

# Disability Strategy and Action Plan 2010-2013

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*“Inclusion for people with a disability means creating more opportunities for having activities take place within the general community so that people can lead a normal life as possible.”*

Dr Michael Kendrick, 2008

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# 1. Introduction

Bayside City Council welcomes and encourages people of all abilities to participate in community life and acknowledges the contribution all people make to the community. The Disability Strategy 2010-2013 outlines how Council will work with the community to ensure people with a disability have greater participation and inclusion in all aspects of community life; and to promote respect and dignity for people with a disability.

The Disability Strategy 2010-2013 is a three-year strategic plan that will provide direction for the development and coordination of services that impact on the lives of people with a disability, their families and carers in Bayside. The strategy was developed in collaboration with service providers, people with disabilities of all ages, parents, carers and community members. The Disability Strategy encompasses the outcomes of the community and key stakeholder consultations and a review of relevant legislation and government policy, and builds on the achievements of the 2007-2009 Disability Access and Inclusion Plan.

Key stakeholders who contributed to the development of this strategy include:

- Bayside City Council's Councillors;
- people with a disability;
- disability specific organisations;
- the broader community; and
- Bayside City Council staff, across all Departments.

To implement the Disability Strategy, Council will deliver a number of annual activities aligned to the seven key result areas (KRAs) of the Disability Strategy. Activities will be integrated into annual departmental Service Plans and as per the requirements of the Disability Discrimination Act; Council will report achievements annually through Council's Annual Report. The Disability Strategy will be evaluated in 2013 and the outcomes of this review will inform the development of the 2013-16 Disability Strategy.

## 2 Disability Policy and Legislative Framework

The Disability Strategy complies with relevant international convention, and Commonwealth and State legislation, including the following:

### International

The Disability Action Plan is based on human rights instruments at the International level. The United Nation's Convention on the Rights of Persons with Disabilities, ratified by Australia in 2008, recognises a number of human rights including rights to education, employment, health, adequate living conditions, freedom of movement and equal recognition before the law.

### Commonwealth

The Commonwealth *Disability Discrimination Act 1992* makes it unlawful to discriminate against people with disabilities in certain areas of public life.

The Commonwealth Government in March 2011 launched the National Disability Strategy. This strategy is in part a response to the consultation paper *Developing National Disability Strategy for Australia, Access Inclusion Participation*. The report on the consultation, *Shut Out: the Experience of People with Disabilities and their Families in Australia*, revealed discriminatory attitudes and structures towards people with disabilities. The National

Disability Strategy aims for coordinated actions at all levels of government to address the identified barriers experienced by people with disabilities.

### State

The Victorian *Disability Act 2006* (Disability Act) requires all public sector bodies to develop Disability Action Plans and to report progress in their annual report. The Disability Act builds on objectives of the *Victorian State Disability Plan 2002-2012*. This plan aims to make public goods and services more accessible and to promote full economic and social participation of people with disabilities.

The Disability Act (Section 38) requires local government to develop a Disability Action Plan for the purposes of:

- a) reducing barriers to persons with disabilities accessing goods, services and facilities;
- b) reducing barriers to persons with disabilities by assisting those persons to obtain or maintain employment;
- c) promoting inclusion and participation in the community; and
- d) achieving tangible changes in attitudes and practices that discriminate against persons with a disability.

The Victorian *Charter of Human Rights and Responsibilities Act 2006* (Charter) requires all public authorities including State and Local Governments to properly consider human rights when making laws, developing policies and providing services. Accordingly, Council must protect and promote human rights to such reasonable limits as can be demonstrably justified in a free and democratic society based on human dignity, equity and freedom.

The Victorian *Equal Opportunity Act 1995* (Equal Opportunity Act) recognises everyone's right to equity of opportunities and prohibits discrimination based on various attributes. It informs the social policy framework *A Fairer Victoria* providing for a range of strategies to address disadvantage in the community.

## **3. Defining Disability**

The term 'disability' is not a simple one to define, with the term itself regarded by many with suspicion or concern, given the potential for the definition itself to imply certain outcomes.

Recognising this context, Bayside Council must abide by certain legislative definitions which define the rights and responsibilities of persons with defined disabilities. Such definitions vary, depending on the purpose for which the definition is used. These purposes may include legal protection, to identify categories of disability or to determine eligibility for a service.

