



# Disability Access and Inclusion Plan

2020 to 2024





## Mid Murray Council Disability Access and Inclusion Plan 2020 to 2024

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This is the Mid Murray Council's third Disability Access and Inclusion Plan which shows our ongoing commitment to building strong communities with friendly and welcoming places. It is a place where everyone can feel like they belong and want to contribute.

This Plan complements our Council Strategic Plan, whereby it actively facilitates a dynamic partnership with the community.

Our Disability Access and Inclusion Plan (DAIP) provides equity of access and inclusion to all services, facilities, functions and information provided by our Council. People with a disability have the right to inclusion and equality by accessing and participating in all aspects of community life. Over several years, we have undertaken many initiatives to create opportunities for people with a disability and their carers, and this DAIP process, which involved comprehensive community consultation, and talking to relevant stakeholders, has shown us we have more to do.

I fully support this Plan as part of the Council's commitment to accessibility and inclusion and I encourage all staff, community members and visitors to embrace and participate in the implementation and further develop our active and ever improving Plan.

**Dave Burgess**  
**Mayor**



(Mayor Burgess experiencing what it's like to be blind in an awareness workshop)

## **Acknowledgement of Country**

Mid Murray Council acknowledge and pay respect to the Traditional Owners of the land on which we stand, the Ngangaruku and Ngayawang People of the Mid Murray lands and waters. It is upon their ancestral areas that the Mid Murray Council operates.

We pay respect to Elders past and present. We respect their spiritual beliefs and connections to land and water which are of continuing importance to the living Ngangaruku and Ngayawang people of today. We further acknowledge the contributions and important role that Aboriginal people continue to play within our shared community.

We also pay respect to the cultural authority of Aboriginal and Torres Strait Islander peoples visiting or attending from other areas of South Australia and Australia.

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## **PART 1 – Developing a Disability Access and Inclusion Plan**

### **1.1 Introduction**

This Disability Access and Inclusion Plan (DAIP) demonstrates the Mid Murray Council's strategic commitment to improving the participation of people with a disability across a range of areas, so that they can enjoy the rights and opportunities provided to all citizens and reach their full potential.

It provides Council with a systematic approach to identify and address barriers, not just only to 'inclusion' but also to 'accessibility'. Strategies are then created to meet the participation and service needs of people with a disability. The Plan is a dynamic document which recognises community and cultural diversity and acknowledges the valuable contribution of everyone to the social and economic fabric of our society.

It was prepared in collaboration with the community, and utilizes the SA Government's DAIP reporting template.

The font used in this document is Arial, which is the preferred font of Vision Australia and the Australian Royal Society for the Blind, to assist some people who have a visual impairment. This report is set at their recommended minimum size of 12pt. Their recommended ideal is 18pt; however this is subject to the preferences of each individual.

This Plan is available in alternative formats upon request and on the Council's website, and includes large and standard print, electronically by email, and in audio format on compact disc.

### **1.2 About the Mid Murray Council**

For thousands of years, the indigenous Nganguraku, Ngarrindjeri, Ngaiawang and Ngarkat people used this area around the Murray River as their traditional homelands. To know more about their wonderful heritage, stories and sites, you may want to start by contacting the Mannum Aboriginal Community Association Inc.

In the 19th century this part of the Murray River was opened to settlers, trade, and communication. Irrigation for the agricultural industries that soon flourished, became a large and important infrastructure. A memorable symbol of the European history of the Murray is the paddle-steamer, with Australia's first – the Mary Ann – being built locally and launched in 1853.

In 1997, the Mid Murray Council was formed from the amalgamation of the former South Australian District Councils of Mannum, Morgan, Ridley-Truro and part of the District Council of Mount Pleasant.

