



**ACCESS AND INCLUSION  
STRATEGY  
2018-2024**

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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

Council is committed to supporting people with disability to live full and active lives, ensuring that Yarra is an inclusive and accessible community and is a place where everyone can live well. Living well means feeling included and active in the community. It means individuals being able to connect to other people and being able to participate in everyday life.

In order to develop an Access and Inclusion Strategy, and associated Action Plans, that reflected the aspirations of our community – Council asked people who live, work and visit Yarra to complete a survey and/or participate in workshops sessions to share their views on what it means to “live well”.

The Disability Advisory Committee (DAC) were engaged and consulted in each aspect of the consultation, including the development of the Background and Issues Paper and Project Methodology.

Staff within Council were also consulted, including a Council-Wide Workshop where information from the community consultation was incorporated through a deliberative “Play Decide” process.

The responses from the community consultation and engagement and internal consultation process formed the basis of the Access and Inclusion Strategy 2018–2024.

Based on the community voice and internal contributions, consecutive Action Plans developed under this strategy will reflect the needs and aspirations of people with disability and their families, build on Council’s strengths and build community capacity.

The Strategy will guide Council’s work over the next six years to empower people living with disability (including their families and carers) to live well in Yarra through the development of three (3) two-year action plans.

I wish to thank people living with disability and their carers, and the many community groups and service providers who generously contributed their time and energy participating in the Living Well in Yarra consultation – assisting in the development of this strategy. In particular, I would like to acknowledge the effort and support of the Disability Advisory Committee.



**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.

The Convention on the Rights of Persons with Disabilities states that “disability is an evolving concept and that disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others.”

# COUNCIL'S COMMITMENT TO ACCESS AND INCLUSION

Council plays a fundamental role in supporting people with disability to live full and active lives. People with disability are a significant part of Yarra's diverse population and make an important contribution to our community.

Australia has been a signatory to the *United Nations Assembly Convention on Human Rights of Persons with Disabilities (2006)* since 2008: 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.

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

The Access and Inclusion Strategy 2018-2024 vision is for an inclusive and accessible Yarra, encompassing a broad, strengths-based approach to contribute towards 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.

Based on the community voice and internal contributions, consecutive Action Plans developed under this Strategy will reflect the needs and aspirations of people with disability and their families, build on Council's strengths, and build community capacity.

This is underpinned by a principle that greater representation of people with disability across community will increase social cohesion and benefit all Yarra communities. Disability Action Plans are required (*Victorian Disability Act 2006*) to be developed for the purpose of:

1. Reducing barriers for persons with disabilities accessing information, goods, services and facilities;
2. Reducing barriers to persons with disabilities obtaining or maintaining employment;
3. Promoting inclusion and participation in the community; and
4. Achieving tangible changes in attitudes and practices that discriminate against persons with disabilities.

(Legal requirements as per Section 38, *Victorian Disability Act 2006*)

It is documented that the most common barriers preventing people with disability from social participation are discrimination (including unintentional discrimination), lack of awareness and poor attitudes, lack of affordability, and poor accessibility to information, services, built environment, public transport and community events. A whole of community approach is required to empower people with disability to participate, contribute and be represented in society the same as any other citizens.

Council's planning, programs and operations need to continue to strengthen the focus on creating an enabling environment for people with disability and ensure they can access appropriate support services. At the same time, Council needs to support mainstream organisations to become more inclusive and develop skills and capacity to meet the needs of people with disability.

Yarra needs to support its workforce, businesses, community organisations and individuals, to view disability as a natural part of life that may affect anyone.



# THE DISABILITY ADVISORY COMMUNITY (DAC)

In 1999 Yarra City Council initiated a resident based Disability Advisory Committee (DAC) to provide advice and support to Council on how it can improve the wellbeing of people with disability and their carers, including:

- Universal access
- Inclusion principles
- Best practice in Yarra City Council core activities, and
- Assisting in our advocacy role to promote access and inclusion at the broader level.

The committee's membership includes people with disability, carers or family members of people with disability, who are able to represent the views of Yarra residents with disability.

Over the past twenty years DAC has played a pivotal role in advancing the rights of people with disability and providing advice to Council from the perspective of own experiences and areas of expertise. The DAC will have a continuing role in supporting Council to implement this Strategy and the consecutive Action Plans.

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.



# YARRA AT A GLANCE

A broad definition of disability includes a range of permanent and temporary, physical and mental conditions of impairments. Council recognises that barriers experienced by people with disability arise primarily from attitudes, structures and practices that prevent people with disability from experiencing equal status, economic participation and social inclusion. These barriers, constructed by the society in which people with disability live, restrict their capabilities and opportunities by prejudice, discrimination, inaccessible environments and inadequate supports have potential to be reversed.

