



**Access and
Inclusion Strategy
2018–2024
Plain English**

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Acknowledgement

Yarra City Council acknowledges the Wurundjeri as the Traditional Owners of this country, pays tribute to all Aboriginal and Torres Strait Islander people in Yarra and gives respect to Elders past and present.

Message from the Mayor

The City of Yarra Council aims to support people with disability in our community. We want to create a community where everyone can access and enjoy the local area, connect with others and feel welcome.

This document is our Access and Inclusion Strategy. The strategy will guide our work over the next six years. From the strategy, there will be three, two-year Action Plans that list what we will do to support people with disability and carers to make choices to live well in Yarra.

The Access and Inclusion Strategy and Action Plans have been made by talking with and listening to people with disability, carers, families, the community and our staff.

We asked people who live, work and visit our community to share their thoughts and ideas about what it means to 'live well'. To collect people's ideas we:

- ran an online survey
- talked with people at community workshops and events
- spoke to our staff and held a Council-wide workshop.

The Disability Advisory Committee (DAC) were consulted on each part of the project, including the development of the Background and Issues Paper and the Project Plan.

I would like to say thank you to:

- the DAC for their support of this project
- people with disability, carers, community groups and service providers who shared their ideas through our survey and workshops
- everyone who helped us to create this Strategy.



Cr Daniel Nguyen
Mayor, Yarra City Council

October 2018



Our vision

An inclusive and accessible Yarra that enables people with disability to participate, contribute and be represented in our community as equal citizens.



Our commitment to access and inclusion

The Council plays a key role in supporting people with disability to live full and active lives. People with disability are part of our diverse community and make an important contribution to our local area.

Australia signed the United Nations Convention on Human Rights of Persons with Disabilities (2006) in 2008.

The Convention supports the rights of all people with disability to:

- have a good standard of living
- be treated fairly and equally
- be respected
- be free to make choices
- have full and equal access to justice, education and health care
- take part in public and cultural life.

The Victorian Charter of Human Rights and Responsibilities Act 2006 has similar ideas and themes. The Act includes the rights, freedoms and responsibilities that governments must provide when creating laws, making policies or delivering services.

As a local government, the Council must think about human rights every time we make a decision or provide a service.

Purpose of the Access and Inclusion Strategy

Our Strategy aims to create a welcoming and accessible community. Our Strategy focuses on the strengths of people with disability, carers and the community and the ways we can work together to create change.

We want to support people with disability to live life to its full potential. Our community and local area should be accessed and enjoyed by everyone.

We aim to empower people with disability by:

- making information, spaces and places easier to access and enjoy
- providing more chances to get involved and have a say
- create a diverse and welcoming workforce.

The Action Plans for this Strategy respond to the goals and needs of people with disability, carers and families. The Action Plans build on the strengths and capacity of the Council and our community.

Disability Action Plans are required by the Victorian Disability Act 2006.

The purpose of a Disability Action Plan is to:

- reduce barriers faced by people with disability accessing information, products, services, facilities
- reduce barriers for people with disability finding, getting and keeping a job
- create more opportunities for people with disability to join and feel included in their community
- change attitudes and actions that discriminate against people with disability.

The most common barriers people with disability face in the community are:

- discrimination, including accidental discrimination
- lack of awareness and poor attitudes about disability
- high costs
- not being able to access information, services, places, public transport and community events.

Everyone has a role to play in empowering people with a disability to join in and have a say in their community the same as anyone else.

Out of 29 OECD countries, Australia was 27th regarding employment outcomes for people with disability. Only 53% of people with disability of working age in Australia are employed, compared to 83% of people without disability in the workforce. A third of workers with disability are in part time positions and are seeking more hours.

Universal Design principles provide a guide on how to make products, spaces and places easy to use by as many people as possible.

The Disability Advisory Committee (DAC)

The Council started the Disability Advisory Committee (DAC) in 1999. The DAC provides the Council with advice about how we can support people with disability and carers to:

- increase access and inclusion in the community
- improve Council programs and services
- advocate for better access, inclusion and community awareness.

People with disability, carers or family members of people with disability can be members of the DAC.

Over the past twenty years, the DAC has played a key role in promoting the rights of people with disability. The DAC provide advice to the Council based on their life experiences and areas of expertise. The DAC will keep working with the Council to implement this Strategy and the Action Plans.

Disability in the City of Yarra

People with disability can have a range of temporary or ongoing physical and mental conditions or impairments.

We see that many barriers people with disability face come from our society. Having full and equal access to services, jobs and the community can be prevented by attitudes, the environment and actions.