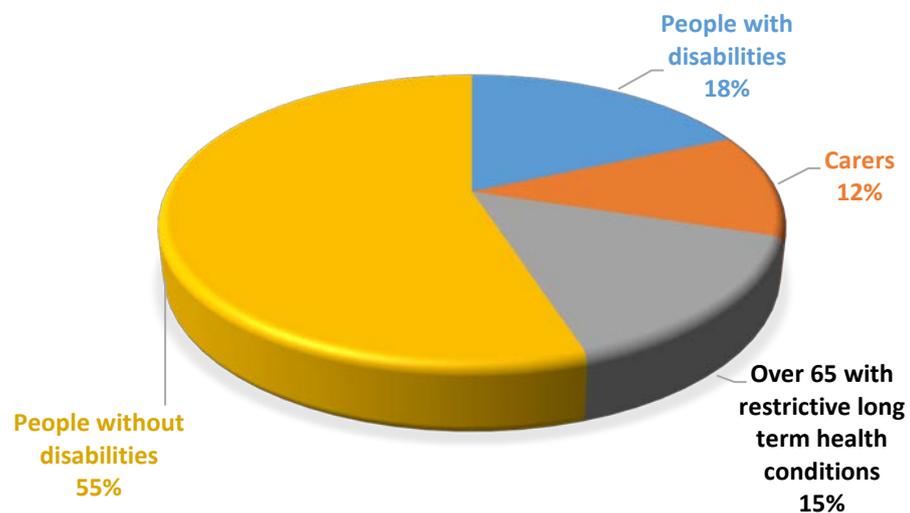
The Council spans the area from the Riverland through the Murraylands and to the eastern slopes of the Mount Lofty Ranges encompassing an area of 6272.4 square kilometres. It includes 220 kms of the Murray River and incorporates the river towns of Mannum, Swan Reach, Blanchetown and Morgan and the hills towns of Truro, Palmer and Tungkillo to mention some.

### 1.3 Council Area Relevant Population Demographics

Council uses credible demographic data to provide valuable insights about the community's future infrastructure needs, resource allocation, policies, plans and demand for Council and other services.

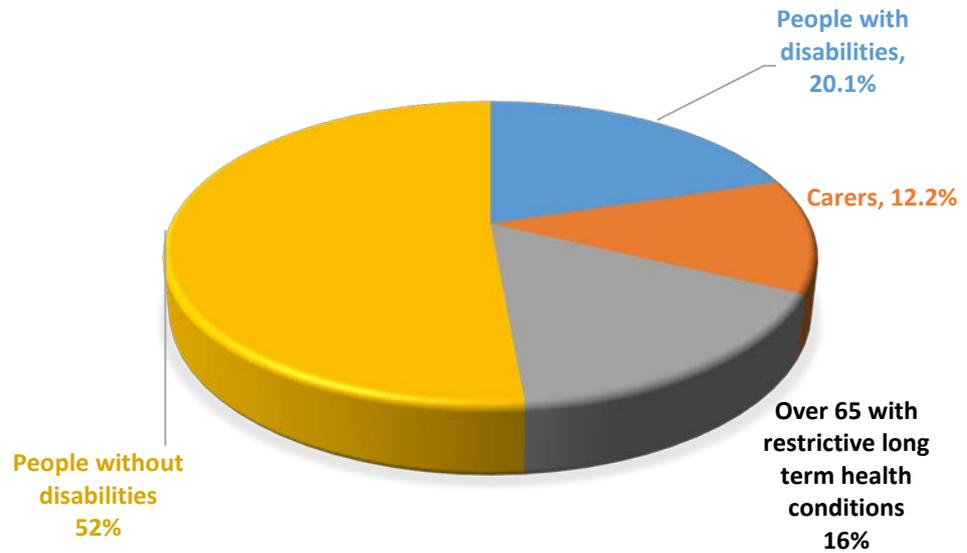
The 2015 Census - Survey of Disability, Ageing and Carers (SDAC) was used for this DAIP, which was developed to align with the World Health Organisation's International Classification of Functioning, Disability and Health 2001 (ICFDH). The survey defines disability as any limitation, restriction or impairment which restricts everyday activities and has lasted, or is likely to last, for at least six months. The survey differentiates between those who have long-term health conditions that limit their activities (that is, those with a disability) and those who have long-term conditions without restrictions and limitations.

