

Campbelltown City Council **Disability Access and Inclusion Plan 2020-2024**



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If you have any feedback you would like to provide about the plan, please visit

www.campbelltown.sa.gov.au

This DAIP (Disability Access and Inclusion Plan) is available on the Campbelltown City Council website, or in alternative formats such as Easy Read, large font, electronic format (disk or emailed), audio or Braille, on request.

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Statement from the Chair Disability Access & Inclusion Advisory Committee

The coronavirus pandemic has been devastating for millions around the world. Paradoxically, for many with a disability it has opened up experiences that were previously inaccessible, as much of the world, including Local Government, embraced a virtual presence. Education, socialising, libraries, artistic performances, museums and galleries became equally accessible to all.

We must find ways to ensure the world doesn't close up again for our community members with a disability when life normalises. We now routinely ensure physical access is provided to buildings, footpaths and playgrounds. The challenge for us will be to look beyond those easier and obvious tasks to ensure opportunities to seamlessly participate in **everything** our community has to offer - to find means for all in our community to connect and belong.

"Inclusion elevates all." – **Elaine Hall**

Cr Johanna McLuskey
Chair, Disability Access & Inclusion Advisory Committee

Introduction

Campbelltown City Council is committed to providing a Community that is accessible and inclusive for everyone. We aim to provide equitable access to our buildings, services, communications, information, volunteer and employment processes for all people in the Community. Campbelltown's DAIP (Disability Access and Inclusion Plan) 2020-2024 demonstrates Council's commitment to improving access and inclusion for people with a disability in community life. Most people take the ability to go about their daily life for granted. People with disability should also be able to access and be included in all aspects of our society so that they can enjoy the rights and opportunities provided to all citizens.

About the City of Campbelltown

Located on the traditional lands of the Kaurna people, the City of Campbelltown incorporates the suburbs of Campbelltown, Paradise, Athelstone, Newton, Hectorville, Tranmere and parts of Rostrevor and Magill. The City is an eastern foothills Council of metropolitan Adelaide, approximately 6 kilometres from Adelaide's General Post Office. It covers an area of 24.35 square kilometres and is bounded by the River Torrens on the northern side, Glynburn Road to the west, Magill Road at its southern boundary and the foothills of the Mount Lofty Ranges in the east.

Major landmarks in the City include the University of South Australia (Magill campus), North Eastern Community Hospital, Lochiel Park Golf at Geoff Heath Par 3 Golf Course, The ARC Campbelltown, Campbelltown Library, the Migrant Monument, Newton Central Shopping Centre, Thorndon Park Reserve, The Gums Reserve, Steve Woodcock Sports Centre, Campbelltown Memorial Oval, Tranmere House, Newton Village Shopping Centre, Lochend House, Lochiel Park Green Village and Lochiel Parklands. The City has a good array of parklands and reserves and also features the highly regarded 'Flavours of Campbelltown Food Trail' which offers visitors to the area many unique food experiences. The remainder of the Council area is predominantly residential with new dwellings mainly from infill development, principally centred around Magill, Paradise, Rostrevor, Campbelltown and Tranmere. The residential community is supported by retail and commercial areas and pockets of light industry, particularly in Magill, Campbelltown and Newton.

Council provides a wide array of services, facilities and programs to the Community including community grants, maintaining facilities which are available for hire by clubs, organisations or individuals, provision of sporting facilities, including The ARC Campbelltown, Lochiel Park golf course, tennis courts and ovals, Campbelltown library, community bus, parks and reserves and neighbourhood BBQs.

Strategic Context

The South Australia Disability Inclusion Act 2018 (the Act) provides a legal framework to support equal access and inclusion for people living with disability in community activities and services including recreation, education, health, and public transport.

The Act aligns with the *United Nations Convention on the Rights of Persons with Disabilities* and with the Australian National Disability Strategy 2010-2020 and required the creation of the South Australian Disability Inclusion Plan. The first South Australian Plan came into effect on 31 October 2019. The Act mandates that all Local Governments develop a DAIP.

Defining Disability

There are many different kinds of disabilities which can result from accidents, illness or genetic disorders.

The *Disability Inclusion Act 2018 (SA)* defines disability, in relation to a person, as including long-term:

- physical
- psycho-social
- intellectual
- cognitive
- neurological or sensory impairment, or
- a combination of any of these impairments,

which in interaction with various barriers may hinder the person's full and effective participation in society on an equal basis with others.

Social Model of Disability

The social model of disability views disability as the result of the interaction between people living with impairments and an environment filled with physical, attitudinal, communication and social barriers. This definition of disability replaces and contrasts with the medical model or deficit and misfortune understanding of disability. The implication is 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 others¹.

Universal Design

Universal design is a design concept that considers people of all ages, abilities and situation. Universal design allows everyone to the greatest extent possible, to use programs, services and facilities. This includes access to the physical environment including public buildings, parks and streetscapes. But it also relates to the provision of transport, information and communication systems and products and services.

It is often cheaper and more effective to incorporate universal design features in the planning stages rather than trying to adapt existing structures and programs later.

Universal Design has the following 7 principles:

- Equitable use
- Flexibility in use

¹ People with Disability Australia, accessed from pwd.org.au

- Simple and intuitive to use
- Perceptible information
- Tolerance for error
- Low physical effort
- Size and space for approach and use

Council is committed to considering Universal design principles within our own programs, services and facilities and encourages all in the community to do so as well.

Disability Access & Inclusion Advisory Committee

Council formed an Accessibility Advisory Committee in 2007, now named the Disability Access & Inclusion Advisory Committee, comprising Elected Members, Disability agency representatives, Community Representatives with a lived experience of disability or caring for someone with a disability and Staff. The role of the Committee is to advise Council of any access and inclusion barriers and solutions to ensure that everyone, regardless of age or ability, can access and participate in Community life. The Committee meets quarterly and continuously reviews the Plan and actions.

