



City of
Mount Gambier

Disability Access and Inclusion Plan 2020 - 2024

MAYOR'S MESSAGE

It is my pleasure to endorse the City of Mount Gambier Disability Access and Inclusion Plan 2020-2024.

The first City of Mount Gambier Disability Access and Inclusion Plan has been developed through consultation with our community, stakeholder groups and Council staff, addressing focus areas within our community and providing awareness of physical and mental disability along with equitable access and inclusion.

Aligned with the Inclusive SA: State Disability Inclusion Plan 2019-2023, Council has identified the following focus areas:

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

It is important that Council continues to ensure equity of access for all people living within the City of Mount Gambier and that minimum standards of Disability Discrimination Act 1992 compliance are met.

Council will continue to review and develop strategies to address groups in our community living with disability including women, children, Aboriginal and Torres Strait Islander peoples and those who are culturally and linguistically diverse so that we provide an inclusive city where people lead fulfilling lives.



Lynette Martin OAM
MAYOR

STATEMENT OF COMMITMENT TO ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES

The City of Mount Gambier recognises the Boandik people as the traditional owners and custodians of this local government area.

We respect their spiritual relationship with the land and recognise the deep feelings of attachment Aboriginal and Torres Strait Islander peoples have with this land.

The City of Mount Gambier is committed to working together with Aboriginal and Torres Strait Islander communities in the process of reconciliation.

We will cooperate to ensure the preservation of cultural practices, traditional sites and significant places.

The City of Mount Gambier supports expressions of cultural identity, strongly champions social justice and will advocate for enriching the lives of Aboriginal and Torres Strait Islander peoples.

Together, we seek to build a society where acceptance and understanding, respect and diversity are cornerstone values, where Aboriginal and Torres Strait Islander peoples feel a strong sense of belonging and are able to participate in the life of the community.

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INTRODUCTION

The Disability Inclusion Act 2018 (SA) requires the Council to develop a Disability Access and Inclusion Plan in line with the Inclusive SA: State Disability Inclusion Plan 2019-2023.

The first City of Mount Gambier Disability Access and Inclusion Plan has been developed through consultation with our community and staff, addressing focus areas within our community and providing awareness of disability and equitable access and inclusion.



PURPOSE

The purpose for the City of Mount Gambier Disability Access and Inclusion Plan (DAIP) is to outline our commitment to the continuous review and development of information, services and facilities to ensure equitable access and inclusion for all within our community.

Our DAIP has been structured in line with the Inclusive SA: State Disability Inclusion Plan 2019-2023 themes and focus areas:

1. Inclusive communities for all

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| Focus area 1 | Involvement in the community |
| Focus area 2 | Improving community understanding and awareness |
| Focus area 3 | Promoting the rights of people living with disability |

2. Leadership and collaboration

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| Focus area 4 | Participation in decision-making |
| Focus area 5 | Leadership and raising profile |
| Focus area 6 | Engagement and consultation |

3. Accessible communities

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| Focus area 7 | Universal design across South Australia |
| Focus area 8 | Accessible and available information |
| Focus area 9 | Access to services |

4. Learning and employment

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| Focus area 10 | Better supports within educational and training settings |
| Focus area 11 | Skill development through volunteering and support in navigating the pathway between learning and earning |
| Focus area 12 | Improved access to employment opportunities and better support within workplaces |

DEFINING DISABILITY

There are many different kinds of disabilities, which can result from accidents, illness or genetic disorders. The Disability Discrimination Act 1992 defines disability in relation to a person as:

- (a) total or partial loss of the person's bodily or mental functions; or
- (b) total or partial loss of a part of the body; or
- (c) the presence in the body of organisms causing disease or illness; or
- (d) the presence in the body of organisms capable of causing disease or illness; or
- (e) the malfunction, malformation or disfigurement of a part of the person's body; or
- (f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- (g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:

- (h) presently exists; or
- (i) previously existed but no longer exists; or
- (j) may exist in the future (including because of a genetic predisposition to that disability); or
- (k) is imputed to a person.