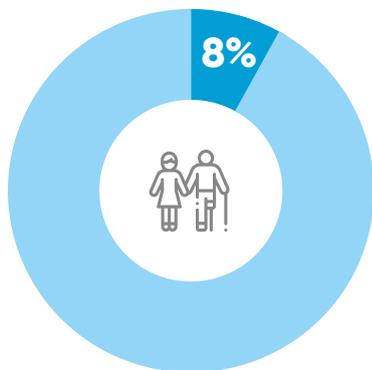
We want to remove barriers faced by people with disability in our community by:

- protecting all human rights and freedoms
- providing equal opportunities for everyone
- promoting respect



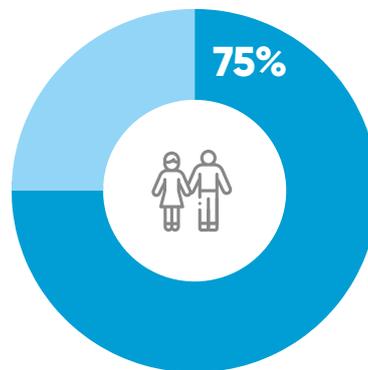
Our community at a glance

People who identify as having a disability



Employment

8% of people with disability who need assistance and are of working age (15-60 years old) are employed.



75% of people with disability who do not need assistance and are of working age are employed

7.2%



14.8%



22%



of City of Yarra population are unpaid carers assisting family members

of City of Yarra population has a disability

of City of Yarra residents face challenges to actively participate in community life



1 in 10 People with disability in Australia feel their needs for social connection and community participation are met.

Source: Shut Out Report 2009

44%



of people requiring assistance do not speak English at home.

2%

Aged 0-14

2%

Aged 15-64

20%

Aged 65+

People who need assistance with daily activities

Source: Australian Bureau of Statistics Census 2016

Note: The Census captures only those people who identify as having a disability. Through our knowledge and experience, not all people with disability, or who have a child in their care with disability, identify as having a disability.

How we made the Access and Inclusion Strategy

The Council talked to a range of people across the community to create this Strategy through a consultation process.

People with disability, carers, organisations, businesses and staff have all supported this process by sharing their ideas and views.

The consultation process was designed for both Access and Inclusion Strategy and the Active and Healthy Ageing Strategy at the same time. This gave us the chance to learn together and keep each strategy focused on its goals.

We worked with the Disability Advisory Committee (DAC) for every stage of this project and to decide how the project would run.

To make the Access and Inclusion Strategy we:

- looked at the past Strategy, the Inclusion for All Access and Inclusion Plan 2014-2017, to see what worked, what we learnt, what has changed and the challenges faced
- wrote a Background and Issues Paper, which has information about disability in our community, related policies such as the National Disability Strategy, and reforms such as the National Disability Insurance Scheme (NDIS) and My Aged Care (MAC)
- ran an online survey that was completed by 265 people
- spoke to people face-to-face at workshops and community events
- met with organisations and our staff.



The NDIS and My Aged Care

Two Australian Government changes have had a big impact on the role of councils in supporting people with disability - the National Disability Insurance Scheme (NDIS) and My Aged Care (MAC).

The NDIS is the new way disability support is funded in Australia. The NDIS is being rolled out over time to new areas. The City of Yarra area was one of the first areas in Victoria to move to the NDIS. The Council looked at our options and how the NDIS would affect our services. In June 2016, we decided not to provide services under the NDIS. All existing clients were supported during the move to NDIS planning.

In 2017, My Aged Care was introduced as the main entry point for people to access aged care support in Victoria. My Aged Care allows people to choose from a range of service providers including the Council. The change to My Aged Care may affect vulnerable people and the way they can access care and services in the future. We are looking at our role in aged care services under My Aged Care reforms.

As things keep changing with the NDIS, we will keep checking and updating the Action Plans for this Strategy. We will work to find new ways to advocate for, support, or run initiatives to support people with disability in our community.

We will keep an eye how the NDIS and My Aged Care affects people who live in our community, in particular people who are more vulnerable. We will make sure our Action Plans reflect the needs of our community.

4.3 million Australians aged 16-65 live with disability, however the majority will not qualify for NDIS-funded packages.

Around 460,000 people will participate in the NDIS across Australia by 2020. People who are not eligible will rely on state and local supports

Bringing our strategies together

The Council is looking at how we make strategies across the City of Yarra. We want to see how our strategies from different parts of the Council can be better connected, so we can find common goals and actions that benefit everyone.

For example, designing services with everyone's needs in mind, making spaces accessible and friendly, and building community connections can support people of all ages and abilities.

Key themes from the community

When we looked at what we heard from the community, we found four key themes: Freedom, Life Experiences, Knowledge and Independence.

