

Inclusion for All

ACCESS AND INCLUSION PLAN 2014-2017

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PART ONE YARRA: A FAIRER COMMUNITY

COMMUNITY ASPIRATIONS

The *Inclusion for All Access and Inclusion Plan 2014 – 2017* (the Plan) sets the scene at Yarra for realising and harnessing the potential of residents and visitors with disability. Community forums, customer feedback, community representatives on the Disability Advisory Committee (DAC), gave Council clarity on the issues, barriers, needs, priorities and aspirations of Yarra's community. The community wants economic security and effective solutions for social and political participation of people with disability. 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.

COUNCIL'S COMMITMENT TO SOCIAL JUSTICE

Equality and social justice are beneficial for everyone. A social environment that is enabling, and social relations that are engaging, are important for Yarra. Council upholds these aspirations on the premise that greater equality leads to a more cohesive society with better health, safety, trust and better economic progress.

Council has consistently advocated and lobbied Federal and State governments to realise disability rights. In 1999 Council established the DAC, giving citizens a means for direct participation in the decision making processes. The success of this Committee is underpinned by being comprised of community members with disability or caring for someone with disability; by being chaired by a nominated Councillor; and by relevant officers following up on all decisions arising from the proceedings. The Committee promotes access and inclusion in Council strategies, programs, services and initiatives as well as at other levels of government. The policy advice provided by DAC is highly valued both by Council and the community.

HUMAN RIGHTS

When the United Nations Assembly adopted the *Convention on Human Rights of Persons with Disabilities* (13 December 2006), Council immediately urged the Commonwealth Government to sign and ratify this Convention as recommended by DAC. The UN Convention affirms the right of all people with disability to an adequate standard of living and it guarantees equality, dignity, and liberty, and full and equal access to justice, education, quality healthcare and to participation in public and cultural life. Australia has been a signatory to the UN Convention since 2008 and thus is committed to developing, implementing and monitoring a framework for full citizenship rights of people with disability.

The principles of the UN Convention are reflected in the Victorian *Charter of Human Rights and Responsibilities Act 2006*. The Act provides a set of rights, freedoms and responsibilities that governments must observe when creating laws, public policy or delivering services. As a

public authority, Council is required to demonstrate that it has properly considered human rights in all its decisions when making laws, developing policy and providing its services.

NATIONAL REFORM IN THE DISABILITY FIELD

Council has played an active role in advocating for the needs of its residents through the processes of developing major national reform over the past two years. In response to the national consultations on disability supports, Council made a submission commending the recommendations in the *Disability Care and Support, Productivity Commission Inquiry Report* (2011). Following this, Council joined the campaign 'Every Australian Counts' that demanded political commitment for implementation of the National Disability Insurance Scheme (NDIS). The success of the campaign saw the first pilot stage of the NDIS, known as DisabilityCare Australia, rolled out on 1 July 2013. The NDIS promotes self-determination, choice and control in life-long care and support through the consumer directed care approach, with need based funding packages provided directly to individuals to choose the services they require.

Whilst the NDIS promises easier access to essential care, support, therapy, equipment, early intervention and training, the *National Disability Strategy 2010 – 2020* complements these efforts by focusing on creating better access to mainstream services across all levels of government and the community. This cohesive national approach, with quality care on one hand and welcoming communities and access to mainstream health, education and economic opportunities on the other, can significantly improve lives of people with a disability and their families. Victoria reflects this commitment under the *Victorian State Disability Plan 2013-2016*. It focuses both, on improving mainstream policies, programs, services and infrastructure and on supporting the reform of disability services towards a viable National Disability Insurance Scheme. In this early stage of the implementation it is still unknown how the NDIS will affect Council services.

POLICY AND PLANNING

Council has included aspects of disability access and inclusion in its policy, planning and operations. Requirements for improved inclusion are contained in the Council Plan, Municipal Public Health and Wellbeing Plan, Customer Guarantee, and the key strategies: Urban Design Strategy, Yarra Environmental Strategy, Yarra Libraries Strategic Plan, Arts and Cultural Strategy, and many other.

