



# Access & Inclusion Strategy

## *A City for All Citizens 2018–2022*



City of  
Norwood  
Payneham  
& St Peters

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# Introduction

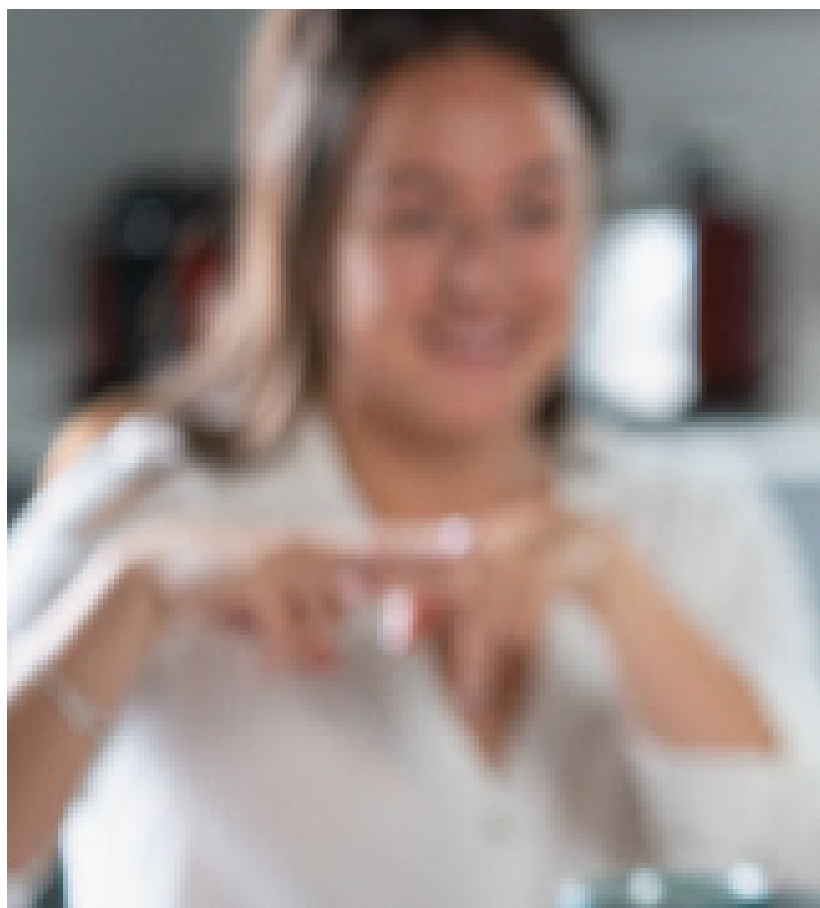
The City of Norwood Payneham & St Peters enjoys a reputation as one of Adelaide's most desirable places to live, work and visit. With a community of 37,496 residents of diverse backgrounds and abilities, the Council recognises the need to be flexible and responsive to the needs of our citizens and those who work or study in and visit the City.

*A City for All Citizens* aims to improve opportunities for inclusion and accessibility throughout the City for citizens of all ages, abilities and backgrounds.

Recognising the importance of family, community, culture and ageing in place, the purpose of this strategy is to also support citizens to live safe, healthy and connected lives within an inclusive community.

This strategy also responds to the Council's obligations under the *Commonwealth Disability Discrimination Act (1993)*, *South Australian Disability Inclusion Act (2018)*, National Disability Strategy, State Disability Inclusion Plan Inclusive SA and the United Nations Convention on the Rights of Persons with Disabilities.

*A City for All Citizens* guides future planning, decision making and resource allocation for the provision of services and programs for citizens across the life course.



## Consultation Process

It is a legislative requirement under the South Australian Disability Inclusion Act (2018) to report on the consultation process for this Strategy. The Council's Access & Inclusion Strategy: A City for All 2018-2022 was finalised following consultation with the community, staff and Elected Members, which included the following:

- consultation with the community through workshops and online surveys from April to June 2013. A total of 45 people either participated in the workshops or completed the online survey;
- a survey with the Council's Community Care Clients was undertaken during 2016 regarding their needs. 160 responses were received from Clients;
- an information briefing with Elected Members in 2018; and
- a workshop with Council staff which was held in March 2013.

