



Access & Inclusion Strategy 2024–2028



City of
Norwood
Payneham
& St Peters

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Our Vision

**An accessible
and connected
City where
people feel
safe and
included.**



Introduction

The City of Norwood Payneham & St Peters enjoys a reputation as one of Adelaide's most desirable places to live, work and visit.

With some 38,000 citizens from diverse backgrounds and abilities, the Council recognises the need to be flexible, agile and responsive to the needs of our citizens and those who work, study or visit the City.

Recognising the importance of family, communities, culture and ageing in place, the purpose of this Access & Inclusion Strategy is to support citizens to live safely, healthy and connected lives within an accessible and inclusive community.

This Strategy replaces the Access & Inclusion Strategy: A City for All 2018–2022, which was adopted by the Council in 2018.

A review of the Strategy commenced in December 2022, to ensure that it remains contemporary and relevant. This Strategy sets the focus for the next four years, however, it is flexible and can respond to shifting priorities and changes as required.

Similar to the previous Strategy, this Strategy aims to improve opportunities for inclusion and accessibility throughout the City for all citizens of all ages, abilities and backgrounds.

This Strategy acknowledges and responds to the Council's obligations under the:

- *Commonwealth Disability Discrimination Act (1993)*;
- *South Australian Equal Opportunity Act (1984)*;
- *South Australian Disability Inclusion Act (2018)*;
- South Australian Disability Inclusion Plan: Inclusive SA; and
- Australia's Disability Strategy 2021-2031.

Under the State Disability Inclusion Act (2018) the Council is required to have a Disability Access & Inclusion Plan that seeks to improve outcomes for citizens living with disability. To satisfy this legislative requirement this Strategy will also act as the Council's Disability Access & Inclusion Plan.

The Strategy will continue to provide guidance for future planning, decision making and resource allocation for the provision of services, programs and facilities for citizens across the life of the Strategy.

Our Community

Citizens who live, work or study in the City of Norwood Payneham & St Peters are diverse in age, culture and abilities.

Population

38,005

citizens in the City of Norwood Payneham & St Peters.

Citizens Living with Disability



2,181

citizens identified as requiring assistance due to disability.

Cultural Diversity

31%

of citizens were born overseas. A culturally diverse population with more than 120 different ethnicities represented.

Community Profile

The City has maintained a relatively stable population with moderate growth. In 2023, the estimated population in the City of Norwood Payneham & St Peters was 38,005. The population is forecast to increase to 40,063 by 2036.

The City's urban density, its proximity to the CBD and focus on creating a pedestrian friendly environment are positive features which, facilitates access to services within the City.

The City of Norwood Payneham & St Peters has a higher socio-economic profile than Greater Adelaide, however, it also has pockets of disadvantaged citizens who may need additional support to connect with the community and may include people:

- living on a lower household income;
- living with disability or caring for someone with disability;
- from culturally and linguistically diverse backgrounds;
- from First Nations backgrounds; and
- with diverse gender or sexual identities.

Aboriginal and Torres Strait Islanders

In 2021 the ABS Census recorded 222 Aboriginal and Torres Strait Islanders citizens in the City of Norwood Payneham & St Peters.

Citizens Living with Disability

In 2021, there were 2,181 citizens identified as requiring assistance due to disability in one or more of the three core activity areas of self-care, mobility and communication, which is likely to last for more than six months. Approximately 73% of citizens requiring assistance were aged over 60 years of age. With respect to citizens under 60 years of age 18% were aged 20 to 59 years of age and 8% were aged 0 to 19 years of age.

Based on the 2021 ABS Census, there are approximately 4,138 carers in the City of Norwood Payneham & St Peters who are providing unpaid assistance to a person living with a disability, long term illness or old age.

Cultural Diversity

The City of Norwood Payneham & St Peters has a culturally diverse population with more than 120 different ethnicities represented. In 2023, 31% of citizens were born overseas. Emerging trends reveal that that in comparison to the 2016 ABS Census there has been an increase in the number of citizens from China (169) and India (397).

Overall, approximately 26% of the City's population speak another language and 3% do not speak English well. Approximately 8% of older citizens were born overseas. A proportion of these citizens are post war migrants from Italian, Greek and German background.