The interplay of environmental and individual factors are reflected in the strategic planning of Council that aims to protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities (and other diverse groups); and to promote respect for their inherent dignity and equal opportunity.

The age group percentage of Yarra residents with disability who require assistance with core activities is as follows:

- 0-14 years olds equates 2%
- 15-64 years old equates to 2%
- 65+ years old equates to 20%

However, it should be noted that the Census captures only those people who have identified as having a disability; through our knowledge and experience not all people with disability, or who have a child in their care with disability under-report.

In Yarra, 14.8% of the population has a disability and 7.2% of the Yarra population are unpaid carers assisting their family members.

This totals 21% of Yarra's population- a large proportion of our community that face challenges to actively participate in community life.

The percentage of persons with disability requiring assistance progressively increases between the ages of 65-94.

The vast majority of working age people (15 to 60 years old) with need for assistance are not in the labour force and only 8% are employed as compared to 75% for people who do not require assistance.

Of those requiring assistance, 44% do not speak English at home, compared to 24% for people who do not need assistance with core activities.

Only 1 in ten of people with disability (nation-wide) reported that their needs in social connection and community participation are met (Shut Out Report 2009).

# STRATEGY DEVELOPMENT AND COMMUNITY ENGAGEMENT AND CONSULTATION

Council undertook an extensive consultation and engagement process to ensure that this Strategy is reflective of a broad range of stakeholders and benefits from the breadth of input from people with disability, their carers and other key stakeholders.

The consultation process was shared across this Strategy and Council's Active and Healthy Ageing Strategy, and this generated an opportunity to reflect on synergies within our work in these fields, and also the uniqueness of each approach.

The key steps in the development of this strategy were:

- Evaluation of the Inclusion for All Access and Inclusion Plan 2014-2017: successes, challenges and emerging priorities

- Development of a Background and Issues Paper, including demographics, policy direction and reforms (specifically the National Disability Strategy, National Disability Insurance Scheme and My Aged Care reforms)
- Living Well in Yarra on line survey- 265 completed surveys
- Living Well in Yarra focus groups and pop-ups
- Service Provider and staff consultation and engagement, and
- Consultation with the Disability Advisory Committee in each aspect of the consultation, including the development of Project Methodology.

**Refer Community and Council Consultation and Engagement Report for full details.**



# THE ROLE OF COUNCIL'S ACCESS AND INCLUSION STRATEGY IN LIGHT OF NATIONAL REFORMS

The National Disability Care (NDIS) and My Aged Care reforms have a significant impact on the role of local government in supporting people with disability. Implementation of the NDIS is occurring on a regional basis and Council was part of the first transition region. Council determined not to be an NDIS service provider in June 2016, following a review of options and consideration of the implications of a new market driven model. Existing clients have been supported during the transition to NDIS. In 2017 the national portal, My Aged Care (MAC), was introduced as the main entry point to the aged care system in Victoria. Once the reforms are fully implemented, the delivery of care can be provided by a range of organisations, of which Council may be just one of many. The MAC system is based on an open and competitive market model for providers and is designed to increase individual consumer choice.

This may have implications for vulnerable groups in being able to access care and having equity of access to services in the future. In light of the MAC reforms, Council is reviewing its role in service delivery.

Given the changes happening through the NDIS, the Action Plans that underpin this strategy will be kept under review to identify new opportunities to advocate for, support, or directly run initiatives to grow livability in Yarra for people with disability. Council will closely observe the impact of the National Reforms on all residents, and in particular the more vulnerable cohorts, and ensure that the strategic actions reflect the needs of the community.

Council is also reviewing the way in which we partner on our Strategy development and implementation. We are currently exploring synergies with other Council Action Plans – such as the Active and Healthy Ageing Strategy and the 0 to 25 Strategy and looking for ways we can leverage common actions to create a city that is inclusive for all. Not only will this deliver on actions that support people with disability but it will also strengthen advocacy for the mutual benefit of all. The principles that underpin Universal Design, Accessible and Friendly Cities, Inclusive Communities and Intergenerational Connections apply across all ages and abilities. We understand that people can, for example, experience social isolation or limited mobility at any age, and we are working to ensure our responses to these issues and support residents at different life stages.

An estimated 4.3 million Australians aged 16-65 have a disability, but the majority will not qualify for NDIS-funded packages. Approximately 460,000 people will participate in the NDIS across Australia by 2020. People who do not meet eligibility criteria need to rely on state and local supports.

# KEY THEMES DERIVED FROM COMMUNITY AND COUNCIL CONSULTATION AND ENGAGEMENT

When analysing the feedback from the community consultation four key themes emerged: Freedom, Life Experiences, Knowledge and Independence. The diagram below confirms how clearly the issues raised by our community (in the circle) aligns to the legislative requirements – see page 6).

