



SUMMARY

Inclusion for All

ACCESS AND INCLUSION PLAN 2014-2017

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PART ONE YARRA: A FAIRER COMMUNITY

COUNCIL'S COMMITMENT TO SOCIAL JUSTICE AND HUMAN RIGHTS

Inclusion for All; Access and Inclusion Plan 2014 – 2017 outlines Council's commitment to creating an inclusive community that is conducive to the fulfilment of aspirations of people with disability. Council affirms the human rights of people with disability to an adequate standard of living. And through its policy, planning, and operations, intends to uphold equality, dignity, and liberty; and full and equal access to participation in public, economic and cultural life. Greater equality also leads to a more cohesive society as anything that benefits residents and visitors with disability, has a flow-on effect in the lives of other residents.

Through the Plan, *Inclusion for All*, Council will make a contribution towards the self-actualisation of people with disability by improving access to information, built environment and facilities; engaging people with disability in consultations and events; and by creating a diverse and inclusive workforce. Universal access and mainstream participation can bring solid and lasting change in the quality of lives of people with disability, and thus the community.

HOW THE PLAN WAS DEVELOPED

Five methods were adopted in the development of the Access and Inclusion Plan:

Evaluation of the Disability Action Plan 2010 – 2013 *Difference is More*.

This Plan achieved a very high completion rate and demonstrated many success stories; and identified challenges and priorities for addressing in the new Plan. The highest priorities for inclusion of people with disability in Yarra have been recognised in the areas of built environment, employment and awareness raising.

Development of a paper, *Demographic profile: Disability and Carers in Yarra*.

The paper enhanced understanding of the scope and impact of the incidence of disability within the municipality. The 2009 ABS *National Survey of Disability, Ageing and Carers* indicates that 15% of Yarra's population has a disability (Disability Policy and Research Working Group 2009). This represents a lower proportion than the national average of 18.5%. As the rate of disability increases with age, Yarra's lower percentage is likely to be a result of the municipality's much lower age demographic.

A one-day Community Forum.

The Forum was held in November 2012 to consult the community about the issues, needs and opinions of people with disability and their family and carers, for addressing in this Plan.

Their feedback provided Council with rich material on how to improve access to employment, information, facilities, public transport, parking, services, recreation and leisure.

A research paper, *Groups in need of extra reach* on intersecting attributes.

The research raised organisational awareness on the characteristics of disadvantage and types of issues, barriers and needs of people with disability in most vulnerable community groups. These may involve people with disability in the Aboriginal community, people of non-English speaking background, people in the Lesbian, Gay, Trans-gender, Bi-sexual, Intersex (LGBTI) community, and women with disability experiencing violence.

Internal consultations.

Consultation meetings were conducted in 17 Branches of Council with key leaders from each Branch in attendance. They were aware of the feedback from the Community Forum and identified and committed themselves to the actions in this Plan.

Members of the DAC played a key role at every stage of the development of this Plan. They provided detailed advice on the development of the actions in the *Access for All* Plan, and suggested its vision and title.

THE PLAN

VISION

An inclusive Yarra that enables people with a disability to fulfil their potential as equal citizens.

PRINCIPLES

The *Inclusion for All Access and Inclusion Plan 2014 – 2017* is based on the following principles:

1. Skills, experience and needs of all community members are valued and generate a stronger and resilient community.
2. Disability access and inclusion are given mainstream focus in cross-Council planning, processes and practices.
3. Excellence in access and inclusion expands beyond minimum requirements.
4. Equitable and accessible opportunities are based on the concept of enablement and realisation of potential.

GOALS

The Plan centres on advancing equitable economic, cultural and social opportunities for people with disability through addressing the following focus areas:

Focus area 1 – Community Participation;

Focus area 2 – Employment;

Focus area 3 – Information and Communication;

Focus area 4 – Built Environment;

Focus area 5 – Awareness Raising.