To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.

DISABILITY IN THE CITY OF MOUNT GAMBIER

Mount Gambier is the largest regional city in South Australia located centrally between Adelaide and Melbourne. It is the major service centre for the Limestone Coast, a thriving progressive community with city facilities and services.

Mount Gambier is home to more than 27,000 people with the City of Mount Gambier employing over 160 staff working across nine sites. The exact number of staff identifying with a disability employed at the City of Mount Gambier is currently unknown, as there is currently no reporting procedure in place, however through the delivery of the actions within the Disability Access and Inclusion Plan (DAIP) we hope to determine this.

The Australia Bureau of Statistics 2016 data states 1,714 people or 6.5% of the population reported needing help in their day-to-day lives due to disability.

In 2016, 6% of the South Australian population reported needing assistance in their everyday lives. This equated to approximately 103,000 South Australians requiring assistance.

People living with disability within our community may experience difficulties which may include:

- using footpaths and ramps
- finding their way around the city
- accessing public buildings, amenities and parks
- gaining employment
- accessing and reading information, including on our website
- hearing at a public meeting or at a customer service counter
- feeling accepted and valued.

It is important that Council continues to ensure equity of access for all people living within the City of Mount Gambier and that minimum standards of Disability Discrimination Act 1992 (DDA) compliance are met.

ACCESS AND INCLUSION TIMELINE

Equal Opportunity Act 1984 (SA)

The Equal Opportunity Act makes disability discrimination against the law and promotes equal rights, opportunities and access for people living with disability.

Australian Human Rights Commission Act 1986

Provides power to the Commission to deal with complaints of discrimination.

Commonwealth Disability Discrimination Act 1992 (DDA)

The DDA makes it unlawful to treat someone less favourably because of a disability.

United Nations Convention on the Rights of Persons with Disabilities 2008

The United Nations Convention on the Rights of Persons with Disabilities is an international human rights treaty intended to protect the rights and dignity of people with disabilities.

Disability (Access to Premises - Buildings) Standards 2010

The Disability (Access to Premises - Buildings) Standards 2010 was adopted in South Australia on 1 October 2012. This was adopted via the Development (Building Rules Consent - Disability Access) Variation Regulations 2012 which came into effect when the Development (Building Rules Consent - Disability Access) Amendment Act 2011 commenced.

National Disability Strategy 2010-2020 (NDS)

The Department of Social Services NDS outlines a 10 year plan to improve the lives of people living with disability and promote participation for a more inclusive society.

South Australian Public Health Act 2011

Promotes and provides for the protection of the health of the public of South Australia and to reduce the incidence of preventable illness, injury and disability.

South Australian Disability Inclusion Act 2018

Under the Disability Inclusion Act 2018 (SA), councils in South Australia are required to develop a Disability Access and Inclusion Plan (DAIP) by October 2020.

City of Mount Gambier Disability Access Audit on Public Buildings 2018

Prepared by Building Surveyor David Vandborg, the City of Mount Gambier carried out an access audit of all Council owned buildings in preparation for the development of our Disability Access and Inclusion Plan (DAIP).

Inclusive SA: State Disability Inclusion Plan 2019-2023

The State Inclusive SA Plan brings South Australian councils together to reduce the obstacles people living with disability deal with in their local communities.

The City of Mount Gambier Disability Access and Inclusion Plan (DAIP) 2020-2024

The action plan to develop and review the equity of access and inclusion of all facilities and services within Mount Gambier.



OUR VISION

The vision according to the Government of South Australia State Disability Inclusion Plan states:

“Our vision is an accessible and inclusive South Australia based on fairness and respect.”

The City of Mount Gambier Strategic Plan 2020-2024 includes the following focus areas to assist with ensuring equity of access for all people living within our Community:

1.3 Sense of community

We foster a sense of community by encouraging and supporting participation in community life.

- 1.3.1 Supporting community events and programs that bring people together, encourage interaction and promote a sense of community

1.4 Care for the community

We will develop our service offering to the community to ensure all members have access to required levels of support.