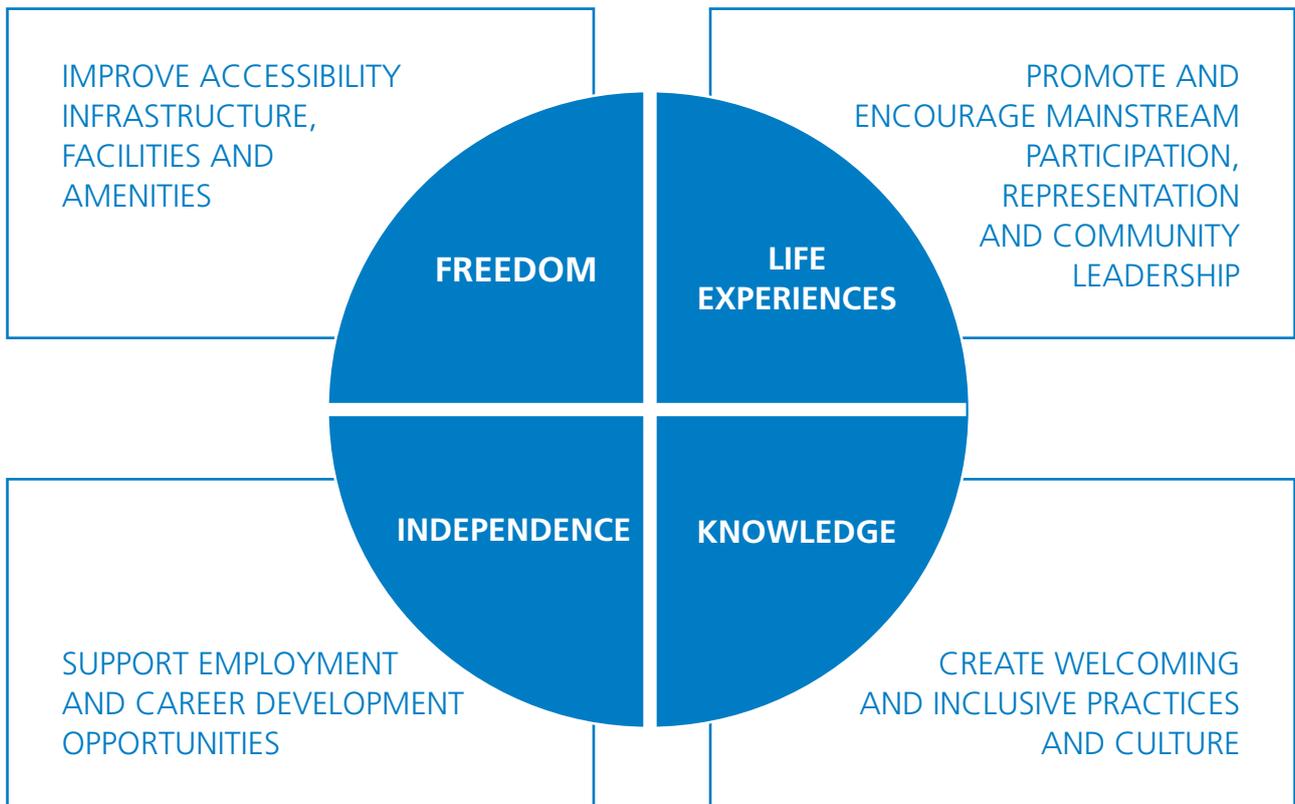
Therefore, by focusing on our community's priorities and developing appropriate actions and solutions to address their concerns, Council will be working towards the development of an Accessible and Inclusive City.

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.



# FUTURE STEPS AND ACTION PLANS

This Access and Inclusion Strategy 2018-24 sets the future direction for Council in creating an inclusive and accessible Yarra that enables people with disability to fulfill their potential as equal citizens. The strategy will be underpinned by three Action plans that each span two years:



This allows for some agility in how Council will respond to the key themes in the context of a shifting service delivery environment. In every action plan, responsibility will sit with a variety of Council branches to ensure that an Accessible and Inclusive approach is embedded across Council.

The Access and Inclusion Strategy 2018 –2024 will influence the overall Council Plan and annual action plan. Community feedback will also be used to inform other specific purpose plans, such as open space, walking, and library action plans.

# KEY GOALS AND STRATEGIES



## 1. IMPROVE ACCESSIBILITY TO INFRASTRUCTURE, FACILITIES AND AMENITIES

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### Strategies:

- 1.1 Promote and encourage the application of Universal Design and Universal Access within, and external to Council.
- 1.2 Advocate to create an accessible, well-networked public transport system in the City of Yarra.
- 1.3 Develop/extend incentive programs to local businesses to maximize their accessibility
- 1.4 Increase safer access and mobility through public realm improvement.
- 1.5 Improve accessibility to City of Yarra buildings and facilities, including ensuring adequate amenities are available.
- 1.6 Advocate and work collaboratively to ensure greater provision of accessible and affordable housing.
- 1.7 Create Neighborhood's that are safe and promote a sense of belonging.



