



Inclusive Coorong

Creating thriving and inclusive communities
2020 –2024

Coorong District Council
Disability Access and Inclusion Plan



Acknowledgement of Country

In the spirit of reconciliation the Coorong District Council acknowledges the Traditional Custodians of country throughout Australia and their connections to the land, sea and community.

We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

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Contact Details

Inclusive Coorong, the Coorong District Council Disability Access and Inclusion Plan (DAIP) is available on Council's website and printed copies are available at all Council Customer Service Offices

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PO Box 399, Tailem Bend SA 5260

Meningie Information Hub

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Executive Summary

Local Government authorities have a key role in providing supportive and accessible environments for their communities.

Coorong District Council is committed to providing a community that is accessible and inclusive for everyone and this plan demonstrates Council's commitment to improving the access and participation of people with disability across a range of areas so that they can enjoy the rights and opportunities provided to all citizens.

The plan aims to ensure that the region becomes more accessible for and inclusive of people living with a disability. It will help people within the community that are living with a disability to contribute and feel welcome, have access to services and retail outlets, and participate in everyday activities.



Strategic Context

In 2018, the Disability Inclusion Act 2018 (SA) (the Act) was passed following the South Australian Government recognising that a stronger commitment to access and inclusion planning for people living with disability was needed.

The Act supports the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), acknowledging that people living with disability have the same human rights as other members of the community and that the State and the community have a responsibility to facilitate the exercise of those rights. The UNCRPD is underpinned by eight guiding principles based on respect, equality and non-discrimination and was ratified by Australia in 2008, and the Optional Protocol signed by Australia in 2009.

The National Disability Strategy (NDS) is a coordinated plan across all levels of government to improve the lives of people living with disability, their families and carers. The NDS is Australia's response to the UNCRPD and is designed to ensure the principles of the UNCRPD are incorporated into policies and programs across Australia. Currently, the Commonwealth and State and Territory Governments are working towards developing a new national disability strategy for beyond 2020

Areas of policy action under the NDS are:

- Inclusive and accessible communities
- Rights protection, justice and legislation
- Economic security
- Personal and community support
- Learning and skills
- Health and wellbeing

Inclusive SA was launched on 1 November 2019 and is the South Australian Government's first State Disability Inclusion Plan. It is the Government's commitment to creating an accessible and inclusive South Australia based on fairness and respect.

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 following themes:

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

The State Plan is a requirement of the Act and sets a framework to support State authorities to implement the National Disability Strategy 2010-2020 (NDS).

The role of local government in disability, access & inclusion

Local Government plays an important role in creating an environment which is inclusive of all people, through its planning role and also through its involvement in community activities and provision of a range of services.

Murray and Mallee Public Health Plan

This Regional Health Plan has been jointly prepared by the Councils that make up the Murray and Mallee Local Government Association:

- Mid Murray Council
- District Council of Karoonda East Murray
- Southern Mallee District Council
- Renmark Paringa Council
- Rural City of Murray Bridge
- District Council of Loxton Waikerie
- Berri Barmera Council
- Coorong District Council

The purpose of the Regional Public Health Plan is to demonstrate how the Murray and Mallee LGA will work to improve the health and wellbeing of the community of the region over the next five years and is a legislative requirement of the South Australian Public Health Act 2011.

Priority Area #1

- *Building Stronger and Healthier Communities and Neighbourhoods for All Generations.*
 - The priority for the region involves maintaining and improving services to the region and overcoming the challenges for people living in remote areas.



A snapshot of the region

The Local Government Area



Coorong District Council covers 8,832 square kilometres with a population of 5,429 people living in 3,016 dwellings. (Australian Bureau of Statistics 2019 Estimated Resident Population)

The area is predominately rural and encompasses the small townships of Coonalpyn, Meningie, Tailern Bend, Tintinara and Wellington East.

Demographic Profile

National Data

Disability affects about one in five Australians to varying degrees and in different ways (Disability, Ageing and Carers, Australia: Summary of Findings, 2015 cat. no. 4430.0).

This can range from someone who has a mild hearing impairment that is overcome with the use of hearing aids, to a person who cannot wash or dress themselves due to a mobility restriction.