Committee Achievements

- An ongoing traineeship position in Council for a local young person with a disability.
- Case studies of local employers employing a person with a disability.
- Sensory disability friendly sessions at The ARC.
- Volunteer and work experience opportunities provided to people with a disability.
- Campbelltown Memorial Oval development including accessibility features such as Changing Places facility and sensory parent rooms.
- Professional development for Staff about addressing access and inclusion barriers.
- Upgrades to parks and open spaces with installation of accessible play equipment.
- Upgrades to Council footpaths, pram ramps and pedestrian crossings to improve access.
- Activities and programs developed for children with autism.
- Successful advocacy to private businesses to make access improvements.
- Building improvements in Council owned facilities to improve access.

People with a disability living in Campbelltown

In Australia, over 18% of people live with disability² and 9 out of 10 of these have invisible impairments (intellectual, psycho-social, hearing, vision, neurological and learning).

Campbelltown key statistics:

- In 2016, there were 3,216 people (6.4%) living in the City of Campbelltown that reported needing help in their day-to-day lives due to disability³. This is an increase of 509 people from 2011 predominantly in the 85 year old age group (220), but also the 20-59 year old (108) and 5-9 year old (61) age groups.
- The suburb of Campbelltown had the greatest number of people with disability (763), followed by Magill (532) and Paradise (505)⁴.
- In 2018/19 there were 631-640 NDIS participants with an **active** plan living in Campbelltown (note these figures exclude early childhood early intervention participants, children up to 6 years). The top four disabilities are Autism, intellectual disability, neurological disorder and vision, hearing, speech or other sensory impairments.
- The NDIS forecast that between 2020 to 2023 in the City of Campbelltown there will be between 875 and 1,130 NDIS participants which will require between 400 and 532 disability workers (including occupational therapists, physiotherapists and speech therapists) to cope with the demand for services.
- 79.5% of people needing assistance in Campbelltown had a weekly income of \$999 or less⁴. These figures highlight that the majority of people with a disability are on low incomes.
- In June 2019, 1475 people in Campbelltown City Council with a disability were receiving the disability support pension⁵. The following carer payments were also being made; 1374 people received the Carer Allowance, an additional 28 were receiving the Carer Allowance (Child Health Care Card only), and 418 a carer payment.
- More than half of people aged between 10 years and 69 years (684, 57%) in need of assistance in Campbelltown were not engaged in employment or education and training in 2016⁴.
- A total 662 people (19% of people with a disability) in Campbelltown lived alone and required assistance due to a disability, the majority of whom were women (465, 70%)⁴.
- There were 530 people who required assistance that spoke a language other than English at home and English not well, and a further 90 who did not speak English at all⁴. This equates to 19% of people with a disability in Campbelltown that speak English not well or not at all.

² Survey of Disability Ageing and Carers 2019

³ ABS Census, 2016

⁴ ABS Census, 2016

⁵ DSS Demographic Data, June 2019

- 2387 (74%) people requiring assistance identified as Christian, a further 18% (574) identified as secular beliefs, other spiritual beliefs and no religious affiliation⁴.
- 296 family members or carers provided unpaid assistance to a person requiring assistance in the 2-week period prior to the 2016 Census⁴.

Our Vision

The Vision of Campbelltown City Council's Disability Access and Inclusion Plan is that all people with a disability can participate in Community life with dignity.

Actions

The Campbelltown City Council DAIP 2020-2024 is structured around the priority areas and actions of the Inclusive SA: State Disability Inclusion Plan 2019-2023 and takes into consideration the areas of policy action under the National Disability Strategy 2010-2020 (which is under review in August 2020). The themes resonate with the Campbelltown Community, and the alignment will streamline the reporting requirements to the State.

Theme 1: Inclusive Communities for All

Theme 2: Leadership and Collaboration

Theme 3: Accessible Communities

Theme 4: Learning and Employment

In implementing the actions in the DAIP Council will seek to address the needs of all people with disability especially women, children, Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse communities.

The current work of Council is outlined recognising the achievements and practices that Council has been working on for many years and also has priority areas of action that require more targeted energy and work.

Within the priority areas of action there is the team acronym responsible. The teams mentioned in the action tables include:

- CSSD – Community Services & Social Development
- PS – Planning Services
- IS – Infrastructure Services
- PC – People and Culture
- GCI – Governance and Community Interaction
- ARC – Aquatic and Recreation Centre
- UPLS – Urban Planning & Leisure Services
- LIB – Library Services
- EDI – Economic Development & Innovation
- IS – Information Services
- EVENTS

For each action proposed, a timeframe (Years 1, 2, 3, 4) indicates the period of time in which the action will be undertaken.

Staff work cross-Council with teams to monitor existing practices and implement new actions. Every quarter the Executive Management Team comprising the CEO and 3 General Managers review the Disability Access and Inclusion Advisory Committee agenda which outlines progress in the past 3 months. The Disability Access and Inclusion Advisory Committee meet quarterly to review the DAIP actions which can include new actions required based on emerging needs.

Theme 1: Inclusive Communities for All

Social inclusion affects all aspects of the lives of people with a disability. An inclusive community is one in which people with a disability can develop a sense of connection, belonging and value through networks, friendships and relationships in the broader Community.

People with a disability have lower rates of participation in Community life which can be because of physical barriers in the built environment, but also the social and attitudinal barriers of businesses, mainstream programs and community members. A person with a disability can be more disadvantaged by society's response to their disability rather than the disability itself.

People with a disability should be welcomed and included in all mainstream organisations and businesses. The perception can be that people with a disability want disability specific programs, but choosing activities based on mutual interest is more important than having disability as the commonality.

Australia has had rights-focused legislative protection for people with a disability for many years, but more can be done to promote widespread awareness and acceptance of the rights of people with a disability in practice.

Theme 1 Priorities:

Priority 1: Involvement in the Community

Priority 2: Improving Community understanding and awareness

Priority 3: Promoting the rights of people with a disability

What Council is doing well:

- CHSP (Campbelltown Home Support Program) / HACC (Home and Community Care) social programs.
- Library programs.
- ARC sensory swim session.
- ARC Staff have completed Autism awareness training.
- Section in Council's Contractor Agreements that contractors must comply with the Disability Discrimination Act.
- Community Hub @ the ArtHouse drop in space and affordable café.
- Council has affordable programs including consideration for low income.
- Accessible food trail tour and access information provided in the food trail booklet.