## 2. PROMOTE AND ENCOURAGE MAINSTREAM PARTICIPATION, REPRESENTATION AND COMMUNITY LEADERSHIP.

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### Strategies:

- 2.1 Provide and/or support the community to provide a diverse range of accessible community services and arts, cultural, sport and recreational activities that are creative and fun for all abilities and ages.
- 2.2 Research opportunities and implement initiatives to address financial and transport barriers to access.
- 2.3 Ensure people with disability have the same opportunities as other people to participate in public meetings/ consultations and events organised by the City of Yarra.

### 3. SUPPORT EMPLOYMENT AND CAREER DEVELOPMENT OPPORTUNITIES.

#### Strategies:

- 3.1 Work within Council, and with businesses and community groups to advance the rights of people with disability to participate equally in the: Workforce, Education and training, and Volunteering opportunities
- 3.2 Enhance opportunities for people with disability to obtain and maintain employment with the City of Yarra.

### 4. CREATE WELCOMING AND INCLUSIVE PRACTICES AND CULTURE

#### Strategies:

- 4.1 Information is provided by Council in a format (including pictorial) to enable people with disability to access easily.
- 4.2 Develop and deliver initiatives to achieve positive changes in attitudes about disability, as well as structural discrimination.
- 4.3 Raise community awareness of people living with invisible disability.





# ACCESS AND INCLUSION ACTION PLAN 2018-2020

## FREEDOM

### GOAL 1: Improve Accessibility to Infrastructure, Facilities and Amenities

Strategy 1.1 Promote and encourage the application of Universal Design and Universal Access within, and external to Council.

Action	Outcome Measures	Responsibility	Timeframe	Resources
1.1.1 Ensure the development of the new Yarra Open Space Strategy considers Universal Design Principles and its recommendations include the development of accessible spaces.	Recommendations in the new Yarra Open Space Strategy reflect best practice universal design principles.  Deliverable actions in the Yarra Open Space Strategy relate to improvements in accessibility for all members of the community.	Open Space Planning and Design	December 2019	Within existing resources
1.1.2 Consideration is given to Universal Design Principles at the time of preparation of a new Heritage Strategy.	Aged and Disability Services representatives are engaged regarding universal access aspects of heritage buildings and infrastructure during the consultations on the new Heritage Strategy.	City Heritage	June 2019	Within existing resources

<p>1.1.3 Conduct redevelopment of the entrance to the Richmond Town Hall that exceeds, where possible, the <i>Disability (Access to Premises – Buildings) Standards 2010</i>, to ensure universal access, including safe access by persons using wheelchairs, scooters and walking frames.</p>	<p>Project implemented as per the design by Access and Architecture consultants.</p>	<p>Buildings and Assets</p>	<p>June 2020</p>	<p>Within allocated resources</p>
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Strategy 1.2 Advocate to create an accessible, well-networked public transport system in the City of Yarra.

Action	Outcome Measures	Responsibility	Timeframe	Resources
<p>1.2.1 Continue to facilitate partnership with PTV towards construction of Easy Access Tram Stops on Route 96.</p>	<p>Construction of four stops completed by Dec 2018.  Agreement between PTV and Council on remaining stops reached in regard to location, design and the site preparation.</p>	<p>Strategic Transport</p>	<p>December 2018  June 2020</p>	<p>Within existing resources</p>
<p>1.2.2 Advocate for the construction of Easy Access Tram Stops on Bridge Road.</p>	<p>Concept work developed and adopted.</p>	<p>Strategic Transport</p>	<p>December 2019</p>	<p>Within existing resources</p>

1.2.3 Facilitate Streamlining Hoddle St Project for better connectivity of transport network in Yarra, including construction of an Easy Access Tram Stop on Swan St, Richmond.	Construction completed by March 2019.	Strategic Transport	March 2019	Within existing resources
1.2.4 Continue to advocate for accessibility improvements in public transport infrastructure, including shelters, parking bays, and safe pathways.	Major Issues identified to Council by DAC and public transport users are noted and clearly advocated for to PTC.	Aged and Disability Services	2018–2019	Within existing resources
Strategy 1.3 Develop/extend incentive programs to local businesses to maximize their accessibility.				
Action	Outcome Measures	Responsibility	Timeframe	Resources
1.3.1 Submit a new initiative to the 2019/2020 budget to support businesses to improve accessibility to their shops, services and entertainment venues (which will allow initiative to continue beyond Metro Access funding).	New initiative funding request submitted and approved pending budget availability.	Aged and Disability Services	2018–2019	New Initiative proposal 2019 – 2020 and/or alternative funds.

