

# **Access Adelaide**

## **Access Action Plan**

**2006 - 2010**

## Message from the Lord Mayor

Adelaide is a beautiful, elegant City which should be enjoyed by all.

In our Strategic Management Plan 2004 - 2007, we made a commitment to develop a socially just City. Adelaide City Council has established bold targets to grow the City's student, worker, visitor and resident populations. To achieve these aims, we need to create opportunities for people of different backgrounds, ages and abilities to enjoy the City.

*Access Adelaide - Access Action Plan 2006 - 2010* is the result of Council's efforts to foster a socially just city and address the needs of people with disabilities. The Action Plan seeks to remove barriers, improve accessibility and enrich equity in the community, ensuring that the City is open to everyone.

This Plan, the third such plan developed by Council, focuses on improving access into and within buildings, pedestrian access and wayfinding, car parking and public transport. The Council will focus on improving its work in the fields of information and consultation, human resources and community support.

The actions identified in this plan are tailored to ensure that everyone has the opportunity to experience what Adelaide has to offer and in doing so, will strengthen the City's reputation as one of the most inviting and accessible cities in the world.

## Acknowledgements

Developing a Plan of this type takes a lot of effort from a lot of people. In particular these people need to be acknowledged for their passionate efforts in assisting to identify issues, engage with others and assist in developing sound actions.

- Jill Fowler and Trevor Harrison from HC Harrison Consultants, along with Elizabeth Jardine conducted an audit of the previous Action Plan, lead initial consultations with a range of stakeholders and provided an initial draft Plan which assisted in framing the final Plan which is before you.
- Neil Lillecrapp from Disability Information Resource Centre who brought a wealth of knowledge and experience to assist in giving final form to the priority actions.
- Maurice Corcoran from the Department for Families and Communities who assisted in considering linkages with State Government activity and provided advice on developing appropriate measures.
- A range of people who participated in focus groups and provided information and/or feedback on proposed actions.

# 1 Accessibility - What Does it Mean for Adelaide?

With its wide streets, relatively flat topography, attractive boulevards and a long held commitment to social reform, the City is a welcoming destination for all visitors, workers, residents and students, including those with disabilities.

Therefore, Adelaide has a well earned reputation as one of the most accessible cities in the world. This Action Plan provides the opportunity to enhance this reputation and deliver some real benefits to people with disabilities and others.

The Australian Bureau of Statistics' Survey of Disability, Ageing and Carers (1998) found that 19 per cent (some 3.6 million people) of the total Australian population aged between 5 and 64 years had some form of disability. In South Australia there are over 340,000 people (23% of the State's population) with disabilities. About 95 % of these live in the community while about 5% live in supported accommodation.

It is anticipated that as the population ages the proportion of people with disabilities will increase. This Action Plan assists in providing greater access to the City for a growing number of people and therefore supports the achievement of Council's population targets and other Council strategies and policies.

In addition, it is estimated that there are over 230 million people worldwide with some level of disability<sup>1</sup>. Many of these will travel to Adelaide often accompanied by others. According to recent research:

"People with disabilities have the same motivations to travel as the rest of the population. However, while many tourists might experience barriers to tourism participation, it has been found that these barriers disproportionately affect people with disabilities."<sup>2</sup>

Adelaide is well placed to attract many people with disabilities and, by further reducing barriers to access, can facilitate growth. Wherever possible, Council has integrated actions which assist people with disabilities into mainstream service provision provided to all visitors, workers, students and residents who use the City.

## 1.1 Strategic Context

Council's Strategic Management Plan outlines a vision, primary strategy and guiding principles for the City. The vision is:

**"The City of Adelaide, as the Capital City of South Australia, will be a vibrant and populous central place for work, study, leisure and living invigorating the cultural, commercial, educational and community life of the State."**

Increasing the number and mix of people in the City centre to an optimum level to sustain activity and vitality is essential to achieving

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<sup>1</sup> Cameron. B, Darcy. S, Foggin E Barrier-Free Tourism for People with Disabilities in the Asian and Pacific Region. United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), 2003, p7

<sup>2</sup>Cameron. B, et al, (2003), Op Cit, p8

the vision. Additional residents, workers, students and visitors will make a wider range of services, facilities and attractions viable. This will create a more vibrant City with a stronger community and cultural life and a more robust, innovative economy.