Priorities and Actions

Action		Team Responsible	Timeframe
Priority 1: Involvement in the Community			
1.1	Promote local Community groups, activities and social opportunities on Council's websites and other mediums as appropriate.	CSSD / ARC / LIB	Years 1-4
1.2	Encourage and support, with resources and tools, sport and recreation clubs and Community groups to improve access and inclusion for people with a disability.	CSSD	Years 2-4
1.3	Encourage and support cultural events and facilities to be accessible and inclusive of people with a disability.	CSSD	Years 2-4
1.4	Incorporate accessibility measures into the planning for all Council events.	EVENTS	Years 1-4
1.5	Implement an accessible events checklist for Council run meetings including workshops, forums, and information sessions.	EVENTS / CSSD	Years 1-4
1.6	Provide a sensory retreat tent at Council events for people with sensory issues.	EVENTS / CSSD	Years 1-4
1.7	Promote the hearing loops available in Council Chambers, the Function Centre and The ARC to the Community, and provide staff with instructions on their operation to increase Community access and inclusion in events and meetings.	IS/CSSD	Years 1-4
1.8	Review Council programs and services to ensure a scale of fees exists to promote participation for people on a fixed income.	CSSD	Years 1-4
1.9	Library programs and services are adaptable and responsive to user needs, by having staff with disability awareness and partnerships which support inclusive programming.	LIB	Years 1-4
1.10	Encourage, support and promote the provision of physical activity programs at the ARC that include people with a disability.	ARC	Years 1-4
1.11	Undertake research to better understand how to support participation in community life for people experiencing anxiety.	CSSD	Years 2-3
1.12	Review Council building lease arrangements when they expire with Community groups and organisations to consider disability access and inclusion practices.	IS	Years 1-4
1.13	Provide opportunities for people with a disability to make social connections	CSSD	Years 1-4

Priority 2: Improving Community understanding and awareness		
2.1	Promote and celebrate the abilities of people with a disability.	CSSD Years 1-4
2.2	Create stories of hope, an ongoing storytelling project that shares achievements of people with a disability and local people's lived experience and suggestions to increase awareness among the Community.	CSSD Years 1-4
2.3	Acknowledge, recognise and promote local employers of people with a disability to encourage others to employ.	CSSD / EDI Years 1-4
2.4	Compilation of local Employer Case Studies who employ people with a disability.	CSSD Years 1-4
2.5	Encourage and support mainstream organisations (including schools), groups and business to be inclusive of people with a disability. Provide disability awareness training if required.	CSSD / EDI Years 1-4
2.6	Regular contact with disability organisations to ensure knowledge of current trends and gaps for people with a disability.	CSSD Years 1-4
2.7	Host networking meetings for local disability service providers to collectively address identified local issues as required.	CSSD Years 1-4
2.8	Raise awareness of the barrier fluorescent lights and overhead radio noise are to some members of the Community.	CSSD Years 1-4
Priority 3: Promoting the rights of people with a disability		
3.1	Acknowledge and promote disability days such as the United Nations International Day of People with Disability to celebrate and promote the rights of people with disability.	CSSD Years 1-4
3.2	Promote the disability section on Council's website that includes information about the UN Convention on Rights of Person's with a Disability and a list of external disability advocacy and complaints services.	CSSD Years 1-4
3.3	Provide Staff and volunteer disability awareness training, including as part of the induction program.	PC / CSSD Years 1-4
3.4	Inform the Community of ways to safeguard and protect and promote the rights of people with a disability. Encourage and support the Community to look out for and take care of, Community members who have a disability.	CSSD Years 1-4
3.5	Explore partnership opportunities to support people with a disability to gain independent living skills e.g. utilising a Council owned house for young people to use as a learning facility.	CSSD Years 1-4

Theme 1 Inclusive Communities for All: Measurable Targets
Number of people living with disability who participate in cultural and recreational activities and community and social groups.
Proportion of Staff utilising the accessible events checklist for Council run meetings including workshops, forums, and information sessions.
Data on disability awareness training sessions held, and the proportion of Staff and Community group / organisation representatives who have attended.
Number of Council and Community events and activities promoted to the local Community.
Number of events that include a sensory retreat tent and the number of people accessing the sensory retreat tent at the events.
Numbers of people with a disability accessing Council run programs and other Community groups/organisations.

Theme 2: Leadership and Collaboration

In the Campbelltown City Council area people with a disability will have opportunities to participate, and influence, Council decision making. Council's Community engagement strategies will ensure people with a disability have opportunity to contribute. Council will also seek feedback from local people with a lived experience of disability to advocate to State and Federal Governments and private businesses on their disability policies, plans and practices.

Theme 2 Priorities:

Priority 4: Participation in decision-making

Priority 5: Leadership and raising profile

Priority 6: Engagement and consultation

What Council is doing well:

- Since 2007, Council has had a Section 41 Disability Access & Inclusion Advisory Committee comprising Elected Members, Community members with a lived experience of disability or as a carer of someone with a disability and disability service organisations.
- Council has facilitated a number of Community workshops on relevant topics identified by Community members including managing autism and post school options for students with a disability.
- Council develops and maintains networks and relationships with local disability providers.