HOW THE PLAN WAS DEVELOPED

METHOD

Council adopted five methods in developing the Access and Inclusion Plan:

- Evaluation of the Disability Action Plan 2010 – 2013 *Difference is More*: successes, challenges and emerging priorities.
- Understanding disability in Yarra: development of a paper on the demographics of disability and caring in Yarra.
- Community Forum: consultation with community members through a one-day community forum.
- Groups in need of extra reach: commissioning of a research paper on intersecting attributes.
- Internal consultations: meetings with Council officers in 17 Branches.

Members of the DAC played a key role at every stage of the development of this Plan. The Committee conducted planning sessions to review the previous Plan *Difference is More*, and to identify directions and priorities for the new Plan. The Committee advised, directed and supported Council in conducting the Community Forum. DAC provided detailed advice on the development of the actions in the *Access for All* Plan as well as suggested its vision and title.

E VALUATION OF THE DISABILITY ACTION PLAN 2010–2013 *DIFFERENCE IS MORE*

The evaluation of the outcomes of the *Difference is More* Plan indicated that 39 out of 45 actions were fully completed. This constitutes 87% of the full completion rate. The remaining 6 actions achieved 59% completion rate. The evaluation of the *Difference is More* Plan demonstrated many **success stories**, as well as identifying **challenges** and **priorities** for addressing in this new Plan (see Appendix 1).

Success stories

The high completion rate of the *Difference is More* Plan encapsulated many achievements. The outstanding examples include:

Parking – Council developed and adopted a Policy on Disability Access Parking Bays (February 2011). The policy determines the ratio of Disability Discrimination Act (DDA) compliant parking bays and location in main retail centres and near community amenities. It favours public interest in the risk management of bays where compliance is not possible on narrow streets. Budget was secured for upgrades over the next decade. Traffic engineers, in collaboration with DAC developed principles and guidelines for upgrades and conducted site visits on completion. Council's trial of indenting bays into footpaths when applicable attracted community interest and other councils made enquiries about Yarra's design.



Site visits by DAC parking sub-committee to provide advice on upgrades to disability access parking bays

Re-developments – Council implemented enhanced, above compliance, accessibility features in the re-development of Victoria Park and Collingwood Leisure Centre (CLC). The Victoria Park Master Plan included recommendations of the DAC members. Further advice about the type of accessibility features that arose from DAC’s site visits was successfully implemented. Yarra celebrated the opening of Victoria Park on the International Day of People with Disability underlining its value as a facility for enjoyment by all community members.

The Collingwood Leisure Centre was upgraded to ‘state of the art’ accessible leisure facilities with fully accessible adult change room (with power hoist and adjustable changing bench) and improved accessible entry and signage.



DAC site visit to CLC

Urban design - Accessibility requirements, involving preferred panel of independent access consultants, are highlighted in the Urban Design Strategy.

Advocacy – Council advocated for construction of two Easy Access Tram Stops in the business precinct on Bridge Rd, Richmond. These stops are fully accessible to people with mobility aids, pushers or shopping trollies. The stops are first of their kind in Melbourne. Drivers can share the centre tram lane during peak hours. The Bridge Rd is too narrow for a regular accessible tram platform.

Training – A very popular training about empowering customers with disability, was developed and delivered by DAC representatives to all Access Yarra customer service staff. The five 1 ½ hours sessions were very well received and recommendations have been made to roll these out to all Yarra staff.

Information - The previous Disability Action Plan *Difference is More 2010-2013*, was published in accessible formats – audio, large font, Easy English, Vietnamese and Braille. These versions were distributed to relevant community organisations. They were used as exemplars to promote the need to make all communication available in accessible formats.

Challenges

Removing barriers to universal access, and sustaining inclusion for all, met with numerous obstacles. Some of the Council's work to overcome a number of obstacles is demonstrated below.

Policy integrity – Alignment of State and local policy can sometimes be difficult to achieve. For example, State policy and legislation has impacted on Council's decisions in developing its Municipal Strategic Statement (MSS). In 2007 Council resolved to include accessibility clauses in the MSS. However, in August 2009, the Minister for Planning approved Yarra's Municipal Strategic Statement but with the deletion of the Accessible Buildings Policy that had been recommended by DAC. With the current MSS review, Council will again investigate the inclusion of disability access provisions in the Yarra Planning Scheme.