The Council's primary strategy therefore is to:

**"Increase the number of people living, visiting, working and learning in the City to an optimum sustainable level."**

To create the conditions for sustainable activity and quality of life the Council will be guided by the principles that the City must be:

- **Culturally Vibrant**
- **Socially Just**
- **Environmentally Sustainable**
- **Economically Viable**
- **Outward Looking**

This vision, primary strategy and principles provide the basis for this Action Plan. Working to address access barriers for people with disabilities will also provide benefit to a range of people including older people, people with prams, heavily laden shoppers and those with temporary mobility difficulties. In this way the Action Plan will also contribute to the conditions which support Council's strategic directions.

This Action Plan is the third such plan developed by Council. Consistent with the previous plans, Council remains committed to:

- Promotion of the rights of people with disabilities to participate equitably in the life of the community;
- Freedom from discrimination for all, including people with disabilities;

- Promotion of positive attitudes and behaviours which respects the right to equal access and dignity for people with disabilities;
- Provision of appropriate public and private infrastructure and the provision of resources and relevant human services to support people with disabilities, having regard to their type or types of disability, gender, cultural background and/or income;
- Equal employment opportunity within Council for people with disabilities through fair recruitment and selection processes and the provision of reasonable adjustments to work practices and work environments.

The initiatives of the Action Plan will deliver outcomes for people with disabilities which:

- Remove barriers,
- Improve accessibility,
- Create equity,
- Improve information and communication,
- Create positive attitudes,
- Support independence, and
- Enable dignity.

The Action Plan informs and supports a range of other Council policies and strategies. In a strategic context, this Action Plan evolves from the Council's draft Social Development Strategy and has strong links with the draft Older Persons Policy and Action Plan as it will address many issues of mobility in the public realm and within buildings which are identified as a concern for many older people.

Work being undertaken by the State Government also links with this Action Plan. The State is committed to similar outcomes as those

expressed here and has put in place a broad strategy, titled *Promoting Independence*, to make “progress in eliminating policies and practices which treat people with disabilities less favourably than those without a disability.”<sup>3</sup> In the annual monitoring and review of Council’s Disability Action Plan, reference will be made to the actions being undertaken by State Government so as to align activities and outcomes where possible.

A review of Council’s previous *Access Adelaide – Access Action Plan 2000 – 2004*, showed that some 75% of actions had been completed, were being addressed in ongoing programs or were substantially progressed. Many of these actions are ongoing and have been incorporated into this Action Plan along with new initiatives.

## 1.2 Legislative Context

Access for people with a disability is a legislative requirement under the Federal Disability Discrimination Act 1992 (DDA) in regard to the following areas:

- Education
- Access to premises
- Goods, services and facilities
- Accommodation and Land
- Sports, clubs and all recreation & cultural events
- Employment
- Commonwealth programs and law
- Requests for information

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<sup>3</sup> Department for Families and Communities, *Promoting independence: Disability Action Plans for South Australia - 4<sup>th</sup> Progress report on implementation. December 2004*, Government of South Australia 2004, p3

People with disabilities and their associates have the same fundamental rights before the law as other able-bodied workers and visitors.

While the Act does not specifically require Council to develop an Action Plan, there are significant benefits of having an Action Plan in place as it supports Council’s strategic intent and it:

- Establishes a commitment to the elimination of discrimination;
- Provides quality services to the community as a whole, including those with disabilities.
- Is an effective measure in reducing Council’s potential liability in the event of claims for unlawful discrimination, as it reduces exposure to such claims if it is lodged with the Human Rights and Equal Opportunity Commission (HREOC).
- Assists in better educating staff, service providers and other key stakeholders on disability discrimination.

Council’s obligation to reduce and eliminate, as far as possible, discrimination on the basis of disability, and have some level of defence against a complaint, requires monitoring of actions, appropriate resourcing and evaluation of performance.