Priorities and Actions

Action	Team Responsible	Timeframe
Priority 4: Participation in decision-making		
4.1 Provide information to people with a disability about how to engage in political life, including promotion of opportunities during election periods.	GCI / CSSD	Years 3-4
4.2 Develop a Council register of residents with a lived experience of disability or caring role who are interested in engaging with Council on a range of matters.	CSSD	Years 1-4
4.3 Continued implementation of the Disability Access and Inclusion Section 41 Committee that includes Elected Members, disability service providers, people with disabilities and carers to oversee implementation of the DAIP.	CSSD	Years 1-4
4.4 Promote how to engage with Council Staff and Elected Members on access and inclusion matters on the disability section of Council's website.	CSSD	Years 1-4
4.5 The Youth Advisory Committee will consider the needs of young people with a disability as part of developing and delivering their work plan.	CSSD	Years 1-4

Action	Team Responsible	Timeframe
4.6 Young people with a disability are actively recruited and supported to participate in the Youth Advisory Committee and other youth volunteering roles to contribute to planning for young people in the Campbelltown City Council area.	CSSD	Years 3-4
Priority 5: Leadership and raising profile		
5.1 Investigate opportunities to support leadership development for people with a disability in the Community.	CSSD	Years 2-4
Priority 6: Engagement and consultation		
6.1 Investigate and implement processes to support people with a range of disabilities to participate in Council Community engagement activities, including people with disabilities from various cultural backgrounds and across all ages and genders.	GCI	Years 1-4

Theme 2 Leadership and Collaboration: Measurable Targets
Proportion of people living with disability represented on Council or an advisory group.
Number of people living with disability who were engaged and consulted on issues.
Number of people on local disability register.

Theme 3: Accessible Communities

An accessible and well-designed community enables people with a disability opportunities for full inclusion in social, economic, sporting and cultural life. A good quality built environment also contributes to people's sense of safety and wellbeing.

Footpaths, pram ramps and pedestrian crossings are all important to support people's connection to the Community providing the link from their home to outside. Council has 247 accessible bus stops, of which 42 are State Government, 79 Council, 20 Adshel and 106 do not have a bus shelter.

Council owns a number of buildings, some of which are in Council's care and control and others that are leased. Council strives to ensure all of its buildings are accessible using the principles of universal design to ensure people can access the building from the carpark and use all the facilities and amenities within the building. Council also has a role to advocate to private businesses and land owners to make access improvements.

Council is responsible for a large number of outdoor parks and reserves. Council is striving to make these spaces accessible using the principles of universal design. According to the hierarchy for categorizing open space, priority of action is given to regional, district and local open spaces, in that order.

Transport remains one of the most important services for people with a disability who are some of the most transport disadvantaged members of the Community. People with a disability rely not only on public transport, but also private and community transport options. Transport is the link to ensure people are active out of their homes and can form, and maintain, connections in the Community.

Quality services and information are also key to ensuring people with a disability are included and have the opportunity to equally participate in all aspects of Community life. Some people with a disability require specialised support to maintain their independence and wellbeing at home and in the Community. This support can be provided through disability specific agencies and from support services universally available to everyone (i.e. GP services).

One of the challenges for people is when they first have to understand their disability and what service supports are available. The disability service system can be overwhelming and confusing at a time when someone might be feeling emotionally vulnerable.

People's wellbeing is supported through connections, relationships and participation in meaningful activities. Information needs to be accessible to people with a disability to ensure they know what services, clubs, arts and culture, sport and recreation, events and activities are available in the community.

Theme 3 Priorities:

Priority 7: Universal Design across South Australia

Priority 8: Accessible and available information

Priority 9: Access to services

What Council is doing well:

- Footpath upgraded and maintained in line with the Footpath Development and Maintenance Policy. Council has adopted a Footpath Forward program that will include adding secondary footpaths.
- Minor degradations of the footpath are rectified quickly.
- Pram ramps are upgraded concurrently at the construction of a new footpath or footpath upgrade. The camber of the pram ramps is considered at construction based on feedback.
- Council buildings refurbished and accessible include Campbelltown Library, Campbelltown Memorial Oval, Campbelltown Function Centre, Campbelltown Office public area, and The ARC Campbelltown.
- Campbelltown Memorial Oval has a Changing Places facility, sensory rooms and accessible toilet facilities.
- The ARC Campbelltown has accessible pools and adult change facility and provides programs for people with a range of abilities.
- Council's buildings have undergone access audits and improvements made e.g. lift at Hectorville Sports and Social Club.
- Council has undertaken access audits on Council open spaces and improvements made e.g. Thorndon Park accessible toilets, paths and play equipment.
- Council has successfully advocated to private businesses to make access improvements including seating at a shopping centre and changing of bollards to increase access between buildings.
- Council has successfully advocated to the State Government to make pedestrian improvements.
- Promotion of Livable Housing Design elements to private developers.
- Senior Staff and Elected Members training in universal design.
- Council buildings have accessible parking built to current standards.
- Council promotes accessible parking on 'Blue bay' app.
- Council disability website page includes information to access services.
- Relationships built with service providers including NDIS Local Area Co-ordinator, Housing Providers, Practice nurses, NDIS providers.
- Providing HACC home support services to people under 65 until 31 January 2021.
- Community bus door to door service.
- CHSP transport service for eligible clients.
- Advocacy to State Government and transport providers.
- Accessible bus stops, majority bus stops in Campbelltown City Council are compliant.
- Promote the safe use of mobility aids.
- Provide a recharge point for gophers at Campbelltown Library.
- Council uses My Local Services App that includes "Report It" to enable community members to report issues requiring Council attention, such as potholes, flooding or tripping hazards, quickly and easily.
- Chain of Trails Master Plan, Playground and Equipment Master Plan and Bicycle Plan all consider access.

