



CITY OF
MITCHAM

2020 DAIP 2024

**DISABILITY ACCESS AND
INCLUSION PLAN**

A MESSAGE FROM THE MAYOR



It is with great pleasure that I present the City of Mitcham's Disability Access and Inclusion Plan (DAIP) 2020-2024. The Plan sets out a shared vision to improve access and inclusion for all people who live in or visit the City of Mitcham, in particular, those who have difficulty in accessing and participating in community life.

The City of Mitcham recognises the significant contribution of people living with a disability to the vibrancy, diversity and prosperity of our City. We hope that this plan will facilitate further opportunities to assist residents to connect with people and places, and feel empowered to have a voice and participate in a meaningful way in the community.

Heather Holmes-Ross

Mayor, City of Mitcham



INTRODUCTION

The City of Mitcham recognises that people living with disability are valued members of our community who contribute to the vibrancy, diversity and prosperity of our City.

The City of Mitcham's Disability Access and Inclusion Plan 2020-2024 sets out Council's ongoing commitment to ensuring our City is a welcoming and inclusive place beyond the requirements of the Disability Inclusion Act 2018. We have developed priorities that align with the State Disability Inclusion Plan Inclusive SA 2019-2023 that will assist all residents to connect with people and places and feel empowered to have a voice and participate in a meaningful way in the community.

This Disability Access and Inclusion Plan represents a continuation of our commitment to disability access and inclusion via our Disability Access and Inclusion Plan: A Connected Community for All 2015-2020. The previous plan was written under the Disability Discrimination Act, 1992 (CTH).

The DAIP is legislated by the Disability Inclusion Act, 2018 (SA), which was created in line with the United Nations Convention of the Rights of People with Disability. The Act prescribes that each state authority ("a local council constituted under the Local Government Act 1999") must have a Disability Access and Inclusion Plan (DAIP).

OUR PLAN

The Plan links with the City of Mitcham's Strategic Management Plan Mitcham 2030, 4-Year Delivery Plan, Annual Business Plans, Living Well Public Health and Wellbeing Plan 2020-2025. Importantly, the DAIP is aligned with and draws on the State Disability Inclusion Plan 2019-2023 - Inclusive SA. The outcomes we seek to achieve in this plan align with the outcomes of Inclusive SA.

It sets out five focus areas and actions that will enable the City to provide services, supports, facilities and information that are accessible for

all and genuinely inclusive. As well as buildings, footpaths, parks and other infrastructure we aim to strengthen socially inclusive planning in all that we do.

We consider this plan to be a living document and are committed to engaging people with a disability and their families, friends, and carers in the Mitcham community, as well as City of Mitcham staff in a collaborative way to ensure the outcomes are achieved through meaningful and impactful actions over a four year period.

OUR COMMUNITY

The City of Mitcham's Disability Access and Inclusion Plan 2020-2024 demonstrates our continued commitment to supporting people living with disability in accessing the services and supports needed to be actively involved as valued and contributing members of our community.

It is estimated that more than 20,000 people living in the City of Mitcham have access and inclusion needs.

According to the 2019 Population Health Profile the number of residents in the City of Mitcham who identified as living with severe and profound disability was 2,550. Added to this are the families of approximately 3,500 children aged 0-4 years who use strollers and prams, and the more than 11,000 people living in the City of Mitcham who are over the age of 65.

OUR FOCUS AREAS

CULTURE	COLLABORATE & ADVOCATE	COMMUNICATE, ENGAGE & PARTICIPATE	SPACES & PLACES	VOLUNTEERING, LEARNING & EMPLOYMENT
Accessibility and inclusion are a part of our way of working across the organisation	The rights of people living with a disability are represented, upheld and promoted	People living with a disability meaningfully engage and contribute to the City of Mitcham	Experiences in our spaces and places are accessible and inclusive for all	People living with a disability participate economically and socially through work and volunteering opportunities
<p>1.1 Accessibility and inclusion actions are embedded across the organisation</p> <p>1.2 City of Mitcham staff continue to build an access and inclusion mindset</p> <p>1.3 City of Mitcham staff have the confidence and capability to apply access and inclusion practices to their work</p>	<p>2.1 The rights of people living with a disability in the City of Mitcham are advocated</p> <p>2.2 Local, State and National disability programs, policies and frameworks are supported and promoted</p>	<p>3.1 People living with a disability actively participate and make decisions about the communities they live in</p> <p>3.2 People living with a disability can access the information they need and connect with the City of Mitcham</p> <p>3.3 City of Mitcham community events, programs and activities are accessible and inclusive</p>	<p>4.1 New buildings, programs, services and events are created in line with Universal Design principles in order to meet the needs of all people who wish to access them</p> <p>4.2 Council buildings and assets meet accessibility requirements and standards</p> <p>4.3 City of Mitcham's Open Spaces are accessible and inclusive</p>	<p>5.1 People living with a disability access inclusive volunteering opportunities</p> <p>5.2 A respectful and diverse workforce that provides opportunities for all people</p>



CULTURE

OUTCOME 1.1

Accessibility and Inclusion **actions** are **embedded** across the organisation.