Information and Communication Technology (ICT) – The mandatory web accessibility criteria legislated in Australia for compliance under the WCAG 2.0, level AA, do not apply to procurement of internal ICT systems and applications. USA and Western Europe have already implemented Disability Standards which any tender, procurement, product and equipment is required to meet. Local governments need to collaborate to develop strategies to address the lack of accessible ICT procurement processes.

Infrastructure – Yarra's predominantly 19th century built environment is difficult to adapt to accessibility standards. This has implications for disability access to public places such as post offices, medical clinics, food and entertainment outlets, etc. Council has conducted a pilot project offering access appraisals to local businesses under its Good Access is Good Business MetroAccess project. Another challenge for Council is reaching the best possible balance between disability access and inclusion and heritage protection. This applies both to buildings and streetscapes adorned by cobblestones.

Priorities

The highest priorities for inclusion of people with disability in Yarra have been recognised in the areas of built environment, employment and awareness raising.

Built environment – The built environment has numerous barriers that prevent people with disability from participation on an equal footing with everyone in the community. Access to premises and spaces is essential to improving representation, recognition and engagement of people with disability in public events, activities, meetings, consultations and employment. Also, people with disability are overrepresented in public housing. Universal design and sustainable and affordable housing are of Yarra's concern.

Employment - Currently people with disability are likely to have lower education, employment and health outcomes compared to the general Victorian population. Having a job with regular income creates long term economic security and assists wellbeing.

Awareness rising – To create a supportive and inclusive workforce it is essential for the workers to increase their awareness, knowledge and confidence in collaborating with colleagues and customers with disability. Simultaneously, increased awareness of disability in the community supports engagement of people with disability in the community.

The *Inclusion for All Access and Inclusion Plan 2014 – 2017* details many initiatives addressing these priorities. These are enhanced by Council's leadership in strong advocacy on disability rights and by better communication and information sharing.

UNDERSTANDING DISABILITY IN YARRA

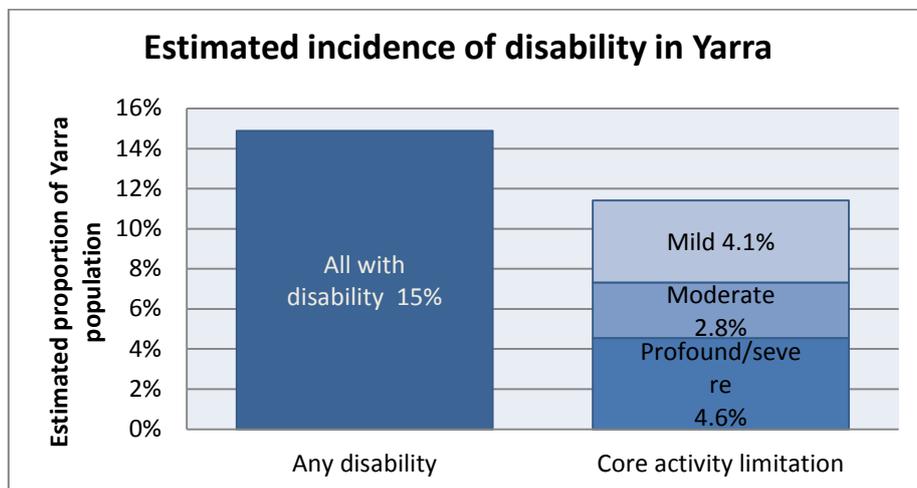
A broad definition of disability includes a range of permanent and temporary, physical and mental conditions or impairments. Council recognises that difficulties experienced by people with disability arise primarily from the attitudes, structures and practices that prevent people with disability from experiencing equal status, economic participation and social inclusion.

Council has commissioned a report: *Demographic profile: Disability and Carers in Yarra 2013* (see Appendix 2). According to this report, 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 {DPRWG} 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. Yarra has a younger age profile than both Victoria and Australia, with a median age of 33 as opposed to 37.