Priorities and Actions

Action		Team Responsible	Timeframe
Priority 7: Universal Design across South Australia			
7.1	Provide accessible footpaths with safe, continuous paths of travel.	IS	Years 1-4
7.2	Advocate and encourage private landowners to address issues of inaccessible cross-overs and inverts.	IS	Years 1-4
7.3	Monitor the vegetation along footpaths to maintain clearance for pedestrian and wheelchair users.	IS	Years 1-4
7.4	Respond to Community feedback to address hazards and damage to footpaths and roads created by building works.	UPLS / IS	Years 1-4
7.5	Provide compliant accessible pram ramps as part of new capital or renewal works.	IS	Years 1-4
7.6	Advocate to State Government and private business as needed for improved pedestrian crossings and access.	IS / CSSD	Years 1-4
7.7	Manage street clutter through the mechanisms available to Council (permit processes) to ensure street access is maintained.	UPLS	Years 1-4
7.8	Council to plan for installation of pedestrian crossings as needed.	IS	Years 1-4
7.9	Plan for adequate lighting to be provided along paths of travel in streets, parks and reserves in line with Australian Standards and subject to funding.	IS	Years 1-4
7.10	Businesses and organisations have clear street numbering.	UPLS	Years 1-4
7.11	Encourage and support the use of universal design principles in planning applications. Make information about universal design readily available to applicants.	UPLS	Years 1-4
7.12	Utilise the Inclusive Play Guidelines for accessible play spaces including the checklists when developing new playgrounds and reviewing existing playgrounds in accordance with Council's play equipment and outdoor exercise policy and plan.	IS	Years 1-4
7.13	Continue to provide awareness and training for Staff in regard to universal design to ensure universal design principals are included as part of design work/projects.	IS / UPLS	Years 1-4
7.14	Advocate to Federal Government to embed universal design principles in the National Construction Code (NCC) formally known as the Building Code of Australia (BCA).	UPLS	Years 1-4

Action	Team Responsible	Timeframe
7.15 Continue to undertake access audits and access improvements on buildings in Council's care and control.	IS	Years 1-4
7.16 Continue to undertake access audits and improvements on leased Council buildings.	IS	Years 1-4
7.17 Consider establishing minimum standards for priority parks and reserves that improve access and inclusion for people living with disability and implement a program of priority actions.	IS	Years 1-4
7.18 Access and inclusion are considered as a part of the Thorndon Park Super Playground Masterplan development.	IS	Years 1-4
7.19 Advocate to private businesses to provide accessible car parking and ensure accessible car parks meet current standards.	CSSD	Years 1-4
7.20 Advocate for a change in the standards of accessible car parks to include long car parks to accommodate rear entry.	CSSD / IS	Years 1-4
7.21 Promote safe use of mobility aids (i.e. gophers) on roads and footpaths.	CSSD / IS	Years 1-4
7.22 Review availability of accessible car parks.	IS	Years 1-4
7.23 Consider installing tactiles at all road crossings when they are being renewed or created for Council roads and advocate the same for State roads.	IS	Years 1-4
7.24 Consider making bollards in public places easy to see for Community members with a visual impairment.	IS	Years 1-4
7.25 Consider exceeding minimum standards for doors and doorways when upgrading and building new toilet facilities so they can be easily opened and entered by people in varying sized wheelchairs.	IS	Years 1-4
Priority 8: Accessible and available information		
8.1 Review Council's website against Web Content Accessibility Guidelines 2.1 Level AA to improve compliance.	GCI	Years 1-4
8.2 Review information and publication processes and formats to comply, where possible, with disability accessible standards.	GCI	Years 1-4
8.3 Ensure Community members have easy access to a range of information of relevance to people with a disability and parents/carers, including disability support services and accessible facilities on Council's website.	CSSD	Years 1-4

Action	Team Responsible	Timeframe
8.4 Council information about places and spaces including parks and reserves, to include accessibility features where possible.	CSSD / IS / GCI / EDI	Years 1-4
8.5 Ensure people with disability have access to information and services to assist them during pandemics, natural disasters or other emergency situations.	CSSD	Years 1-4
8.6 Actively provide information to the Community about the NDIS, including those from various cultural backgrounds and across all ages and genders. Provide information and training to assist Staff as required. Explore opportunities for volunteers to assist.	CSSD	Years 1-4
8.7 Review the signage strategy to include visual signs and large print for text signs where possible.	IS	Years 1-4
Priority 9: Access to services		
9.1 Community grants support accessible activities and events; and the guidelines and application forms are accessible to all users.	CSSD	Years 1-4
9.2 Advocate and support organisations to provide disability outreach services in Campbelltown.	CSSD	Years 1-4
9.3 Council provide community transport through the Community bus and CHSP. Review the accessibility of Council transport programs.	CSSD	Years 1-4
9.4 Undertake a Council Community transport review in 2022 when CHSP transport services are contracted to end.	CSSD	Years 3
9.5 Continue to advocate to State Government and transport providers for accessible, connected transport services, including improved public transport routes particularly East / West travel.	CSSD	Years 1-4
9.6 Council will provide contracted State home care support services to younger people with a disability.	CSSD	Year 1
9.7 Investigate opportunities to provide at Council venues and advocate to non-Council venues to include, baby change tables that can accommodate older, heavier children with a disability.	CSSD / IS	Years 1-4
9.8 Install accessible toilets with adult sized changing benches and hoists in Council facilities.	IS	Years 1-4
9.9 Promote free and low cost food options to people with a disability and the broader Community.	CSSD	Years 1-4
9.10 Consider including in the infrastructure maintenance schedules the installation of signs on the front of	IS	Years 1-4

Action	Team Responsible	Timeframe
public buildings indicating disability access and installation of multi-media devices in queues at service outlets to include people who are deaf, hard of hearing, vision impaired or blind.		
9.11 Undertake social research to understand Outside School Hours Care and Vacation Care options for school aged children (5 to 18 years) with a disability.	CSSD	Years 1-4
9.12 Provide information and support to parents and carers regarding planning for the care of their child/ren with a disability when they are no longer able to.	CSSD	Years 1-4
9.13 Staff, as part of Child Friendly Campbelltown, will promote, provide information and referral regarding early intervention for children with a disability and their families.	CSSD	Years 1-4
9.14 Promote Council facility accessibility improvements to the Community.	CSSD	Years 1-4

Theme 3 Accessible Communities: Measurable Targets
Measures undertaken to ensure universal design principles are included in planning decisions.
Measures undertaken to ensure meetings and activities are accessible by all.
Number of people living with disability who accessed Council events or services.
Number of grant applications received for accessible events or activities and/or from people with a disability.

Theme 4: Learning and Employment

Employment contributes to physical and mental health, personal wellbeing, social connections and friendships, value, and a sense of identity. It is fundamental to social inclusion. Employment can also improve the person's financial independence and choice and raise living standards. People with a disability may have increased costs associated with health needs, equipment, transport and personal care. However, many are reliant on a fixed income from the Government which might cover essentials, but not leave much for discretionary spending.