The 2016 Census of Population and Housing showed that the number of people in Australia with a need for assistance with core activities increased to 1,202,900 people or 5.1% of the population in 2016, up from 998,600 people, or 4.6% of the population in 2011.

Coorong District Council Data

In 2016, 330 people (or 6.1% of the population) in the Coorong District Council area reported as needing assistance in their day-to-day lives and identify as having a profound or severe disability. Of those residents identified as requiring assistance, 49% are aged 65 plus. Coorong District Council has an ageing population with 22% recorded as being 65 plus.

The area's disability statistics relate directly to need for assistance due to a severe or profound disability. People with a profound or severe disability are defined as those people needing help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a disability, long-term health condition (lasting six months or more) or age.

According to the 2016 ABS Census the Coorong District Council recorded a total of 568 people (13% of the population) that provided unpaid care, help or assistance to a person with a disability or health condition.

Why a disability, access and inclusion plan?

Disability Discrimination Overview

The Disability Discrimination Act 1992 provides protection for everyone in Australia against discrimination based on disability.

Disability discrimination occurs when a person is treated less favourably, or not given the same opportunities as others in a similar situation because of their disability.

The Disability Discrimination Act 1992 (DDA) makes it unlawful to discriminate against a person, in many areas of public life, including employment, education, getting or using services, renting or buying a house or unit, and accessing public places, because of their disability.

The DDA covers people who have temporary and permanent disabilities; physical, intellectual, sensory, neurological, learning and psychosocial disabilities, diseases or illnesses, physical disfigurement, medical conditions, and work-related injuries.

It extends to disabilities that people have had in the past and potential future disabilities, as well as disabilities that people are assumed to have.

The DDA protects people with disabilities who may be discriminated against because they are accompanied by an assistant, interpreter or reader; they are accompanied by a trained animal, such as a guide, hearing or assistance dog; or they use equipment or an aid, such as a wheelchair or a hearing aid.

Statutory Awareness

Federal and State legislation require the planning, development and implementation of processes which fulfil Council's legal and moral obligations to provide access to all citizens and visitors of the Council area.

Aims and Objectives of the Disability Access and Inclusion Plan

The aim of the Plan is to assist Council to better meet the needs of people with a disability who live, work, volunteer and visit the region. It will also assist Council to meet its statutory requirements under relevant disability legislation, at both a Federal and State level. In addition to this, the Plan will also:

Promote and improve access for all.

- Build an inclusive region for all people that respects the dignity and values the diversity of individuals.
- Strengthen the community.
- Ensure the protection of equal rights, the right to participate in all aspects of community life and to ensure the right of equal access to services, resources and facilities provided by Council's, in their roles as purchaser, service provider, policy adviser, planner, regulator and responsible employer.

The objectives of the plan are to:

- 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 activities.
- Promote positive and inclusive images of people with a disability within Council and the community.
- Strengthen the relationship between Council and people with disability in the region.
- Promote and increase awareness in Council staff and the broader community of the rights and needs of people with disability.
- Focus on practical, achievable and deliverable initiatives to enhance access to services, physical infrastructure and public places.

Development of the Regional Disability Access and Inclusion Plan

Why Develop a Plan?

Council is required under the Disability Inclusion Act 2018 (SA) to develop a Disability Access and Inclusion Plan.

The development of a Disability Access and Inclusion Plan represents a commitment by Council to contribute towards social access and inclusion for all community members 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.

In developing this Plan, the following was included:

- A survey to assess the potential needs, experiences and ideas of individuals and the community regarding Council's existing facilities and services.
- Workshops with community members, Elected Members and Council staff to assess the potential needs, experiences and ideas of individuals and the community regarding Council's existing facilities and services.

Community Consultation

In accordance with Councils Community Engagement Policy, consultation was undertaken over a six (6) week period. During this time community members, service providers and Council staff were invited to participate and contribute to the development of the plan through either completing a survey, providing feedback direct via email, phone and face to face or attending a community workshop.

The survey was developed around the themes of access to Council buildings, facilities, programs, services and information. The survey also sought and encouraged additional feedback.