Age Profile

Based on the 2021 Census the City has a lower proportion of younger people (i.e. aged under 17 years) and a higher proportion of older people (aged over 60 years) than the Greater Adelaide region. There is also a larger proportion of people aged 25 to 34 years.

Age Groups	Number of Citizens in NPSP	% of Citizens in NPSP	% in Greater Adelaide Region
0–4	1,602	4.3	5.4
5–11	2,588	6.9	8.2
12–17	2,382	6.4	6.9
18–24	2,382	6.4	6.9
25–34	5,758	15.4	14
35–49	7,179	19.2	19.6
50–59	4,650	12.4	12.6
Over 60	10,068	27	24.5

Household Composition

Analysis of the household composition and family types in the City of Norwood Payneham & St Peters indicates a trend of smaller family and household sizes.

There is a significant number of citizens living alone within the City. The proportion of citizens living alone can in part be explained by the City's ageing population, with approximately 16% falling within this category. This is an increase on the previous Census data whereby 14.3% of citizens living alone were over 65 years of age.

Children

4,190

of the City's population aged 0 to 11 years.

Youth

4,764

of the City's population aged 12 to 24 years.

Adults

17,587

of the City's population aged 25 to 59 years.

Older People

10,068

of the City's population aged over 60.

Key issues for Consideration

The review of the Strategy has identified a number of key issues. The issues identified relating to accessibility and inclusion apply to the whole community (including citizens living with disability) and have been taken into consideration in the development of this Strategy.

It is estimated that more than 10,000 citizens living in the City of Norwood Payneham & St Peters have specific access and inclusion needs including:

- citizens who live with disabilities;
- families with children aged 0 to 4 years;
- people aged over 65 years of age;
- people from culturally diverse communities; and
- Aboriginal and Torres Strait Islanders.

For this reason it is important that the Council continues to provide services and infrastructure for citizens at all stages of life and abilities in order to fully support and respond to all of the community's needs.

Children and Youth

With the projected increase of children and, in particular, those aged 0 to 4 years of age, the Council's recreational infrastructure such as parks, playgrounds, libraries and other facilities (i.e. Swimming Centres) and activities need to be accessible for children of all abilities.

In respect to young people, whilst a significant proportion of young citizens are actively engaged through secondary or tertiary education, extracurricular activities or employment, this can mask the pockets of disadvantage and isolation that may be experienced by different groups. In this regard, it is important to ensure that programs and events are accessible, affordable and inclusive for all young people.

Older People

The City has an ageing population. The projected increase in older citizens reflects the entry of the next generation of retirees, the Baby Boomers and Generation X. Both generations will live and work longer and have more active lifestyles than previous generations. Consequently, they are more likely to require services and programs which support them to remain more active and connected both socially and technologically.

Older people often experience the loss of social and family support which can result in social isolation and subsequently a decline in their well-being.

The availability of convenient and accessible transport is as important as offering social activities to provide opportunities to make new or maintain existing social networks and relationships. It is therefore important that the Council continues to offer accessible transport and social activities.



Aboriginal and Torres Strait Islanders

In respect to Aboriginal and Torres Strait Islanders citizens, whilst this City has a comparatively small proportion of Aboriginal and Torres Strait Islanders, it is important to understand and respond to their needs so they can access services and remain connected to the community.

Carers

Carers play an important role in our community, by providing unpaid care and support to family members and friends. It is important that there are services and programs available in the community to ensure that Carers are supported in their roles.

Cultural Diversity

The City of Norwood Payneham & St Peters has a culturally diverse population, A proportion of these citizens are post war migrants from Italian, Greek and German backgrounds. There is also an increasing number of citizens who are from Chinese and Indian backgrounds. The Council will continue to ensure that its information, services and programs continue to be inclusive and provide information, services and programs that take into consideration cultural and linguistic needs.

Facilities and Infrastructure

All citizens benefit from accessible facilities and infrastructure. Comments received through consultation highlighted the importance of well-maintained, wide footpaths to improve access and reduce the risks of trips and falls.