#### 1.3.1 National Population Demographics



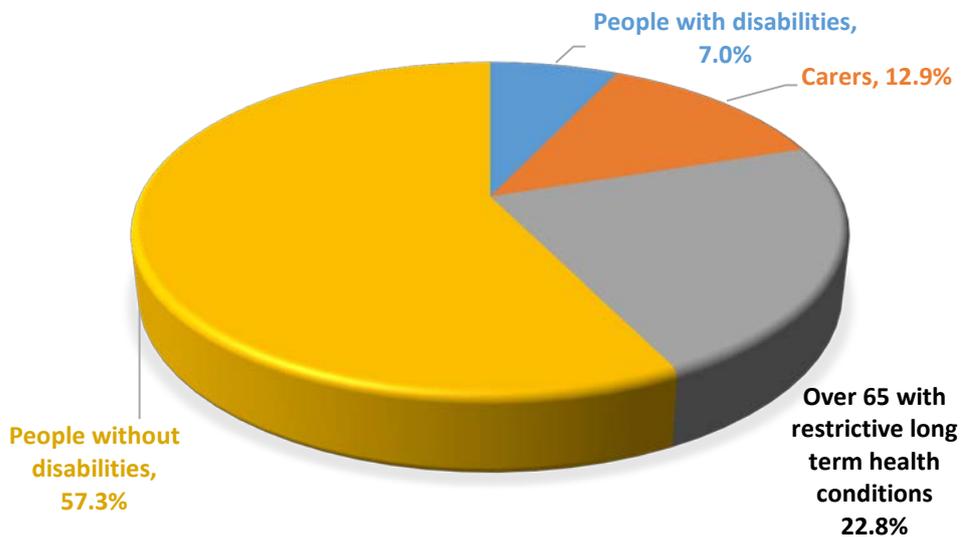
**NB:** 45% of the total population requires some form of accessibility and inclusive supports.

### 1.3.2 South Australia Population Demographics



**NB:** 48.3% of the total population requires some form of accessibility and inclusive supports.

### 1.3.3 Mid Murray Council Population Demographics



**NB:** 42.7% of the total population requires some form of accessibility and inclusive support. This equates to approximately 3883 people, excluding visitors to the District – Refer 1.3.4.

### **1.3.4 Mid Murray Council Visitor Information**

In addition to the Council Population Demographic, it must also be noted that in the 2018/2019 year, the Council area reported 418,667 International and 2,184,474 National visitors, who spent a night in the Mid Murray Council area, and 1,446,109 'day trippers'. (Source: Tourism Research Australia, National and International Visitor Survey 2018/19).

### **1.3.5 Council Population Demographic Assumptions**

The Mid Murray Council area has less people with a disability than the National and State population demographic statistics, however it does identify a higher percentage of primary carers and people over 65 years of age with a long-term health condition. This may suggest a higher level of retirees and independent living, as well as aged care. The reasons for this can vary from housing affordability, lifestyle, family support, service availability and environmental conditions.

With regard the 4 million visitors to the Council area in a 12 month period, the potential impact and opportunities that 'accessible tourism' may have on the area, will guide Council plans for existing and future infrastructure and services.

## **1.4 Mid Murray Council Statement of Commitment**

The Mid Murray Council is committed to:

- Maintaining a dynamic culture that promotes its DAIP to ensure that disability access and inclusion awareness information and education is communicated to its officers, key stakeholders, contractors and volunteers, and ensures that this information is regularly updated;
- Undertaking measured actions to ensure that people living with a disability can access mainstream supports, programs and services, access to built-environments, events and facilities, information, communications, and employment;
- Continuously reviewing its DAIP, to identify, and implement opportunities and improvements, enabling the same opportunities for people with disability, their families and carers to access its services, information and facilities, without any discrimination;
- Ensuring that people with a disability can participate in shaping its services and objectives through a consultative process;
- Mitigating any disability discrimination by complying with all relevant legislative and statutory requirements, standards and codes.

## 1.5 DAIP Statutory Basis

There are a number of statutory requirements which relate to disability discrimination, accessibility, inclusion and equity and the items in this section (which are not exclusive) provide a brief overview of the key items which establish the foundation for a DAIP.

### 1.5.1 Disability Discrimination Act 1992 (Fed)

The Disability Discrimination Act 1992 defines "disability" as meaning:

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

It also outlines:

- what an action plan must include (Part 3, Sections 59 to 64); and
- the function of the Australian Human Rights Commission with regard discrimination and a complaints process along with outlining offences for disability discrimination.

### 1.5.2 Disability Inclusion Act 2018 (SA)

This Act ensures that mainstream services are accessible to South Australians with disability, enabling them to fully participate in their community without barriers to equal access and inclusion.

Under the Act local government is required to develop and implement Disability Access and Inclusion Plans, in full consultation with people with a disability.