This Action Plan, therefore, takes into account the stance of the Human Rights and Equal Opportunity Commission;

*One of the common problems the Commission has seen in registered Action Plans is the tendency to test whether or not the tasks have been done, rather than test whether or not doing the tasks has eliminated identified barriers. This often leads to focusing too much on measuring activities rather than results. Monitoring, evaluation and review strategies need to be planned*

*during the Action Plan development process, rather than as an afterthought.*<sup>4</sup>

Evaluation and monitoring of this Action Plan will be undertaken in such a way as to gauge both the implementation of actions and the effect these have.

### 1.2.1 Who is Covered by the Disability Discrimination Act 1992?

The DDA applies to any person, adult or child, who has any type and/or level of disability including the following broadly categorised disability groups:

- Psychiatric – e.g. people with mental illness such as depression
- Physical – e.g. someone who uses a wheelchair, stick or walking frame; uses a scooter; a person with amputation or cerebral palsy
- Sensory – e.g. people who have difficulty with vision and hearing loss/deafness or blind
- Intellectual – e.g. someone with Down's Syndrome
- Learning – e.g. problems with literacy such as dyslexia
- Neurological – e.g. multiple sclerosis and motor neuron disease
- Disease processes – e.g. Hep. B or C, Diabetes, HIV/AIDS;

Associates of people with disability are also protected against discrimination. Associates refer to work colleagues, family members, personal attendants and/or carers.

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<sup>4</sup> Developing an effective Action Plan - Monitoring, Evaluation and Review  
[http://www.humanrights.gov.au/disability\\_rights/action\\_plans/Effective\\_Plan/effective\\_plan.html#9](http://www.humanrights.gov.au/disability_rights/action_plans/Effective_Plan/effective_plan.html#9)

## 1.3 What is in the Action Plan?

*As the Capital City Council for South Australia, the Adelaide City Council has a responsibility to be outward looking, to work collaboratively with the State Government and other councils and to demonstrate excellence and innovation in service provision and in the quality of its management of the central area and Park Lands.*<sup>5</sup>

This Action Plan will continue the focus areas identified in the previous Plans as it is important that consistent and persistent work is undertaken in many areas for continuous improvement to access to be achieved. Therefore the areas continuing from the previous Plan are:

- Access into and within buildings in the City
- Pedestrian Access and Wayfinding
- Car Parking
- Public Transport

Note that the previous Pedestrian Access focus area has been modified to include Wayfinding. *Wayfinding* is a term used to describe the manner in which people locate themselves in the built environment. People with low vision and blindness particularly require environmental cues to wayfind e.g. maps, street numbers, directional signs, audio and tactile measures and other elements used as "way-finding" devices.

In addition three new areas have been added to reflect the internal operations of Council more distinctively, give more attention to the way in which information is provided and people are consulted and

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<sup>5</sup> ACC Strategic Management Plan 2004-2007 page 18

recognise the ways in which Council supports individuals and a range of organisations. These new areas are:

- Information and consultation
- Human Resources
- Community support

### 1.3.1 Access Into and Within Buildings in the City.

Buildings and other premises should be able to be accessed by everyone, in an equitable manner. In other words, access through the main entrance should not be discriminatory.

However, people with disabilities continue to find access into and within some new buildings highly problematic. These include buildings developed for commercial and domestic purposes. Similarly, problems exist in relation to many existing buildings within the City. A range of measures instituted by Council, particularly through the development assessment process, can improve access into Council owned or managed buildings and also enforce regulation and/or facilitate improved access to buildings which are owned or managed by others.

### 1.3.2 Pedestrian Access and Wayfinding.

Mobility around the City and Park Lands is an ongoing concern for all people including people with disabilities. Infrastructure is a key element to easy, dignified and independent access whilst moving in and around a capital city - the footpaths, kerb ramps, and pedestrian crossings - the need for people with vision impairment/blindness to have audio, tactile and other wayfinding cues. In particular there is a need to systematically introduce continuous footpaths across side streets and access ways and introduce roll-over kerbs (where possible and effective) to ensure this can be achieved.

Managing street furniture, A-frames and display stands outside retail premises along the building line can address hazards to people with disabilities by improving the space available for clear, unobstructed passage.