Common definitions of Disability include the following:

### The United Nations Convention

The United Nations Convention on the Rights of Persons with Disabilities does not contain a definition of 'disability'. However, the Convention recognises 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' (Preamble, item e, p.1). It recognises that disability is not an intrinsic property of persons with impairments. Further, disability is a disadvantage or restriction of activity caused by contemporary social organisation which takes little or no account of people who have impairments and thus excludes them from fully participating in mainstream social activities.

### Commonwealth

Along the same lines, the legal definition in the Disability Discrimination Act 1992 is very broad and not all people fitting this definition will view themselves as having a disability. The definition of disability in the Disability Discrimination Act 1992 covers everyone who may experience discrimination.

The Commonwealth Disability Discrimination Act 1992 lists the following disabilities and impairments in order to make it clear that discrimination occurs if people are treated differently because of these characteristics:

- a) total or partial loss of the person's bodily or mental functions; or
- b) total or partial loss of a part of the body; or
- c) the presence in the body of organisms causing disease or illness; or
- d) the presence in the body of organisms capable of causing disease or illness; or
- e) the malfunction, malformation or disfigurement of a part of the person's body; or
- f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour.

The Disability Discrimination Act also adopts a social model of disability, which aligns with the social model of health (also adopted in Council's Municipal Health and Wellbeing Plan). Using this social model of disability, Bayside City Council acknowledges that social factors cause the disadvantage associated with disability rather than an individuals' lack or perceived level of impairment alone.

### State

The Victorian Disability Act 2006 defines disability in relation to a person as a sensory, physical or neurological impairment or acquired brain injury or any combination thereof, which:

- is or likely to be, permanent; and
- causes a substantially reduced capacity in at least one of the areas of self-care, self-management, mobility or communication; and
- requires significant ongoing or long term episodic support; and
- is not related to aging; or
- an intellectual disability; or
- a developmental delay

### Bayside

In recognition then, that the term disability has a range of elements, Bayside City Council aims to promote, protect and ensure the full and equal enjoyment of human rights and freedoms for people with a disability, and to promote respect for their inherent dignity.

The Disability Strategy provides a framework for Council to foster a positive change in creating a more accessible and inclusive community and therefore will support development of a new Disability Action Plan. The Disability Action Plan activities will be integrated into Council's annual and service planning processes and as per the requirements of the Disability Discrimination Act.

## 4. Current Situation

The City of Bayside is a vibrant community with 96,000+ residents. It covers an area of 37 square kilometres, with the northern boundary approximately eight kilometres from the Central Business District of Melbourne. It is bounded by the cities of Port Phillip and Glen Eira to the north and the City of Kingston to the south. The City of Bayside comprises of the following suburbs; Beaumaris, Black Rock, Brighton, Brighton East, Cheltenham (part), Hampton, Hampton East, Highett (part) and Sandringham.

Bayside has a wide range of facilities and natural spaces, including parks and reserves, local retail precincts, the foreshore, open spaces and sports and community centres for community members including people with disabilities to utilise.

### **Disability Population in Bayside**

The major source of statistical data used in this section refers to the *National Survey of Disability, Ageing and Carers – Australia Bureau of Statistics (ABS 2003)* and the interpretation of these results have been obtained from the *National Disability Association* website. The National Survey of Disability, Ageing and Carers are carried out every five years between the census dates. The Survey generates National data that can be used to provide estimates at a local government level. The local government estimates are called *Small Area Estimates*. According to the Survey of Disability Ageing and Carers (SDAC) data, in the City of Bayside up to 16,745 or approximately 20 per cent of the total population have a disability of some kind.

## People with Disability by Age Group

The Australian Bureau of Statistics small area estimates shows the prevalence of disability increases by age, with the lowest prevalence amongst 0-4 year olds (4% of the population) and the highest amongst persons aged 85 plus (72%).