### **1.5.3 The Disability Services (Rights, Protection and Inclusion) Amendment Act 2013 (SA)**

Important provisions introduced in this Act include:

- Referencing the United Nations Convention on the Rights of People with Disabilities;
- Ensuring the right of people with a disability to exercise choice and control in relation to decision-making in their lives;
- Accessible and well publicised complaints and grievance procedures;
- Protecting those who complain;
- Referencing state and national discrimination legislation;
- Mandate the safeguarding of policies in all government and government-funded disability service providers;
- New powers to make regulations requiring the sector to report on outcomes for clients.

### **1.5.4 Equal Opportunity Act 1984 (SA)**

The purpose of the Equal Opportunity Act 1984 (SA) is to promote equality of opportunity for all South Australians. It aims to prevent discrimination against people and to give them a fair chance to take part in economic and community life.

### **1.5.5 Development Act 1993 (SA)**

This invokes the Disability (Access to Premises - Buildings) Standards 2010, which refers to the AS1498 Standards etc. Part 1 Sec 3 (f) (g) to regulate the design and construction of buildings.

### **1.5.6 United Nations Convention on the Rights of Persons with Disabilities**

The development of DAIPs also aligns with the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), ratified by Australia in 2008, and the Optional Protocol signed by Australia in 2009. 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.

The UNCRPD, defines persons with disabilities as including those who have long-term physical, mental, intellectual or sensory impairments which interact with various barriers to hinder their full and effective participation in society on an equal basis with others.

This broader understanding recognises that a disability may also be a product of the environment in which a person lives. Social, attitudinal, economic and cultural barriers can limit participation as can a person's individual circumstances (i.e. the nature and degree of impairment, capacities and skills).

The UNCRPD defines 'discrimination' on the basis of disability to mean "any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field."

### **1.5.7 State Disability Inclusion Plan (DIP) 2019 - 2023**

The State Disability Inclusion Plan brings State Government agencies and local Councils together to reduce the barriers faced by people living with disability. Inclusive SA sets out our priorities and actions for the next four years under the four themes stated in the State DIP Vision 2019 – 2023.

### **1.5.8 State DIP Vision 2019 - 2023**

The South Australian Government's vision is 'an accessible and inclusive South Australia based on fairness and respect'.

To achieve this vision, Inclusive SA focuses on the following themes:

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

### **1.5.9 National Disability Strategy 2010 - 2020**

The Council of Australian Governments (COAG) endorsed the National Disability Strategy 2010–2020 (NDS). The Australian Local Government Association also assisted in the development of the NDS, which provides a shared policy framework that enables people with a disability achieve their full potential as equal citizens.

### **1.5.10 Universal Design**

Developed by a working group of architects, product designers, engineers and environmental design researchers, the seven ['Principles of Universal Design'](#) provide a baseline framework for designing any building, open space, product, phone app, or document. They are:

1. Equitable Use;
2. Flexibility in Use;
3. Simple and Intuitive to Use;
4. Perceptible Information;
5. Tolerance for Error;
6. Low Physical Effort;
7. Size and Space for Approach and Use.

This has been further expanded with eight 'Goals of Universal Design' to focus on social participation and health, being:

1. Body Fit
2. Comfort
3. Awareness
4. Understanding
5. Wellness
6. Social integration
7. Personalisation
8. Cultural appropriateness

## **1.6 Developing Our Disability Access and Inclusion Plan**

Local Government in South Australia, has many key roles, which encompass a varied range of service provision and infrastructure, environmental, civic and recreational facilities.

The development of a Disability Access and Inclusion Plan represents a commitment by the Council which will help ensure social inclusion and access for all our residents and visitors.

This can provide many benefits including increased opportunities for social inclusion, improved physical access to facilities and buildings, enhanced community and individual wellbeing and a greater recognition of the diversity of the residents and visitors.

A range of factors go into creating a DAIP, some of which encompass the following:

### **1.6.1 DAIP Project Facilitation**

The development of this Council DAIP was facilitated by Kirsty Morgan, Mid Murray Council, Manager - Environmental Services. The Plan is fully supported by the Elected Members and Senior Management Team.

The services of a qualified and experienced "Action Planner" (Disability Discrimination Act 1992 Part 3, Section 59) consultant were sought through Council's approved procurement process.

Consultant to Council was EnvironArc Pty Ltd, with Team Leader - Michael Galea (ACI, ACAA, GAATES Internationally Certified Access Consultant and DAIP Action Planner), and David Stewart (ACAA Certified Access Consultant).