OBJECTIVES

The objectives of the *Inclusion for All Plan* correspond with specific actions for achieving their outcomes. They are as follows:

1. Provide equitable and accessible opportunities for people with disability to engage in cultural and social activities and events and in civic and community decision making.
2. Create inclusive work culture by meeting the needs of applicants with disability.
3. Improve accessibility to public buildings, spaces and facilities.
4. Create and promote resources, information and communication that meet the needs of people with disability.

5. Increase staff and community awareness regarding practices that are inclusive of people with disability.

Actions allocated to each objective aim at producing corresponding outcomes. These actions and outcomes are presented in the Part 2 *Inclusion for All Access and Inclusion Plan 2014 – 2017*.

MEASURING SUCCESS

MONITORING AND REPORTING

To make the *Inclusion for All Plan* effective, timelines are assigned to guide the achievement of the objectives and due completion of the actions. This process will be monitored and evaluated through the quarterly reporting cycle on the Interplan system.

Identified milestones will be reported in the *Annual Plan, Quarterly Progress Report*. Six monthly reports will be provided to the Disability Advisory Committee and to the Senior Management Team. The *Inclusion for All Access and Inclusion Plan* will be reviewed annually. Progress on actions that are included in Council's Annual Plan will be reported to Council in its yearly report.

Community feedback on implementation of the Plan will be obtained from the community representatives on the DAC and from residents with disability and their carers at periodic community consultations.

An audit, evaluation and review of the Plan will be conducted at the end of its term.

Objective: Provide equitable and accessible opportunities for people with disability to engage in cultural and social activities and events and in civic and community decision making.

Actions	Measurable outcomes
	Aboriginal people with disabilities and their carers.
1.5. Investigate gaps in access to community transport for residents with disabilities through hiring Budget bus for outings and activities.	New information material on the hiring of Budget buses developed and promoted to up to 20 community groups and agencies in Yarra.
1.6. Revise Yarra's 'Events and Festivals Disability Guide' to include relevant requirements identified by Meetings and Events Industry of Australia in partnership with the Australian Human Rights Commission.	Copies of revised 'Events and Festivals Disability Guide' provided to external and internal event organisers of festivals, community consultations, Council meetings, ceremonies, fundraisers, etc.
1.7. Provide Auslan interpreters for selected performances at the Village festival in Edinburgh gardens.	Auslan interpreted performances available for select Village performances and other sensory information if necessary and promoted in advance through Vic Deaf, Arts Access Victoria, etc.

Focus area 2:

EMPLOYMENT

Objective: Create inclusive work culture by meeting the needs of applicants with disability.	
Actions	Measurable outcomes
2.1. Conduct a review of the recruitment policy and guidelines to include equitable provisions for improved access to employment by people with disability.	<p>The recruitment and selection policy and guidelines clearly outline the equitable processes for employment of people with disability.</p> <p>New policy and guidelines will actively address:</p> <ul style="list-style-type: none"> • Welcome statement addressing diversity and inclusion • Advertising process • Selection process (including pre-interview questions) • Reasonable workplace adjustments.
2.2. Gain membership of the Australian Network on Disability (AND) and incorporate offered benefits into organisational programs.	Silver membership package received, and the Network's resources adequately utilised.
2.3. Provide mandatory training to all Managers on disability awareness including recruitment and selection of applicants with disability.	<p>Training has been provided through Australian Network on Disability.</p> <p>All Managers are familiar with and use interview questions guide for interviewing applicants with a disability.</p>
2.4. Human Resources conducts recruitment and selection training that includes elements on accessible and inclusive practices.	Each interview panel has at least one person who has gone through the recruitment and selection training conducted by Human Resources.

Objective: Create inclusive work culture by meeting the needs of applicants with disability.

Actions	Measurable outcomes
2.5. Provide work experience in the Aged and Disability Services Branch.	Job placements offered to people with disabilities in partnership with disability support service organisation.
2.6. Provide work experience at the Statutory Planning Branch to students with disabilities.	One student on a two or three week placement annually with provision to increase this in later years.