The prevalence of the types of disability in Yarra is represented as follows:

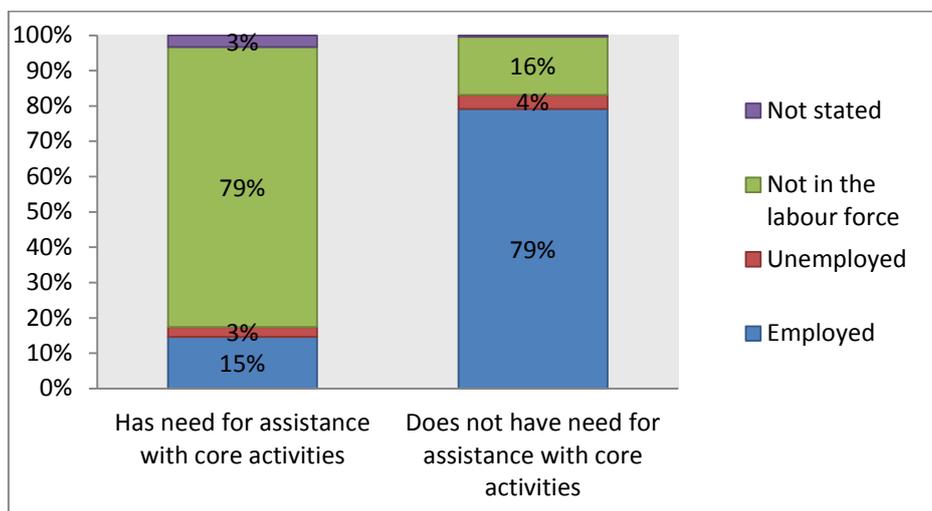
- Physical disability – 10.3%
- Sensory disability – 4.4%
- Psychological condition – 2.4%
- Intellectual disability – 1.9%
- Acquired brain injury – 1.1%
- Other – 6.9% (DPRWG, 2009)

In the 2011 ABS census, approximately 2,800 people in Yarra identified themselves as having a need for assistance with core activities (i.e. personal care, mobility, communication) with the majority of people (i. e. 2,239) being over the age of 50 years old. This represents a decrease of 1.5% within the last decade. The chart below provides a breakdown of core activity limitations.



(DPRWG, 2009)

The majority of people who need assistance are not in the labour force. The chart below compares the employment status of people with disability in Yarra aged 15 – 64. Only 15% of people with disability, who require assistance in Yarra, are in the labour force. In comparison, 79% of people with disability who do not require assistance are in the labour force.



(ABS Census, 2011).

COMMUNITY FORUM

To consult the community about the issues, needs and aspirations of people with disability, Council organised a successful Community Forum held in November 2012, for people with disability, their family and carers. Over 100 people attended the Forum and were able to discuss different barriers they experience and how Council can improve access to employment, public transport, parking, information, facilities, services, and recreation and leisure. Participants also discussed how to make Yarra more welcoming and how to increase civic participation of people with disability. The feedback provided Council with rich material for the development of this Plan.



Community Forum for residents with disability, family and carers, November 2012

GROUPS IN NEED OF EXTRA REACH

Council wanted to consult on the needs of people with disability in most vulnerable community groups. This may involve people with disability in the Aboriginal community, of non-English speaking background, in the Lesbian, Gay, Trans-gender, Bi-sexual, Intersex (LGBTI) community, and women with disability experiencing violence. However, because it is difficult to gain direct feedback, Council developed a research paper *Groups in need of extra reach* (2013) (Appendix 3). The research raised organisational awareness on the characteristics of disadvantage and types of issues, barriers and needs of people with disability in these groups. For example, the research identified that the Aboriginal and Torres Strait Islander communities have approximately 2.2 times higher rate of people with disability with core activity limitations, than the non-Indigenous population. The paper identified a large unmet need for disability support services within these communities and outlines some strategies for minimising barriers to service accessibility.

The research indicates that people with disability from non-English speaking backgrounds also have a low service uptake. Their barriers include lack of information, access to interpreters, cultural appropriateness as well prejudice within their own communities. People with disability in the LGBTI community are faced with double prejudice - '... their disabilities prevent them from being accepted into the gay subculture, while openly expressing their homosexuality creates a distance from their peers.' (*Groups in need of extra reach* p.23).