### **1.6.2 Aim of our Disability Access and Inclusion Plan**

The aim of this Plan is to assist Council to identify and remove barriers in policies, programs and services which exclude people with a disability, and to meet its obligations under relevant disability statutes, including both South Australian and Federal Legislation and Building Standards.

In addition to this, the Plan process shall:

- Promote and improve access for all;
- Build an inclusive community for all people which respects the dignity, and values the diversity of, individuals;
- Strengthen our community;
- Ensure the protection of equal rights, the right to participate in all aspects of community life and ensure the right of equal access to services, resources and facilities provided by Council, in its role as purchaser, service provider, policy adviser, planner, regulator and responsible employer.

### **1.6.3 Objectives of our Disability Access and Inclusion Plan**

The objectives of this Plan are to:

- Assist Council to better meet the needs of people with a disability who live, work and visit the area;
- Assist Council to meet its statutory requirements under relevant disability legislation, both South Australian and Federal;
- Foster a region where people with a disability are afforded the same opportunities as the broader community;
- Improve access for people with a disability to Council's services and facilities;
- Encourage participation by people, regardless of ability, in Council's activities;
- Promote positive and inclusive images of people with a disability within Council and the community;
- Develop the relationship between Council and people with disabilities in the area;
- Promote and increase awareness of Council staff and the broader community of the rights and needs of people with disabilities;
- Focus on practical, achievable and deliverable initiatives to enhance access to services, physical infrastructure and public places.

#### **1.6.4 Elements Considered in a Disability Access and Inclusion Plan**

In creating this Plan, the following was included, but not limited to:

A Review of Current Activities:

- Collection of Council documentation and information;
- The development and promotion of a survey throughout the Council area;
- Interviewing Council Managers;
- Interviewing selected people who have a disability and their carers;
- The range of potential service users and employees in the Council area;
- The changing profile of the local community;
- Numbers of people and their types of disabilities.

Identify Physical Barriers:

- All the areas to which service users and employees should be entitled to have access;
- Physical structures which may act as barriers to people with limited mobility;
- Structures designed to deliver services, such as customer information counters and display units;
- Décor which may be confusing or disorientating to people with a visual disability;
- Non visual guides to assist people with a disability in using Council premises;
- Ways of assisting people with a disability move through a space in times of emergency and evacuation, including such things as visual fire alarms for people who are deaf or hearing impaired.

Communication Barriers:

- Alternatives for the advertising of Council services in ways that ensure accessibility for people with disabilities;
- Alternative presentation of standard Council forms;
- Access to computer technology in ways which can be used by people with disabilities;
- Use of current technology to ensure that groups who attend Council meetings and functions have access to the visual and audio enhancements.

#### Attitudinal Barriers:

- Commit to a process for the understanding by all staff and elected members, of the implications of the Disability Discrimination Act, (DDA) Action Plan;
- Ensure all relevant Council Policies are DDA inclusive;
- Set realistic, measurable goals and targets with achievable timelines based on collected data and allocate responsibility in liaison with the DAIP Facilitator.

In order to fulfil the requirements of the Disability Inclusion Act 2018 (SA), the Disability Discrimination Act 1992 (Aust), the Council DAIP is also published in the Government Gazette SA and registered on the Australian Human Rights Commission (AHRC), DAIP Register.

### **1.6.5 Disability Access and Inclusion Plan Outcomes**

Ensuring that the rights of people living with a disability are upheld, is the responsibility of the whole community. Most people take the ability to go about their daily life for granted. People with a disability should also be able to access and participate in all aspects of our society, including using 'mainstream' services and programs. Social inclusion is fundamental to quality of life and critical to achieving positive life outcomes across all domains.

The outcomes will also align with the South Australian Government's State Disability Inclusion Plan, the National Disability Strategy and the relevant legislative requirements.

### **1.6.6 Community and Stakeholder Consultation**

Interactive workshops were held for Council staff, managers, elected members, and people with a disability, their carers, and local community disability service organisations, together with interested members of the public.

A Community Survey was developed, specific to the Council area and was open to the public and promoted through Council email contacts, local newspapers, newsletters etc. Access to the survey was available for on-line completion or the provision of hard copies.

The Survey was well responded to, with many actions noted, which Council could prioritise, program and resource in upcoming budgets.

This comprehensive community, staff and stakeholder consultation process was undertaken in accordance with general 'Community Engagement' processes, the SA Government 'YourSAy' and 'Better Together' principles and the SA Government Community Engagement Charter. The outcomes of this consultation, formed the basis for actions and timelines incorporated in this DAIP.