Strategy 1.4 Increase safer access and mobility through public realm improvement.

<p>1.4.1 Identify priority precincts, including open space sites for best practice universal design upgrades, to improve walkability and recreational opportunities for people of all abilities.</p>	<p>Disability Advisory Committee consulted on the nominated area for upgrades.  Nominated sites approved by the Urban Design and Open Space Units.</p>	<p>Aged and Disability Services</p>	<p>December 2019</p>	<p>Within existing resources</p>
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Strategy 1.5 Improve accessibility to City of Yarra buildings and facilities, including ensuring adequate amenities are available.

Action	Outcome Measures	Responsibility	Timeframe	Resources
<p>1.5.1 Promote to businesses and the community the requirements of the Footpath Trading Policy, to maintain continuous path of travel along the property line, and achieve safe footpaths.</p>	<p>Information about the Footpath Trading Policy requirements featured in Yarra News, with information how community members can report related hazards.</p>	<p>Compliance and Parking Branch</p>	<p>June 2019</p>	<p>Within existing resources</p>
<p>1.5.2 Conduct upgrades of the footpaths and construct continued path of travel on crossings on the nominated streets in key activity centres, to make them safer.</p>	<p>Upgrades to footpaths and construction of level crossings delivered on six nominated streets (three per financial year) in key activity centres, as part of the Local Area Place Making Scheme.</p>	<p>City Works</p>	<p>June 2020</p>	<p>Within existing resources</p>

<p>1.5.3 Review pedestrian signal phase timing to assist pedestrians unable to complete crossing within usual allocated time and identify opportunities to implement demand-responsive signal technology.</p>	<p>Review completed within timeline.</p> <p>Options for signal technology included in traffic management and place making projects.</p>	<p>Traffic and Civil Engineering</p>	<p>June 2020</p>	<p>Within existing resources</p>
<p>1.5.4 Deliver upgrades of at least 10 Disability Access parking bays in activity centres over a period of two years, including provision of street signage.</p>	<p>A list of Disability Access parking bays for upgrades compiled for 2018/19 and then for 2019/20.</p> <p>Upgrade a minimum of 5 Disability Access parking bays in activity centres per financial year.</p>	<p>Traffic and Civil Engineering</p>	<p>June 2019</p>	<p>Within existing resources</p>
<p>1.5.5 Include new seating for people of all ages and abilities as part of public realm improvements along Bridge Road and Victoria Street.</p>	<p>Additional seating is provided in these Centres.</p>	<p>City Strategy</p>	<p>2018–2019</p>	<p>Within existing resources</p>

1.5.6 Research and develop opportunities to improve accessible toilet facilities in the City of Yarra, with special regard to the needs of people who require carers' assistance.	Toilets progressively updated to meet accessible requirements in all Council owned buildings.	Building Assets	2019-2020	Subject to funding availability
Strategy 1.6 Advocate and work collaboratively to ensure greater provision of accessible and affordable housing.				
Action	Outcome Measures	Responsibility	Timeframe	Resources
1.6.1 Continue to work with public and community housing providers to establish a shared understanding of supply and demand within the municipality; and advocate to meet the needs of low-to-moderate income households and people with disability.	Quarterly meetings are held with key housing stakeholders delivering housing and accommodation in Yarra to discuss the emerging and critical issues.	Social Policy and Research	2018-2022	Within existing resources

1.6.2 Include policy in the Yarra Planning Scheme that encourages development that is inclusive and accessible for people of all ages and abilities.	Policy direction included in the Planning Scheme and Council's Housing Strategy.	City Strategy	2018–2019	Within existing resources
Strategy 1.7 Create Neighbourhoods that are safe and promote a sense of belonging.				
Action	Outcome Measures	Responsibility	Timeframe	Resources
1.7.1 Increase awareness of Council's Graffiti Management Framework which allows for removal of graffiti from private property at no cost to people with a disability.	Graffiti Management Framework has been widely promoted to people with disability.	Aged and Disability Services	2019	Within existing resources
1.7.2 Raise awareness to staff about the availability of the Changing Places at the Bargoonga Nganijin and promote the facility.	Staff familiar with the concept, purpose and promotion of the Changing Places facility. International Changing Places sticker displayed at the information desk.	Library Services	2018–2020	Within existing resources

## LIFE EXPERIENCES

### GOAL 2: Promote and Encourage Mainstream Participation, Representation and Community Leadership

Strategy 2.1 Provide and/or support the community to provide a diverse range of accessible community services and arts, cultural, sport and recreational activities and events that are creative and fun for all abilities and ages.