The draft Access & Inclusion Strategy was released for community consultation on 26 June 2019 for a three week period. The consultation for the draft Strategy was promoted through the Council's website, eNewsletter Your NPSP, and social media channels. An advertisement promoting the release of the draft Strategy for consultation was also published in the Messenger Newspapers, Eastern Courier and The City.

The draft Strategy was also distributed to a number of disability and aged care service providers and relevant community groups. This generated one submission and did not change the content 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. The City has a total population of 37,496 and it is expected that this number of residents will increase to 38,198 by 2021<sup>1</sup>.

As a metropolitan area, there are also visitors to the City for recreational, business and study purposes.

## Socioeconomic Profile

Whilst the City of Norwood Payneham & St Peters has a higher socioeconomic profile than Greater Adelaide, it also has pockets of disadvantage as reported in the 2016 Census.

<b>Low income households</b>	<b>14.40%</b>
<b>Households receiving rent assistance from the Australian Government</b>	<b>5.30%</b>
<b>Dwelling rented from Housing SA</b>	<b>1.75%</b>
<b>Households experiencing mortgage stress</b>	<b>0.50%</b>

The Council is committed to supporting and accommodating the needs of a diverse population and will do so by advocating for affordable housing options within the City and ensuring that, where possible, its services are affordable for those on a low income.

One of the key drivers of change is technology. In a time where access to services and information is increasingly through the internet, it is notable that 15.6% of dwellings in the City do not have private access to the internet. Whilst this trend may partially be due to the City's ageing population, it also reflects that citizens who are financially disadvantaged may not have access to internet.

The Council's Library Service has an important role to play in this by providing internet access to these citizens and at the same time training for citizens on use of computers and internet access.

To increase accessibility, information should be available digitally and in hard copy.

## The ways in which the Council provides information



<sup>1</sup> Population Projections for South Australian Local Government Areas, 2011–2031, February 2016 release.

## Age Profile

Analysis of the data collected by the Australian Bureau of Statistics (ABS) for the most recent Census (2016) indicates that there is a lower proportion of citizens in the younger age groups (under 17 years) and a higher proportion of people in an older demographic (over 60 years) in the City of Norwood Payneham & St Peters.

The City has an ageing population with approximately 25% of its citizens aged over 60 years. This figure is slightly higher than the proportion of older citizens in the Greater Adelaide region (22%).

There are also fewer children under the age of 11 years living in the City than in the Greater Adelaide region. An emerging trend identified by the 2016 Census is that the number of older citizens in the City is increasing, as illustrated below.

It is important that the Council continues to provide services and infrastructure for people at all stages of life and abilities, in order to fully support and respond to community needs.

Graph 1

### An ageing population in the City of Norwood Payneham & St Peters

#### Children aged 0–4



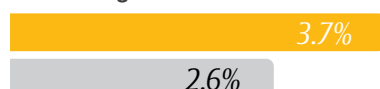
#### Children aged 5–11



#### Citizens aged 25–34



#### Citizens aged 70–84



City of Norwood  
Payneham & St Peters ●  
Greater Adelaide Region ●

Source: 2016 Census

## Children

The number of children aged 0 to 11 years\* living in the City is projected to increase to 5,637<sup>2</sup> by 2021, which is an increase of 37%.

Approximately 5% of the population are aged 0 to 4 years (1,680). This figure is projected to increase by 22% to 2,044 by 2021. Families that include babies and pre-schoolers have particular accessibility requirements in the community, such as pram ramps, larger footpaths and lifts.

With the projected increase in children and in particular those aged 0 to 4 years, the Council must ensure that its recreational infrastructure, such as parks and playgrounds, libraries, other facilities and events, are accessible and inclusive for children and young people of all abilities.