**Copies of this survey are available on request to the Council CEO.**

### **1.6.7 Implementation of our Disability Access and Inclusion Plan**

Following Council's adoption of the Plan it will be:

- Distributed to elected members, relevant Executive and Management Staff and the Open Space and Recreation Committee for action;
- Published in the South Australian Government Gazette;
- Registered with the Australian Human Rights Commission;
- Notified to the public and made available at community centres, as well as a hard copy and online.

Responsibilities of implementation:

The Council is responsible for:

- Facilitating the development of the Plan;
- Endorsing the Plan;
- Overseeing the implementation of the Plan;
- Supporting an equitable allocation of resources to fund the Plan;
- Ensuring that relevant Council decisions reflect the Plan's principles and priorities;
- Ensuring that all Elected Members are aware of the Plan as part of their induction.

Directors are responsible for:

- Facilitating the provision of information about the Plan and its implementation, to all staff and to the community;
- Coordinating the implementation of the Plan within their areas of responsibilities;
- Nominating and releasing relevant officers to attend disability awareness and training programs;
- Monitoring the ongoing implementation of the Plan as required;
- Ensuring that people with disabilities are engaged with and effectively consulted;

- Ensuring that budgets are allocated equitably on needs-based planning;
- Provide reports to meetings (as required) on the achievement of the goals;
- Evaluate the effectiveness of the Plan and consider improvements and additions where appropriate.

It will then communicate action outcomes to internal/external stakeholders and networks, including on Council's website and social media.

### **1.6.8 Evaluation and Review**

The Plan will be evaluated through the following processes:

- The Senior Management Team will assess what actions in the DAIP have been either fully or partially addressed;
- Engaging with the communities and stakeholders, and seek feedback in relation to the progress of the Plan;
- All feedback will be recorded and reviewed for any Plan adjustments and action;
- Community members throughout the term of the Plan can lodge comments to the Council about its progress. Council's response will be made according to the Correspondence and Customer Services Charter;
- On or before 31 October in each year, Council will provide a report, summarising the operation and implementation of the DAIP over the past financial year, to the CEO of the Department of Human Services SA.

### **1.6.9 Actions Already Undertaken by Council**

During the term of our previous DAIP and in consultation with the Open Space and Recreation Committee, Council has facilitated compliant access ramps to offices and community centres, which has made many facilities more accessible, has improved, constructed and inherited many kilometres of new footpaths, has improved access to many playgrounds, parks and reserves and has improved many administrative processes and policies against discrimination.

Council still have much more to do and like most other Regional Councils, have a limited budget, however our DAIP will assist Council to prioritise our works and services to make them more accessible and inclusive to all.

## Part 2 - Council Specific Plan for Action

Basis for the required report pursuant to regulation 9(4) of the Disability Inclusion Regulations 2019 (SA).

### Measurable Target 2.1 - Inclusive communities for all

<b>Priority 1</b>			
<b>Involvement in the community</b>			
<b>1</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>
1.1	Investigate and budget for inclusive access to all publicly accessible Council meetings including: 1. Hearing loops in Council Chambers; 2. Appropriate Council Meeting recordings for public access; 3. Uninterrupted paths of travel to Council Chambers.	Director Corporate & Financial Services	2020/2021  2020/2021  2020/2021
1.2	Provide Council Meeting recordings for public access.	CEO	2020/2021
1.3	Provide hearing loop in Council Chambers.	Director Corporate & Financial Services	2021/2022
1.4	Provide uninterrupted paths of access to Council Chambers.	Director Infrastructure & Field Services	2020/2021
1.5	Ensure all relevant Council policies, procedures and plans, integrate with accessibility and inclusiveness.	CEO	2020/ongoing
<b>Priority 2</b>			
<b>Improving community understanding and awareness</b>			
<b>2</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>
2.1	Ensure access compliant Council toilets are included on the National Public Toilet Map website.	Director Infrastructure & Field Services	2020/ongoing
2.2	<b>Investigate</b> inclusive Community Information Kiosks in key Council places.	Director Community Services & Director Corporate & Financial Services	2020/2021