Action	Outcome Measures	Responsibility	Timeframe	Resources
2.1.1 Establish cross Council working group to investigate opportunities in developing a suite of programs for people with disability (all ages and intergenerational).	<p>Increased range of programs available and accessible for people with disability- All Ages, All Abilities to reduce social isolation.</p> <p>Diversity of representation across Council branches and external partners.</p> <p>Suite and number of programs developed.</p> <p>Results Based Accountability evaluation of programs to measure social outcomes impact (Wellbeing).</p>	Aged and Disability Services	2019–2020	New Initiative Proposal 2019–2020

<p>2.1.2 The Hirers Information Template include a section on accessibility requirements stating Council is committed to making all events hosted in its venues fully accessible.</p>	<p>Accessibility requirements are included on the hirer's template, which includes a statement on Council's commitment to its venues being fully accessible.</p>	<p>Arts, Culture Venues</p>	<p>2018</p>	<p>Within existing resources</p>
<p>2.1.3 Raise awareness and improve accessibility to the Leaps and Bounds Festival.</p>	<p>Leaps and Bounds Music Festival will identify events which accept the Companion Card and encourage Venues to note on their website that they accept the Card.</p> <p>Event venues have noted on their website that they accept Companion Cards.</p>	<p>Arts, Culture and Venues</p>	<p>July 2019</p>	<p>Within existing resources</p>
<p>2.1.4 Implement the Support of Carers initiative to provide additional one-off activity to increase social engagement.</p>	<p>One-off activities provided across Libraries, Children and Youth Services, Disability Services and Arts and Culture.</p>		<p>2018–2019</p>	<p>Funding provided by State Government</p>

<p>2.1.5 Extend the Home Library Service, through engaging the Digital Team by identifying opportunities to deliver “I’ll be connected” to isolated residents in their homes.</p>	<p>A business Plan is developed identifying needs, ways to provide the service and supporting residents to engage with IT technology, building their social connectedness.</p>	<p>Library Services Aged and Disability Services</p>	<p>2018–2019</p>	<p>Within existing resources</p>
<p>2.1.6 Continue to review the sessions and identify opportunities to increase ‘Access All Abilities’ lessons and sessions, including during varied hours and weekends.</p>	<p>Conduct a program service review of the current Access All Abilities offerings, identifying current and future opportunities to grow the program and its offerings.</p>	<p>Yarra Leisure</p>	<p>December 2018 – June 2020</p>	<p>Within available resources</p>
<p>2.1.7 Continue to develop the swim teaching staff and increase the level of skill and experience in teaching people of varying ages, skills and abilities.</p>	<p>Proposal developed with the aim to secure funding for swim teachers to obtain the additional qualification required to deliver access and inclusion programs.</p>	<p>Yarra Leisure</p>	<p>December 2018 – June 2020</p>	<p>Within existing resources</p>

Strategy 2.2 Research opportunities and implement initiatives to address financial and transport barriers to access.

Action	Outcome Measures	Responsibility	Timeframe	Resources
2.2.1 Research an App (to be developed or existing) that identifies accessible routes between places (like Google maps/ directions/ travel smart). It should note accessible toilets, rest stops, recharge points, shops that have happy hours for seniors, accessible cafes etc.).	Improve safety and accessibility for people with disability to increase social connection and participation.	Aged and Disability Services	2019–2020	Within existing resources. Any proposal subject to New Initiative.
2.2.2 Develop and consider options to improve the Community Transport service to align with emerging needs	More flexible service that increase social connections.	Aged and Disability Services	December 2019	New Initiative proposal 2019-2020

<p>2.2.3 In collaboration with other councils and Municipal Association of Victoria (MAV), advocate to State Government on behalf of people with disability, to obtain greater rate subsidies and other rebates associated with the cost of living.</p>	<p>Workshop conducted at MAV with Interested councils.</p> <p>Submission (i.e. with case studies) forwarded to the State Government.</p>	<p>Social Policy and Research</p> <p>Business and Finance</p> <p>Age and Disability Services</p>	<p>June 2020</p>	<p>Within existing resources</p>
<p>2.2.4 Conduct a review of the customer information available within Yarra Leisure venues and online regarding entitlements of companion card holders at Yarra Leisure venues.</p>	<p>The Companion Card is promoted to the Yarra Leisure Services community.</p>	<p>Yarra Leisure</p>	<p>Ongoing</p>	<p>Within existing resources.</p>
<p>2.2.5 Develop and consider options to improve the Community Transport service to align with emerging needs</p>		<p>Yarra Leisure</p>	<p>Ongoing</p>	<p>Within existing resources.</p>

Strategy 2.3 Ensure people with disability have the same opportunities as other people to participate in public meetings/consultations and events organised by the City of Yarra.

