor the development of DHS' toolkit for signage, wayfinding and multimedia devices.</p> <p>When released, we will promote and use this toolkit to support deaf, hard of hearing, blind, vision or hearing-impaired persons.</p> <p><i>Supports Action 25 in the State Plan</i></p>	2022
9.2	<p>We will identify Council service hubs that may need installation or upgrade of disability access signage. We will include needed works when scheduling infrastructure maintenance and upgrades.</p> <p><i>Supports Action 26 of the State Plan</i></p>	2022
9.3	<p>We will identify our key customer service outlets where installation of multi-media devices in queues may better include people who are deaf, hard of hearing, vision impaired, or blind. We will consider technological solutions for achieving more inclusive customer service in our Business Plans (from 2022-23).</p> <p><i>Supports Action 26 of the State Plan</i></p>	2023
9.4	<p>We will review and update the application guidelines, priorities and criteria of our Grant Program to increase applications and support</p>	2021

No.	Action	Timeframe
	for accessible and inclusion projects and events.	
9.5	<p>We will participate in the joint project: Regional Champions for Accessible Destinations project, which will involve an access audit of one destination site in our district and using the learnings to train relevant Council employees to achieve accessible destinations.</p> <p>We will encourage our external partners who manage visitor destinations to improve access and inclusion for residents and visitors where required.</p> <p><i>Supports Action 31 in the State Plan</i></p>	2021

Theme 4: Learning and employment

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 inclusive places of study and that education and training provides pathways to meaningful and inclusive employment and volunteering opportunities.

27. Priority 10: Better supports within educational and training settings
28. Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning
29. Priority 12: Improved access to employment opportunities and better support within workplaces

We will undertake the following actions to create and support workplace learning and employment opportunities for people with disability:

Priority 10: Better supports within educational and training settings

No.	Action	Timeframe
10.1	<p>We will explore opportunities to promote local support groups for parents and teachers who are preparing children with disabilities for life beyond school.</p> <p><i>Supports Action 33 in the State Plan</i></p>	2022

Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning

No.	Action	Timeframe
11.1	We will review and update recruitment, registration, induction and experiences of our Council volunteers in relation to accessibility and participation for volunteers with disability.	2022
11.2	We will provide targeted traineeships, volunteering opportunities and work experiences across Council for people with disability	2023

No.	Action	Timeframe
	(including people with a mental health condition), in partnership with local training providers, disability employment specialist non-government organisations and Disability Employment Service (DES) providers.	

Priority 12: Improved access to employment opportunities and better support within workplaces

No.	Action	Timeframe
12.1	We will utilise information and resources in the new SA Public Sector Disability Employment Toolkit and advice from disability employment specialist non- government organisations to identify next steps in creating a workplace culture and environment that is welcoming, inclusive and accessible for people with disability. <i>Supports Action 37 of the State Plan</i>	2022
12.2	We will utilise information and case studies in the new SA Public Sector Disability Employment Toolkit and advice from disability employment specialist non- government organisations to encourage our local business and organisations to consider the benefits and requirements of employing people with disability. <i>Supports Action 37 of the State Plan</i>	2022
12.3	We will advocate to governments and transport providers for more accessible and connected transport services to key employment hubs in our district.	Ongoing
12.4	We will develop appropriate measures for tracking the percentage of Council employees and volunteers who have requested workplace adjustments. <i>Supports Action 39 in the State Plan</i>	2021

Monitoring implementation of our Plan

Measuring and monitoring success

We will use our internal corporate planning and performance systems and processes to track and report our progress in implementing the actions in this Plan. As part of this, specific targets will be set for delivering each action, against which we will review and report our progress each year.

To assist in the process, we will establish an internal Access and Inclusion Working Group, with representatives from all relevant teams, to provide advice around the further development, implementation, progress and improvement of our Plan. We will also seek assistance and input from our disability inclusion engagement group (see Action 4.2) and partners.

Our Chief Executive will receive a report on the progress of our Plan in September in preparation to go to the October meeting of Council each year.

We will also send, on or before 31 October each year, a report to the Chief Executive of DHS outlining the operation of our Plan during the preceding financial year (including a summary of the progress achieved in implementing our Plan).

We will also include information about the progress we make in our Annual Report.

In accordance with the Act, we will formally review this Plan every four years or following a review of the State Plan.

Communicating our Plan

Our Plan will be available to our Council Members, employees, volunteers, contractors and partners, and the broader community. It will be promoted on our Council website, including in Easy Read format, and can be made available in other accessible formats and languages upon request.

Glossary

Accessible formats

Accessible format is the term used to describe alternative communication formats for people who have difficulties accessing information. Sometimes the term 'alternative formats' is used.

Adelaide Hills Disability Inclusion Reference Group (DIRG)

Established as an informal regional network in 2019, for the purpose of bringing together people with a passion for supporting the rights and wellbeing of people with disabilities in the Adelaide Hills region. Co-facilitated by Mission Australia NDIS Local Area Coordination Service for the Adelaide Hills region, Mount Barker District Council and Adelaide Hills Council.

AHC

The Adelaide Hills Council.

Auslan

Australian Sign Language (AUSLAN) is the sign language of people in the Australian Deaf community.