Families with babies and pre-schoolers have accessibility requirements in the community such as the requirement for mobility ramps, larger footpaths and lifts.

The increase in the use of mobility scooters and wheelchairs will also require wide and well-maintained footpaths, spaces and facilities.

Information and Technology

Access to services and information is increasingly offered through the internet. It is notable that 15.6% of households in the City do not have internet access. Whilst this trend may be partially due to the City's ageing population, it also suggests that citizen who are financially disadvantaged may not have access to the internet at home.

The community consultation process highlighted the importance of people accessing information regarding services and ensuring that services were promoted effectively through a range of mediums (i.e. mail, print, social media and through various networks).

The impact of technology is resulting in an increasing amount of information being made available online (i.e. banking, Medicare, job vacancies and Centrelink). For those who do not have access to the internet (i.e. older citizens and lower income citizens) there is an opportunity for the Council to facilitate access to information available digitally.

The Council's Library Service has a significant role to play in facilitating access to information by providing internet access to citizens and offering training on computers and other devices.

One of the key messages highlighted from the consultation process was for the Council to ensure it continued to distribute information in a variety of formats. This included multiple languages and online content with an audio option for citizens who are vision impaired, as well as promotion of services to new citizens and hard copies for those who have no access to the internet.

Other issues for consideration

Past events and upcoming legislative and policy changes need to be considered by the Council with respect to its service and program delivery.

These events and changes include:

- The Australian Government is in the process of developing a new aged care service model. The model is based on the Age Care Commission's recommendations with respect to how Home Care Packages and Commonwealth Home Support Services will be delivered from 1 July 2025. The Commonwealth Home Support Program Services are expected to transition to the new model from July 2027. It is expected that a new in-home support service will be implemented.

There will be significant changes for providers and based on these proposed changes the Council will need to review and determine what services and programs it will offer in the future. This is in addition to ensuring that there are other service providers available to deliver services locally to citizens requiring support at home.

- The State Government is currently reviewing the *State Disability Inclusion Act (2018)* and the State Disability Access & Inclusion Plan Inclusive SA 2018–2023. *The Disability Inclusion Act (2018)*, legislation requires the Council to develop an Access & Inclusion Plan and includes information with respect to the legislative requirements concerning what the Plan needs to consider along with requirements for community consultation and reporting. Once completed there may be actions for local government authorities to consider and incorporate in their respective plans.
- From October 2024, the State Government will be implementing its responsibilities under the National Construction Code which will ensure new liveability and accessibility standards for new homes across South Australia. The new accessibility standards will make it easier for citizens living with disability and older people to find suitable housing, which contain improved entries and spaces inside homes such as wider doors and corridors. The Council will be required to administer the new standards to new home building approvals.

Consultation Process

The Council engaged Healthy Environs to facilitate the community engagement stage of the Access & Inclusion Strategy.



The community engagement process for the development of the Strategy included both online, face-to-face meetings and group consultations with citizens, staff and stakeholders.

A total of 78 people participated in the consultation process which helped inform the development of the Strategy.

Staff Workshop

A staff workshop was held on 9 December 2022, with staff representatives from across the organisation. The workshop aimed to build the capacity and motivate staff members to support access and inclusion for all citizens within the City of Norwood Payneham & St Peters. The Workshop was also intended to gain perspectives on access and inclusion actions and priorities at the local level and understand its relevance to different Council Departments.

The following Council Departments were represented at this workshop:

- Corporate & Community Services;
- Governance & Civic Affairs;
- Urban Planning & Environment;
- Urban Services; and
- Chief Executive's Office.

15 staff attended the workshop. The four pillars of the South Australian Disability Inclusion Plan were used to assess the current trends, issues and identify opportunities for improvement.

Council staff were again consulted during the development of the Strategy to obtain feedback with respect to the actions included in this Strategy.

Access & Inclusion Survey

An Access & Inclusion Survey was developed and launched online from 14 December 2022. The Survey could be completed online through the Council's website or by downloading a printable version. Copies of the survey were also available at the Norwood Town Hall and the Council's three Libraries. The community was invited to contact the Council's Community Services staff if they required assistance or interpreters to complete the Survey.