2.3	<b>Establish</b> inclusive Community Information Kiosks in key Council places.	Director Community Services & Director Corporate & Financial Services	2022/2023
2.4	Ensure access compliant accessible signage throughout the Council area.	Director Infrastructure & Field Services	2020/ongoing
2.5	Develop inclusive and accessible event guidelines for all future Council events.	s Tourism	2020/ongoing
2.6	Introduce the use of a 'Companion Card' for access to all Council facilities and events.	Director Community Services	2020/ongoing
2.7	Implement specifications for footpath accessibility of township vegetation over footpaths, inc driveways over footpaths, so as not to impede public access.	Director Infrastructure & Field Services	2021/2022
2.8	Review all Council documentation, to ensure simplicity and consistency, and visually accessible.	Director Corporate & Financial Services	2021/ongoing
<b>Priority 3</b>	<b>Promoting the rights of people living with a disability</b>		
<b>3</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>
3.1	Ensure the induction of all new Elected Members, Management, Staff and Volunteers, to include an understanding of the DAIP and its consequent Council Risk Mitigation.	CEO	2020/ongoing
3.2	Wherever possible, patrol the improper use of access carparks on Council properties and roadsides, and issue infringement notices.	Director Development & Environmental Services	2020/ongoing
3.3	Where appropriate, advocate for accessible - local transport; disability services; aged care and disability employment education; and improved NBN services. Liaise with relevant authorities and agencies. Inform the community of advocacy actions and results.	Director Community Services	2021/ongoing

<b>Measurable Target 2.2 – Leadership and collaboration</b>			
<b>Priority 4: Participation in decision-making</b>			
<b>4</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>
4.1	Investigate reforming the existing Open Space and Recreation Committee to incorporate DAIP advisory committee members, including management and staff representatives, people with a disability.	Director Development & Environmental Services	2021/2022
4.2	Ensure Council promotional material for new Elected Members or people seeking to nominate for council committees, is inclusive for all.	CEO	2020/ongoing
4.3	As per Council's Terms of Reference, select a community member with a relevant background in disability access for inclusion on the Open Space and Recreation Committee.	Director Development & Environmental Services	2021/ongoing
<b>Priority 5: Leadership and raising profile</b>			
<b>5</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>
5.1	Senior Management Team, Managers and Team Leaders to be proactive in achieving the actions in this Plan.	CEO	2020/ongoing
5.2	Regularly promote the DAIP and its completed actions in Council communications and newsletters, throughout the entire Council area.	Director Community Services	2020/ongoing
5.3	Ensure that development applications for all new subdivisions, and commercial, retail, industrial and other speciality buildings, meet access requirements and guidelines, before approval.	Director Development & Environmental Services	2020/ongoing
<b>Priority 6: Engagement and consultation</b>			
<b>6</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>
6.1	Ensure all Council events are promoted as inclusive and accessible to all in accordance with event guidelines.	Tourism	2020/ongoing

6.2	Develop and maintain a contact database, of all disability, carer and aged care service providers and businesses in the area. Use the database to disseminate Council information about new access and inclusion initiatives.	Director Community Services	2021/ongoing
6.3	Encourage the business sector to become more aware of Disability Awareness Workshops and how inclusive facilities will improve business.	Director Community Services	2021/2022
6.4	Review Council's Complaints Policy to include the Australian Human Rights Commission in the legislative framework, and make it a priority against any kind of discrimination or complaint.	CEO	2020/2021

<b>Measurable Target 2.3 – Accessible communities</b>			
<b>Priority 7: Universal Design across Council</b>			
<b>7</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>
7.1	Have relevant Council stakeholders, undertake the free 'Introduction to Universal Design' e-course through the Centre for Universal Design Australia.	CEO	2020/2021
7.2	Establish the incorporation of Australian Standards are integrated into future Council facilities and services, design initiatives and consideration be given to universal design principles	Director Infrastructure & Field Services	2020/2021
7.3	Promote a Universal Design culture throughout Council.	CEO	2020/ongoing
<b>Priority 8: Accessible and available information</b>			
<b>8</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>
8.1	Ensure Council website complies with the WCAG 2.0AA Policy.	Director Corporate & Financial Services	2020/2021
8.2	Investigate accessible and inclusion improvements to Council's Website.	Director Corporate & Financial Services	2020/2021
8.3	Provide more accessible and inclusive improvements to Council Website.	Director Corporate & Financial Services	2021/2022
8.4	Investigate installing technology for people with visual impairments. Consider the installation of the free screen reader called NV Access, and large print software to computer screens in the libraries and other publically accessed Council locations.	Director Corporate & Financial Services & Director Community Services	2021/2022
<b>Priority 9: Access to services</b>			
<b>9</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>
9.1	Consider promoting the use of some Council Community Grant funds for disability access to Council services and facilities.	Director Community Services	2021/ongoing
9.2	Align a prioritised 'footpath and Council provided pathways' works	Director Infrastructure	2021/2022