By listening to our community's ideas and goals, and creating actions and finding solutions, we are working towards being an accessible and inclusive city.

"I feel there is nothing out there for me. I am 59 years old and have mobility issues, so therefore spend most of my time at home- I feel isolated as now all of my friends have either died or moved out of the area."



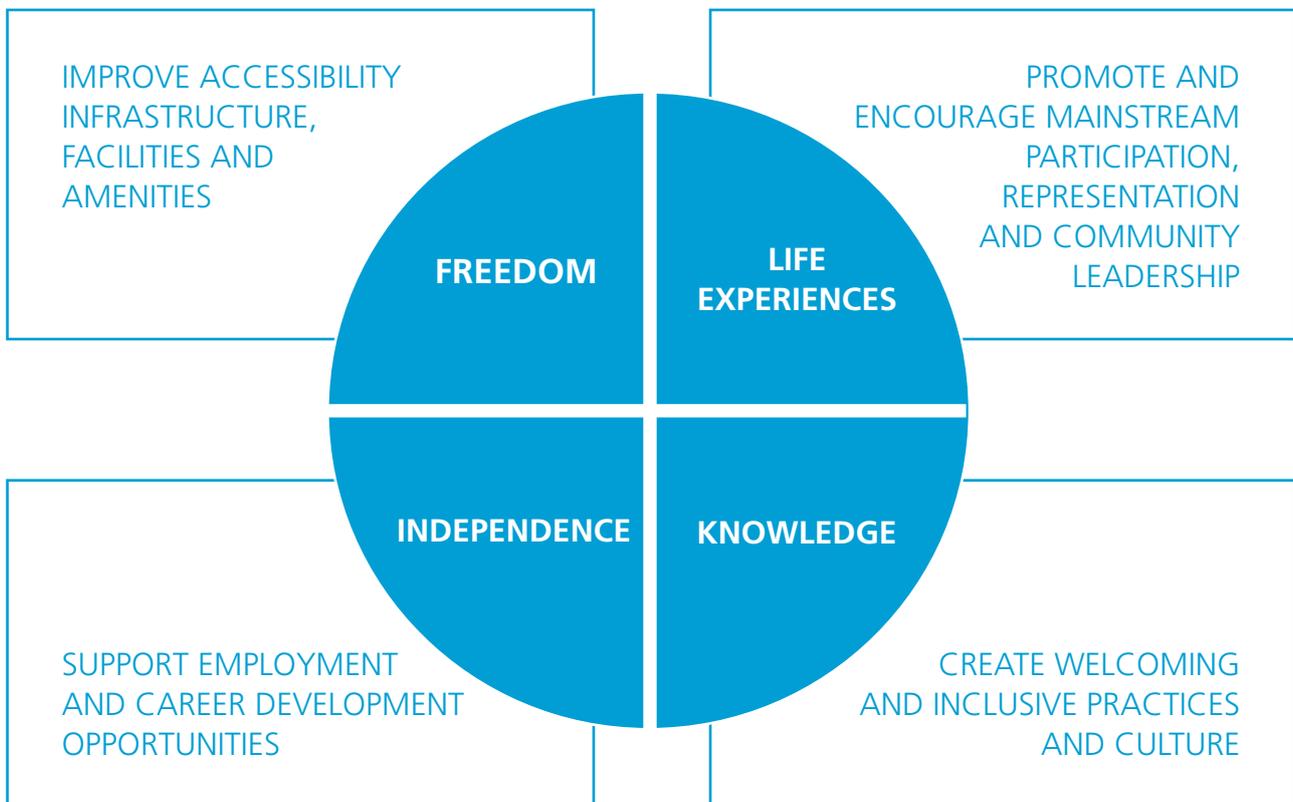
Next steps and action plans

The Access and Inclusion Strategy 2018-2024 will support the Council to create an inclusive and accessible community that enables people with a disability to fulfill their potential and participate in the same way as everyone else.

The Strategy will be supported by three Action Plans that each run for two years. This means we can update and add new actions based on what's happening in the community and other funding or service changes.

In every Action Plan, staff and teams from across the Council will be in charge of different tasks. This will give everyone a role to play in achieving the goals of the Strategy.

The Strategy will also be used to support the overall Council Plan and Annual Plans. The feedback we heard from the community will also be shared to help other Council plans or projects, such as open space, walking and library Action Plans.