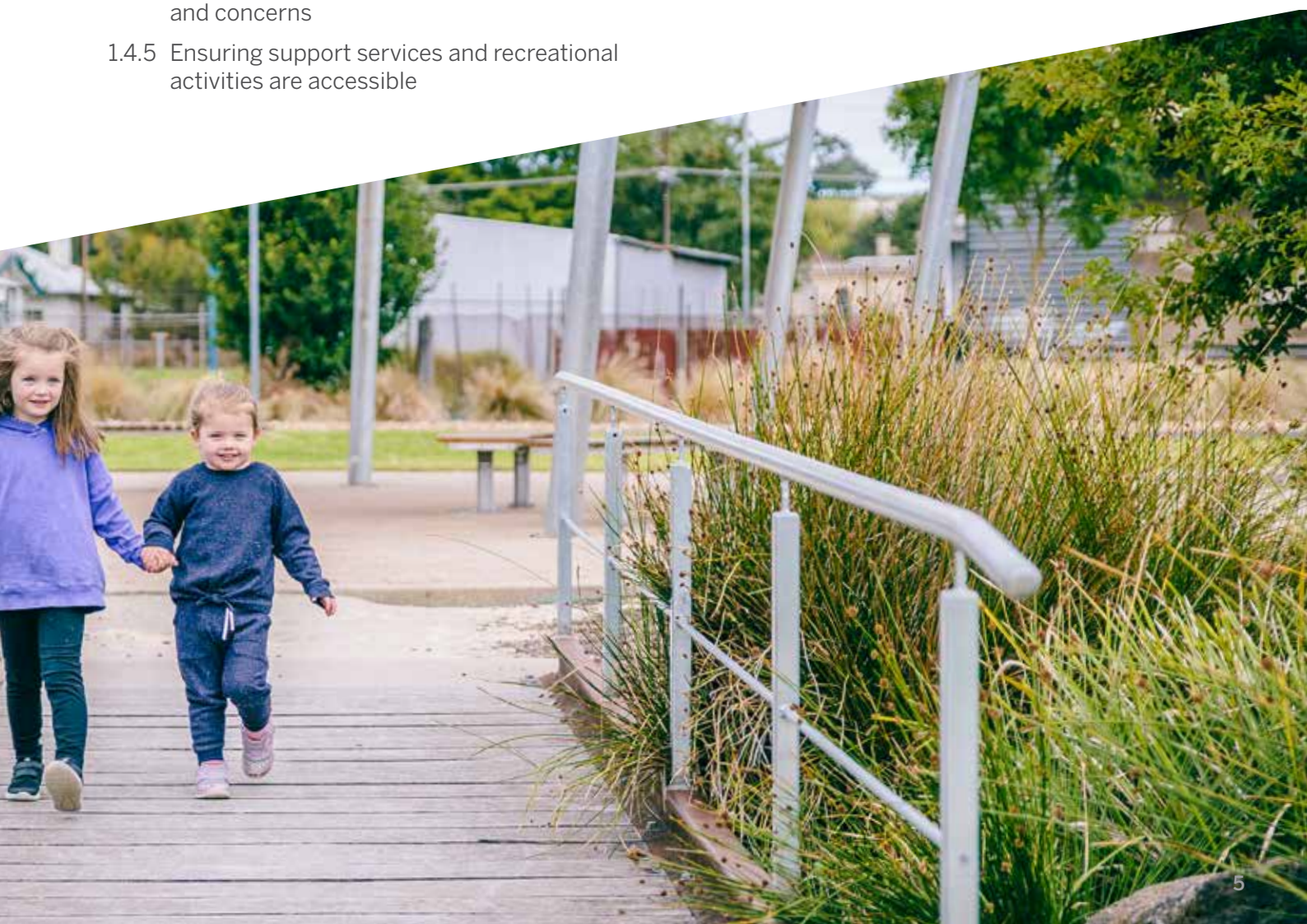
- 1.4.1 Developing and delivering community safety initiatives that respond to local issues and concerns
- 1.4.5 Ensuring support services and recreational activities are accessible

2.1 Infrastructure development and managing current assets

We will commence work on meeting the community's aspirations for future infrastructure development, whilst managing our existing infrastructure and assets in a manner that demonstrates the pride we take in our environment.