The Survey questions were designed to explore access and inclusion issues and opportunities for improvement in Council owned facilities and services, information and feedback.



34

surveys completed.

The respondents' profile reveals that the community members who responded were:

- citizens;
- citizens living with disability;
- interested community members; and
- people aged over 65.

Community Forum

A Community Forum for the public and external stakeholders, facilitated by Healthy Environs, was held on 8 February 2023. The Forum was promoted to citizens listed on the Council's Access & Inclusion Engagement Register, citizens who had received services from the Council's Home Support Program the Council's consultation website and social media channels, as well as through Council venues and services (i.e. Norwood Town Hall, Payneham Community Centre and the Council's Libraries). A range of external stakeholders were also invited to attend the Forum.

The Forum included the following:

- discussions about what access and inclusion means;
- group discussions about the trends and issues associated with the Council facilities, services and communication;

- reflections about opportunities to improve access and improvement for all; and
- suggestions of a City vision for access and inclusion for all.


16
 people attended the Forum.

The attendees included representatives from the Norwood Residents Association, Housing Choices South Australia, Direct Care Australia, DLI Choices for Living, Women's Community Centre and the Department of Human Services SA.

Strategic Alignment

The Access & Inclusion Strategy aligns with the Council's Strategic Management Plan *CityPlan 2030: Shaping our Future*

CityPlan 2030: Shaping our Future

The Access & Inclusion Strategy contributes to the *CityPlan 2030 Shaping our Future* outcome of Social Equity which includes the following objectives:

- convenient and accessible services information and facilities;
- an engaged and participating community;
- a people friendly integrated and sustainable transport network: and
- a strong healthy resilient and inclusive community.

Better Living Better Health 2020–2025

Better Living Better Health 2020–2025 is the second Eastern Regional Public Health Plan for the constituent Councils of the Eastern Health Authority and builds on the previous plan Better Health, Better Living 2014–2018.

Better Health and Better Living 2020–2025, develops regional strengths and addresses regional challenges. The Council's Access & Inclusion Strategy plays an important role in supporting the outcomes of the Eastern Regional Public Health Plan by ensuring that services, facilities, and programs are accessible and inclusive for all citizens.

Australia's Disability Strategy 2021–2031

Australia's Disability Strategy represents a commitment by all levels of government, industry and the community to a unified, national approach to policy and program development. This approach will ensure that citizens living with disability can access equal and inclusive opportunities.

The outcomes and actions identified in this Strategy are aligned with the outcomes of the Australia's Disability Strategy 2021–2031:

- Employment and Financial Security;
- Inclusive Homes and Communities;
- Safety, Rights and Justice;
- Personal and Community Support;
- Education and Learning;
- Health and Wellbeing; and
- Community Attitudes.

Inclusive SA

Inclusive SA is the South Australian Government's Disability Access and Inclusion Plan, which aims to address access and Inclusion for all South Australians living with disability. Inclusive SA sets out a range of actions to achieve accessible and inclusive outcomes some of which are applicable to Local Government. Inclusive SA is currently being reviewed for the purpose of developing the next State Disability Access & Inclusion Plan. This Strategy will be reviewed when the new Inclusive SA has been released to consider any actions that are relevant for Local Government.

Strategic Framework

This Strategy sets out the Council's approach to planning and service delivery for an accessible and inclusive City.



The Council will aim to be a more accessible and inclusive City by:

- raising awareness and understanding of disability and related needs of the community;
- creating accessible environments to ensure that citizens of all abilities, can access the Council's facilities and services;
- contributing to the provision of information services regarding Council services and facilities; and
- facilitating and supporting initiatives provided by community and service groups that provide opportunities for all citizens to participate, particularly those living with disability.

