

Access and Inclusion Plan Consultation Stage 2

Focus Group Summary

Summary

Three (targeted) focus groups were staged 8,9,10 October 2018 as part of the Access and Inclusion Plan Consultation: Stage 2 consultation. Three people from Flinders University attended the first group; seven people attended the second, and five people attended the third.

During Stage 2, consultation focused on:

- the content of the (Draft)Disability Access and Inclusion Plan (DAIP) that had been developed from feedback from Stage 1 (that sought to identify priorities for the DAIP), and
- the proposed Implementation Cycle for the DAIP.

Process

An overview of the goals of the (draft) DAIP were presented at each focus group along with an overview of the proposed Implementation Cycle.

The following questions were posed to each group for discussion:

1. Do you think there is anything missing from the Implementation Cycle?
2. Do you feel there are any areas within the DAIP Action Plan that require improvement?
3. Do you feel there are any areas within the DAIP Action Plan that are missing?
4. As well as the targets and measures outlined in the DAIP Action Plan. How should the success of the Plan be measured?
5. Anything else we should know?

Overview of feedback

The feedback from each focus group has been collated and documented in Attachment 1 as a point of reference.

Feedback from the focus groups has been analysed and matched as far as possible to the relevant question:

- 1. Do you think there is anything missing from the Implementation Cycle?**
 - Considered generally good
 - Evaluation. Possibly use logic model (as part of evaluation process?) to measures output, activity, outcome over the short, medium, long term

- Evaluation measures, suggestions: Find a way to collect data from groups with different disabilities through task-oriented exercises
- Continuity & consistency of knowledge within CoA about the Access & Inclusion work/space: i.e. there was considerable interruption when Officer had leave.
- 2. Do you feel there are any areas within the DAIP Action Plan that require improvement?**
- Considered generally good.
- Plan is clear
- Measuring the improvement of performance e.g. does training improve practice?
- How do we know if organisational culture has changed? How do we measure changes in practice?
 - Could survey people on process. How many times have people asked regarding how they can improve their practice with regards to meeting the needs of people with disability
 - Reflective practice would be useful – (find out) how people apply learning to practice
 - Pre/post questionnaires – find out where people are – can be quite simple. Concern that surveys are not conducted often enough. The questions need to be asked more often. Answers can be influenced by how people feel on the day – which can affect the results. Important to ask the questions in that way – ‘how do you feel today’?
 - Look at (learnings from) other research. Grace Lund in Mount Gambier is looking at gaps in implementation. GL talked to people in receipt of services to find gaps. Leaders thought that everything was good – not true it seems! Findings were taken back to policy level
- **Focus Area One: Getting to and around the City**
 - Improving mobility.**
 - Pram ramps/& correct messages conveyed by them are a key issue. There should be pram ramps on every corner; and at every drop-off point (S)
 - City squares: navigating them/around them is very difficult. Hindmarsh and Victoria are both a nightmare
 - Electronic scooters being able to travel safely on paths
 - Rest areas/charging areas to avoid motorised wheelchairs running out of charge. Poor battery life - limits movement
 - Rest/relieve stops for guide dogs: consider the Adelaide Airport as an example. Observation: the Market to Riverbank link project did not present an opportunity to integrate any (T)
 - Construction sites: should be monitored at all times; cannot rely only on signage due to this being inappropriate for those with sight impairment
 - Public transport.**
 - Improving the ability to get on and off buses. Currently, there is an incompatibility between buses and bus stops due to different responsibilities e.g. the height of buses from the ground not being level with bus stop. CoA manages the bus stops while the Department of Planning, Transport and

Infrastructure (DPTI) manages the buses). CoA and Adelaide Metro need to work together) to resolve this

- Digital bus stops are very helpful; they can connect to a smartphone to relay messages through earphones
- Tram / Railway: colour coding/signalling on the ground surface is absolutely necessary to mark these areas as a safety measure
- Real-time map for the city: opportunity for council to integrate with State Govt information in creating a one-stop-shop for Metro Adelaide. It's very time-consuming to have to navigate several different websites/information tools when planning a journey into the city. This could also include audio information and alerts.