Recommendations for addressing discrimination, stigma and abuse aim at improving mental health within this group.

Evidence shows that women with disability experience much greater level of abuse and violence (from paid and un-paid carers) than others. Family violence can result in disability and perpetrators target women with disability as it is harder for women with disability to seek help and they are less likely to be believed. *Inclusion for All Plan* addresses priorities for inclusive practices identified in Council's research.

INTERNAL CONSULTATIONS

Internal consultations were built on strengths gained through the experience, skills and progress made to date in better access and inclusion in Yarra. Consultation meetings were conducted in 17 Branches with key leaders from each Branch in attendance. They were aware of the feedback from the Community Forum and understood the need for more opportunities to employment, minimising barriers to getting about the community, to accessing transport, facilities, services, information and events.

The actions which individual Branches identified and committed themselves to in this Plan, can produce outcomes that advance the opportunities and lifestyles of people with disability by:

- Increased participation in civic life.
- Inclusion in decision making, and,
- Increased access to employment opportunities.

Allocation of adequate resources and provision of awareness training are on Council's agenda towards achieving these results.

With the implementation of the Disability Action Plan 2010-2013, *Difference is More*, Council strengthened its own expertise and skills in understanding access and inclusion and in utilising external access auditors that provide expert advice. This gives us a much stronger position to deliver on enablement and excellence in universal access when implementing the *Inclusion for All Plan*.

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 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

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.

Implementation of the Plan will be undertaken by the responsible Branches. Each action will be entered on the Interplan electronic system. Representatives nominated by their Branch will enter information on this system about the progress in implementing their actions. A designated Officer will monitor the overall implementation of the Plan.

REPORTING

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.

LIST OF APPENDICES

1. Evaluation of the Disability Action Plan 2010 – 2013 *Difference is More*
2. Demographic Profile: Disability and Carers in Yarra 2013
3. Groups in need of extra reach 2013

Available on Request

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	Responsibility	Timeline	Measurable outcomes	Resources
		Review in June 2015 Conclude in June 2017	members of the community for whom the service is intended". Council and community has provided feedback on the Service Plans.	
1.4. Promote and advocate for improved access and equity for Aboriginal people with disabilities and their carers.	Aged and Disability Services	June 2015	A forum/expo will be organised to share information about services and opportunities for participation with Aboriginal agencies and Aboriginal people with disabilities and their carers.	Within work of North-eastern Aboriginal and Disability Working Group and MetroAccess resources
1.5. Investigate gaps in access to community transport for residents with disabilities through hiring Budget bus for outings and activities.	Aged and Disability Services	December 2014	New information material on the hiring of Budget buses developed and promoted to up to 20 community groups and agencies in Yarra.	Within existing resources
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.	Arts, Culture and Venues	December 2015	Copies of revised 'Events and Festivals Disability Guide' provided to external and internal event organisers of festivals, community consultations, Council meetings, ceremonies, fundraisers, etc.	Within existing resources

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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	Responsibility	Timeline	Measurable outcomes	Resources
1.7. Provide Auslan interpreters for selected performances at the Village festival in Edinburgh gardens.	Arts, Culture and Venues	December 2014 - December 2015	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.	Subject to annual funding process for annual grants program

Focus area 2:

EMPLOYMENT

Objective: Create inclusive work culture by meeting the needs of applicants with disability.				
Actions	Responsibility	Timeline	Measurable outcomes	Resources
2.1. Conduct a review of the recruitment policy and guidelines to include equitable provisions for improved access to employment by people with disability.	Human Resources	June 2014	<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. 	Within existing resources
2.2. Gain membership of the Australian Network on Disability (AND) and incorporate offered benefits into organisational programs.	Human Resources Aged and Disability Services	June 2014	Silver membership package received, and the Network’s resources adequately utilised.	Within existing resources of Human Resources and Aged and Disability Services
2.3. Provide mandatory training to all Managers on disability awareness including recruitment and selection	Human Resources	June 2015	Training has been provided through Australian Network on Disability.	Within existing resources