Council developed three (3) versions of the survey which included an online version, a printed version and an Easy-Read version. Access to surveys was made available via Council's website, through links via electronic and social media distribution, as well as printed copies located at all Council offices, local post offices, medical centres, community hubs, and chemists.

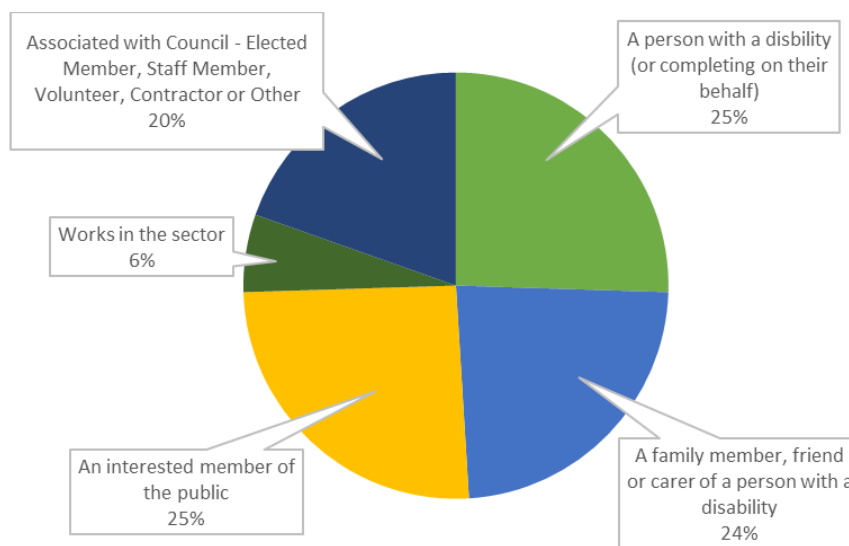
The survey findings and feedback obtained from the community has been used to guide and assist in the development of the actions outlined in this plan.

Community Survey Findings

Over 124 people took part in the consultation

- 23 people participated by contributing to community discussions held at the Meningie Day Care Centre and the Coonalpyn Community Hub
- 30 People completed the online survey
- 9 People completed a printed copy of the survey
- 16 people completed the Easy-Read survey
- 4 People made written submissions
- 39 Council Staff and Elected Members participated in workshop presentations
- 3 Service providers were consulted over the phone

25% of those completing the survey identified as being a person with a disability or where completing the survey on their behalf. Other people taking part in the consultation included family members, carers, people working in the disability sector, local government representatives and interested community members.



- Over 64% total respondents were aged 55+
 - 59% of respondents to the General Survey were 55+
 - 75% of respondents to the Easy-Read survey were 55+
- 84% of total respondents identified as Coorong District Council Residents and 16% as other
- 25% identified as being a person with a disability or where completing the survey on their behalf
 - 50% of respondents to the Easy Read survey identified as being a person with a disability or were completing the survey on their behalf
- When asked to rate the accessibility of Council's building or facilities
 - 52% rated them as good
 - 35% were not sure
 - 13% rated them as needing improvements.
 - It is worth noting that 64% rated footpaths as requiring improvements which was also emphasized with 20% of additional comments referring to the condition of footpaths.
- When asked to rate the accessibility of Council's programs and services
 - 60% rated them as good
 - 3% rated them as needing improvement
 - 5% were unsure
- When asked to rate the accessibility of Council's communications
 - 80% of the general survey respondents rated Council's communication as good.
 - Response in the Easy-Read survey showed only 30% felt that information was easily accessible. Across both surveys it was highlighted that 15% of respondents do not have access to the internet.

Regional Action Priorities

Priority Areas

Coorong District Council Disability Access and Inclusion Plan is structured around the themes and priority areas of the Inclusive SA: State Disability Inclusion Plan 2019–2023

1. Inclusive communities for all

Social inclusion is a priority 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 Australian's 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.

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.

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.

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.

Under each priority areas a number of regional actions have been identified and included in the following regional action plan.