Safety/Design.

- Traffic signals at crossing points with audio/tactile: these are not consistently activated at ALL points nor across the city
- Another issue is that users can't always differentiate which direction of pedestrian green light has activated. (Some discussion was had about examples in different cities where the sounds are different to indicate which direction has gone green, i.e. different bird sounds in the USA).
- Countdown lights: these don't work for everyone; i.e., the crossing alert noise stops when the countdown begins, which confuses a blind person with a guide dog (the dog wants to keep walking to follow people walking in front, yet the owner wants to turn back as they think the crossing time has expired because they cannot hear the crossing signal anymore).
- Hybrid cars: they are silent and can't be heard as they're approaching
- *Risk identification database/ledger: refer to work done by Marion Council (D) and replicate activity to create one through organised walks led by sight impaired/disabled volunteers with council support (i.e. D is more than happy to volunteer with his carer for such an initiative). A mechanism could be designed for logging the identified items into a GIS system.
- Points not currently working include:
Corner of Pirie and Frome – volume has been turned down
Morphett and King William toward South Terrace noticed that the volume was low or not working and that the vibration was not working. Greenhill Road crossing doesn't have working audio and no tactile.

*Note: prioritising the resolution of identified risk elements should not be based on quantity of people reporting it and should consider other relevant factors such as its significant impact (i.e. for 1 city user who needs to negotiate it every day multiple times because it's in front of home or work).

Design standards.

- Public toilets: taps in the facilities at James Place are very hard to use (P)
- New toilet in Central Market works well (T)
- Signs at Town Hall are not ideal (D): a signage indicating location is unavailable/indecipherable. Signs on toilet doors are too small and there's not enough contrast between the colours of the background and the gender

shapes. Having Braille on them is not effective – only 5% of the vision impaired population can read it!

- E-loos?
- How can CoA go above and beyond Australian standards when designing/upgrading infrastructure in the public realm? Embedding design principles to support inclusion. Design issues need to be addressed during construction phases
- Need to understand principles behind the legislation – particularly around design specifications. CoA will work to incorporate this thinking in the Adelaide Design Manual (ADM)
- Get sign off for projects to proceed based on meeting the design requirements
- The Frome St Bikeway and access to it is brilliant. Construction workers have been very considerate and helpful
- Acknowledges that Bank St, Frome Bikeway and Gawler Place have been great designs towards progress in the space of greater/safer access in the city
- SAFETY – EDUCATION: more education + dialogue across stakeholders/sectors can help increase safety

- **Focus Area Two: Participating in the life of the city**

- **Events**

- Event planning principles that promote inclusion need to be embedded into CoA event planning policy
- Plastic straws. Many disabled people rely on plastic straws so this needs to be considered for events
- Consider an element about education & personal responsibility delivered to users of plastic straws (P)
- (B) talked of a recent visit to Hahndorf Museum to review its accessibility (as part of the course?). (W) has done a similar activity at the South Australian Museum.

- Found:

- No ramps at bus stops
- Doors too narrow for disabled use
- Paths not good or easy to navigate
- Improve knowledge of requirement
- Council offered to provide findings to her counterpart in the Adelaide Hills.

- Include 'Marveloo' in checklist of event requirements
 - Will introduce events to a whole new group
 - State Government are looking into this – possibly late next year
 - Looking for someone to store and coordinate bookings
- CoA should do as much as possible to support travel experience for people in CoA.
- Park lands tracks need to need more accessible
- The need to develop and embed staff awareness of inclusion. This includes:
 - use of language

- the training people receive to embed the understanding of disability
- the promotion of self-determination.