## Young People

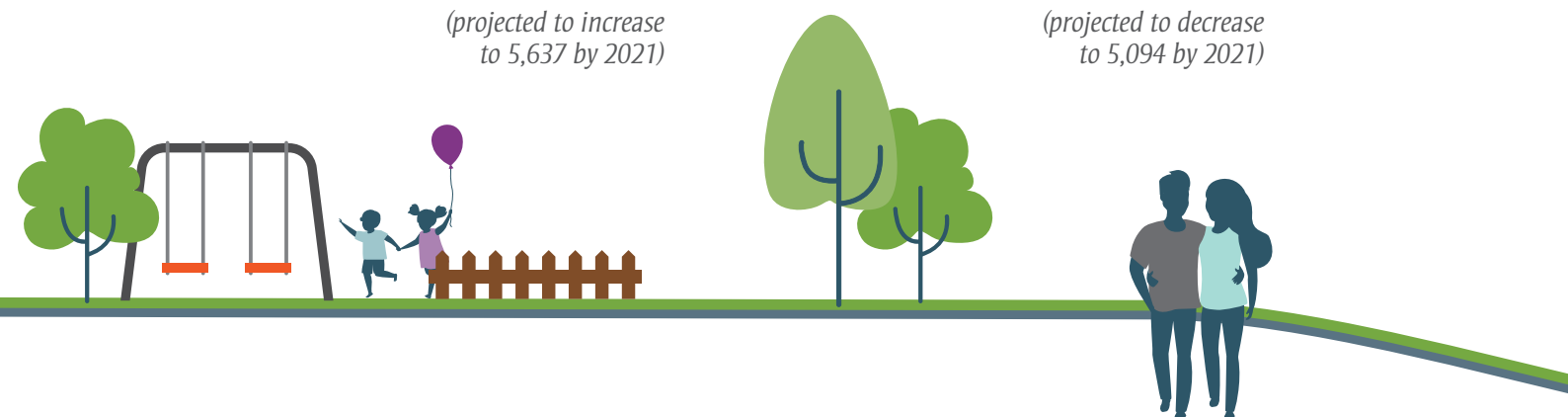
There are approximately 5,552 young people aged 12 to 24 years\* residing in the City, representing 15.7% of the population. The number of young people living in the City is projected to decrease to 5,094<sup>2</sup> by 2021. Part of this age group, those aged 17 to 24 years, is in transition towards independent living, study, employment and financial independence.

This age group is increasingly mobile and tech-savvy. Internet and online engagement is changing the way in which they learn, connect and spend.

Comments were received in 2017 through a review of the Council's long-term strategic management plan, *CityPlan 2030: Shaping Our Future*, which identified that parks and areas for recreation and leisure, accessible transport and local employment opportunities were important to young people.

**4,103** children  
(projected to increase  
to 5,637 by 2021)

**5,552**  
young people  
(projected to decrease  
to 5,094 by 2021)



<sup>2</sup>Population Projections for South Australian Local Government Areas, 2011-31, February 2016 release.

© Department of Planning, Transport and Infrastructure, Government of South Australia, 2016 Accessed on 5/3/2018 from [www.saplanningportal.sa.gov.au/population\\_projections\\_and\\_demographics#small-area-population-projections-2011-2031](http://www.saplanningportal.sa.gov.au/population_projections_and_demographics#small-area-population-projections-2011-2031)

## Older People

Based on the 2016 Census, there were 8,879 citizens aged over 60 years\*. This represents approximately 24% of the overall resident population. Within this demographic, more than 50% are aged 70 years or above.

In 2021 the number of older citizens is projected to increase to 9,237<sup>2</sup>. This projection is consistent with an ageing population across Australia.

Older people benefit from improved access to facilities and infrastructure. Previous comments received during community consultation undertaken for the Access & Inclusion Strategy: *A City for All Citizens* identified the need for well-maintained and wider footpaths to improve access and accommodate mobility scooters and wheelchairs in the City.

For older citizens, the loss of social and family support can result in a greater likelihood of social isolation and decline in well-being. In this regard, the availability of convenient and accessible transport is as important as the opportunity to make new or maintain existing social networks and relationships.

The projected increase in older citizens in the City by 2021 reflects the entry of the next generation of retirees—the Baby Boomers. It is expected that Baby Boomers will live and work longer and have more active lifestyles than previous generations. Consequently, they are likely to require a different model of service in which they remain more active and connected both socially and technologically.

**8,579**  
older people  
(projected to increase  
to 9,237 by 2021)

## 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. This can, in part, be explained by the City's ageing population.

A significant number of older citizens in the City live alone.

Older citizens living alone with limited support from family and friends are at a higher risk of becoming socially isolated, and are more likely to be in need of home support services.

The City of Norwood Payneham & St Peters has a higher proportion of group households consisting of two or more unrelated people all aged over 15 years (6.2%) compared with Greater Adelaide (3.6%).

This may be a reflection of the increasing number of tertiary students and young people sharing the cost of housing or cohabitation Australia-wide.