Key goals and strategies

Freedom

Goal 1 Improve access to places, spaces and facilities

Strategies:

- 1.1 Promote and encourage Universal Design and Universal Access principles at the City of Yarra and in our community.
- 1.2 Advocate to create an accessible, connected public transport system in the City of Yarra.
- 1.3 Create or grow programs that encourage local businesses to improve their accessibility.
- 1.4 Make path, open spaces and parks safer for people of all abilities.
- 1.5 Make it easier to access and use City of Yarra buildings and facilities, including making sure adequate amenities are available.
- 1.6 Advocate and work together to promote more accessible and affordable housing.
- 1.7 Create neighborhoods that are safe and promote a sense of belonging.

Life experiences

Goal 2 Promote and encourage inclusion, representation and community leadership

Strategies:

- 2.1 Provide and support community services and arts, cultural and sporting activities that are creative and fun for people of all abilities and ages.
- 2.2 Look at ways to reduce costs and transport barriers to accessing the community.
- 2.3 Give people with disability the same opportunities as everyone else to take part in workshops, meetings and events organised by the City of Yarra.

Independence

Goal 3 Support employment and career development opportunities

Strategies:

- 3.1 Advance the rights of people with disability to access education, training, employment and volunteering at the City of Yarra and in our community.
- 3.2 Make it easier for people with disability to find, get and keep a job at the City of Yarra.

Knowledge

Goal 4 Create welcoming and inclusive practices and culture.

Strategies:

- 4.1 Share information in easy to read formats (including pictorial).
- 4.2 Create positive changes in attitudes about disability and reduce discrimination through new projects and initiatives.
- 4.3 Raise community awareness of people with invisible disability.



Access and Inclusion Action Plan 2018-2020

This Action Plan is the City of Yarra's first two-year plan.

A new Action Plan will be developed every two years to achieve the goals in the Access and Inclusion Strategy 2018-2024.





Access and Inclusion Action Plan 2018-2020

Freedom

Goal 1: Improve access to places, spaces and facilities

Strategy 1.1

Promote and encourage Universal Design and Universal Access principles at the City of Yarra and in our community.

| Action | Success measures | Who | By when | Cost |
|---|--|--------------------------------|---------------|------------------|
| 1.1.1 Make sure the new Yarra Open Space Strategy includes Universal Design principles and actions that focus on creating accessible spaces. | The new Yarra Open Space Strategy includes Universal Design principles. Actions in the Yarra Open Space Strategy have accessibility improvements to include everyone in the community. | Open Space Planning and Design | December 2019 | No extra cost |
| 1.1.2 Universal Design principles are thought about when a new Heritage Strategy is created. | Staff from the Aged and Disability Services team at the City of Yarra help to make the new Heritage Strategy so universal access for heritage buildings and places is included. | City Heritage | June 2019 | No extra cost |
| 1.1.3 Make the entrance to Richmond Town Hall better so everyone can access the building easily, including people using wheelchairs, scooters and walking frames. | The entrance to Richmond Town Hall is redeveloped based on the design by Access and Architecture consultants. | Buildings and Assets | June 2020 | Allocated budget |

Access and Inclusion Action Plan 2018-2020

Strategy 1.2

Advocate to create an accessible, connected public transport system in the City of Yarra.

| Action | Success measures | Who | By when | Cost |
|---|--|---------------------|----------------------------|---------------|
| 1.2.1 Keep working with Public Transport Victoria (PTV) for Easy Access Tram Stops on Route 96. | Four Easy Access Tram Stops built by December 2018. PTV and the City of Yarra agree on the location, design and preparation needed for the remaining stops. | Strategic Transport | December 2018 June 2020 | No extra cost |
| 1.2.2 Advocate for Easy Access Tram Stops to be built on Bridge Road. | Idea developed and accepted. | Strategic Transport | December 2019 | No extra cost |
| 1.2.3 Support the Streamlining Hoddle St Project to make better transport connections, including the construction of an Easy Access Tram Stop on Swan St, Richmond. | Idea developed and accepted. | Strategic Transport | March 2019 | No extra cost |

Access and Inclusion Action Plan 2018-2020

| Action | Success measures | Who | By when | Cost |
|--|--|------------------------------|-------------|---------------|
| 1.2.4 Keep advocating for accessibility improvements for public transport such as shelters, parking bays and safe paths. | Disability Advisory Committee to share major issues with the City of Yarra. Public transport users are listened to and advocated for to Public Transport Victoria. | Aged and Disability Services | 2018 - 2019 | No extra cost |

Access and Inclusion Action Plan 2018-2020

Strategy 1.3

Create or grow programs that encourage local businesses to improve their accessibility.

