

Accessibility and Inclusion Context

This Accessibility Action Plan (AAP) demonstrates the commitment of the Rural City of Murray Bridge to improving the participation of people with disability across a range of policy, program and service areas.

AAPs are active documents that acknowledge community and cultural diversity and the valuable contribution of all individuals to the social and economic fabric of our society. The plans provide a systematic approach to identifying barriers to inclusion, and actions to overcome these barriers.

The development of an AAP aligns with the intent and principles of the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD) signed by Australia in 2008. The UNCRPD adopts a social model of disability which defines disability as including “those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others”. AAPs provide an opportunity to identify and seek solutions to overcome social, attitudinal, economic and cultural barriers that limit participation.

Inherent in Australia’s commitment to the UNCRPD is an obligation to continually improve the lived experience of people with disability. For government, that not only means improving outcomes through the specialist disability service system, but also ensuring that mainstream services, programs and infrastructure provided by local government are responsive to the individual requirements of people with disability.

In response to the UNCRPD, in February 2011, the Council of Australian Governments endorsed the *National Disability Strategy 2010–2020* (NDS). The NDS provides a shared agenda to help achieve the vision of an inclusive Australian society that enables people with disability to achieve their full potential as equal citizens.

This document is intended to demonstrate the Council’s commitment to equality of opportunity for all in the communities that it works with. The AAP sets out eight goals, which have funded and prioritised actions to deliver and implement the AAP. The Plan is intended to be simple to read and implement with a small number of deliverable actions over a five year time horizon, with a realistic impost on budget provisions. This Plan is intended to assist Council in the delivery of a *Proud, Safe and Progressive* Rural City of Murray Bridge.

Overarching Aim: *Equal access, wherever possible, to the Rural City of Murray Bridge*

GOAL	1	To facilitate Elected Members, staff and volunteer understanding of, and commitment to, the principles of the Disability Discrimination Act (DDA) and to the Rural City of Murray Bridge Accessibility Action Plan (AAP)
	2	To raise community awareness of, and encourage commitment to, the principles of the Disability Discrimination Act and subsidiary legislation
	3	To provide equal opportunities for employment and volunteer work with Council
	4	To provide equal access to Council Information
	5	To provide high quality customer service for all
	6	To facilitate universal design and development of accessible urban spaces
	7	To conduct planning activities to develop an understanding of the extent of works, resources and timeframes required to ensure that all Council assets have equity of access
	8	To ensure the Accessibility Action Plan 2017-2027 is implemented, monitored and reviewed

DEFINITIONS

BUDGET

- Nil No project cost expected
- \$XX Existing budget, which can be funded by a current and recurrent operational budget
- \$XX (in red) New budget allocation required

PRIORITIES

- High Years 1-2
- Medium Years 2-4
- Low Years 4-5

Overarching Aim: *Equal access, wherever possible, to the Rural City of Murray Bridge*

Goal 1

To facilitate Elected Members, staff and volunteer understanding of, and commitment to, the principles of the Disability Discrimination Act (DDA) and to the Rural City of Murray Bridge Accessibility Action Plan (AAP)

Issues/Barriers

- Limited awareness of DDA (and its implications for Council), disability discrimination issues and the Rural City of Murray Bridge DDA Accessibility Action Plan
- Limited awareness of the barriers that prevent equal access to the City’s services and amenities
- The need for up to date information regarding developments in the application of the DDA
- The need for the budget to include a part time Accessibility Coordinator to coordinate training under the new standards and to keep abreast of latest trends with a particular focus on planning, development and asset management staff

ACTION/DETAILS	RESPONSIBILITY	PROGRESS/OUTCOMES	BUDGET REQUIREMENT	PRIORITY
Incorporate principles of DDA into induction packages for new staff	Manager – Organisational Development	Written material prepared	Nil	High
Include a DDA clause in Council’s job description template	Manager – Organisational Development	Clause to be included into template.	Nil	High