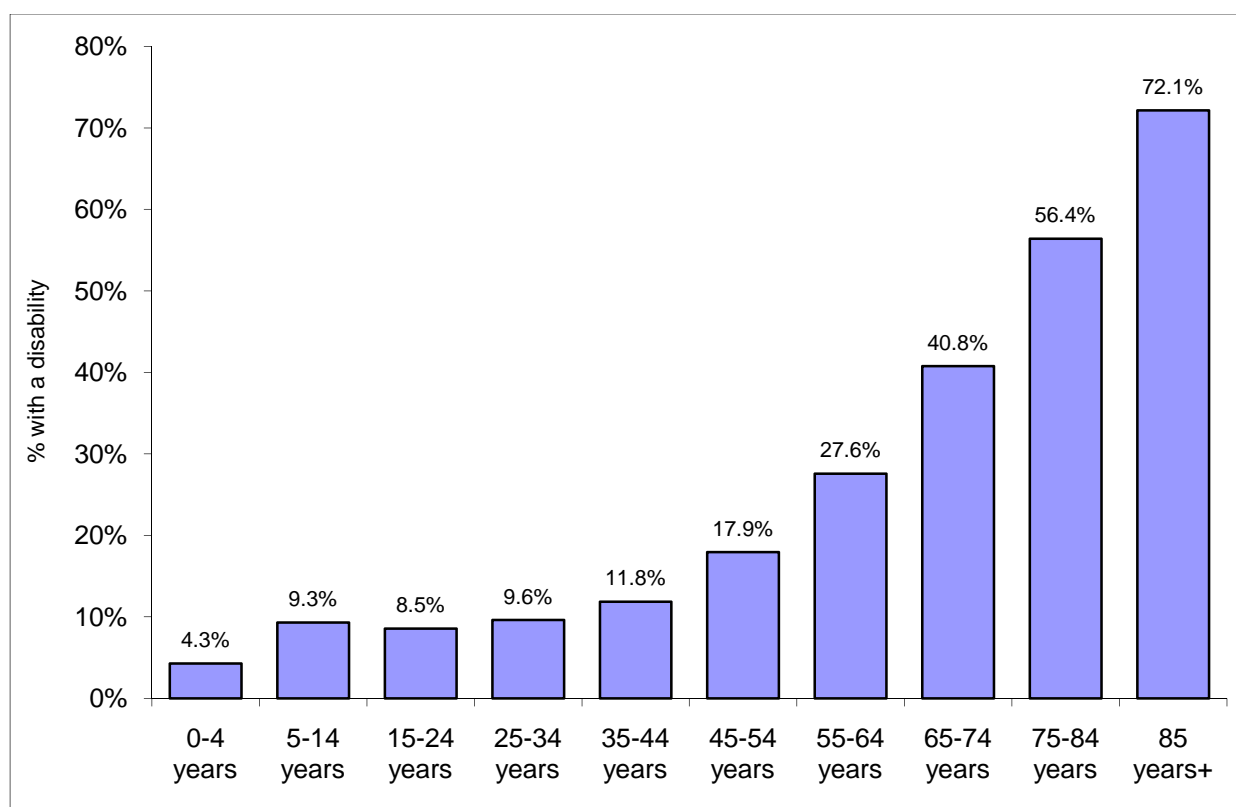
The table below (Table 1) illustrates the age profile of persons living with a disability in Bayside.

Throughout adulthood, the incidence of disability increases with age. Persons aged 85 years and over had the highest proportion of persons living with a disability (72.1%).

*Bayside City Council provides Home and Community Care Services (HACC) to approximately 2,500 eligible clients. Approximately 1,200 HACC clients have been recorded as having a disability with the highest proportion of services being delivered to those with a physical disability over the age of 65 years. This reflects the highest number of people with disability, 65 years and above as indicated in the table 1.*

**Table 1: Persons with a disability by age group**

The number of persons with a disability is also shown for each age group. Note that this data applies only to persons living in private dwellings (excluding nursing homes).



Source: National Disability Association (revised 2006) 'Small area estimates of disability'. Bayside Community Profile, Australian Bureau of Statistics, Census of Population and Housing, 2006.

## People Who Need Assistance and Carers in Bayside

The 2006 Census collected data on disability and carers for the first time. Figure 1 (right) map shows persons who need assistance in Bayside as a percentage of the total population based on place of usual residence in 2006. The Census data shows that 4% of persons across the Melbourne Statistical Data (MSD) need assistance with core tasks; Bayside's level was also 4%.

The data by age shows that Bayside has an above average level of persons aged 85 years or more needing assistance – 1.4% compared to 0.8% across the MSD – and a slightly lower level of 55-74 year olds requiring assistance. Brighton and Brighton East have relatively high levels of persons requiring assistance.

Analysis of the unpaid care provided by Bayside residents compared to the MSD suggests that there was a slightly higher proportion of persons who provided unpaid care either to family members or to others. Overall, 12% of the population provided unpaid care, compared with 10% of the MSD.

### Area of Restriction

The main area of restriction amongst persons with a disability was mobility. Persons with a mobility restriction accounted for 7% of the populations, whilst persons with a self care restriction accounted for 6%. Persons with a communication restriction accounted for only 1% of the population. Also, 6% of 5-20 years olds had a restriction with schooling and 9.5% of 15-64 year olds had a restriction with employment.