For a developed country, Australia has poor employment outcomes for people with a disability and women with a disability are even more disadvantaged than men. Education outcomes for people with a disability are essential for wellbeing and future economic participation. Like employment outcomes, the educational outcomes for students with a disability are poor. People with a disability need access to lifelong learning opportunities based on their interests.

Our aim is 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.

Theme 4 Priorities:

Priority 10: Better supports within educational and training settings

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

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

What Council is doing well:

- Volunteer opportunities for people with a disability.
- Work experience opportunities are supported.
- An ongoing part time traineeship for a local young person with a disability.
- Employer case studies promoting local businesses that employ people with a disability.
- Lifelong learning programs through Council's library.
- Promote opportunities at other Community groups and organisations.

Priorities and Actions

Action	Team Responsible	Timeframe
Priority 10: Better supports within educational and training settings		
10.1 Develop disability awareness of mainstream organisations providing lifelong learning opportunities and promote learning opportunities to people with a disability.	CSSD / LIB	Years 1-4

Action	Team Responsible	Timeframe
Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning		
11.1 Expand Council's volunteer program to support people with a disability to engage in a variety of volunteering roles.	CSSD	Years 1-4
11.2 Volunteer supervisors receive disability awareness training to ensure volunteer practices and processes are accessible and inclusive.	CSSD	Years 1-4
11.3 Share the volunteer and employment stories of people with a disability.	CSSD	Years 1-4
11.4 Encourage and support sport and recreations clubs to provide a range of volunteer opportunities for people with a disability.	CSSD	Years 1-4
11.5 Work in partnership with DES (Disability Employment Services) to provide job readiness training locally to people with a disability.	CSSD	Years 1-4
Priority 12: Improved access to employment opportunities and better support within workplaces		
12.1 Review employment policies and processes to maximise opportunities for people with a disability and ensure barriers to inclusion are removed.	PC	Years 1-2
12.2 Provide disability awareness training to Council staff to increase employment and work experience opportunities for people with a disability at Council.	PC	Years 2-3
12.3 Council managers and supervisors support Staff with disability and caring responsibilities.	All	Years 1-4
12.4 Make all reasonable modifications to ensure inclusion of employees who have a disability.	IS	Years 1-4
12.5 Promote disability awareness training to community organisations, groups and local businesses to increase employment, work experience and volunteer opportunities for people with a disability in Campbelltown.	CSSD / EDI	Years 1-4
12.6 Maintain relationships and work in partnership with SLES (School Leaver Employment Services) and DES to improve access to employment opportunities for people with a disability.	CSSD	Years 1-4
12.7 Advocate to the State Government to increase employment opportunities for people with a disability within the State public service.	CSSD	Years 1-4

Theme 4 Learning and Employment: Measurable Targets
Number of people living with disability that were employed, volunteered or undertook work experience at Council.
Number of Staff that undertook disability awareness training.
Number of community organisations, groups and local businesses that undertook disability awareness training and subsequently, provided a work experience, volunteer or employment opportunity to a person with a disability.

Disability Access and Inclusion Plan Development

Consultation

Council Staff continuously consult with local people living with a disability and their carers. A formal Stage 1 community consultation process was undertaken from February to April 2020 to inform the development of the draft Disability Access and Inclusion Plan 2020-2024. The draft Plan was then released for a 6 week period of community consultation (Stage 2).

Method

Stage 1 Community Consultation

The consultation period was open for a period of almost 8 weeks from Tuesday 18 February until Monday 13 April 2020.

A survey was developed for people with disability, their families and carers and the broader Community. It was made available online, hard copy or via a phone call or meeting in person. A stakeholder survey for service providers was also developed, and was also available online, hard copy or via a phone call or meeting in person.

Fifty-nine disability and carers organisations and preschools, primary and secondary schools were contacted and requested to distribute information about the consultation to their communities, and also to complete a stakeholder survey.

The Reconciliation Advisory Committee and the Disability Access and Inclusion Advisory Committee was advised of the consultation opportunity and asked to forward to their contacts and networks.

Eight Community members completed the survey – 7 online and 1 hardcopy. One parent of a child with a disability participated in an in-depth interview. Eight staff members from 6 organisations participated in discussions. No organisations completed the stakeholder survey. Eighteen Council Staff participated in discussions to inform the redevelopment of the Plan.

Stage 2 Community Consultation

The consultation period was open for a period of 6 weeks from Wednesday 1 July until Wednesday 12 August 2020 and included:

- Promotion and invitation to the Community to participate via:
 - Letters/emails/Facebook posts
 - Notice in the Council Column and an advertisement in the Messenger
 - Electronic notices on Council's Website and in the Events and Activities electronic newsletter and Facebook and Twitter posts
 - Information poster at Council's Office

The Community were invited to provide feedback by:

- Completing a hardcopy or online survey
- Providing a submission either by email or letter

- Private or direct message via social media channels

A short and long version of a Community survey was developed for people with disability, their families and carers and the broader community, as well as a survey for parents and carers. The surveys were made available online, hard copy or via a phone call or meeting in person.

Twenty-eight preschools, primary and secondary schools were contacted and requested to distribute information about the consultation to parents. Six confirmed that they would include the information in their newsletters for parents.

Four people completed a survey (3 online, 1 hard copy); 1 carer, 1 person with a disability and 2 community members. Nine people with a disability, 7 parents/carers, 7 community group representatives, and 23 staff from 12 organisations participated in in-depth interviews.

For Stages 1 and 2, a total 82 people participated in the consultation.

The consultation was inclusive of all in the Community including women, children, and Aboriginal and Torres Strait Islanders with a disability, and people with a disability from culturally and linguistically diverse backgrounds.