### 1.3.3 Car Parking.

Improving accessible car parking bays both on and off street remains a priority for Council. People with mobility disabilities will benefit from ongoing actions to increase the number and useability of accessible parking bays. People with mobility disabilities are often inconvenienced by people without disabilities parking in clearly identified accessible parking bays (on and off street).

Improving the number and management of parking bays for Access Cabs to load/unload passengers will greatly assist those who utilise this important service.

### 1.3.4 Public Transport.

Many people with disabilities are dependent upon public transport to access and traverse the City. Being accessible, the City free bus service and Council's Connector Bus are widely used by people with disabilities. The new trams with their improved access will have a positive effect on access to the City.

Ongoing improvements to public transport and better bus stops in key locations are crucial to improving the City and making it more welcoming for people with disabilities.

### 1.3.5 Information and Consultation

All users of information should be able to understand the message being delivered by Council including information that may relate to:

- Council services - their access features and/or criteria for eligibility;

- Employment and training opportunities within council;
- Festivals and other cultural events of interest to visitors;
- Notices sent to ratepayers and businesses regarding consultations or other council processes; or
- Development applications and approvals for building work etc

People with disabilities require engagement in decisions which effect them in the same proportions as those without disabilities.

Council will continue to develop the capacity to provide information and consult in a range of 'alternative formats' and provide information in a timely manner so as not to disadvantage people.

### 1.3.6 Human Resources

People with disabilities are often discriminated against in terms of access and retaining employment. Council is committed to developing an inclusive organisational culture where people with a disability are valued as employees. Steps will be taken to enact and improve policies related to fair treatment in the workplace and in supporting people with disabilities with necessary modifications to the working environment.

Council's reputation for excellent customer service will be enhanced by continuous improvement in disability awareness for all staff, in particular for 'front line' staff that have ongoing and regular contact with members of the public.

### 1.3.7 Community Support

There are a range of organisations and agencies which support and/or interact with people with disabilities. Council can play a role in assisting these organisations to either develop new initiatives or to be better able to accommodate people with disabilities. In addition

many people in the community require greater levels of individual support.

Council has some ability to provide services which will support people and allow them to enjoy the benefits of, and contribute to, City life.

## 1.4 Implementation and Monitoring of the Action plan

It is vital that the steps outlined in this Action plan are implemented and their effect monitored in an ongoing fashion. To assist in this responsible Business Units are required to provide details on their progress toward implementation of specific actions on an annual basis. In addition an annual program of targeted consultation and with people with disabilities and related groups will be undertaken to ascertain the effect of these actions. The effect will be measured against the Key Performance Measures listed under each focus area.

This will be enhanced by conducting a longitudinal research program engaging targeted people with disabilities over a 5 year period. This study will consider their perceptions of the effect of changes in the City over time.

Utilising these various measures will enable assessment of actions and their effects in achieving key performance measures outlined in this Action Plan. An annual report to Council will address both the specific actions undertaken and their effect.

The Plan also will be lodged with the Human Rights and Equal Opportunity Commission and an in depth review and report will be

conducted in 2009/10 as a way of reinvigorating this Plan and establishing a new Plan for 2010 – 2015.

## 2 Adelaide City Council Action Plan

Wherever possible, Council seeks to provide infrastructure, services and facilities for people with disabilities in an integrated way. For the most part, this means that the needs of people with disabilities are considered as being a part of the core function of Council and no

special resource allocations are made. It also means care will be taken to ensure that design and implementation of infrastructure, facilities and services addresses the needs of people with disabilities along with other members of the community.

### 2.1 Focus Area - Access into and within buildings

#### 2.1.1 Key performance measures

- **Council buildings are more accessible, lessening complaints and increasing usage by people with disabilities.**
- **Increased awareness by developers of importance of access resulting in increased access into private buildings.**

Action	Responsible Business Unit
Continue “condition” audit of all Council-owned premises to assess safety and access issues. Remedy and upgrade as necessary according to relevant standards.	Infrastructure and Property/Engineering and Environmental Services
Promote and utilise recent major upgrades to Aquatic Centre which allow improved access for people with disabilities	City Businesses
Ongoing review, upgrade and maintenance of public toilets to take into account access for people with disabilities, placement of sharps disposal containers, lighting maintenance standards and installation of uni-sex cubicles.	Infrastructure and Property/Engineering and Environmental Services