Council District Council Regional Action Plan

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

Inclusive Communities for All							
Action		Key Responsibility	20/21	21/22	22/23	23/24	Measurable Target
Priority 1 - Involvement in the Community							
People living with a disability actively participate in welcoming and inclusive communities							
1.1	Implement Inclusive Play - Guidelines for accessible and inclusive play spaces and playgrounds	Infrastructure & Assets				✓	All newly installed playgrounds and play spaces incorporate Inclusive Play Guidelines
1.2	Incorporate accessibility measures into the planning for all Council run events, programs and activities	Office of the CEO		✓			A guide has been developed and provided with all event applications
1.3	Coorong District Council's volunteer program supports people with disability to engage in a variety of volunteering roles within the district, by having volunteer supervisors with disability awareness and processes and systems which are accessible	Office of the CEO Corporate & Community			✓		Number of people participating in Council's Volunteering program

Action		Key Responsibility	20/21	21/22	22/23	23/24	Measurable Target
Priority 2 - Improving Community Understanding and awareness							
<i>The South Australian Community is aware of and understand the barriers to access and inclusion face by people living with a disability</i>							
2.1	Coorong District Council Elected Members, employees and volunteers are offered disability awareness training	Corporate & Community			✓		Number of Elected Members, Staff & Volunteers who have undertaken training
2.2	Develop inclusive and accessible guidelines for all future Council events	Community Development			✓		
Priority 3 - Promoting the rights of people living with a disability							
<i>People living with disability have their rights promote, upheld and protected</i>							
3.1	Ensure that the induction of all new Elected Members, Management, Staff and Volunteers to include an understanding of the DAIP	Corporate & Community		✓			Number of workshops delivered
3.2	Investigate senior and parent with pram car parking spaces	Infrastructure & Assets		✓			Number of newly introduced parking space
3.3	Where appropriate advocate for accessible – local transport: disability services, aged care and disability employment education and improved NBN services	Office of the CEO				✓	SMP

Leadership and Collaboration

Action	Key Responsibility	20/21	21/22	22/23	23/24	Measurable Target
Priority 4 - Participation in decision-making <i>The perspectives of people living with disability are actively sought and they are supported to participate meaningfully in government and community decision-making</i>						
4.1	Continue to offer consultation processes that use multiple methods of engagement (e.g. written, on-line, face-to-face, and group sessions) and ensure that these comply with disability format standards	✓				
4.2	Undertake a review of all Council committee's and where relevant invite community members with a relevant background in disability access and inclusion to participate		✓			Number of participants increases
4.3	Provide opportunities for people with disabilities, carers and service providers to have input into the 2024 DAIP review				✓	Participation in the 2024 review has doubled from 2020
Priority 5 - Leadership and raising profile <i>People living with disability hold positions of leadership and responsibility across all sectors</i>						
5.1	Regularly promote the DAIP and it's completed actions in Council's information document	✓				Published quarterly in the Council information document
5.2	Investigate what services Council can support to build capacity of young people living with disability to ensure their participation in decision making		✓			

Action		Key Responsibility	20/21	21/22	22/23	23/24	Measurable Target
5.3	Disability access included in administration and toolbox meetings	CEO	✓				
Priority 6 - Engagement and consultation <i>Consultation and engagement practices across State Government support people living with disability to influence decisions that affect their lives</i>							
6.1	Develop and maintain a contact database of all disability, carer and aged care service providers and businesses in the district. Use the database to disseminate Council information about new access and inclusion initiatives	Office of the CEO				✓	Number of communications disseminated to targeted audiences
6.2	Ensure that community engagement opportunities are provided accordingly and include face to face consultation and person to person activities	Office of the CEO		✓			Number of participants
6.3	Encourage the business community to become more aware of Disability Access and inclusion and how inclusive facilities will improve business and positive customer experience	Office of the CEO			✓		Number of businesses who have developed their own DAIP