Focus area 3:

BUILT ENVIRONMENT

Objective: Improve accessibility to public buildings, spaces and facilities.	
Actions	Measurable outcomes
3.1. Investigate the inclusion of disability access provisions in the revised Municipal Strategic Statement that provides guidance on accessible housing design and on balancing disability access and inclusion and heritage protection.	Investigation of including disability access provisions is included in the review of the Yarra Planning Scheme and informs the revision of the Scheme.
3.2. Tender documents contain references and specified requirements regarding access to new and modified Council buildings.	Review specifications for new buildings, and for modifications of existing buildings, with the aim of addressing compliance to the Australian Standards 1428 and the Disability (Access to Premises – Buildings) Standards 2010
3.3. Tender documents for the construction or renovation of Council buildings must include a briefing note requiring Architects to identify and recommend inclusions for disability access.	Architects to include in the Concept Plans and Drawings disability access requirements. Concept Plans are reviewed by contract managers to ensure recommended and approved assets for disability access are included in specified requirements.
3.4. Set up a panel of preferred accredited disability access auditors/consultants.	Urban design projects increasingly engage registered disability access consultants at each stage of planning and implementation.
3.5. Prioritise capital works for enhanced non-mandatory standards in accessibility and engage independent accredited access consultants at both the design and implementation phases for buildings.	A list of project prioritised for enhanced non- mandatory standards in disability access is developed and

Objective: Improve accessibility to public buildings, spaces and facilities.	
Actions	Measurable outcomes
	<p>included in project scope.</p> <p>Independent accredited access consultants engaged at every phase of the listed projects.</p>
<p>3.6. Identify projects that can accommodate a Changing Place (i.e. toilet facility with hoist and adult changing bench).</p>	<p>A suitable project/development identified for inclusion of a Changing Place in its design.</p> <p>A Changing Place includes:</p> <ul style="list-style-type: none"> • High adjustable adult size changing bench; • Ceiling hoist to help lift the person out of their wheelchair; • Extra space to accommodate carers; • Screens and curtains for privacy.
<p>3.7. Upgrade prioritised disability access parking bays in commercial strip shopping areas, including provision of street signage.</p>	<p>Prioritised upgrades (or relocation of existing bays) completed according to Yarra's best practice approach and compliance standards.</p>
<p>3.8. Capital works projects include planning (at every phase) for compliant disability access parking bays (at a ratio of minimum 3% of the total bays) and seek approval from the Internal Parking Review Committee (IPARC) in accordance with Council's Disability Access Parking Bays Policy (DAPBs Policy).</p>	<p>Parking bays allocated at each suitable capital works project and funded from the budget of this project.</p>

Objective: Improve accessibility to public buildings, spaces and facilities.

Actions	Measurable outcomes
3.9. Plan for the increase in the number of public toilets within the municipality.	Strategic Plan for commitment to installation of increased number of public toilets (i.e. target 1 new toilet per year).
3.10. Improve disability access (during business hours and after hours) to the Richmond Town Hall (RTH).	Audit on entrance to RTH conducted by a registered access consultant. Upgrades on recommendations of an auditor implemented in stages beginning with access at the ramp entrance.
3.11. Advocate for increased social and affordable housing in Yarra, including comprising a minimum of 5% of apartments designed to be wheelchair accessible and comply with DDA standards.	Yarra's accessibility requirements (based on <i>Liveable Housing design guidelines</i>) are developed and included in the planning permit processes with a requirement of 5% apartments to be wheelchair accessible and comply with DDA standards.
3.12. Expand the Good Access is Good Business Project across identified, key retail precincts in Yarra.	By June 2014, Project Manager has been appointed and precincts identified. By December 2015 Project is completed.