Provide input to Government and other relevant bodies for legislative change to improve effectiveness of the Disability Discrimination Act and Building Code of Australia in development control.	Development Planning
Provide advice and ensure compliance with Disability Access regulations in the development planning process including: Building Code of Australia, Disability Discrimination Act 1992, HREOC Advisory notes on Access to premises. This may require developers to seek specialist advice from disability consultants.	Development Planning
Explore opportunities to work with the interest groups (including the Royal Australian Institute of Architects and the Property Council) to encourage building owners to provide access into and within City buildings. This includes opportunities which exist within Council's current activities such as the Office Refurbishment Program.	Development Planning/ Economic Development

## 2.2 Focus Area - Pedestrian Access and Wayfinding

### 2.2.1 Key performance measures

- **Length of pathways which are made more accessible by making improvements to public infrastructure.**
- **Number of ‘Wayfinding’ activities instituted.**
- **Degree to which people with disabilities report improved pedestrian access and usefulness of Wayfinding measures.**

Action	Responsible Business Unit
Continue with provision and priority maintenance of the Adelaide Park Lands Trail (a path right around the Park Lands).	Park Lands and Sustainability/ City Assets/City Operations
Upgrade the City of Adelaide Access Map and Directory to reflect current information; to be made available in a range of formats. Publish the upgraded directory on Council’s website and through appropriate outlets including Disability Information and Resource Centre.	Social Development
Reduce obstructions and areas of conflict on pathways by: <ul style="list-style-type: none"> <li>• Implementation of outdoor dining and footpath policies that ensure accessible pathways.</li> <li>• Evaluation of improved access arising from pilot advertising “posts’ as a replacement for A-frames,</li> <li>• Remove obstructive Council infrastructure from faces of buildings and relocate to kerbside or most ‘natural’ and intuitive location (e.g. parking meters)</li> <li>• Reduce the impact of chemical use in the public realm for people with Multiple Chemical Sensitivity by developing protocols which will consider notification and adequate signage when chemicals are used and alternatives to chemical use.</li> </ul>	Urban Design/ Regulatory Services/City Operations
Develop policy and guidelines which will promote continuous and level footpaths throughout the City. When footpaths are reformed, priority will be given to smooth pedestrian access and (where appropriate) rollover type kerbs for vehicle entrances to access ways and side streets.	Development Planning/Urban Design

<p>Improve 'Wayfinding' by</p> <ul style="list-style-type: none"> <li>• Consulting with key stakeholders concerning Wayfinding approaches and use of international symbols.</li> <li>• Develop an options paper, in conjunction with State Government, regarding instituting a 'talking signs' pilot project in the City utilising a 3G network and mobile phone technology.</li> </ul>	<p>Urban Design/Social Development</p>
<p>Continue to provide wheelchair loan service and the Adelaide Assist People Mover and consider ways in which to expand such services.</p>	<p>Library and Community Services</p>
<p>Ensure all capital works in the public realm adhere to relevant standards and evaluate completed upgrade projects as to their general amenity and disability access.</p>	<p>Urban Design</p>
<p>Ensure the needs of people with disabilities are consistently considered in the further development of transport related policies.</p>	<p>Development Planning</p>
<p>Develop specific guidelines and principles to ensure the design and construction of infrastructure caters for general mobility access throughout the City especially for people with disabilities.</p>	<p>City Assets/ Urban Design</p>

## 2.3 Focus Area - Car Parking

### 2.3.1 Key performance measures

- **Increase the number of accessible and Access Cab parking sites ensuring that they are in appropriate locations and are 'user-friendly'.**
- **Improved perception of accessible parking in the City.**

<b>Action</b>	<b>Responsible Business Unit</b>
Promote recent increase to numbers of accessible parking places in U Parks, which are approximately double the Australian Standard	City Businesses
Respond to individual requests for parking bays on-street. Ensure priority maintenance of accessible parking sites for people with disabilities.	City Operations
Periodic reviews of the On-street Parking Policy and Small Passenger Vehicle Loading Plan for Adequacy of on-street parking bays for people with disabilities.	Development Planning
Review promotional material and approach for the current voucher service and conduct promotional campaign with relevant agencies.	City Businesses
Investigate stronger sanctions against illegal parking in permit bays.	Regulatory Services