| Action | Success measures | Who | By when | Cost |
|---|---|------------------------------|-------------|--------------------------------------|
| 1.3.1 Create a new initiative for the 2019/2020 budget to encourage local businesses to improve accessibility to their shops, services and entertainment venues. The new initiative funding will allow support to continue beyond Metro Access funding. | New initiative funding request sent to Council and approved, depending on available budget. | Aged and Disability Services | 2018 - 2019 | Proposal to be developed for funding |

Access and Inclusion Action Plan 2018-2020

Strategy 1.4
Make paths, open spaces and parks safer for people of all abilities.

| Action | Success measures | Who | By when | Cost |
|---|---|------------------------------|---------------|---------------|
| 1.4.1 Find priority areas, including open spaces, where upgrades could make it easier for people of all abilities to access and enjoy the area. | Disability Advisory Committee asked about the best areas to upgrade accessibility. Chosen areas approved by the Urban Design and Open Space Units. | Aged and Disability Services | December 2019 | No extra cost |

Access and Inclusion Action Plan 2018-2020

Strategy 1.5

Make it easier to access and use City of Yarra buildings and facilities, including ensuring adequate amenities are available.

| Action | Success measures | Who | By when | Cost |
|--|--|-------------------------------|-----------|---------------|
| 1.5.1 Promote to businesses and the community clear footpath area along buildings for safe walking in shopping strips. | Information about the Footpath Trading Policy shared in Yarra News, including how people can report unsafe areas. | Compliance and Parking Branch | June 2019 | No extra cost |
| 1.5.2 Upgrade footpaths and build safe crossings in busy areas. | As part of the Local Area Place Making Scheme, six streets in busy areas chosen for footpath and level crossings upgrades. Three streets improved each financial year. | City Works | June 2020 | No extra cost |
| 1.5.3 Look at the timing of pedestrian lights to help people who need more time to cross. See if responsive technology is available. | Timings of pedestrian lights reviewed. Signal technology included in traffic management and place making projects. | Traffic and Civil Engineering | June 2020 | No extra cost |

Access and Inclusion Action Plan 2018-2020

| Action | Success measures | Who | By when | Cost |
|--|---|-------------------------------|----------------------------|---------------------------------|
| 1.5.4 Upgrade at least 10 disability access parking bays in busy areas over two years, including providing street signage. | List of disability access parking bays for upgrades in 2018/19 and 2019/20 created. At least 5 disability access parking bays in busy areas upgraded per financial year. | Traffic and Civil Engineering | June 2019 June 2020 | No extra cost |
| 1.5.5 Include new seating for people of all ages and abilities in public space upgrades along Bridge Road and Victoria Street. | Extra accessible seating provided in upgrades to public spaces. | City Strategy | 2018 - 2019 | No extra cost |
| 1.5.6 Look at how accessible toilets could be upgraded in the City of Yarra to support people who need help from a carer. | Toilets in Council-owned buildings upgraded over time. | Building Assets | 2019-2020 | Depends on funding availability |

Access and Inclusion Action Plan 2018-2020

Strategy 1.6

Advocate and work together to promote more accessible and affordable housing.

| Action | Success measures | Who | By when | Cost |
|---|---|----------------------------|-------------|---------------|
| 1.6.1 Keep working with public and community housing providers to find out what's available and what's needed in the community, and advocate for housing to support people with low-to-moderate incomes people with disability. | Quarterly meetings held with local housing and accommodation providers to talk about new and critical issues. | Social Policy and Research | 2018-2022 | No extra cost |
| 1.6.2 Make sure the City of Yarra Planning Scheme includes policies that encourage inclusive and accessible developments that cater for people of all ages and abilities. | Advice about accessibility and inclusion included in the Yarra Planning Scheme and the Housing Strategy. | City Strategy | 2018 - 2019 | No extra cost |

Access and Inclusion Action Plan 2018-2020

Strategy 1.7

Create neighbourhoods that are safe and promote a sense of belonging.

| Action | Success measures | Who | By when | Cost |
|--|---|------------------------------|-------------|---------------|
| 1.7.1 Let more people with disability know that graffiti can be removed from their home for free. | The Graffiti Management Framework promoted more to people with disability. | Aged and Disability Services | 2019 | No extra cost |
| 1.7.2 Raise staff awareness of the Changing Places bathroom at the Bargoonga Nganjijin library and promote the facility. | Staff know about and promote the Changing Places facility. International Changing Places sticker on display at the information desk. | Library Services | 2018 – 2020 | No extra cost |

Access and Inclusion Action Plan 2018-2020

Life experiences

Goal 2: Promote and encourage inclusion, representation and community leadership

Strategy 2.1

Provide and support community services and arts, cultural and sporting activities that are creative and fun for people of all abilities and ages.