- 2.1.1 Working with the community to ensure our CBD, health and education precincts, our streets and our public spaces are safe, inviting and support a positive image of the City of Mount Gambier.

Council will continue to review and develop strategies to address groups in our community living with disability including women, children, Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse people.



ACTION PLAN

1: Inclusive communities for all

Social inclusion is important 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.

Focus area 1: Involvement in the community

Focus area 2: Improving community understanding and awareness

Focus area 3: Promoting the rights of people living with disability

Action	State Plan focus area #	Responsibility	Timeframe	Measurable target
<p>1. Council to ensure community events, particularly those organised by City of Mount Gambier, are inclusive for all people and include consideration of diverse access needs.</p> <p>a. 2 years for acquittal of grant funding.</p>	1	General Manager City Growth, General Manager Community Wellbeing and Events Team	4 years	Information packs. Improved processes. Funding eligibility requirements.
<p>2. Council to collaborate with local organisations and people with lived experience of disability to deliver training about disability, access and inclusion.</p> <p>a. Council to maintain representation on the Limestone Coast Inclusion Reference Group.</p> <p>b. Embedding awareness with action groups.</p>	2	Community Wellbeing All departments	4 years	All Council staff training.
<p>3. Council to reference the Human Rights Model of Disability when reviewing disability related planning and policies. Council to also refer to the United Nations Charter on the Rights of Persons with Disability.</p>	3	Governance to produce a checklist with assistance from Manager Operations and Engineering All to action in planning and policy processes Management Team to monitor	4 years	Checklist produced for development of policies and procedures. SWOT analysis undertaken.

The City of Mount Gambier Disability Access and Inclusion Plan is structured around the themes and focus areas of the Inclusive SA: State Disability Inclusion Plan 2019 - 2023.



ACTION PLAN

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.

Focus area 4: Participation in decision making

Focus area 5: Leadership and raising profile

Focus area 6: Engagement and consultation

Action	State Plan focus area #	Responsibility	Timeframe	Measurable target
4. Council to develop a policy that ensures planned community consultations enable people of all abilities to respond. For example: provision of large font size on website, ability to listen to consultation requests from website and providing hearing assistance for group consultations.	4	Community Development and Engagement	1 year	Community Engagement Policy further developed. Consultation checklist.
5. Council to engage with focus groups of people with lived disability experience.	6	Community Wellbeing	Reviewed annually	Council to actively engage with focus groups in decision making on relevant issues.