## 2.4 Focus Area - Public Transport

### 2.4.1 Key performance measures

- **Increased use of Council provided public transport services**
- **Improved perception of public transport access to and within the City**

<b>Action</b>	<b>Responsible Business Unit</b>
Continue provision of community passenger transport for people with disabilities via HACCC program.	Library and Community Services
Upgrade Connector Bus Service to new electric bus with improved access and promote improvements	City Operations/Parklands and Sustainability
Continue to provide footpath extensions at passenger transport bus stops	Infrastructure and Property/Engineering and Environmental Services

## 2.5 Focus Area - Information and consultation

### 2.5.1 Key performance measures

- **Improved methods of Council's communication with increased use by people with disabilities.**
- **Increased number of people with disabilities involved in council consultation/participation activities.**
- **Improved perception of Council's support for people with disabilities.**

Action	Responsible Business Unit
Plain English standards developed and adhered to by staff in all public communication. Where needed establish links with organisations that can produce information in different "formats" eg for sight impaired people - large print, Braille.	Marketing Services
Test how accessible Council website is (e.g. utilise 'Bobby Assist' software to test) for people with disabilities and implement any improvements.	Information Management
Devise and implement information dissemination processes and approaches that include media, regularly accessed by people with disabilities.	Marketing Services
Ensure that people with disabilities are included as a target group for public consultation/ participation by; <ul style="list-style-type: none"> <li>• Development of the electronic toolkit and training sessions to be delivered to all staff engaged in policy and strategy development.</li> <li>• Where needed, make specific inclusion for people with disabilities in consultation arrangements, e.g. accessible venues, provision for care attendants, transport where required, Auslan interpreters, etc.</li> </ul>	Corporate Strategic Planning
Consult with people with disabilities and specialist access consultants regarding Council's Recreation Plan, Park Lands Management Strategy, access to children's play areas and ongoing upgrading of playgrounds.	Social Development/Park Lands and Sustainability

<p>Promote Customer Centre and "complaints" systems to people with disabilities. Continue recording of telephone and over the counter complaints regarding access matters and forward to relevant areas for analysis, as a part of monitoring the impact of this Action Plan.</p>	<p>Customer Services</p>
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## 2.6 Focus Area - Human Resources

### 2.6.1 Key performance measures

- **Increase in number and percentage of people with disabilities employed by Council and engaged as volunteers.**
- **Improvement by staff in awareness and understanding of issues related to people with disabilities**
- **Improved service level perceived by people with disabilities.**

Action	Responsible Business Unit
Continue to employ people and attract volunteers with disabilities and ensure resources are available for any necessary workplace adaptations.	Human Resources / Library and Community Services
Consider requests from organisations (eg Royal Society for the Blind) to assist people with disabilities through the provision of mentoring, training and work experience.	Human Resources
Implement the provisions of the Fair Treatment in the Work Place guidelines including initial training on the guidelines and the Disability Discrimination Act (to be completed by June 2006) and ongoing induction and training for staff.	Human Resources
Add to the ongoing program of staff training for 'front line' staff (including volunteers, Customer Service, City Operations, City Businesses etc) a component relating to meeting the needs of customers with disabilities.	Human Resources / Library and Community Services

## 2.7 Focus Area - Community Support

### 2.7.1 Key performance measures

- **Improved physical access to a range of community facilities and services.**
- **Increased awareness by recipients of Council funding of importance of access for people with disabilities.**
- **Improved perception that Council supports people with disabilities.**

Action	Responsible Business Unit
Continue to provide Home and Community Care services to people with disabilities as well as to those who are frail and aged.	Library and Community Services
Continue to upgrade playgrounds on a regular basis to include facilities for people with disabilities.	Engineering and Environmental Services
Make leasing of Council-owned club premises conditional on clubs preparing individual action plans and committing to improving access to their facilities and programs.	Infrastructure and Property Management
Continue to provide support for the festivals and activities which have a primary focus on people with disabilities via Council's sponsorship program.	Marketing Services
Facilitate improved promotion of accessibility of community events through the Events and Sponsorship Program.	Marketing Services

## 2.8 Implementation and Monitoring of the Action Plan

The focus of the actions here is to measure the range of Key Performance Measures detailed against the focus areas in the Action Plan. This is designed to both test the application of individual actions and the effect they have on improving access for people with disabilities.