| Action | Success measures | Who | By when | Cost |
|--|--|------------------------------|---------------|--------------------------------------|
| 2.1.1 Create a working group at the City of Yarra to find ways to make programs for people with disability of all ages and generations. | <p>More programs available for people with disability of all ages and abilities, reducing social isolation.</p> <p>Range of staff from the City of Yarra and the community part of the working group.</p> <p>Range and number of programs created.</p> <p>Positive benefits of programs for participants measured.</p> | Aged and Disability Services | 2019-2020 | Proposal to be developed for funding |
| 2.1.2 Add accessibility guides, and a statement about the City of Yarra's commitment to having fully accessible venues, to event hire forms. | <p>Accessibility guidelines, and a statement about the City of Yarra's commitment to having fully accessible venues, added to event hire forms.</p> | Arts, Culture and Venues | December 2018 | No extra cost |

Access and Inclusion Action Plan 2018-2020

| Action | Success measures | Who | By when | Cost |
|---|--|--|---------------------------|--------------------------------------|
| 2.1.3 Raise awareness and improve accessibility to the Leaps and Bounds Festival. | Leaps and Bounds Music Festival find out which events accept the Companion Card. Event venues say on their website they accept Companion Cards. | Arts, Culture and Venues | July 2019 | No extra cost |
| 2.1.4 Run the Support of Carers initiative to provide extra one-off activities that increase social engagement. | One-off activities provided across Libraries, Children and Youth Services, Disability Services and Arts and Culture. | Aged and Disability Services | 2018 - 2019 | Funding provided by State Government |
| 2.1.5 Help isolated residents learn at their homes how to use Information Technology through "I'll be connected" program. | A Plan is developed showing ways of supporting residents to use Information Technology, and build their social connectedness. | Library Services Aged and Disability Services | 2018 - 2019 | No extra cost |
| 2.1.6 Continue to review how Access All Abilities lessons and sessions could grow, including after hours and on weekends. | Access All Abilities activities reviewed to find ways to grow the program now and in the future. | Yarra Leisure | December 2018 – June 2020 | No extra cost |
| 2.1.7 Keep building the skills and experience of swim teachers to support people of all ages, skills and abilities. | Proposal made for funding for swim teachers to get the extra qualification needed to run access and inclusion programs. | Yarra Leisure | December 2018 – June 2020 | Proposal to be developed for funding |

Access and Inclusion Action Plan 2018-2020

Strategy 2.2

Look at ways to reduce costs and transport barriers to accessing the community.

| Action | Success measures | Who | By when | Cost |
|--|---|------------------------------|---------------|---|
| 2.2.1 Find or create a mobile app that maps accessible routes between places and shows accessible toilets, rest stops, recharge points, shops with happy hours for seniors, accessible cafes and more. | Better safety and accessibility for people with disability to get around and enjoy the local community. | Aged and Disability Services | 2019-2020 | No extra cost New app (if required) proposal to be developed for funding |
| 2.2.2 Create and think about ways to improve the Community Transport service to meet changing needs. | A more flexible service that increases social connections is provided. | Aged and Disability Services | December 2019 | Proposal to be developed for funding |

Access and Inclusion Action Plan 2018-2020

| Action | Success measures | Who | By when | Cost |
|---|--|---|-----------|---------------|
| 2.2.3 Work with other councils and the Municipal Association of Victoria (MAV) to advocate to the State Government to reduce the costs of council rates and other living expenses for people with disability. | Workshop conducted at MAV with interested councils. Submission including case studies sent to the State Government. | Social Policy and Research Business and Finance Age and Disability Services | June 2020 | No extra cost |
| 2.2.4 Check customer information in Yarra Leisure venues and online about Companion Card support. | The Companion Card is promoted to the Yarra Leisure Services community. | Yarra Leisure | Ongoing | No extra cost |

Access and Inclusion Action Plan 2018-2020

Strategy 2.3

Give people with disability the same opportunities as everyone else to take part in workshops, meetings and events organised by the City of Yarra.

| Action | Success measures | Who | By when | Cost |
|--|--|--|-------------|---------------|
| 2.3.1 When needed, add a contact person on event communications for people who have specific needs. | Contact person added to event communication when needed. | Advocacy, and Engagement, Communications | Ongoing | No extra cost |
| 2.3.2 Keep supporting and engaging the Disability Advisory Committee (DAC). | Number of meetings held and attendance. Number of topics the DAC are consulted on. | Aged and Disability Services | On-going | No extra cost |
| 2.3.3 Decide on the City of Yarra's future role in the Home and Community Care – Program for Young People program. | City of Yarra is clear on the future of support for young people with disability through home-based services. Decision made about the City of Yarra's role in coordinating services and providing support outside NDIS funding. | Aged and Disability Services | 2018 - 2020 | No extra cost |