ACTIONS

1.1.1 | FUNDED

Establish the governance of the DAIP Working Group to be run in a collaborative and sustainable way, define measurable ongoing targets and reporting structure for the DAIP to support the delivery of the plan, regular consultation and engagement, and annual reporting requirements.

1.1.2 | FUNDED

Review plan with responsible teams to plan and budget for the implementation of actions.

CULTURE

OUTCOME 1.2

City of Mitcham staff continue to build an accessibility and inclusion **mindset**.

ACTIONS

1.2.1 | FUNDED

Undertake a survey of all staff as well as targeted in-depth interviews to understand current staff experience and awareness level of accessibility and inclusion and the opportunities, challenges and barriers that currently exist.

1.2.2 | FUNDED

Based on survey results define actions that enable staff across Council to adopt an accessibility and inclusion mindset such as training and any other relevant learning experiences.

1.2.3 | FUNDED

Review survey results and suggested actions with key stakeholders and identify actions to be taken in Year 2 – 4

1.2.4 | FUNDED

Consider accessibility and inclusion strategies and requirements in our procurement process

OUTCOME 1.3

City of Mitcham staff have the **confidence and capability** to apply accessibility and inclusion **practices** to their work

ACTIONS

1.3.1 | FUNDED

Based on staff survey results identify service areas where accessibility and inclusion training is required and make recommendations to relevant teams and managers.

A photograph of a modern building with a ramp and a tree. The ramp is made of concrete and has a dark metal railing. A large tree is on the left side of the ramp. The building has a dark facade and large windows. The text "COLLABORATE & ADVOCATE" is overlaid on the image in large, white, bold letters.

COLLABORATE & ADVOCATE

OUTCOME 2.1

The **rights** of people living with a disability in the City of Mitcham are **advocated**.

ACTIONS

2.1.1 | FUNDED

Define the ongoing role that Mitcham Council will take in advocating for the rights of residents living with a disability.

2.1.2 | FUNDED

Develop a more detailed profile of the disability community to understand their needs and expectations from Council as part of the customer experience transformation roadmap.

COLLABORATE & ADVOCATE

OUTCOME 2.2

Local, State and National disability programs, **policies** and **frameworks** are **supported** and **promoted**.

ACTIONS

2.2.1 | FUNDED - YEAR 1

Work collaboratively with relevant State authorities, the NDIA Engagement team, and Local Area Coordinators to improve community understanding and awareness during a time of funding transition to complement and leverage the national effort under the National Disability Strategy 2010-2020 and the emerging national disability strategy for beyond 2020.

2.2.2 | FUNDED

Participate in relevant partnerships such as the Local Government Access & Inclusion Network (LGAIN), Southern Region Inclusion Reference Group, Inner Southern Council Collaboration to identify partnership opportunities and information relevant to the Mitcham community.

2.2.3 | FUNDED - YEAR 1

Seek partnership opportunities with local disability and community services and groups to share information, resources for residents not eligible for the NDIS.

2.2.4 | FUNDED

Review existing City of Mitcham policies including the Supported Decision-Making and Consent and Access and Inclusion policy to support people living with disability to make decisions about services that affect their lives.



COMMUNICATE, ENGAGE & PARTICIPATE

All Abilities Cheer and Dance's Special Olympics Pom Starz train at City of Mitcham's Hawthorn Community Centre.

OUTCOME 3.1

People living with a disability **actively participate** and make **decisions** about the communities they live in.

ACTIONS

3.1.1 | FUNDED

Increase the consultation and engagement participation of people living with a disability who also identify as belonging to priority groups* by building partnerships with relevant community organisations.

*LGBTIQ+, culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander peoples, women and children.

COMMUNICATE, ENGAGE & PARTICIPATE

3.1.2 | FUNDED

Participate in and support the growth of the peer led Inclusion Reference Group representing the interests of people within the Marion, Mitcham and Holdfast Bay council areas including but not limited to people living with disability, people from Culturally and Linguistically Diverse (CALD) backgrounds.

3.1.3 | FUNDED

Support young people living with a disability to actively participate in decision making by encouraging and supporting nomination to the Mitcham Youth Advisory Committee (or equivalent group), seek input via the 'Have Your Say on Youth Development' forum for young people 12 – 25 years old, and actively engage students via a Student Representative Council or equivalent student leadership group.

3.1.4 | UNFUNDED

Establish a Register of Disability Experience and Expertise to assist in identifying people with lived experience for committees and advisory groups.