Action	Outcome Measures	Responsibility	Timeframe	Resources
2.3.1 Where appropriate, add a contact person for 'specific requirements' on event communication	Information is added to relevant events.	Advocacy, and Engagement, Communications	Ongoing	Support from all Yarra staff
2.3.2 Continue to resource, support and engage the Disability Advisory Committee (DAC).	Number of meetings held and attendance.  Number of topics DAC have been consulted on.	Aged and Disability Services	On-going	Within existing resources
2.3.3 Determine Council's future role in the Home and Community Care – Program for Young People program.	Clarity on Council's role and future direction in support of young people with disability through home based service provision.  Decide on Council's role in navigation and support outside of NDIS structure.	Aged and Disability Services	2018–2020	Within existing resources

<p>2.3.4 Continue to monitor access and navigation to the NDIS and advocate where necessary for CALD, Aboriginal, people with mental health needs and vulnerable community members.</p>	<p>Ongoing advocacy of issues and risks to groups highlighted in submission, forums and in follow up with agencies.</p>	<p>Aged and Disability Services</p>	<p>On-going</p>	<p>Within existing resources</p>
<p>2.3.5 Determine Council's future role in the Home and Community Care – Program for Young People program.</p>	<p>Commitment to maintain MetroAccess program on an on-going basis. Key community capacity building program maintained.</p>	<p>Aged and Disability Services</p>	<p>2018–2019</p>	<p>Within existing resources – 2018.</p>
<p>2.3.6 Promote annual scheduled meetings of the Disability Advisory Committee (DAC) to branches across Council, inviting them to attend a meeting to consult with the DAC, or to inform them of what is happening.</p>	<p>Number of consultations. Number of information sessions.</p>	<p>Aged and Disability Services</p>	<p>On-going</p>	<p>Within existing resources – 2018.</p>

## INDEPENDENCE

### GOAL 3: Support Employment and Career Development Opportunities

Strategy 3.1 Work within Council, and with businesses and community groups to advance the rights of people with disability to participate equally in the: Workforce, Education and Training, and Volunteering opportunities.

Action	Outcome Measures	Responsibility	Timeframe	Resources
<p>3.1.1 Develop content for an e-learning module on building inclusive workforce practice environments.</p> <p>Develop the e-learning module on line, based on the content provided by ADS.</p>	<p>Content for e-learning module completed.</p> <p>e-learning module up online.</p>	<p>Aged and Disability Services</p> <p>People and Culture</p>	2019	New Initiative Proposal 2019–2020

Strategy 3.2 Enhance opportunities for people with disability to obtain and maintain employment with the City of Yarra.

Action	Outcome Measures	Responsibility	Timeframe	Resources
<p>3.2.1 To Continue Yarra's 'Silver' membership of the Australian Network on Disability (AND) and incorporate offered benefits into organisational programs.</p>	<p>Evidence that Council's employment processes has benefited from its membership of AND, through on-going support for Internship program.</p>	<p>Aged and Disability Services and People and Culture</p>	2019–2020	Within existing resources

<p>3.2.2 On a yearly basis develop a business case and submit a new initiative bid to fund AND's Stepping Into' Internship for tertiary students with disability.</p>	<p>Two Interns are offered paid positions in Council.</p>	<p>Aged and Disability Services People and Culture</p>	<p>2019–2020</p>	<p>Subject to availability of new initiative funding</p>
<p>3.2.3 Work with Community Partnerships Unit to support the development of Council's volunteering strategy.</p>	<p>Council strategy includes consideration of feedback from older people on volunteering.</p>	<p>Aged and Disability Services</p>	<p>June 2019</p>	<p>Within existing resources</p>
<p>3.2.4 Seek relevant funding for up to 3 traineeship opportunities for applicants with disability.</p>	<p>Appropriate funding source identified. Application for funding submitted.</p>	<p>Aged and Disability Services People and Culture</p>	<p>December 2019</p>	<p>Subject to successful funding submission.</p>
<p>3.2.5 Establishment of an Employee Accessibility Committee to promote the contribution of employees with disability and create supports for sustainable employment and career development.</p>	<p>Working Group established and operational.</p>	<p>Aged and Disability Services People and Culture</p>	<p>June 2020</p>	<p>Within existing resources.</p>

## KNOWLEDGE

### GOAL 4: Create Welcoming and Inclusive Practices and Culture

Strategy 4.1 Information provided by Council is in a format (including pictorial) to enable people with disability to access easily.