Access and Inclusion Action Plan 2018-2020

| Action | Success measures | Who | By when | Cost |
|---|--|------------------------------|-------------|---------------|
| 2.3.4 Keep monitoring how people access and connect to NDIS funding, and advocate where needed for people from culturally diverse backgrounds, Aboriginal people, people with mental health needs and vulnerable community members. | Advocacy about issues and risks for vulnerable community members continued through submissions, forums and following up with agencies. | Aged and Disability Services | 2018 - 2020 | No extra cost |
| 2.3.5 Advocate to the State Government to continue the MetroAccess program, due to close 30 June 2019. | Commitment shown to fund the MetroAccess program into the future. Key community capacity building program continued. | Aged and Disability Services | 2018 -2019 | No extra cost |
| 2.3.6 Promote annual regular Disability Advisory Committee (DAC) meetings to staff across the Council, asking them to attend a meeting to talk with the DAC or share news. | Number of consultations. Number of information sessions. | Aged and Disability Services | Ongoing | No extra cost |

Access and Inclusion Action Plan 2018-2020

Independence

Goal 3: Support employment and career development opportunities

Strategy 3.1

Advance the rights of people with disability to access education, training, employment and volunteering at the City of Yarra and in our community.

| Action | Success measures | Who | By when | Cost |
|--|--|--|---------|---------------|
| 3.1.1 Create content for online training about making workplaces welcoming and inclusive for people with disability. Make an online e-learning module using the content provided. | Content for online training created. e-learning module made using content provided. | Aged and Disability Services People and Culture | 2019 | No extra cost |

Access and Inclusion Action Plan 2018-2020

Strategy 3.2

Make it easier for people with disability to find, get and keep a job at the City of Yarra.

| Action | Success measures | Who | By when | Cost |
|---|---|---|-------------|--------------------------------------|
| 3.2.1 Continue the City of Yarra's Silver membership of the Australian Network on Disability (AND) and share membership resources across the Council. | City of Yarra's employment processes improved from membership with AND. Support for Internship program continued. | Aged and Disability Services and People and Culture | 2019 - 2020 | No extra cost |
| 3.2.2 Develop a business case each year and ask for funding for AND's Stepping Into program for tertiary students with disability | AND's Stepping Into Program funded. Two interns with disability offered paid positions at the City of Yarra. | Aged and Disability Services and People and Culture | 2019 - 2020 | Proposal to be developed for funding |
| 3.2.3 Work with Community Partnerships Unit to support the development of Council's volunteering strategy. | Strategy includes feedback from people with disability on volunteering. | Aged and Disability Services | June 2019 | No extra cost |

Access and Inclusion Action Plan 2018-2020

| Action | Success measures | Who | By when | Cost |
|---|---|---|---------------|---|
| 3.2.4 Seek relevant funding for up to 3 traineeship opportunities for applicants with disability. | Funding source found. Application for funding submitted. | Aged and Disability Services and People and Culture | December 2019 | Subject to successful funding submission. |
| 3.2.5 Employee Accessibility Committee made to promote the contribution of employees with disability and support ongoing employment and career development. | Working group made and working. | Aged and Disability Services and People and Culture | June 2020 | No extra cost |

Access and Inclusion Action Plan 2018-2020

Knowledge

Goal 4: Create welcoming and inclusive practices and culture

Strategy 4.1

Share information in easy to read formats (including pictorial).

| Action | Success measures | Who | By when | Cost |
|---|--|---|-------------|--|
| 4.1.1 Provide regular refresher training on accessible communication to keep accreditation with SCOPE. | Training provided to customer service staff. Customer Service Branch keeps SCOPE accreditation. | Access Yarra | June 2019 | No extra cost |
| 4.1.2 Create accessible communication materials to promote activities and events in the City of Yarra. | Create three promotional materials each year which meet the needs of a specific community group. | Advocacy and Engagement, Communications | Ongoing | Budget required for converting into an accessible format |
| 4.1.3 Provide documents on the City of Yarra website, in particular Your Say Yarra, in formats that can be read by people who use screen readers (i.e. Jaws). | Electronic files on website uploaded in an accessible format. | Advocacy and Engagement, Communications | 2018 - 2020 | No extra cost |