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Objective: Create inclusive work culture by meeting the needs of applicants with disability.				
Actions	Responsibility	Timeline	Measurable outcomes	Resources
of applicants with disability.			All Managers are familiar with and use interview questions guide for interviewing applicants with a disability.	
2.4. Human Resources conducts recruitment and selection training that includes elements on accessible and inclusive practices.	Human Resources	March 2014	Each interview panel has at least one person who has gone through the recruitment and selection training conducted by Human Resources.	Within existing resources
2.5. Provide work experience in the Aged and Disability Services Branch.	Aged and Disability Services	January 2014 – December 2015	Job placements offered to people with disabilities in partnership with disability support service organisation.	Within existing resources
2.6. Provide work experience at the Statutory Planning Branch to students with disabilities.	Statutory Planning	January 2014 - December 2015	One student on a two or three week placement annually with provision to increase this in later years.	Within existing resources

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Focus area 3:

BUILT ENVIRONMENT

Objective: Improve accessibility to buildings, spaces and facilities.				
Actions	Responsibility	Timeline	Measurable outcomes	Resources
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.	City Strategy - Strategic Planning	June 2014	Investigation of including disability access provisions is included in the review of the Yarra Planning Scheme and informs the revision of the Scheme.	Within existing resources
3.2. Tender documents contain references and specified requirements regarding access to new and modified Council buildings.	Contracts and Procurement	June 2014	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	Within existing resources
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.	Contracts and Procurement	June 2014	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.	Within existing resources
3.4. Set up a panel of preferred accredited disability access	City Strategy -	June 2014	Urban design projects increasingly engage registered disability access	Within existing resources

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Objective: Improve accessibility to buildings, spaces and facilities.				
Actions	Responsibility	Timeline	Measurable outcomes	Resources
auditors/consultants.	Urban Design		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.	Building and Property Management Building Projects Unit	June 2014	A list of project prioritised for enhanced non- mandatory standards in disability access is developed and included in project scope. Independent accredited access consultants engaged at every phase of the listed projects.	Budget for independent access consultant to be included in each project scope.
3.6. Identify projects that can accommodate a Changing Place (i.e. toilet facility with hoist and adult changing bench).	Building and Property Management Building Projects Unit	December 2015	A suitable project/development identified for inclusion of a Changing Place in its design. A Changing Place includes: <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. 	To be included in project scope and increase the cost of Capital Works Projects.
3.7. Upgrade prioritised disability access parking bays in commercial strip shopping areas, including provision of street signage.	Parking Services Engineering	December 2015	Prioritised upgrades (or relocation of existing bays) completed according to Yarra's best practice approach and	Within existing resources

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Objective: Improve accessibility to buildings, spaces and facilities.				
Actions	Responsibility	Timeline	Measurable outcomes	Resources
	Services		compliance standards.	
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).	Building and Property Management Building Projects Unit	June 2015	Parking bays allocated at each suitable capital works project and funded from the budget of this project.	Within existing resources
3.9. Plan for the increase in the number of public toilets within the municipality.	Building and Property Management	December 2014- December 2015	Strategic Plan for commitment to installation of increased number of public toilets (i.e. target 1 new toilet per year).	Within existing resources
3.10. Improve disability access (during business hours and after hours) to the Richmond Town Hall (RTH).	Building and Property Management	December 2015	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.	Resources to be sought in the 2014/15 budget
3.11. Advocate for increased social and affordable housing in Yarra, including comprising a minimum of 5% of apartments designed to be	Statutory Planning	December 2014	Yarra's accessibility requirements (based on <i>Liveable Housing design guidelines</i>) are developed and included in the planning permit processes with a	Within existing resources

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Objective: Improve accessibility to buildings, spaces and facilities.				
Actions	Responsibility	Timeline	Measurable outcomes	Resources
wheelchair accessible and comply with DDA standards.			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.	Aged & Disability Services	December 2015	By June 2014, Project Manager has been appointed and precincts identified. By December 2015 Project is completed.	Within existing resources.