Action	Outcome Measures	Responsibility	Timeframe	Resources
4.1.1 Provide regular refresher training on accessible communication to maintain accreditation with SCOPE.	Training provided to customer service staff. Customer Service Branch maintains SCOPE accreditation.	Access Yarra	June 2019	Within existing resources
4.1.2 Produce communication materials which promote activities and events in Yarra in accessible formats.	Produce 3 x 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 website, and in particular Your Say Yarra that are accessible to people who use adaptive reading software (i.e. JAWS).	Electronic files on website are uploaded in an accessible format.	Advocacy and Engagement, Communications	2018–2020	Within existing resources
4.1.4 Develop a guide for creating accessible communication materials.	Guide is published on the intranet and promoted to staff.	Advocacy and Engagement, Communications Aged and Disability Services	March 2019	Within existing resources

4.1.5 Update the Communications and Engagement plan template to include accessibility requirements.	Template is updated and distributed to staff.	Advocacy and Engagement, Communications	December 2018	Within existing resources
4.1.6 The 'Pick Me Up Booklet' will be made available in accessible formats on Council's website.	The Booklet is available in accessible formats on Council and ADS website page.	Arts, Culture and Venues Aged and Disability Services	2018	Within existing resources
4.1.7 Achieve SCOPE accreditation for communicating with patrons with a speech difficulty.	Relevant process for accreditation instigated. Communication access symbols are placed in customer service area of the Library Services.	Library Services	2018–2022	Within existing resources
4.1.8 Produce the 'What's On' event information booklets in an accessible format on the webpage.	'What's On' booklet is uploaded in a format accessible to the reading software.	Library Services	December 2019	Within existing resources

<p>4.1.9 Disability Services webpage has links to information on the diversity of programs, activities and events provided by the City of Yarra with a particular focus on Yarra Leisure, Libraries and Events.</p>	<p>Evidence that the web page is regularly reviewed and updated.</p>	<p>Aged and Disability Services</p>	<p>2018–2020</p>	<p>Within existing resources</p>
<p>4.1.10 Information is provided through a variety of channels to ensure the community has access to information on the range of programs, activities and events provided by the City of Yarra- with a particular focus on Aged and Disability Services, Yarra Leisure, Libraries and Events.</p>	<p>Information has been made available through:</p> <ul style="list-style-type: none"> <li>• Facebook / Twitter</li> <li>• Yarra Council web</li> <li>• Yarra News</li> <li>• Posters/postcards</li> </ul>	<p>Aged and Disability Services</p>	<p>2018–2020</p>	<p>Within existing resources</p>

Strategy 4.2 Develop and deliver initiatives to achieve positive changes in attitudes about disability as well as structural discrimination.

Action	Outcome Measures	Responsibility	Timeframe	Resources
4.2.1 Ensure that the reviewed Procurement Policy has a requirement that products and services purchased by Yarra are inclusive of the needs of people with disability.	Yarra staff and/or community members with disability are able to access products and services procured by Council.	Procurement	June 2020	Within existing resources
4.2.2 Promote Disability Access Guide for Meetings, Festivals and Events to businesses and event organisers on how to make their events accessible and inclusive.	Link through to document clicked more than 100 times.	Procurement	June 2020	Within existing resources
4.2.3 Promote Council's Disability Access Guide for Meetings, Festivals and Events among Council staff responsible for organising public meetings and events.	Council staff are provided with guidelines and requested to implement these when organising public meeting or events.	Advocacy and Engagement, Communication	December 2019	Within existing resources

<p>4.2.4 Ensure representation of Yarra’s diverse community (e.g. people with a disability, seniors, LGBTIQ) in communications imagery.</p>	<p>A balanced representation of Yarra’s community in images.</p>	<p>Advocacy and Engagement, Communication</p>	<p>Ongoing</p>	<p>Within existing resources</p>
<p>4.2.5 Continue MetroAccess programs that link individuals with mainstream activity and reduce barriers to community participation.</p>	<p>Bandmates program continued to increase access to entertainment opportunities. Good Business – Good Access activity is encouraged and promoted.</p>	<p>Aged and Disability Services</p>	<p>2018–2020</p>	<p>Within existing resources</p>
<p>4.2.6 Work with North East Metropolitan councils, and Brotherhood of St Laurence to map regional community capacity building.</p>	<p>Map regional capacity building initiatives through MetroAccess program Strengths and gaps identified to influence Information, Linkages and Capacity Building submissions.</p>	<p>Aged and Disability Services</p>	<p>2018–2019</p>	<p>Within existing resources</p>

Strategy 4.3 Raise community awareness of people living with invisible disabilities.

Action	Outcome Measures	Responsibility	Timeframe	Resources
4.3.1 Support local forums and also events in National Disability Week to increase awareness of understanding of invisible disabilities.	Three information sessions or Yarra Inclusion Days held annually targeting staff and community members to raise awareness.  Increased awareness demonstrated through follow-up evaluation.	Aged and Disability Services	2018–2020	Within existing resources
4.3.2 Maintain participation in the Yarra Mental Health Alliance.	Regular attendance and contribution to the work of the Alliance.	Aged and Disability Services	2018–2020	Within existing resources



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