- **Focus Area Three: Finding out what's available**
 - There appears to be a focus on City- based services – what about regional services?
 - Use of TV programming and the use of signers on screens (? used in the customer centre; community centres and libraries)
 - Need to revisit the role of the visitor information centre. The Centre is manned by volunteers
 - Maximising use of volunteers. Study about stress levels relating to navigating around places e.g. supermarkets compared to hospitals. Some services e.g. the Queen Elizabeth Hospital, have been using volunteers to walk with/accompany people from A to B. Could opportunities be explored to engage people who have experienced homelessness.

- **Focus Area Four: Participating in Council decision making**
 - CoA should share learnings
 - CoA should encourage collaboration
 - CoA should share knowledge

- **Focus Area Five: Working at Council**
 - Staff receive disability awareness training
 - Module is ready to go
 - How to find jobs at Council – needs better processes- including:
 - Better job design
 - More flexibility
 - Ensuring leaders are aware of the needs of this sector
 - 'Brilliant' customer service

- **Focus Area Six: Leaders in local government**
 - **Resources/sharing.** CoA has resources...we are also working with the LGA to help regional areas with this work
 - CoA to work with the LGA to provide support and resources to other (regional) councils that do not have resources
 - Inclusion group/network to support other areas
 - Watch this space – regional plans are a possibility
 - Policies need to be adapted to meet people's needs not the other way around
 - CoA should share learnings
 - CoA should encourage collaboration
 - CoA should share knowledge
 - **Easy English Access and Inclusion Statement.**
 - Very positive feedback received about the 'Easy English Access and Inclusion Statement'
 - J recommended sharing this with other councils

- **K** asked if the 'Easy English Access and Inclusion Statement' could be reproduced in different languages – the top five languages used in CoA for example
- **S**: Likes the format of The Statement but does not like the word 'help' and how the word is used. Sue prefers 'assist' to help. People will ask for 'assistance' if they need it
- **J** said that 'help' was used in The Statement because it is the easiest word
- **S**: There are apps to assist people with language and can train staff to better understand concept e.g.
 - Can I get you anything?
 - Can I do anything for you?
 - These are better than 'help'. Approach can be influenced by personal mood – always best to ask first
- **S**: said she does not like the word 'diverse' either – prefers 'CoA embraces diversity'

3. Do you feel there are any areas within the DAIP Action Plan that are missing?

- (Complaints/feedback) System – where does feedback go - Customer Relationship Management (CRM) system? E.g. 100 complaints regarding Frome Road. Upgrades should include (DDA?) compliance requirements e.g. Bank Street upgrade
- Lots of complaints in...but no action is an issue
- Need to monitor e.g. implementing 'drop-pin' process where people can add issues to a map (would make more visible)
- Accessible Adelaide App, needed to plan journeys, and matched with free internet in the city
 - The development of this App has currently ceased at stage one due to funding limitations
 - However, (usage) assumes that everyone has a device for the App. SA has the worst digital device uptake in the country. Our libraries will help people to improve their digital literacy
- Need to get the message out there by:
 - Sharing success stories; websites; libraries – get to where people congregate
 - Could mainstream TV advertising/promotion be an option – rather than just paper?
 - Can use social media also
 - Communication to everyone – Murray Bridge, Mount Gambier etc. more than just local
 - Use buildings to project images
 - Tapping into government advertising
 - Using of pod casts and vid casts (S is happy to do podcasts if email addresses are provided; K happy with vidcasts)
 - Using 'Quick Response (QR) codes:
 - QR codes are popular with the Chinese community
 - Although QR codes can be intimidating to people who don't know what they are; they can help with increasing independence.
 - Need to increase awareness of QR codes to help with transference of information – people need to be more aware

4. As well as the targets and measures outlined in the DAIP Action Plan. How should the success of the Plan be measured?

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5. Anything else we should know?

- o Look at (learnings from) other research. Grace Lund in Mount Gambier is looking at gaps in implementation. GL talked to people in receipt of services to find gaps. Leaders thought that everything was good – not true it seems! Findings were taken back to policy level