<b>Action</b>	<b>Responsible Business Unit</b>
Establish a formal coordination and monitoring role regarding implementation of Access Action Plan. Include in responsible person's Key Performance Indicators. Ensure annual report on actions undertaken within this Action Plan.	Social Development
Lodge new Access Plan with Human Rights and Equal Opportunity Commission.	Social Development
Develop systems to evaluate the effect of the Action Plan including; <ul style="list-style-type: none"> <li>• longitudinal study involving regular annual participation of select people with disabilities; and</li> <li>• targeted annual surveys to coincide with Council's Strategic Research Program</li> </ul>	Social Development / Corporate Strategic Planning
Analyse data from complaints in regard to access for people with disabilities as recorded in 'Pathway' to assess change over time and the likely impact of this Action Plan.	Social Development/ Customer Service
Assess staff attitudes to people with disabilities as an ongoing measure in the human resources survey program.	Human Resources
Conduct comprehensive review and rewrite Access Action Plan - 2009/10	Social Development

### 2.8.1 Acronyms and definitions:

ACC	Adelaide City Council
DDA	Disability Discrimination Act (Commonwealth 1992)
DIRC	Disability Information Resource Centre
HACC	Home and Community Care
HL/D	Hearing Loss/Deaf
IDSC	Intellectual Disability Services Council
Interwork	An agency that provides assistance in the workplace for people with a disability
PDCSA	Physical Disability Council of SA
RSB	Royal Society for the Blind
SAHT	South Australian Housing Trust
VIP/B	Vision Impaired/Blind
Wayfinding	<i>Wayfinding</i> is a term used by access consultants and experts that describe the manner in which people locate them in the built environment. People with low vision and blindness particularly require environmental cues to wayfind e.g. maps, street numbers, directional signs and other elements used as "way-finding" devices. Wayfinding includes Signage, but includes much <i>more</i> than signage. Some examples: Tactile Ground Surface Indicators, dome buttons on handrail ends, raised and directional signage, continuous handrails, tactile trails, Braille signage, infrared wireless and interactive signage are all

methods of way finding. However the best wayfinding is through the use of universal design, where design provides intuitive wayfinding. Kerb alignment across a street is design that enables intuitive wayfinding.

## Appendix One – Outline of Additional Resource Requirements

Council provides a range of infrastructure, services and facilities for the broader population and seeks to integrate the needs of people with disabilities within this context. In some cases, however, specific resources will be required and these are identified in the table below.

Focus Area	Action	Responsible Business Unit	Resource requirements by year
Pedestrian Access and Wayfinding	Upgrade the City of Adelaide Access Map and Directory to reflect current information; to be made available in a range of formats. Publish the upgraded directory on Council's website and through appropriate outlets including Disability Information and Resource Centre.	Social Development	06/07 - \$15,000 08/09 - \$15,000
Implementation and Monitoring	Develop systems to evaluate the effect of the Action Plan including; <ul style="list-style-type: none"> <li>• longitudinal study involving regular annual participation of select people with disabilities; and</li> <li>• targeted annual surveys to coincide with Council's Strategic Research Program</li> </ul>	Corporate Planning / Social Development	<b>07/08</b> <ul style="list-style-type: none"> <li>• Longitudinal study - \$10,000</li> <li>• Consultation \$7,500</li> </ul> <b>08/09 – 09/10</b> <ul style="list-style-type: none"> <li>• Longitudinal study - \$7,000 per annum</li> <li>• Consultation \$7,500 per annum</li> </ul>
Implementation and Monitoring	Conduct comprehensive review and rewrite Access Action Plan - 2009/10	Social Development	09/10 - \$20,000