ACTION PLAN

3: Accessible communities

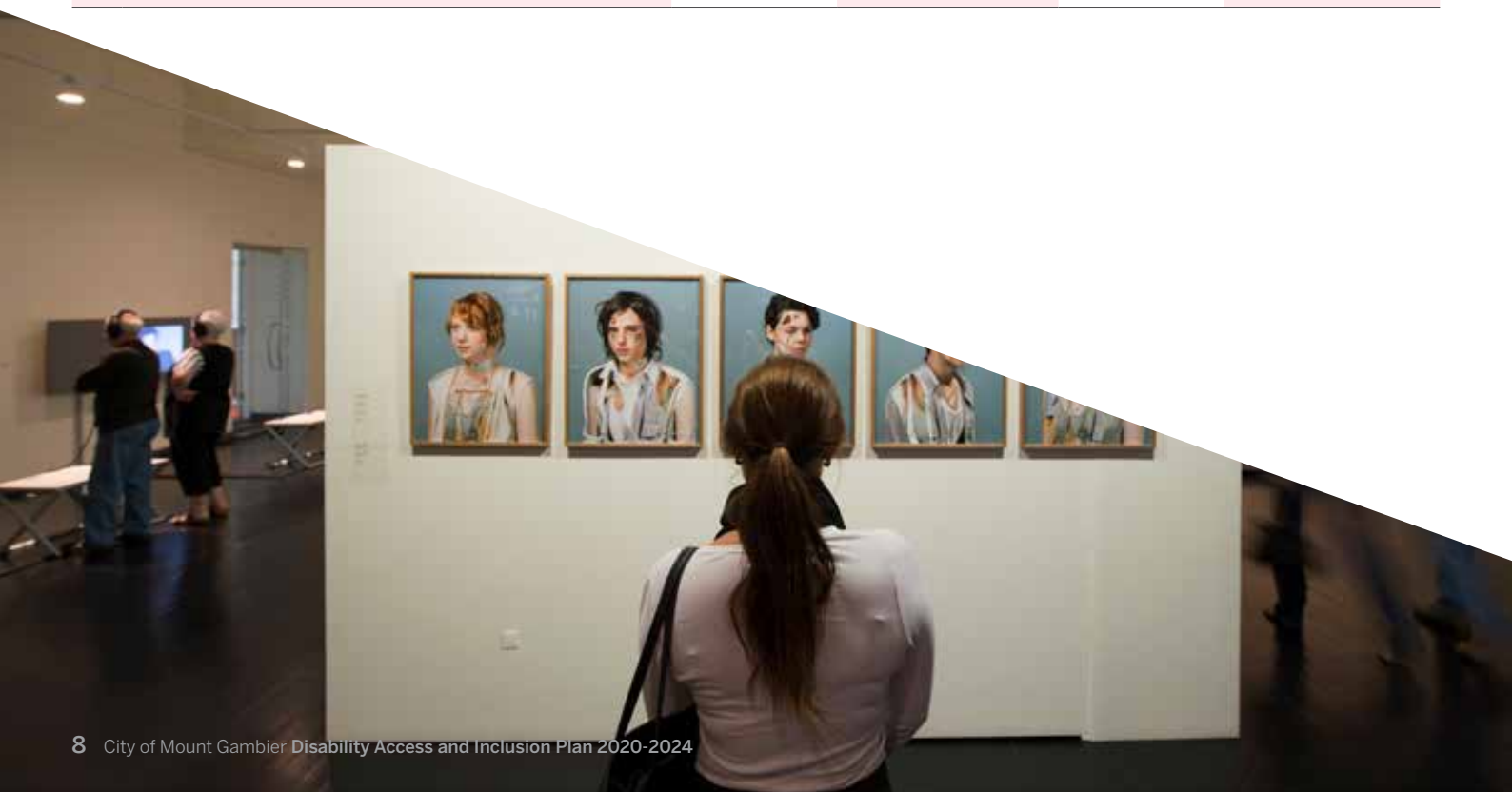
The accessibility of the built environment, quality services and information is key to ensuring people living with disability are included and have the opportunity to equally participate in all aspects of community life. It is our aim to increase accessibility to public and community infrastructure,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

Focus area 7: Universal design across South Australia

Focus area 8: Accessible and available information

Focus area 9: Access to services

Action	State Plan focus area #	Responsibility	Timeframe	Measurable target
6. Council to adopt inclusive design principles that encourage best practice rather than meeting minimum legislative requirements.	7	Development Services and City Infrastructure	2 years	Trained personnel to assess NDIS requirements.
7. Council to take a leadership role in ensuring information provided is available in multiple formats (e.g Easy Read, Auslan, pictorial forms, large font, audible options, Braille, captions, VoiceOver and dyslexia-friendly fonts).	8	Management Team	4 years	Develop and implement a policy.
8. Council to undertake an audit of assets and services, engaging the expertise of people with lived experience of disability to 'road test' and assess their accessibility. Use the findings to inform the development of a schedule of modifications.	9	Development Services	4 years	Plan a budget. Audit completed.



ACTION PLAN

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.