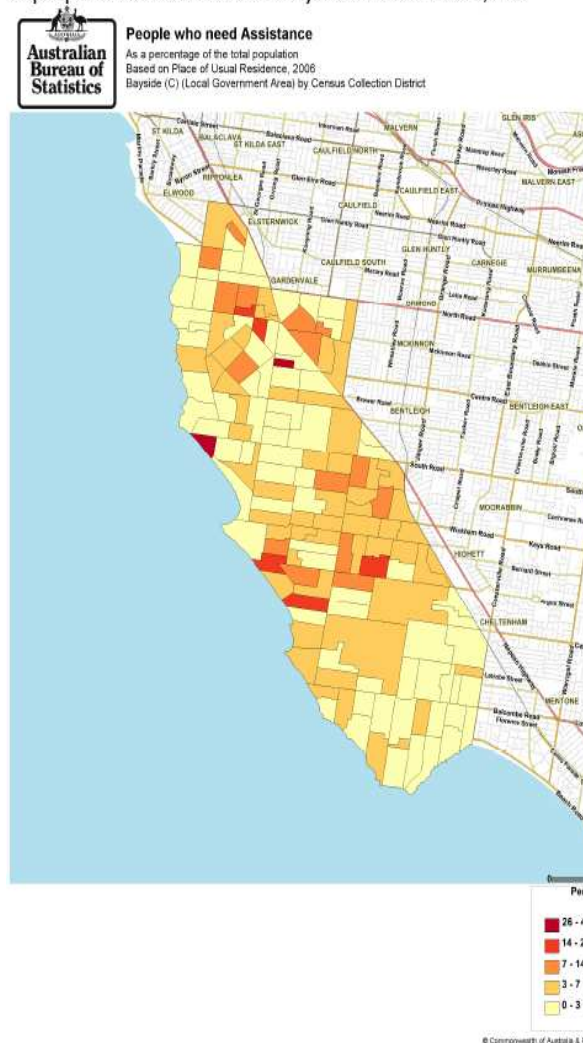
### Trends in the Numbers of Persons with a Disability by Age in Bayside

The number of 0-14 year olds with a disability did not increase between 2003 and 2008. The number of 15-64 year olds with a disability rose by 1.3%, whilst the number of residents with a disability did not change significantly, with an estimated 0.5% rise.

### Council Commitment

Bayside City Council has a number of key initiatives addressing the needs of community members with disabilities. These initiatives aim to ensure all members of the community achieve equal access to the built, social, economic and natural environment; that Council meets its moral and legal requirements; and to ensure meaningful consultation with and accountability to stakeholders.

Map of persons who need assistance: Bayside collection districts, 2006



The Disability Strategy interfaces with Bayside City Council's key policy areas and initiatives. These include:

- Bayside City Councils Plan 2009-2013
- The City of Bayside's Health and Wellbeing Plan 2009-2013
- Ageing Well in Bayside Strategy 2008-2018; and the
- MetroAccess Community Building Plan
- Disability Access and Inclusion Plan 2007-2009

### **Bayside City Council's Council Plan 2009-2013**

The Council Plan 2009-2013 outlines Council's strategic direction and has six commitments for the term of the plan:

1. Lifestage wellbeing for our people
2. Advocacy for and with our community
3. Managing our built environment
4. Natural environment, open space and biodiversity
5. Community engagement and having real conversations
6. Stewardship, governance and leadership

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### **The City of Bayside's Health and Wellbeing Plan 2009-2013**

The City of Bayside's Health and Wellbeing Plan 2009-2013 aims to achieve the highest levels of health and wellbeing for the Bayside population. The following five priority areas are the focus for this plan:

1. Socially connected and inclusive communities
2. Sustainability and climate change adaptation
3. Being active eating well
4. Protection of public and environmental health
5. Safe environments for all

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### **Ageing Well in Bayside Strategy 2008-2018**

This strategy is targeted to people aged 55 years and over, building a community that values and includes older people, benefits from their contributions and supports them in their frailer years. Further, this strategy addresses community attitudes to ensure older people are perceived as fully capable, economically significant citizens in charge of their own lives and not perceived as people who must be cared for by society or a drain on societal resources.