Access and Inclusion Action Plan 2018-2020

| Action | Success measures | Who | By when | Cost |
|---|--|---|---------------|---------------|
| 4.1.4 Create a guide for accessible communication materials. | Guide is created, shared on the intranet and promoted to staff. | Advocacy and Engagement, Communications Aged and Disability Services | March 2019 | No extra cost |
| 4.1.5 Update the Communications and Engagement plan template to include accessibility requirements. | Template is updated and shared with staff. | Advocacy and Engagement, Communications | December 2018 | No extra cost |
| 4.1.6 The Pick Me Up Booklet will be made available in accessible formats on the City of Yarra website. | The Booklet is available in accessible formats on the City of Yarra website. | Arts, Culture and Venues Aged and Disability Services | 2018 | No extra cost |
| 4.1.7 Achieve SCOPE accreditation for communicating with people with a speech difficulty. | Process for accreditation completed. Communication access symbols displayed in customer service area of the Library Services. | Library Services | 2018 – 2022 | No extra cost |
| 4.1.8 Produce the 'What's On' event information booklets in an accessible format on the webpage. | 'What's On' booklet uploaded in an accessible format for people who use screen reading software. | Library Services | December 2018 | No extra cost |

Access and Inclusion Action Plan 2018-2020

| Action | Success measures | Who | By when | Cost |
|---|--|------------------------------|------------|---------------|
| 4.1.9 Disability Services webpage has links to information about programs, activities and events provided by the City of Yarra with a focus on Yarra Leisure, Libraries and Events. | Web page regularly checked and updated. | Aged and Disability Services | 2018- 2020 | No extra cost |
| 4.1.10 Information is provided through a variety of channels so the community has access to information about the programs, activities and events provided by the City of Yarra - with a particular focus on Aged and Disability Services, Yarra Leisure, Libraries and Events. | Information shared through: <ul style="list-style-type: none"> • Facebook / Twitter • Yarra Council web • Yarra News • Posters / postcards | Aged and Disability Services | 2018- 2020 | No extra cost |



Access and Inclusion Action Plan 2018-2020

Strategy 4.2

Create positive changes in attitudes about disability and reduce discrimination through new projects and initiatives.

| Action | Success measures | Who | By when | Cost |
|--|--|--|---------------|---------------|
| 4.2.1 Ensure the Procurement Policy is checked to make sure products and services purchased by the City of Yarra meet the needs of people with disability. | City of Yarra staff and/or community members with disability can access products and services purchased. | Procurement | June 2020 | No extra cost |
| 4.2.2 Promote the Disability Access Guide for Meetings, Festivals and Events to businesses and event organisers. | Link through to guide on the City of Yarra website clicked more than 100 times. | Advocacy and Engagement, Communication | Ongoing | No extra cost |
| 4.2.3 Promote the Disability Access Guide for Meetings, Festivals and Events to staff who organise public meetings and events. | City of Yarra staff have the guidelines and follow them when organising public meeting or events. | Advocacy and Engagement, Communication | December 2019 | No extra cost |

Access and Inclusion Action Plan 2018-2020

| Action | Success measures | Who | By when | Cost |
|--|---|--|-------------|---------------|
| 4.2.4 Represent the diversity of the City of Yarra community in communications and imagery (e.g. people with a disability, seniors, LGBTIQ). | A range of people from the City of Yarra are shown in promotional images. | Advocacy and Engagement, Communication | Ongoing | No extra cost |
| 4.2.5 Continue MetroAccess programs to connect people with community activities and reduce barriers to people getting involved. | Bandmates program continued to increase access to entertainment opportunities. Good Access is Good Business activity is encouraged and promoted. | Aged and Disability Services | 2018 - 2020 | No extra cost |
| 4.2.6 Work with North East Metropolitan councils and the Brotherhood of St Laurence to map opportunities for more services and support in the community. | Map initiatives that build the capacity and skills of people with disability in the community through the MetroAccess program. Find strengths and gaps to support funding applications for Information, Linkages and Capacity Building grants. | Aged and Disability Services | 2018 - 2019 | No extra cost |

Access and Inclusion Action Plan 2018-2020

Strategy 4.3

Raise community awareness of people with invisible disability.

| Action | Success measures | Who | By when | Cost |
|--|---|------------------------------|-------------|---------------|
| 4.3.1 Support local forums and events in National Disability Week to increase awareness and understanding of invisible disabilities. | Three information sessions or City of Yarra Inclusion Days held annually targeting staff and community members to raise awareness. Increased awareness measured by follow-up evaluation. | Aged and Disability Services | 2018 - 2020 | No extra cost |
| 4.3.2 Stay involved in the Yarra Mental Health Alliance. | Attend and support the work of the Alliance regularly. | Aged and Disability Services | 2018 - 2020 | No extra cost |



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Collingwood Town Hall 140 Hoddle Street, Abbotsford
Connie Benn Centre 160 Brunswick St, Fitzroy
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