	plan, taking into account the 2020 DAIP Survey barriers into Councils asset renewal programs.	& Field Services	
9.3	Allocate work projections to progress the asset renewal plans incorporating accessibility.	Director Infrastructure & Field Services	2022/2023
9.4	Audit accessibility compliance of all Council public toilets, parks, reserves; sport and recreation; tourism/visitor facilities.	Director Infrastructure & Field Services	2022/2023
9.6	Determine if emergency egress for all people, from all Council facilities, is compliant and provided for.	Director Corporate & Financial Services	2022/ongoing
9.7	Consider the potential use/viability of a lifter at the swimming pools and budget for the provision as required.	Director Community Services	2022/2023
9.8	Undertake a review and gap analysis of the number and location of public access carparks, including roadside parking places outside public facilities; considering comments in the 2020 DAIP Community Survey, relevant development requirements and provisions of Australian Standards.	Director Infrastructure & Field Services & Director Development & Environmental Services	2021/2022
9.9	Align asset renewal programs to address the outcomes of the access carpark review.	Director Infrastructure & Field Services	2023/2024

<b>Measurable Target 2.4 - Learning and employment</b>			
	<b>Priority 10: Better supports within educational and training settings</b>		
10	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>
10.1	Hold Elected Member, Management, Staff, Volunteer and Community DAIP Awareness workshops annually.	Director Community Services	2021/ongoing
10.2	Investigate grant funds, to hold free workshops for 'Safe Use of Electric Mobility Scooters' working in conjunction with local suppliers and Police.	Director Community Services	2021/2022
	<b>Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning</b>		
11	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>
11.1	Review Council's Volunteer Policy to encourage and build an inclusive volunteer program which involves volunteers from diverse backgrounds..	Director Community Services & Tourism	2021/2022
11.2	Liaise with the NDIS Local Area Coordinators, for any potential Council work experience opportunities for people with a disability.	Director Community Services	2021/ongoing
11.3	Liaise with APM Employment Services for mutually beneficial employment opportunities.	CEO	2021/ongoing
	<b>Priority 12: Improved access to employment opportunities and better support within workplaces</b>		
	<b>Actions</b>	<b>Responsibility</b>	<b>Timeframe</b>
12.1	Investigate grant funding opportunities which would support the employment of people with a disability.	CEO	2021/ongoing
12.2	Inform local Disability Employment Service providers, of available Council employment opportunities.	CEO	2021/ongoing
12.3	Establish an inclusive 'People and Culture' manual, which encompasses non-discriminatory employment engagement processes and the provision of appropriate employee training and workplace supports.	CEO	2022/2023

## **Council Contact Details**

### **Mannum**

49 Adelaide Road, Mannum SA 5238  
Phone: (08) 8569 0100  
Email: [postbox@mid-murray.sa.gov.au](mailto:postbox@mid-murray.sa.gov.au)  
Opening Hours Monday - Friday: 9:00am - 5:00pm

### **Cambrai**

Main Street, Cambrai SA 5353  
Phone: (08) 8564 6020  
Opening Hours Monday - Friday: 9:00am - 5:00pm

### **Morgan**

Morgan & Districts Community Hub  
Fourth St (cnr Eighth St), Morgan SA 5320  
Phone: (08) 8540 0060  
Opening Hours Monday - Friday: 9:00am - 5:00pm  
Opening Hours Saturday: 8:00am - 11:00am (Library)

### **Blanchetown**

Blanchetown Community Hub  
3 Shaw St, Blanchetown SA 5357  
Phone: (08) 8540 0901  
Opening Hours Monday - Friday: 10:00am - 2:00pm

**Please do not hesitate to contact us if you require a copy in an alternative format, such as easy read, large font and electronic format (disk or emailed), audio or braille.**

**We would also appreciate any feedback on our DAIP Email: [postbox@mid-murray.sa.gov.au](mailto:postbox@mid-murray.sa.gov.au)**