This Strategy identifies five priority areas for the Council to focus on:

- 1 Accessible environments**

- 2 Inclusive communities**

- 3 Effective and accessible information**

- 4 Informed and supportive work environments**

- 5 Collaboration and leadership**



Principles of this Strategy

This Strategy is based on the following 14 principles for all citizens:

- to have the same fundamental human rights, responsibility and the same right to autonomy;
- individual worth and dignity;
- have the right to participate in social and economic life and where appropriate be supported to do so;
- to have the right to realise social, sexual, reproductive, emotional and intellectual capacities;
- to have the right to make decisions that affect their lives, including decisions involving risks to the full extent of their capacity;
- to have the right access to information in appropriate forms which takes into consideration their cultural background to enable them to make decisions;
- to be respected for cultural or linguistic diversity, age, gender, sexual orientation and religious beliefs;
- to have the right to privacy and confidentiality;
- to have the right to live free from neglect, abuse and exploitation;
- to have the right to pursue complaints and access justice;
- acknowledgement of and respect for, the crucial role of families, carers and significant persons;
- to have the right to freely engage with family, social and friendship activities;
- to respect the needs of children and young people as they develop and their rights as members of the community are respected; and
- acknowledgement of and respect for the abilities, strengths, goals and needs of people living with disability.

Priority 1 – Accessible Environments

Goal: The Council will seek to strategically identify and address issues relating to physical access, vision and hearing impairments.

Outcome: Citizens of all ages and abilities and cultures have equitable access to facilities, open space and services offered by the City.

Action	Time Frame
Incorporate the Universal Principles of Design at the Master Planning (or planning) stage of all project's services and programs, where possible.	Ongoing
Continue to maintain existing accessible facilities, open space and other assets.	Ongoing
Respond to community feedback to address access issues such as trip hazards or damage to footpaths.	Ongoing
Provide compliant mobility ramps and tactile indicators as part of new capital or renewal works.	Ongoing
Undertake Access Audits of Council owned facilities.	December 2026
Ensure all projects incorporate best practice design for access and inclusion.	Ongoing
Create the Payneham Memorial Swimming Pool redevelopment as an example of best practice in accessibility and inclusion.	Late 2026
Develop a map of accessible toilets and car parks.	December 2024
Based on the mapping of accessible toilets and car parks review the need and where applicable locations for additional accessible car parks.	June 2025
Research Apps available to assist citizens to locate accessible reserves and parks within the City of Norwood Payneham & St Peters.	June 2024
Review the provision of accessible car parks as part of upgrade works for infrastructure such as parks and facilities.	Ongoing
Ensure that lifelong learning, social and wellbeing programs are delivered in venues that are accessible.	Ongoing

Continued	
Action	Time Frame
Administer the Liveable Housing Standards, which are part of the National Construction Code and are designed to improve the accessibility of new houses (i.e. reducing the need for steps, larger doorways).	December 2024
Provide information on best practice with respect to access and inclusion to businesses located within the City.	Annually
Continue working with businesses and users to encourage and regulate clear paths of travel for pedestrians.	Ongoing
Investigate the installation of hearing loops in the Council Chambers and Norwood Concert Hall.	June 2024

Priority 2 – Inclusive Living and Lifestyle

Goal: The Council will facilitate and support initiatives that promote inclusiveness and enhance the lifestyle, health and safety of all citizens.

Outcome: All citizens have the opportunity to participate as valued members of the Community.

Action	Time Frame
Continue to offer a range of inclusive lifelong learning, social and well-being activities.	Ongoing
Review and determine the strategic direction of the Council’s home support services and programs for older people.	May 2024
Continue to maintain and improve the accessibility of library collections and equipment to meet the needs of all citizens.	Ongoing
Ensure that the St Peters Childcare Centre & Preschool continues to consider and respond to the individual and specific needs of children living with disability and from diverse cultures attending the centre.	Ongoing
Investigate an accessible Exhibition in conjunction with the History Trust of South Australia, Access2arts and/or Arts SA.	December 2024
Provide opportunity for hirers of the Norwood Concert Hall to be able to access and hire a temporary ramp so participants with disability can access the main Concert Hall Stage.	Ongoing
Ensure services and programs take into consideration the cultural and linguistic needs of First Nation and Culturally and Linguistically Diverse citizens.	Ongoing
Create community connections through developing and offering cross generational and cultural programs and events.	Ongoing
Engage aged care facilities, disability providers and advocacy agencies about the types of cultural heritage and art display activities and other programs that would be suitable for their recipients.	June 2024
Continue to explore and develop strategies and actions to improve the inclusiveness of programs, facilities and events.	Ongoing