ACCESSIBILITY ACTION PLAN

2017 – 2022

ACTION/DETAILS	RESPONSIBILITY	PROGRESS/OUTCOMES	BUDGET REQUIREMENT	PRIORITY
Ensure DDA requirements continue to be incorporated into strategic and business planning formats	General Manager – Sustainable Communities	Increase awareness of and access to, information relating to the DDA, the RCMB Accessibility Action Plan and discrimination issues.	Nil	High
		Commitment to the Accessibility Action Plan is demonstrated via strategic and financial planning documents	Nil	High
		Training in new standards to be accessible to staff in relation to key areas – Depot, City Assets, Contracts and Maintenance.	\$5k	Medium
Develop networks with disability organisations	Community Advisory Committee	People with disabilities are satisfied with the manner in which they receive information.	Nil	Medium
		Strengthen networks, consult with disability organisations and individuals during monitoring of AAP	Nil	High

Goal 2

To raise community awareness of, and encourage commitment to, the principles of the Disability Discrimination Act and subsidiary legislation

Issues/Barriers

- Level of awareness of and/or commitment to equal access among community members, community groups, business and private developers

ACTION/DETAILS	RESPONSIBILITY	PROGRESS/OUTCOMES	BUDGET REQUIREMENT	PRIORITY
Acknowledge local businesses which promote inclusiveness and provide quality customer service for people with a disability	Team Leader – Community Development	Externally – International Day of People with Disability Recognition Awards every 2 years	\$10k	High
	Manager – Community Services	Positive images of people with disabilities promoted within the community	Nil	Medium
Regularly update the DDA information page on the Council's website	Manager – Community Services	DDA information page to be updated regularly and include links to other useful websites	Nil	High
	Team Leader – Community Development	Distribute information pamphlets	Nil	Medium

Goal 3

To provide equal opportunities for employment and volunteer work with Council

Issues/Barriers

- Limited roles that can be offered as employment/unpaid work for people with a disability in Council.

ACTION/DETAILS	RESPONSIBILITY	PROGRESS/OUTCOMES	BUDGET REQUIREMENT	PRIORITY
Develop ways to increase employment in Council for people with a disability	Manager – Organisational Development	People with a disability will be encouraged to experience inclusive employment, recruitment and selection practices, to ensure people with a disability have equal opportunity to be employed in Council.	Nil	Medium
Identify and reduce barriers to volunteer/unpaid work for people with a disability	Volunteer Coordinator	Barriers to volunteering reduced with people with a disability encouraged to experience inclusive employment, recruitment and selection practices.	\$25k	High
Ensure consideration is given to people with disability when commencing recruitment processes for new or vacant positions	Manager – Organisational Development	Identify funding sources and potential positions which could be available to people with disability	Nil	High

Goal 4

To provide equal access to Council Information

Issues/Barriers

- Limited access for some members of the community to information produced by Council

ACTION/DETAILS	RESPONSIBILITY	PROGRESS/OUTCOMES	BUDGET REQUIREMENT	PRIORITY
Review of information strategy including internet accessibility	Manager – Organisational Development	Implement Browsealoud and increase exposure on the Council website with links to free software improving access to web based information	\$1k	High
Information provided about key Council services to be developed into alternative formats	Team Leader – Customer Support	Review to be undertaken of the documents required to be accessible to the public free of charge and to be placed on Council’s website	\$5k	High
Ensure information about disability services/programs are incorporated into Council’s Intranet for responding to enquiries	Team Leader – Community Support	Monitor and ensure information is relevant and up to date	Nil	High
Hearing loops installed at LGC are operational and maintained	Team Leader - IT	Continue to publicise the hearing loops, how they work internally and externally for the Council Chamber	Nil	High
Promote and monitor library services including home and delivery services, large print material, maintain balanced collections in print and non print formats and new technology as it becomes available	Team Leader – Library	Review and report on these services annually through local media and Council website to demonstrate that there is an increased participation by people with a disability in Library services	Nil	Medium

Goal 5

To provide high quality customer service for all

Issues/Barriers

- Limited awareness of issues concerning people with disabilities
- Need to record information relating to access issues and complaints