Focus area 10: Better supports within educational and training settings

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

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

Action	State Plan focus area #	Responsibility	Timeframe	Measurable target
9. Council to advocate State and National bodies for increased disability and inclusion support in the Limestone Coast.	10	CEO	Reviewed annually	Increased disability and inclusion support in the Limestone Coast.
10. Council to continue to partner with relevant agencies to create volunteering and employment opportunities for people living with disabilities.	11	Manager Organisational Development Procurement	Reviewed annually	Partnership opportunities identified and pursued where available. Continue engagement with more than two agencies annually. Consult with education providers at least once annually.
11. Council to promote workforce diversity, committing to recruiting and retaining a greater proportion of staff with disability. Set measurable goals and regularly check in with progress.	12	Manager Organisational Development and Human Resources	1 year Reviewed annually	Alter the language in employment principles and update recruitment policy to promote workforce diversity. Proportionate quotas.

DISABILITY ACCESS AND INCLUSION PLAN DEVELOPMENT

Consultation

To enable the development of the first Disability Access and Inclusion Plan (DAIP) for the City of Mount Gambier stakeholder groups from the community were invited to provide feedback on several questions linking back to the themes of the draft plan.

This stakeholder feedback was reviewed by the City of Mount Gambier Leadership Team and presented as an action plan for our draft Disability Access and Inclusion Plan (DAIP) for consultation purposes.

At the Council meeting on 15 September 2020, Council endorsed the draft Disability Access and Inclusion Plan (DAIP) 2020-2024 for the purposes of public consultation in accordance with Council Policy P195 Community Consultation and Engagement.

The draft Disability Access and Inclusion Plan (DAIP) 2020-2024 was out for public consultation for 21 days from Friday 18 September 2020 until Friday 9 October 2020.

The public consultation process involved notices and articles in local print media, radio interviews, promotion on the City of Mount Gambier Facebook page and a consultation page on the 'Have Your Say Mount Gambier' website.

At the conclusion of the advertised public consultation period, Council received a total three submissions via Have Your Say Mount Gambier and one submission from the Limestone Coast Inclusion Reference Group.

Relationship to other policies, strategies, frameworks

The City of Mount Gambier Disability Access and Inclusion Plan (DAIP) will be implemented as a strategic document that will be integrated throughout Council policies, procedures and business plans.

Examples of previous achievements

1. Changing Places Facility - James Street

In October 2019, the City of Mount Gambier officially opened its first Changing Places facility, located in the James Street toilet block.

The Changing Places Facility includes a range of features not available in standard accessible toilets, including a height adjustable adult sized change table, a tracking hoist system, non-slip flooring and more space to accommodate a person using a wheelchair and up to two carers.

The facility is secured by a universal key system, access to the facility can be gained through the purchase of a Master Locksmiths Access Key (MLAK). A MLAK enables 24/7 universal access

to many of the Changing Places amenities across Australia.

2. Wulanda Recreation and Convention Centre

For more than 30 years, there have been community discussions about the need for an indoor aquatic centre. The Wulanda Recreation and Convention Centre project will provide substantial indoor facilities addressing many community needs both now and for future generations to come.

The design for the centre has incorporated the following key features to assist with ensuring equity of access and inclusion:

- Wide concourses around the pool
- Multiple DDA compliant toilets and change rooms
- A dedicated Changing Places facility
- Ramp access to all pools
- Specifically designed wheelchair friendly viewing on the mezzanine level
- The program pool can be screened off to reduce sound and the lighting can be altered
- Nominated disability parking and undercover drop off
- Designated parent's toilet and separate baby change and feeding facility.

The inclusion of the above design elements aligns with the City of Mount Gambier Strategic Plan 2020-2024 and will ensure that recreational activities are accessible for our community.

3. Local Government Linkages and Capacity Building Program Funding

The City of Mount Gambier in conjunction with Alexandrina Council and City of Adelaide, have secured funding from the Local Government Linkages and Capacity Building Program for the Accessible Events Pilot Project.

The scope and purpose of LGILC projects is to enable South Australian councils to undertake activities that address thin marked coverage including mainstream delivery by increasing the understanding of the needs of people living with disability in rural, regional and remote South Australia. This includes the following:

- Projects that build community awareness so that community groups and non-council business have a better understanding of the needs of people living with a disability.