3.1.5 | FUNDED

Align Accessibility and Inclusion engagement goals and actions with planned customer experience transformation roadmap.

3.1.6 | FUNDED

Review and integrate recommendations from the state toolkit on community engagement for those living with a disability.

3.1.7 | FUNDED

Review policies regarding accessibility of Council Meetings and Meeting Procedures and identify opportunities to improve accessibility.

COMMUNICATE, ENGAGE & PARTICIPATE

OUTCOME 3.2

People living with a disability can **access the information** they need and **connect** with the City of Mitcham.

ACTIONS

3.2.1 | FUNDED

As part of the customer experience transformation roadmap review State toolkit regarding accessible communications, identify the communication needs of Mitcham residents living with a disability and define actions to ensure Council's communications are available in a range of accessible formats.

3.2.2 | FUNDED

Promote and explore the use of accessible technology such as the City of Mitcham CloudTour and Local History Service Virtual Reality Goggles.

3.2.3 | PARTIALLY FUNDED

Consider State toolkit regarding accessible communications in infrastructure maintenance and upgrade schedules, installation of signage indicating disability access (where this has been assessed by an accredited access consultant), and installation of multimedia devices in queues at service outlets to include people who are deaf, hard of hearing, vision-impaired or blind.

OUTCOME 3.3

City of Mitcham community **events, programs** and **activities** are accessible and **inclusive**.

ACTIONS

3.3.1 | FUNDED

Ensure guidelines and recommendations outlined in the State event toolkit are reflected in the Mitcham event toolkit.

3.3.2 | FUNDED

Collaboratively review annual community programs and activity schedule to identify opportunities to offer a wider range of programs to people living with a disability both tailored to specific groups, as well as finding ways to include and integrate with broader suite of programs and activities.

A person is pushing a shopping cart on a sidewalk during sunset. The person is wearing a dark jacket, dark pants, and white sneakers. The cart is filled with several large black shopping bags. The background shows a city street with trees and buildings, and the sun is low on the horizon, creating a warm, golden glow.

SPACES & PLACES

OUTCOME 4.1

New buildings, programs, services and events are created in line with **Universal Design** principles in order to meet the needs of all people who wish to access them.

ACTIONS

4.1.1 | FUNDED

Identify the need for universal design training for specific teams and roles and roll out accordingly within the staff annual MyPlan process.

4.1.2 | FUNDED

Universal design principles are applied for all new building and public projects and planning for programs, services and events.

SPACES & PLACES

OUTCOME 4.2

Council buildings and assets meet accessibility requirements and standards.

ACTIONS

4.2.1 | UNFUNDED

Undertake an audit of buildings and infrastructure against disability access requirements and develop a list of deficiencies to be prioritised in future capital programs.

4.2.2 | PARTIALLY FUNDED

Review of availability of accessible car parks and include criteria regarding access and inclusion in the regular maintenance reviews of car parks.

OUTCOME 4.3

City of Mitcham's **Open Spaces** are accessible and inclusive.

ACTIONS

4.3.1 | FUNDED

Consider accessibility and inclusion standards when undertaking existing planned Open Space projects.

4.3.2 | PARTIALLY FUNDED

As part of the development of the Open Space Strategy incorporate recommendations from the state inclusive play guideline in the design of accessible and inclusive spaces.

4.3.3 | PARTIALLY FUNDED

As part of the development of the Open Space Strategy consider establishing minimum standards for priority parks and reserves that improve access and inclusion for people living with disability and implement a program of priority actions, including exemplary visitor experiences.



VOLUNTEERING, LEARNING & EMPLOYMENT

OUTCOME 5.1

People living with a disability **access inclusive volunteering** opportunities.

ACTIONS

5.1.1 | FUNDED

Identify inclusive volunteering opportunities that could be offered to people living with a disability.

VOLUNTEERING, LEARNING & EMPLOYMENT

OUTCOME 5.2

A **respectful** and **diverse workforce** that provides **opportunities** for all people.

ACTIONS

5.2.1 | FUNDED

(Development of Diversity Employment Plan funded, final actions within it may be unfunded)

Development and endorsement of a City of Mitcham Diversity Employment Plan with measurable actions that contribute to:

- Increasing our understanding of workplace diversity through consultation, training and leadership.
- Removing physical or systemic barriers to employment and development opportunities
- Strengthening a respectful and positive work environment by supporting our people and promoting diversity.
- Improving our ability to attract, support and retain people of under-represented diversity priority groups.

5.2.2 | FUNDED

Explore most effective manner for inclusion, equity and diversity principles to be promoted by leaders to new employees via possible options such as corporate online induction, position profile, training, and/or team level inductions, etc.



CITY OF
MITCHAM

**For more information please visit:
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