Stage 1 consultation findings:

- People with a disability and their carers were generally very pleased and happy living in the Campbelltown area. The positive feedback included accessible buildings, footpath and pram ramp improvements, social activities through the Campbelltown Home Support Program, social groups by Churches and other groups and volunteer opportunities.
- The importance of understanding and supportive school environments, variable experiences reported by families across the Council area.
- The need to increase people's understanding about disability including abilities, skills, talents and contributions.
- People with a disability are seeking meaningful employment, volunteering and work experience opportunities.
- NDIS provides welcome funding to support people, however the bureaucracy, time and personal resources and capacity required to manage the NDIS intake and planning can be overwhelming at times. For some people with a disability, a lack of support person to assist and advocate for you during the planning process, can result in a less than optimal NDIS plan.
- The availability of NDIS funding in a plan, but the limited or lack of services available to purchase.
- A lack of support for carers of people with mental health issues since the introduction of the NDIS.
- There are financial pressures living on fixed incomes including Newstart or DSP. This influences social activity choices, home maintenance costs for home owners, and food security.
- Anxiety is a big barrier to social participation and leads to social isolation.
- Concern there is a group of older people not eligible for NDIS or My Aged Care (65 years and older), are falling through the gaps.

- Social programs and activities, including mainstream, that are available locally. This includes the lack of a community centre facility to support inclusive activities. Readily available information about mainstream sport and community programs that were disability inclusive.
- Awareness and understanding about disability for organisations and people in the Community.
- Transport support and accessible public transport. Free transport for culturally and linguistically diverse (CALD), low socioeconomic status, and vulnerable people with a disability and their families to assist access to services and programs for these groups.
- The importance of continuous, safe paths of travel around Campbelltown. Requests for footpaths on both sides of the road, and overhanging branches and bushes along footpaths to be regularly pruned. The importance of adequate lighting at night was also highlighted.
- Increased building works resulting in damage to roads and obstacles on footpaths.
- Playgrounds need to be accessible and inclusive of people with a disability of various ages.
- The need for more accessible car parking spaces at shopping centres, supermarkets, medical, health, community facilities etc., plus longer accessible car parking spaces to allow for safe rear entry access.
- Need change tables large enough to change older children with a disability e.g. 4-5 year olds.
- Disability awareness training required for staff to support inclusion of people with a disability in services and programs in the community.
- The community provided positive feedback regarding Council with communication and Council's action to make improvements in response to feedback received.
- Young people with a disability do not want paid carers as friends, they are interested in having romantic relationships, and they want to socialise in mainstream venues rather than participate in specific programs for people with a disability
- There may be people with a disability from CALD backgrounds that are eligible for NDIS plans but do not have them, and a lack of English among CALD community is a barrier to accessing support.
- Some Aboriginal people do not want to disclose that they have a disability, particularly an unseen disability, due to a fear of stigma. Some may also not want to use Aboriginal specific services because they do not want to see someone they know when visiting the service.

The findings from Stage 1 consultation were used to inform the development of a Draft DAIP. Stage 2 consultation findings found broad community support for the draft DAIP and alignment with the themes, priority areas and actions proposed.

Additional issues and suggestions raised during Stage 2 consultation included:

- A need for young people to have both social opportunities, and meaningful activities to do during the week once they have completed school (i.e. work experience, volunteer work, education or employment etc.).
- The need for age-appropriate social activities for young people aged 18+ to meet and socialise which reflect diverse interests, for example singles mixer at a local café or pub.
- A need for opportunities for young people with a disability to develop living skills through living independently for a week and experiencing organising their own meals, laundry, cleaning, having friends over etc.

- It was suggested that information and volunteers be available at the Library to inform community members about the NDIS.
- Multiple disabilities can create complexity when trying to find services to meet your needs, stressful for people with a disability and their carers.
- Community members don't see people who are visually impaired and bump into them in public places which can cause stress, anxiety and injuries.
- Suggestion to distribute disability access and inclusion information via the LOVE Campbelltown Facebook group.
- Signage in the community needs to include visual images (not just words).
- Organisations need to be flexible when employing people with disabilities, adapting positions or carving out roles for people.
- Communities can explore opportunities to offer people with a disability a wide variety of volunteer roles in sporting clubs and other community organisations.
- Community groups, including sporting clubs, dance schools and scout and girl guides have a history of including people with disabilities, however they have identified that disability inclusion training would be helpful.
- Sometimes it is a fight to get items/services included in NDIS plans, exhausting, stressful and time consuming process for people with a disability and/or their parents/carers.
- People not on the NDIS but potentially eligible need additional support to find out about the NDIS and feel confident to contact the Local Area Coordinator to discuss their situation.
- Not enough support for parents and carers. Advice and education are needed.
- Transition points stressful for young people i.e. Going into High School, and then the transition out of School.
- Covid-19 has created greater stress and anxiety for people with pre-existing mental health issues.
- Anecdotally since the introduction of the NDIS it has been observed that interacting and engaging with mental health service providers is more challenging potentially as there are not block funded programs now.
- Some adults with a disability have had traumatic employment experiences in unsupportive workplaces. Applying for positions in the open market is difficult.
- A suggestion for a sensory retreat space to be provided at Council events to enable people with sensory issues to take a break at events.
- No vacation care for High School aged children with a disability (or no locally available services).
- For CALD communities there is stigma attached with having a disability with many reluctant to talk about it publicly.
- People with sensory issues can have difficulty going into public places with fluorescent lighting and in which overhead radios are playing loudly.
- Some access improvements were suggested including tactiles at all road crossings, grey poles to have colour put on them to make them more visible, more shade in public places (to assist those who are vision impaired), and signs identifying where things are in larger print.
- The importance of storytelling including sharing stories of hope where people with a disability are achieving, stories of personal lived experiences of disability so Community members can understand a different perspective.
- The role that informed, independent volunteers could play in supporting people with the NDIS process.
- Increased Community concern for safeguarding people with a disability from abuse and neglect.

- Parents concerned and planning ahead for when they are not here to ensure their children with a disability are cared for.
- The impact on siblings and family life including extensive planning and thinking prior to outings, having to leave early or miss out on events and activities due to the needs of a family member with a disability, siblings feeling resentment and guilt.