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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	Responsibility	Timeline	Measurable outcomes	Resources
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.).	Aged and Disability Services	June 2015	Community members able to identify adequate information through the website.	Additional resources to be sought in 2014-2015 budget
4.2. Develop an Accessibility Protocol in area of appropriate language, visual and other sensory material for Council's public communication.	Aged and Disability Services	June 2014	Communication Services use the Protocol and promote it across Branches.	Within existing resources
4.3. Include accessibility standards in the review of Yarra's Style Guide.	Communication Services	June 2014	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.	Communication Services	June 2014	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.	Within existing resources
4.5. Ensure that the Word version of 'Pick Me Up' cultural events and	Arts, Culture and	February 2014 –	Word version of activities guide available online and/or by request.	Within existing

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Objective: Create and promote resources, information and communication that are responsive to the needs of people with disability.				
Actions	Responsibility	Timeline	Measurable outcomes	Resources
activities guide is available to the broader community.	Venues	August 2015	<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 workers, Metro Access and the Disability Advisory Committee.</p>	resources
4.6. Develop guidelines with examples of enhanced non-mandatory standards for application in capital works projects.	<p>Building and Property Management</p> <p>Open Space and Recreation</p> <p>Engineering Services</p>	Commence June 2015	<p>Enhanced standards included in technical specifications of capital works projects.</p> <p>Raising awareness on above minimum standards.</p> <p>Communicating with other councils about their guidelines.</p> <p>Promoting the best examples.</p>	Additional resources to be sought in the 2015 -16 budget

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Focus area 5:

AWARENESS RAISING

Objective: Increase staff and community awareness regarding practices that are inclusive of people with disability.				
Actions	Responsible Officer	Timeline	Measurable outcomes	Resources
5.1. Develop educational resources and a fact sheet on 'Liveable housing design' guidelines for developers and building surveyors.	Aged and Disability Services	December 2014	Resources developed and promoted through the Statutory Planning website and through flyers displayed at Richmond Town Hall and Collingwood Town Hall.	Within existing resources.
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.	Statutory Planning	December 2015	Increased awareness of the developers about disability access requirements. Planning permits increasingly include consideration for universal design of apartments, buildings and the surrounding area.	Within existing resources
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.	Infrastructure Services	December 2015	Key built environment professionals completed training on disability access in built environment.	Resources to be sought in the 2014/15 budget planning.
5.4. Advocate for and with local residents to support their interests	Aged and	December	Examples of successful advocacy carried out.	Within existing

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Objective: Increase staff and community awareness regarding practices that are inclusive of people with disability.				
Actions	Responsible Officer	Timeline	Measurable outcomes	Resources
and needs through the roll-out of DisabilityCare Australia.	Disability Services	2015	Positive feedback from DAC on Council responses to advocacy.	resources
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.	Community and Corporate Planning	June 2014	Undertake research, document findings and build into Council's advocacy and service planning.	Within Women's Health budget
5.6. Provide disability awareness training to Access Yarra staff.	Communication and Customer Services	March 2014	Access Yarra staff more confident in providing services for customers with disabilities.	Within existing resources
5.7. Develop and deliver information sessions for Home Care workers on disability access and inclusion with training input from persons with a disability.	Aged and Disability Services	June 2014	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.	Within existing resources Note: (consult with MetroAccess, Leisure & Recreation Officers, Arts, libraries).
5.8. Review Council's emergency management and recovery in light of	Municipal Recovery Officer	July 2014	Disability access issues considered and incorporated in the work of the North-West	Within existing resources

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Actions	Responsible Officer	Timeline	Measurable outcomes	Resources
the Victorian Government changes and as part of the North-West Metropolitan Collaboration.			Metro Collaboration	
5.9. Work with grant recipients to promote use of Companion Card.	Arts, Culture and Venues	February 2014-2015	Companion Card logo to be placed in the grant recipient's promotion material.	Within existing resources
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.	Community and Corporate Planning	June 2014	Criteria for community grants include a requirement for applicants to accept and promote companion cards at the events and activities they seek funding for.	Within existing resources
5.11. Continue to provide advice to Council, and advocate on issues of independently accessible public transport in collaboration with Strategic Transport.	Aged & Disability Services Sustainable Strategic Transport	January 2014 – December 2015	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.	Within existing resources