Focus area 4:

INFORMATION AND COMMUNICATION

Objective: Create and promote resources, information and communication that are responsive to the needs of people with disability.	
Actions	Measurable outcomes
4.1. Develop and maintain an access and inclusion website, featuring all aspects of accessibility at Council (i.e. accessibility at leisure centres, accessible parking bays, etc.).	Community members able to identify adequate information through the website.
4.2. Develop an Accessibility Protocol in area of appropriate language, visual and other sensory material for Council's public communication.	Communication Services use the Protocol and promote it across Branches.
4.3. Include accessibility standards in the review of Yarra's Style Guide.	Accessibility standards in Yarra's Style Guide verified by a registered access auditor/consultant.
4.4. Review the publication assessment process to include a request for verification on accessibility standards.	Publications from different Branches designed in a most accessible way (i.e. colour contrast, font, size, etc.) and use correct terms to refer to disability.
4.5. Ensure that the Word version of 'Pick Me Up' cultural events and activities guide is available to the broader community.	<p>Word version of activities guide available online and/or by request.</p> <p>Promote the cultural events and activities guide to the broader community by advertising in the Yarra News.</p> <p>Distribute information through community networks, to Home Care</p>

Objective: Create and promote resources, information and communication that are responsive to the needs of people with disability.

Actions	Measurable outcomes
	workers, Metro Access and the Disability Advisory Committee.
4.6. Develop guidelines with examples of enhanced non-mandatory standards for application in capital works projects.	Enhanced standards included in technical specifications of capital works projects. Raising awareness on above minimum standards. Communicating with other councils about their guidelines. Promoting the best examples.

Focus area 5:

AWARENESS RAISING

Objective: Increase staff and community awareness regarding practices that are inclusive of people with disability.	
Actions	Measurable outcomes
5.1. Develop educational resources and a fact sheet on 'Liveable housing design' guidelines for developers and building surveyors.	Resources developed and promoted through the Statutory Planning website and through flyers displayed at Richmond Town Hall and Collingwood Town Hall.
5.2. Include on the Statutory Planning website educational resources on universal design including a Fact Sheet on Council's commitment to excellence in disability access design.	Increased awareness of the developers about disability access requirements. Planning permits increasingly include consideration for universal design of apartments, buildings and the surrounding area.
5.3. Infrastructure built environment professionals to participate in training to raise awareness of the benefits of universal design and better understand implications of barriers in built environment, on people with disability.	Key built environment professionals completed training on disability access in built environment.
5.4. Advocate for and with local residents to support their interests and needs through the roll-out of DisabilityCare Australia.	Examples of successful advocacy carried out. Positive feedback from DAC on Council responses to advocacy.
5.5. Build Council's knowledge-base about the needs of women with disabilities experiencing violence, and advocate for their needs in consultation processes, planning and policy.	Undertake research, document findings and build into Council's advocacy and service planning.

Objective: Increase staff and community awareness regarding practices that are inclusive of people with disability.

Actions	Measurable outcomes
5.6. Provide disability awareness training to Access Yarra staff.	Access Yarra staff more confident in providing services for customers with disabilities.
5.7. Develop and deliver information sessions for Home Care workers on disability access and inclusion with training input from persons with a disability.	Up to three sessions delivered on topics of interest including: available programs/activities; information on accessible and safe places for people to enjoy the outdoors - accessible playgrounds (Hays Paddock); after school facilities, accessible leisure centre programs. etc.
5.8. Review Council's emergency management and recovery in light of the Victorian Government changes and as part of the North-West Metropolitan Collaboration.	Disability access issues considered and incorporated in the work of the North-West Metro Collaboration
5.9. Work with grant recipients to promote use of Companion Card.	Companion Card logo to be placed in the grant recipient's promotion material.
5.10. Review the criteria for community grants to include a requirement for accepting and promoting companion cards at the events and activities funded by these grants.	Criteria for community grants include a requirement for applicants to accept and promote companion cards at the events and activities they seek funding for.
5.11 Continue to provide advice to Council, and advocate on issues of independently accessible public transport in collaboration with Strategic Transport.	Strategic Transport consulted DAC on issues of accessible transport projects instigated by the Department of Transport that involve Yarra. Examples of Council's advocacy for independently accessible public transport.