Continued	
Action	Time Frame
Provide options for flexible application formats for community funding, artists commissions and exhibition program expression of interests.	December 2024
Ensure that Council events are held at accessible locations.	Ongoing
Create an exhibition Style Guide for Cultural Heritage and Art Exhibitions which includes font sizes, colour and type.	July 2024
Incorporate accessibility measures into the planning for all events.	Ongoing
Offer sensory friendly sessions at the Payneham Memorial Swimming Centre and Norwood Swimming Centre.	July 2026
Ensure that the safety needs of vulnerable groups of people are embedded in programs, service delivery and the design and management of Council facilities.	Ongoing
Where possible ensure that Council services programs and events are affordable.	Ongoing
Offer tailored computer training targeting older people and citizens on a lower income.	December 2024

Priority 3 – Effective and Accessible Information

Goal: The Council will provide information to increase the awareness of accessible facilities and support and lifestyle opportunities for all citizens.

Outcome: All citizens have equitable access to information on Council services, facilities and lifestyle opportunities.

Action	Time Frame
Create a hard copy information kit for new residents moving to the City of Norwood Payneham & St Peters.	June 2024
Provide information via the Council's website on the accessibility features of Council's facilities.	June 2024
Promote the Council's contact details and process for providing feedback on access issues (i.e., footpaths, trees and facilities) in the Community.	March 2024
Promote electronic App to the community which can be used to report access issues (i.e. footpath hazards and trees) to the Council.	September 2024
Consider whether information concerning footpath maintenance and roadworks can be published on the Council's website so the community can be made aware when works may interrupt access to footpaths.	December 2025
Promote web tools that are compatible with the Council's website and can assist citizens with vision impairment to access the Council's website.	March 2024
For all videos loaded on the Council's website to include a transcript of the video.	Ongoing
Ensure information provided by the Council promotes advice regarding how to access translations where possible.	Ongoing
Provide information to business owners and operators (via Electronic Newsletter) on the new Access & Inclusion Strategy.	June 2024

Priority 4 – Informed and Supportive Workforce

Goal: The Council will seek to create a culture of awareness, respect and support for all citizens living and visiting the City of Norwood Payneham & St Peters

Outcome: An inclusive and accessible organisational culture.

Action	Time Frame
Ensure every effort is made to accommodate employees of all abilities, cultures and gender orientation working at the City of Norwood Payneham & St Peters.	Ongoing
Provide a range of diverse Volunteering opportunities to the Community.	Ongoing
Recruit volunteers based on their abilities, interests and attributes relevant to the role. Practical adjustment of the roles can be made to improve the Volunteers capacity to participate.	Ongoing
Include training topics and refresher training on access and inclusion as part of the Council's Corporate Training Program.	Ongoing
Provide training or information on access and inclusion to Volunteers.	Ongoing
Provide refresher training on access & inclusion to Elected Members.	December 2024
Together with the Office of the Commissioner for Public Sector Employment develop measures to track the percentage of people living with disability who are employed in the City of Norwood Payneham & St Peters.	June 2024

Priority 5 – Collaboration and Leadership

Goal: To develop and strengthen connection and partnerships with the community and other organisations in the region to improve access and inclusion outcomes for all citizens.

Outcome: The Council collaborates with community members, State Government and other organisations to improve the quality of access and inclusion outcomes.

Action	Time Frame
Regularly engage, network and partner with other Local Government and State Government agencies to improve the quality of access & inclusion.	Ongoing
Develop information on support services (including accommodation) for citizens at risk of homelessness.	March 2024
Develop and deliver a workshop to engage community groups with the aim of facilitating the promotion of programs and services through creating community networks.	June 2024
Establish community networks to assist to promote Council services, programs and events.	December 2025
Review the framework for the Access & Inclusion Engagement Register.	June 2024
Identify opportunities to deliver access and inclusion programs in partnership with local service providers.	Annually
Continue to promote and recruit new members for the Council’s Access & Inclusion Engagement Register.	Ongoing
Improve opportunities for the Members of the Access & Inclusion Engagement – to have their say at the master planning stage of major projects.	December 2027