**14.3%**

*of residents living  
alone are more than  
65 years of age*



*\*These age ranges reflect those presented in the 2016 Census. For more information on young people in the City of Norwood Payneham & St Peters, please refer to the Council's Youth Development Strategy.*

## Families

Analysis of family types in the City of Norwood Payneham & St Peters in 2016 compared with Greater Adelaide, shows that there was a lower proportion of couple families with children as well as a lower proportion of single parent families.

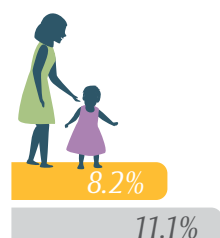
In comparison to the ABS 2011 Census, overall there was an 8% decline in the number of households with children residing in the City. In reviewing the result, 21.5% of households had younger children (aged under 15 years) in comparison to 12.3% who had older children aged 15 to 18 years.

Graph 2

### Family composition<sup>3</sup>



Couple families with children



Single parent families

- City of Norwood Payneham & St Peters
- Greater Adelaide Region

## Cultural Diversity

The City of Norwood Payneham & St Peters has a culturally diverse population with more than 120 different ethnicities represented.

In comparison to the 2011 Census, the 2016 Census recorded a growth in the number of citizens from China (an increase of 392 citizens) and India (an increase of 181 citizens). These citizens are predominantly university students.

Approximately 19% of the older population living in the City of Norwood Payneham & St Peters were born overseas. A significant proportion of these citizens are post war migrants from Italian, Greek and German backgrounds who will require culture specific services to support them as they age in place. This is particularly relevant for citizens from culturally and linguistically diverse backgrounds that also have difficulties connecting to services and programs due to language barriers.

Graph 3

### Languages spoken at home<sup>3</sup>

Italian

6.1%



Chinese

4.0%



Greek

2.0%



## Aboriginal and Torres Strait Islanders

The Council acknowledges that the City of Norwood Payneham & St Peters is the traditional lands of the Kaurna people and that their cultural and heritage beliefs are important to the living Kaurna people today.

The 2016 Census recorded that there were 219 citizens from an Aboriginal and/or Torres Strait Islander background living in the City of Norwood Payneham & St Peters. While this is a comparatively small proportion of the City's population, it is important to understand and respond to their needs so they can access services and remain connected to the community.

## Carers

Based on the Australian Bureau Statistics (ABS) 2016 Census there is approximately 3,628 citizens who provided unpaid care and support to a family member or friend in 2016.

Carers play an important role in our community, by providing unpaid care and support to family members and friends who have a disability, mental illness, chronic condition or other health related issues.

## Citizens Living with Disability

The ABS 2016 Census revealed that 2,042 citizens residing in the City of Norwood Payneham & St Peters identified as living with severe and profound disability, requiring assistance in one or more of the three core activity areas of self-care, mobility and communication which is likely to last more than six months.

The provision of specialised home support services for people living with disability is now covered by the National Disability Insurance Scheme (NDIS). The NDIS is the Australian Government's system which funds individualised support for people living with disability. The NDIS allows more choice and control with a lifetime approach to an individual's support needs. The scheme focuses on early investment recognising that timely support can minimise the impact of a disability.

Individual NDIS plans for children seek to integrate young people living with disability into mainstream programs wherever possible.

Approximately 75% of citizens requiring assistance are aged 60 years or above. In respect to citizens under 65 years of age requiring assistance, 17% were aged between 20 and 59 years.

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 a range of disabilities restricting everyday activity;
- Families with children aged 0 to 4 years who are more likely to use strollers and prams; and
- People aged over 65 years who would benefit from improved access.

The Eastern Adelaide NDIS Local Area Co-ordinator, Baptcare, advised that they will be integrating citizens on NDIS plans to mainstream services and programs. As such, it will be important to ensure that wherever possible, the services and programs offered by the Council are accessible and inclusive.

The Council receives State Government funding to deliver home support services to citizens aged 18 to 64 years who are living with disability, and their carers. This funding will cease in the future and be replaced by NDIS. The Council must closely monitor the changes and assess the potential impact (for example, unmet needs) and the role that it will undertake in service delivery for citizens living with disability within this age group. Citizens in receipt of Council services will require information and support to either apply for the NDIS funding or alternate services.

# Strategic Context



## *Alignment with Strategic Plans*

### **CityPlan 2030: Shaping Our Future**

The Access & Inclusion Strategy: *A City for All Citizens* aligns with the Council's strategic plan, *CityPlan 2030: Shaping Our Future*, and contributes to the objectives for the outcome of social equity which includes the following:

- Convenient and accessible services;
- An engaged and participating community; and
- A strong, healthy and resilient community.