Built environment

Human-made structures, features and facilities viewed collectively as an environment in which people live and work.

Co-design

A range of activities and processes used in the design of services and products that involve people who use or are affected by that service or product.

Community Engagement Framework

A document that assists Adelaide Hills Council to work together with stakeholders and to share decision-making. Currently being updated.

DHS

The South Australian Department of Human Services.

DHS app

DHS are developing an app (or other medium) that will display community services and facilities that are wheelchair and disability access friendly (project in scoping phase, timeframe for rollout is yet to be confirmed).

DHS engagement toolkit

DHS are currently developing a toolkit that supports State authorities to consult and engage with people living with disability when developing policies and programs.

DHS event toolkit

DHS are currently developing a new event toolkit to promote accessible and inclusive practices for SA Government departments and local councils, scheduled for release in early 2021.

DHS toolkit for signage, wayfinding and multimedia devices

DHS are currently developing a toolkit for signage, wayfinding and multimedia devices for State authorities to support deaf, hard of hearing, blind, vision or hearing-impaired persons.

Easy Read

Easy Read, or Easy English, is a simplified form of plain English that is used for written information, often using pictures and short sentences. It is helpful for people with a cognitive or an intellectual disability or low English language literacy levels.

FABRIK

An arts and heritage hub based in the Onkaparinga Woollen Mill, Lobethal. *Fabrik* is an initiative of the Adelaide Hills Council.

Festivals and Events Organiser Toolkit

A one-stop-shop of considerations we publish and provide for those people tasked with developing or managing a festival or event in the Adelaide Hills Council district. The contents of this toolkit give important examples of good practice.

Inclusive Play – Guidelines for accessible playspaces

A set of guiding principles developed by DHS (launched December 2019) to guide local councils and other community groups in the development of accessible and inclusive playgrounds and play spaces.

Livable Housing Guidelines

Developed by industry and the community to provide assurance that a home is easier to access, navigate and live in, and more cost effective to adapt when life's circumstances change.

National Disability Strategy 2010-2020

The Strategy is a shared commitment by all governments to work together to improve the lives of Australians with disability by guiding governments and other organisations to build the wellbeing of people with disability and their carers.

Online Accessibility Toolkit

Launched in 2019, the South Australian Government's Online Accessibility Toolkit (accessibility.sa.gov.au) is a free publicly available online resource to improve website and online solutions for accessibility and inclusiveness.

Reasonable adjustment

A change we make to our administrative processes, working environment or procedures that supports an individual to meet the requirements of a position.

Regional Champions for Accessible Communications Project

Adelaide Hills Council is a member of the [Southern and Hills LGA](#) - a regional organisation of six Councils in the Fleurieu and Adelaide Hills region. The Local Government Association (LGA) has provided funding to the Southern and Hills LGA to undertake a Local Government Information, Linkages and Capacity Building (LGILC) project that will improve access and inclusion for people with disability. The *Regional Champions for Accessible Communications* project aims to build employee and volunteer capacity in effective communication with people with disability in customer serve settings and through digital and print channels. The focus areas and activities will be chosen during a co-design process that includes people living with disability, council staff and volunteers. At the end of the project, each council will have 'communications access champions' who are trained and able to support each other in advancing accessible communications initiatives across a range of departments and program areas. They will have developed an accessible communications plan for the next steps in each council, with advice from the communications access consultants.

Regional Champions for Accessible Destinations Project

Adelaide Hills Council is a member of the [Southern and Hills LGA](#) - a regional organisation of six Councils in the Fleurieu and Adelaide Hills region. The Local Government Association (LGA) has provided funding to the Southern and Hills LGA to undertake a Local Government Information, Linkages and Capacity Building (LGILC) project that will improve access and inclusion for people with disability. The *Regional Champions for Accessible Destinations* project aims to increase staff knowledge and skill in planning, design and construction of important public places like main streets, town centres and foreshores using universal design principles. The project will have a practical focus with site visits, access audits, design workshops and training for relevant built environment (urban planning, design, engineering and field services) staff. At the end of the project, each council will have its own 'place access champions' who can support each other in advancing universal design through public realm upgrades.

South Australian Disability Employment Toolkit

Provides information and resources to assist agencies in creating inclusive, accessible, safe and informed workplaces that value the contribution and experience of people with disability.

State authority

As defined in the [Disability Inclusion Act 2018 \(SA\)](#) to include a government department, an agency or instrumentality of the Crown, a local council constituted under the Local Government Act 1999 (SA) or any other person or body declared by regulations to be included.

State Disability Inclusion Plan 2019-2023: Inclusive SA (the State Plan)

The South Australian Government has prepared [Inclusive SA](#), the State's disability inclusion plan for 2019-2023. This Plan is the way the State Government is taking a lead on promoting the inclusion of South Australians with disability and providing them with support to live satisfying everyday lives.

Strategic Plan 2020-24: A Brighter Future

Adelaide Hills Council's Strategic Plan, which sets out the Council's key areas of focus for the period 2020-2024. It doesn't include everything we do, but it highlights the main areas under attention and where we will be directing our resources over the period.

Toolkit

A suite of information documents with may include guidelines, templates and procedures to assist in the completion of a task.

Universal Design

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.