Continued	
Action	Time Frame
Continue to support young people in particular those living with disability to participate in decision making.	Ongoing
Investigate and implement processes to support citizens living with disability to participate in Council community engagement activities.	June 2026
Continue to provide opportunities for active participation in contributing to decision making for all citizens with a particular focus on; <ul style="list-style-type: none"> • citizens living with disability; • culturally and linguistically diverse communities; • women; and • children and young people. 	Ongoing
Review the State's Disability and Inclusion Plan (once it has been released) to identify whether there are any actions that need to be included in Council's Access & Inclusion Strategy.	Ongoing
Promote Council's achievements in relation to best practice in access and inclusion outcomes.	Ongoing

Performance Measures

A set of performance measures have been developed to measure the achievements of this strategy.

Those performance measures will be reported on annually.

Priority 1 – Accessible Environments

Metric	Target
The level of community satisfaction with access to services and facilities.	<p>Achieve a citizen perception rating higher than the average of the previous four Community Surveys.</p> <p>Achieve a business perception rating higher than the average from the previous four Community Surveys.</p>

Priority 2 – Living and Lifestyle

Metric	Target
The level of satisfaction with how inclusive services and programs are.	Achieve a resident perception rating higher than the average of the previous Council Community Surveys.
Library users have access to a range of equipment (i.e. large print books, audio books, readers and iPad) that provides access to library services.	A range of accessible items and equipment is maintained and where new technology is available reviewed and upgraded as required.
The number of lifelong learning and wellbeing programs that are offered by the Council.	Maintain the number of lifelong learning and well-being programs offered.
The level of community satisfaction with safety.	<p>Achieve a resident perception rating higher than the average from the previous four years.</p> <p>Achieve a business perception rating higher than the average from the previous four Community Surveys.</p>

Priority 3 – Effective and Accessible Information

Metric	Target
The Council offers a range of accessible information to citizens of all abilities.	Council’s publications are accessible to citizens who are visually impaired. Number of new resident kits issued.
To promote the availability of translated Services in Council brochures and newsletters.	Number of information brochures available to the community is maintained. All brochures and publications provide advice on how translated copies can be accessed. Number of translated brochures available to the community.

Priority 4 – Informed and Supportive Workforce

Metric	Target
Number of Staff and Volunteers who have participated in Disability Awareness Training.	100% of staff have completed Disability Awareness training. Refresher Disability Awareness Training is offered to Volunteers every two years. By 2026, 90% of Volunteers have received Disability Awareness training.
Number of training programs offered to staff and Volunteers on access and inclusion topics.	A minimum of two training topics will be offered per year to Staff and Volunteers.
Percentage of Elected Members that have participated in Disability Awareness Training.	100% of Elected Members have attended Disability Awareness training.

Priority 5 – Leadership and Collaboration

Metric	Target
Number of access and inclusion Community Members on the Access & Inclusion Register.	Year upon year increase in the number of active members on the Register.
Number of access and inclusion initiatives delivered in partnership with another organisation.	A minimum of one initiative carried out in partnership with another organisation per year.
Level of promotion of Council's initiatives which are best practice in access and inclusion.	At least one article per year is published in Look East or on the Council website.

Implementation and Reporting

The Access & Inclusion Strategy will be monitored, evaluated and updated.





Reports from responsible managers will provide information regarding the performance measures and inform an Annual Report to the Council. The Annual Report to the Council will also include the status of actions.

The current review of the *State Disability Inclusion Act (2018)* and State Disability Access & Inclusion Plan may require additional mandatory actions in the Access & Inclusion Strategy 2024–2028. In this regard the Council’s Strategy may need to be reviewed and updated prior to 2028.

The Council has a legislative responsibility under the *State Disability Access & Inclusion Act (2018)* to provide an annual report to the State Department of Human Service, on its progress in implementing its Access & Inclusion Strategy. In this regard, information from the report to Council on the progress of the Access and Inclusion Strategy will be submitted to the Department of Human Services.

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City of
**Norwood
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