ACTION/DETAILS	RESPONSIBILITY	PROGRESS/OUTCOMES	BUDGET REQUIREMENT	PRIORITY
Develop a procedure for and register of DDA related issues or complaints	Manager – Organisational Development	Complaint/grievance procedure is being used to resolve complaints	Nil	Medium
Promote DDA policy and procedure among Elected Members, staff and volunteers	Chief Executive Officer	DDA policy reviewed, adopted and promoted by Council	Nil	Medium
	Manager – Organisational Development	Ongoing staff and volunteer training	\$5k	Medium
	Team Leader – Communications	Promotion through website and media	Nil	High
Ensure remodelling of the front counter area at the LGC is a best practice solution	Manager – Organisational Development	Design solution is considered best practice	Nil	High

Goal 6

To facilitate universal design and development of accessible urban spaces

This will provide where possible:

- Equal access to Council owned buildings and facilities
- Equal access to Council owned playgrounds, reserves and open space
- Equal access to the streetscape and pedestrian networks
- Equal access to bus stop infrastructure

Issues/Barriers

- Inaccessible Council owned buildings, facilities and urban space, streetscape and pedestrian networks
- Level of available resources
- Lack of awareness among developers of their obligations under the DDA as the document with primacy
- Ageing assets and community infrastructure
- Heritage buildings
- Incomplete register of civil assets

ACTION/DETAILS	RESPONSIBILITY	PROGRESS/OUTCOMES	BUDGET REQUIREMENT	PRIORITY
Continue to include specific note(s) referencing DDA and AS1428 in relevant planning and building approvals	Manager – Development and Regulation	Applicants are alerted / informed via standard notes on approvals	Nil	Medium
Continue to refer developers to the requirements of the DDA when development applications are lodged for Building Rules Consent	Manager – Development and Regulation	Applicants are alerted / informed via the assessment process and standard notes on approvals	Nil	Medium
Employ most recent codes and standards in the development of existing and new Council buildings (where Development Approval is required)	Manager – Development and Regulation	People with disabilities report improved access to urban spaces within the RCMB	Nil	Medium

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ACTION/DETAILS	RESPONSIBILITY	PROGRESS/OUTCOMES	BUDGET REQUIREMENT	PRIORITY
Develop a list of Council buildings for scheduled access review / audits regularly or in response to information received regarding access for people with disabilities	Manager – City Assets	Reviews and audits undertaken as part of Council’s annual budget	Nil	Medium
Review or audit all Council assets	Manager – City Assets	Consultants/people with disabilities may be involved in the refurbishment and redevelopment process to address non-compliance of Council building works	Nil	Low

Goal 7

To conduct planning activities to develop an understanding of the extent of works, resources and time frame required to ensure that all Council assets have equity of access

This will include, wherever possible:

- Council buildings and facilities
- Pedestrian and cycle networks
- Transport (bus stop) infrastructure

Issues/Barriers

- Extent of work required to bring building, infrastructure and facilities into line with the DDA requirements.
- Extent of resources required to meet requirements.

ACTION/DETAILS	RESPONSIBILITY	PROGRESS/OUTCOMES	BUDGET REQUIREMENT	PRIORITY
Through budget planning processes, develop an indication/estimate of works and resources required to meet DDA requirements	Manager – City Assets	To be developed according to adopted strategies and priority listings during the annual budget process demonstrating an increased awareness of the nature and extent of Council’s responsibility to meet DDA requirements resulting in equitable access	\$50k	High
Recommend the appropriate time frames and budget for conducting the required works	Manager – City Assets	Plans developed and implemented outlining the works, resources and priorities to meet DDA requirements in relation to buildings/facilities	Nil	High
	Manager – City Infrastructure	Plans developed and implemented outlining the works, resources and priorities to meet DDA requirements in relation to pedestrian networks and transport infrastructure	\$ (various existing budgets)	Medium

Goal 8

To ensure the Accessibility Action Plan 2017-2022 is implemented, monitored and reviewed

Issues/Barriers

- Need for continuous DDA Accessibility Action Plan implementation, monitoring and review processes.

ACTION/DETAILS	RESPONSIBILITY	PROGRESS/OUTCOMES	BUDGET REQUIREMENT	PRIORITY
Regular item on the CAC agenda	Community Advisory Committee	Regular item on Community Capacity Committee agenda as a platform to raise concerns or provide feedback on DDA related issues	Nil	High
Annual review of AAP	All listed Responsible Officers	Responsible Officers will meet once a year to report on progress of their associated actions and to reframe timelines if necessary for the coming year	Nil	Medium