Relationship to other policies, strategies, frameworks

Under the Disability Discrimination Act 1992 (Cwth) and the Equal Opportunity Act 1984 (SA) it is against the law to discriminate against someone based on their disability. Disability discrimination happens when people living with disability are treated less fairly than people without a disability and the discriminator fails to make reasonable adjustments to rectify the situation. It also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

International

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) was ratified by Australia in 2008, and the Optional Protocol signed by Australia in 2009. Inherent in Australia's commitment to the UNCRPD is an obligation to continually improve the lived experience of people with disability. The convention acknowledges the value of existing and potential contributions made by people with disabilities to the overall wellbeing of their communities. It is underpinned by eight guiding principles based on respect, equality and non-discrimination.

National

- The Disability Services (Rights, Protection and Inclusion) Amendment Act 2013
The Disability Services (Rights, Protection and Inclusion) Amendment Act 2013 strengthens protections available to South Australians living with disability by referencing the UNCRPD and including provisions such as enshrining the right to exercise choice and control in decision-making, ensuring accessible complaints and grievance processes and protection for those who raise a complaint.

- National Disability Strategy 2010-2020 (NDS)
The National Disability Strategy 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 outlines a 10-year national policy framework to create a more inclusive society and promote the participation of those with a disability. It guides public policy across all levels of government and drives change in all mainstream and specialist programs and services, as well as community infrastructure.

The NDS has 6 outcome areas:

- Inclusive and accessible communities
- Rights Protection, justice and legislation
- Economic Security and employment

- Personal and community support
- Learning and skills
- Health and Wellbeing

This Strategy is being reviewed for beyond 2020.

- National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) provides support to people with disability, their families and carers. The main component of the NDIS is individualised packages of support to eligible people with disability.

The NDIS also has a broader role in helping people with disability to:

- access mainstream services, such as health, housing and education
- access community services, such as sports clubs and libraries and
- maintain informal supports, such as family and friends.

State

- Disability Inclusion Act (2018)

The Act is “to promote the full inclusion in the community of people with disability; to assist people with disability to achieve their full potential as equal citizens; to promote improved access to mainstream supports and services by people with disability; to provide for the screening of persons who want to work or volunteer with people with disability and to prohibit those who pose an unacceptable risk to people with disability from working or volunteering with them; to provide for a community visitor scheme; to provide for responsibilities of the State during and following the transition to the National Disability Insurance Scheme; and for other purposes”.

Under the Act all Local Council’s need to develop a DAIP (Disability Access & Inclusion Plan) in partnership with local people with a disability, lodged with State Government and progress reported.

- Inclusive SA: State Disability Inclusion Plan 2019-2023

Inclusive SA was launched in November 2019 and is the South Australian Government's first State Disability Inclusion Plan. The Plan sets out the priorities and actions for the next four years under the following themes that are to also guide local governments across SA:

- Inclusive communities for all
- Leadership and collaboration
- Accessible communities
- Learning and employment.

Local

- City of Campbelltown Strategic Plan Link

The Disability Access and Inclusion Plan has links to all Goal areas of Council’s Strategic Plan 2010-2020:

Goal 1: Quality Living

A quality lifestyle that meets the changing needs of the Community.

- Strategy 1.1.1 A liveable Community with safe and connected neighbourhoods
- Strategy 1.1.3 A connected Community with people engaged in meaningful activities
- Strategy 1.1.5 Information and support for people across the lifespan through advocacy, programs, services and projects
- Strategy 1.1.6 Information, support and advocacy for people with a disability
- Strategy 1.3.1 Provide leisure services that deliver a wide range of sporting, leisure and recreational opportunities
- Strategy 1.4.1 Develop partnerships and seek grants that improve infrastructure, services, and recognition of the City
- Strategy 1.4.2 Maximise use of Community Transport
- Strategy 1.4.3 Advocate to other levels of government and service providers for relevant and accessible services to meet the needs of the Community
- Strategy 1.4.4 Develop, support and encourage Community participation and involvement

Goal 2: Leadership

A Council with strong leadership and excellent service delivery.

- Strategy 2.1.4 Provide effective Community and stakeholder engagement to support informed decision making processes
- Strategy 2.4.1 Promote Local Government elections to maximise voter participation
- Strategy 2.4.2 Provide effective communication with the Community using a range of tools and strategies

Goal 3: City Planning

Planning that achieves a balance between infrastructure, development and Community needs.

- Strategy 3.1.1 Develop management systems, policies and protocols that maximise the benefits and accessibility of the open space network for the Community
- Strategy 3.2.2 Safe, reliable and accessible pedestrian network
- Strategy 3.2.4 Develop, review and implement IAMPs (Infrastructure Asset Management Plans)

Goal 5: Local Economy

A Council which supports a strong and diverse local economy.

- Strategy 5.3.2 Deliver economic focused events for the local Community

- Disability Access and Inclusion Policy

Council has a Disability Access and Inclusion Policy which states Council's commitment to Access and Inclusion, principles, and theme and priority areas.

- Community Plan 2020

Council's Community Plan is essentially a people plan that outlines the gaps and aspirations for people living in Campbelltown. People with a disability informed the development of the

Community Plan and the Disability Access and Inclusion Plan is firmly embedded within the Community Plan.

Implementation process

The Disability Access and Inclusion Plan is a whole of Council plan that every Department has responsibility for implementing. Through implementation of the DAIP, disability access and inclusion will continue to become an integral part of everyday Council business.

The Plan will be monitored every quarter by the Disability Access and Inclusion Advisory Committee.

Annually the DAIP will be monitored by the Internal DDA Review Group comprising three General Managers, relevant Staff as identified by the three General Managers and the Manager Community Services & Social Development.

Campbelltown City Council will report annually as required by the State Government.

Acknowledgments

Council acknowledges and thanks the Disability Access and Inclusion Advisory Committee for their contribution to the development of the DAIP, and their work in monitoring its implementation and continuing to advise Council on issues related to disability access and inclusion.

Council would also like to thank all the people with disability, carers and families, community members and organisations that participated in the community consultation process.