Accessible Communities

Action	Key Responsibility	20/21	21/22	22/23	23/24	Measurable Target
Priority 7 - Universal Design across South Australia						
<i>Built environments and public spaces are accessible to people living with disability</i>						
7.1	Investigate the incorporation of Universal Design principles	Corporate & Community		✓		
7.2	Provide Universal Design training plans for relevant staff and contractors	Corporate & Community	✓			
Priority 8 - Accessible and available information						
<i>People living with disability can access available information that is inclusive and accessible</i>						
8.1	Undertake an Audit of Councils communications methods, taking into consideration feedback from the 2020 DAIP community survey and that 22% of the region's population does not have internet connection and consider: <ul style="list-style-type: none"> Monthly contributions to local community publications The installation of Council Notice Boards Increasing direct mail campaigns 	Communications		✓		Implement new or alternative forms of communication methods
8.2	Customer services through face to face and person to person are retained and promoted	Corporate & Community	✓			Positive customer feedback
8.3	Audit Council's website against the WCAG 2.0AA Policy	Communications		✓		

Action		Key Responsibility	20/21	21/22	22/23	23/24	Measurable Target
8.4	Investigate and provide accessible and inclusion improvements to Council's Website	Communications		✓			Positive customer feedback
Priority 9 - Access to services							
<i>People living with disability have access to the services and supports they need</i>							
9.1	Undertake an Audit of Council's footpaths and pathways, taking into consideration feedback in the 2020 DAIP community survey and consider a work plan for budgeting and long term financial plan	Infrastructure & Assets			✓		A footpath plan is developed and highlights priority areas and new footpaths
9.2	Undertake an audit of Council's public toilets, parks, reserves, sport and recreational, libraries, halls, tourism and visitor facilities for compliance with accessibility requirements	Corporate & Community Infrastructure & Assets				✓	An accessibility compliance plan is developed & implementation commenced within 6 months of completion of the audit
9.3	Undertake an audit of access to Main Council Office and Visitor facilities and establish a schedule of required modifications to meet accessibility requirements	Corporate & Community Infrastructure & Assets				✓	An accessibility compliance plan is developed & implementation commenced within 6 months of completion of the audit

Learning and Employment

Action	Key Responsibility	20/21	21/22	22/23	23/24	Measurable Target
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Priority 10 - Better supports within educational and training settings

People living with disability have access to inclusive education and training opportunities

10.1	Investigate grant funds, to hold free workshops for “Safe Use of Electronic Mobility Scooters” working in conjunction with local suppliers and police	Office of the CEO	✓			Number of participants
10.2	Investigate grant funds to work with the regions community centres to hold free training and workshops to build knowledge, capacity and confidence on the internet	Office of the CEO		✓		Number of participants

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

People living with disability have opportunities to develop their skills through volunteering, learning and employment

11.1	Review Council’s volunteer policy to encourage and build an inclusive volunteer program	Office of the CEO	✓			Completed an update of the policy
11.2	Ensure accessible workplaces, timely modifications and flexible job design are part of Council’s processes	Corporate & Community		✓		

Priority 12 - Improved access to employment opportunities and better support within Workplaces

People living with disability have opportunities to develop and succeed in flexible and sustainable employment

12.1	Investigate grant funding opportunities which would support the employment of people with a disability	Corporate & Community		✓		
12.2	Inform local Disability Employment Service Providers, of available Council Employment opportunities	Corporate & Community		✓		

Action		Key Responsibility	20/21	21/22	22/23	23/24	Measurable Target
12.3	Establish an inclusive “People and Culture” manual which encompasses non-discriminatory employment engagement processes and the provisions of appropriate employee training, workplace support and personal development.	Corporate & Community			✓		Completed Manual

Implementing the Plan

Coorong District Council Disability Access and Inclusion Plan Project Team will oversee the implementation of the Regional Disability Access and Inclusion Plan and the regional actions.

Each Council will be responsible for the implementation of actions within their individual plans. The roles and responsibilities of Council are outlined within these plans that can be obtained from each individual Council.

The continued engagement of key stakeholders is fundamental to the successful implementation of this Plan.

Plan Review and Reporting

Coorong District Council Disability Access and Inclusion Plan project team will meet annually to monitor progress in regard to the regional actions.

An annual progress report is due to be received by the Chief Executive – SA Department of Human Services on 31 October 2021. A copy of the report will also be presented to Council.

This plan is a working document and can be reviewed at any time. The Plan may be reviewed in line with changing legislation.

The timeframe for evaluation and review of the Plan is four years unless otherwise legislated.





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room to move

room to play