### **Better Living Better Health 2020–2025**

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

*Better Living, Better Health 2020–2025* develops regional strengths and addresses regional challenges. Where access and inclusion factors impact on the well-being of our citizens, this strategy is vital in supporting the outcomes of the Eastern Regional Public Health Plan.

## Principles

This strategy is based on the following principles for citizens of all ages, abilities and culture.

- To have the same fundamental human rights responsibility and the same right to autonomy as other members of the community
- Individual worth and dignity
- Participation in social and economic life
- Right to realise social, sexual, reproductive, emotional and intellectual capacities
- Right to make decisions, including supported decisions and to take risks
- Access to information in appropriate forms
- Respect for cultural or linguistic diversity, age, gender, sexual orientation and religious beliefs
- Right to privacy and confidentiality
- Right to live free from neglect, abuse and exploitation
- Right to pursue complaints and access justice
- Acknowledgement of and respect for the crucial role of families, carers and significant persons
- Freedom of association and support to engage in family social and friendship activities
- Respect for the needs and rights of children as they develop
- Acknowledgement of and respect for the abilities, strengths, goals and needs of people living with disability.

### National Disability Strategy

The National Disability Strategy represents 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 priority actions identified in this strategy are aligned with the following outcomes of the *National Disability Strategy*:

- Inclusive and accessible communities;
- Economic security;
- Personal and community support;
- Learning and skills;
- Health and well-being; and
- Rights, protection, justice and legislation.

### Inclusive SA

Inclusive SA is the South Australian Disability Inclusion Plan which aims to address access and inclusion for all South Australians living with disability, including those not eligible for the National Disability Insurance Scheme. Priorities of this Strategy align with those of Inclusive SA.

# Our Access & Inclusion Strategy



*The Parade, Norwood*

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

A detailed action plan has been developed to implement the strategy.

The Council will help to achieve an 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 utilise the Council's facilities and services.
- Contributing to the provision of information and services for all citizens regarding Council services and facilities.
- Facilitating and supporting initiatives provided by community and service groups that provide opportunities for citizens living with disability to participate.



*This strategy identifies  
five priority areas for the  
Council to focus on.*

### **Culture**

Creating a culture of awareness, respect and support for all citizens living in the City of Norwood Payneham & St Peters and wider community.

### **Accessible Environments**

Identifying and improving access issues for citizens of all abilities.

### **Information and Awareness**

Increasing the community's awareness of support and lifestyle opportunities through the provision of information.

### **Living and Lifestyle**

Facilitating and supporting initiatives that enhance the lifestyle, health and safety for all citizens.

### **Partnerships**

Developing and increasing connections and partnerships with community, local and state authorities and organisations that support vulnerable citizens in the community.

## Priority 1: Culture

### Goal

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

### Outcomes

- All citizens have equitable access to relevant Council information and engagement opportunities.
- Elected Members, staff and Volunteers have increased awareness on best practice for equitable service delivery for all citizens.
- The Council's employment practices are inclusive and equitable.

### Actions

- 1.1 Ensure, where possible, that all services, programs, events and activities which are delivered by the Council are accessible to citizens of all abilities and backgrounds.
- 1.2 Provide disability awareness training to all staff members, Volunteers and Elected Members.
- 1.3 Develop a flexible recruitment approach that supports the employment of citizens of all abilities and backgrounds (subject to satisfying the relevant employment and job requirements).
- 1.4 The Council will maintain its support for community events that increase the awareness of disability and supports citizens living with disability as active citizens.

## Priority 2: Accessible Environments

### Goal

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

### Outcomes

- Citizens of all ages, abilities and cultures have equitable access to building, open space and services available in the City.

### Actions

- 2.1 The Council will continue to maintain and improve its existing practices and initiatives that support all citizens with access to its facilities, services and assets. This includes ensuring that its facilities are accessible for vision and hearing impaired citizens.
- 2.2 Complete audit of building compliance against the Australian Standards for Access and Mobility as part of the building conditions review.