- Projects that consider the needs of those living with a disability who identify as Aboriginal and Torres Strait Islander (ATSI) in regional, rural and remote areas of South Australia.
- Projects that consider the needs of those living with a disability who identify as Culturally and Linguistically Diverse (CALD) in regional, rural and remote areas of South Australia.
- Project that consider the needs of those living with a disability who identify lesbian, gay, bisexual, transgender, intersex and queer (LGBTQI+) in regional, rural and remote areas of South Australia.

The Accessible Events Pilot Project will consist of a partnership with a disability led organisation to provide access consulting and training for event organisers in the three councils, plus small amounts of grant funding to implement access improvements and evaluate the impact of these. The project will also collaborate with the State Government during the development of the Events Toolkit. The outcomes of the project will be shared with event staff across SA councils through appropriate channels. It is anticipated that this demonstration project will contribute to cultural change in the area of community and tourism events that Local Government is involved with. People living with disability will benefit from events that are more inclusive and accessible in their local area.

4. Fringe Mount Gambier

Since 2018 the team at Fringe Mount Gambier have worked alongside community members with disabilities to improve site accessibility and ensure all attendees can participate in the festival.

To assist with this each year an access map is developed to clearly label best points of entry and facilities to help us ensure that people of all abilities, including people with disabilities, can gain equitable, independent and functional access to everything.

The Fringe Festival is Companion Card friendly, this simply ensures that people who are unable to attend without a companion to provide attendant care support are not charged two admission fees.

As a festival, Fringe Mount Gambier strives to make attendance as inclusive as possible, in line with festival best practices, and engaged local members of our community with mobility impairments to help establish accessibility options for major curated events.

Implementation process

The City of Mount Gambier will continue to be responsible for the implementation of our DAIP and will integrate the actions of the DAIP into our general business, annual budgeting and business planning.

The DAIP will be made available for all employees and will be incorporated into individual business unit plans and processes and procedures. Copies of the plan are available from the Council Office, Library, Riddoch Arts and Cultural Centre and Visitor Information Centre and will be published on the City of Mount Gambier website.

A representative of the City of Mount Gambier will be appointed to the Limestone Coast Inclusion Reference Group and regularly update the City of Mount Gambier Management Team on issues for review or feedback / comment for the next DAIP.

The Management Team will work with staff to ensure the actions outlined within the DAIP are delivered.

The DAIP will be reviewed annually taking into consideration any feedback / comments received from the Limestone Coast Inclusion Reference Group, stakeholders and our community.

Prior to October each year, Council will provide a progress report to the Department of Human Services in line with the legislative requirements of a DAIP.

Acknowledgments

The City of Mount Gambier acknowledges the contribution of the many individuals and groups within our community who have been instrumental in the development of our Disability Access and Inclusion Plan (DAIP).



GLOSSARY AND DEFINITIONS

ATSI	Aboriginal and Torres Strait Islander peoples
Australian Bureau of Statistics	Australia's national statistical agency, providing trusted official statistics on a wide range of economic, social, population and environmental matters of importance to Australia
Built environment	Man-made structures, features, and facilities viewed collectively as an environment in which people live and work
CALD	Culturally and Linguistically Diverse
CBD	Central Business District
Commonwealth	The government of the Commonwealth of Australia - also referred to as the Australian Government or the Federal Government
DAIP	Disability Access and Inclusion Plan
LGBTQI+	Lesbian, Gay, Bisexual, Transgender, Queer and Intersex
LED	Light Emitting Diode
MLAK	Master Locksmiths Access Key - allows people with a disability access to dedicated public facilities, including the new Changing Places facilities throughout Australia
NDIS	National Disability Insurance Scheme
SWOT analysis	An analysis of an organisations internal strengths and weaknesses, as well as its external opportunities and threats
United Nations Convention on the Rights of Persons with Disabilities	A human rights treaty that aims to change attitudes and approaches to people with disability. It reaffirms that all people with disability must enjoy human rights and fundamental freedoms
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





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