- 2.3 The Council will continue to maintain and improve accessibility to its existing and new facilities, open space and other assets, to maximise usage by diverse groups.
- 2.4 Review building design processes to ensure that they incorporate universal design principles and promote accessibility for citizens of all abilities.
- 2.5 Provide developers, local businesses and Council staff, with educational opportunities that raise their awareness about how to make their facilities and car parking accessible for people living with disability.
- 2.6 Promote Council's community engagement processes to encourage engagement and feedback from all citizens when undertaking design work for existing new Council facilities, services, programs and assets.

## Priority 3: *Information and Awareness*

### Goal

The Council will provide current information to increase the awareness of support and lifestyle opportunities for all citizens.

### Outcomes

- All citizens have equitable access to current information on support services and lifestyle opportunities available.
- All citizens have opportunities to participate as valued members of the community.

### Actions

- 3.1 Develop a feedback process that strengthens the engagement of all citizens in providing feedback on access and inclusion issues.
- 3.2 Ensure information on the Council's home support and lifestyle opportunities are current and available for all citizens.
- 3.3 Provide information in alternative and accessible formats which meets the needs of a diverse audience (i.e. different languages and for all abilities).
- 3.4 Continue to maintain, review and improve the accessibility of Council related information on the Council's website.
- 3.5 Provide local businesses and Council staff with educational opportunities that raise their awareness on improving the accessibility of their facilities and car parking.

## Priority 4: *Living and Lifestyle*

### Goal

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

### Outcomes

- All citizens have opportunities to participate as valued members of the community.
- The City of Norwood Payneham & St Peters is a place where citizens of all ages, abilities and backgrounds feel safe, at home and at work.

### Actions

- 4.1 Ensure all services, programs, events and activities which are delivered by the Council, are accessible for all citizens.
- 4.2 Continue to provide programs, services and activities which are suited to all abilities at its libraries and community centres.
- 4.3 Continue to maintain and improve the accessibility of library collections, equipment, environments and facilities to meet the needs of people living with disability.
- 4.4 Ensure that the St Peters Child Care Centre & Preschool continues to consider and respond to individual and specific needs of children living with disability attending the centre.
- 4.5 To ensure that the safety needs of vulnerable groups such as children, young people, citizens with a disability and older people are reflected in programs, service delivery and the design and management of Council facilities and reserves.
- 4.6 Ensure services and programs take into consideration the cultural and linguistic needs of Indigenous and culturally and linguistically diverse (CALD) citizens.
- 4.7 Continue to monitor and where applicable respond to the needs of citizens living with a disability and their families and carers.
- 4.8 Continue to advocate for the development of accommodation for people living with a disability in the City of Norwood Payneham & St Peters.

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## Priority 5: *Partnerships*

### Goal

The Council will seek to develop and strengthen connections and partnerships with other bodies, including State Government, other local government authorities in the region and community groups in support of improving access and inclusion for all citizens.

### Outcomes

- The Council has developed connections and partnerships with community, local and state authorities and organisations that supports citizens living with disability to participate as active valued citizens.

### Actions

- 5.1 Develop approaches to regularly engage, network and partner with other local and State Government agencies and regulatory bodies to improve the quality of access and inclusion for citizens living with disability.



## Implementation and Reporting

This Access and Inclusion Strategy: *A City for All Citizens* will be monitored, evaluated and updated in the following manner:

- Reports from responsible managers will address performance indicators and inform an annual report to the Chief Executive Officer in relation to progress of actions in each area of responsibility.
- An annual report will be provided to council regarding the status of actions and achievement of outcomes.

An evaluation and update of the strategy will be undertaken by December 2022.

## Further Information

**For information on the Council's Access & Inclusion Strategy: *A City for All Citizens 2018–2022*, please visit [www.npsp.sa.gov.au](http://www.npsp.sa.gov.au) or phone 8366 4555.**

You can also visit the Council's Customer Service Centre at the Norwood Town Hall, 175 The Parade, Norwood.



## Additional Copies

The Access & Inclusion Strategy: *A City for All Citizens 2018–2022* can be viewed online at [www.npsp.sa.gov.au](http://www.npsp.sa.gov.au)

Additional copies may also be obtained by:

- visiting Norwood Town Hall
- visiting any of the Council's Libraries
- emailing [townhall@npsp.sa.gov.au](mailto:townhall@npsp.sa.gov.au)
- contacting the Council on 8366 4555
- writing to the Council at PO Box 204, Kent Town SA 5074

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*City of*  
**Norwood  
Payneham  
& St Peters**