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### **Disability Access and Inclusion Plan 2007-2009**

Achieving greater participation in the community and improved access to services and facilities has primarily been achieved through the development and implementation of Bayside City Council's *Disability Access and Inclusion Plan 2007-2009*.

The Disability Access and Inclusion Plan 2007-2009 final report identifies some opportunities and challenges as well as significant achievements. Over this time, Council has made a series of improvements to disability access and inclusion. A number of key achievements are listed below:

Key actions completed 2007-2009:

- Human Resources continue to work in partnership with local employment agencies. Approximately eight persons with a disability have been employed thru SCOPE employment services.
- A forum of disability service providers was held in September '07 and provided an opportunity to showcase the MetroAccess initiatives to date and to discuss collaborative projects between organisations to build partnership opportunities.
- The SCOPE Young Ambassadors Program, an education program targeting primary school students to increase awareness and understanding of living with a disability, was delivered in three primary schools in 2007/2008 and 2008/2009.
- Mobility Maps for the major shopping centres were developed and launched.
- Council achieved major State Government funding to develop the Highett Senior Community Centre into a centre for all ages and all abilities. This enabled the redevelopment of the centre to improve participation of residents with a disability in the range of activities and programs offered. Additionally, in 2008/2009, Council received further State Government funding to build the capacity of the Highett Community Neighbourhood House to increase participation by people with a disability.
- The Plan identified a requirement to review Council's civil design standards and the open space technical manual for compliance with AS1428. An allocation of \$30,000 was made to install tactile paving and this project was completed in June 2008.
- In many parks accessible granitic sand paths have been installed. Typically the paths are located around a sports field or open reserve. The path is compacted granitic sand that permits access to people in wheelchairs or walkers. The paths provide a consistent level surface that is suitable for people to walk along. Additional seating has also been installed and gravel paths reviewed in Sandringham Gardens in 2007 and Simpson Reserve (various locations) in 2008.
- The following playgrounds has received improved facilities and access, such as rubber soft fall paths:
  - Leonard Street Playground, Highett, 2007
  - Glen Edward Rice Reserve, Brighton, 2007
  - Little Brighton Reserve, Union Street playground, 2008
  - Tulip Street Playground, Sandringham, 2008
  - Castlefield Reserve Playground, Hampton, 2008
- The Plan identified an opportunity to improve disability access in a proposed upgrade of the Sandringham Family and Leisure Centre.

*Over the past two decades, there has been a significant shift among disability organisations nationally and internationally, towards implementing innovative approaches to better support people with a disability to lead the lives they choose. This renewed focus involves creating more individualised choice about who a person lives with and what they do. The shift is towards how people can increase control over their lives, their finances, make a meaningful economic contribution and participate fully in their community. Overall, these trends are towards leading 'as normal a life as possible', which is underpinned by The United Nations Convention on the Rights of Persons with Disabilities (2008).*

- Council received funding to implement and deliver flexible community based respite options for families. A program was designed specifically for young children with autism to increase their access to local sports.
- A Carers Luncheon was held as part of National Carers Week (October 2007, 2008 and 2009) to recognise and value the important role of carers in our community. A similar event is planned for 2010.
- Advertising for the 2008 and 2009 Bayside Film Festival included promotion of the Companion Card Program to facilitate inclusion of people of all abilities.
- Two disability specific organisations were funded by the MetroAccess Program to support individuals to develop a short film for the Bayside Film Festival.
  - In 2008 and 2009 Berendale School presented a short film documentary featuring young people with disabilities.
  - In 2010, Bayley House presented a short film documentary featuring young people with disabilities.

Overall, the Action Plan identified 111 actions. Of these, 35% are ongoing actions successfully embedded within current practices, 56% have either been completed or are still in progress. The remaining 10% that have not been successfully achieved were due to constraints such as lack of staff resources, financial limitations, unsuccessful funding submissions and the level of access to some venues. These actions have been considered for implementation in the 2010-2013 Action Plan.

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## **Community Building Initiatives in Bayside**

### **MetroAccess Program**

Council employs a MetroAccess Officer who is responsible for supporting community groups, businesses and other organisations to improve the accessibility of their facilities, goods and services thereby building community capacity and improving opportunities for people with disabilities. The position is funded by the Department of Human Services and is required to report annually any key barriers to equitable participation by people with disabilities. A Community Building Plan is developed that sets out actions and strategies to be implemented to reduce these barriers.

### **Joint Councils Access for All Abilities Officer**

The Joint Councils Access for All Abilities (JCAAA) position is shared between the municipalities of Bayside, Port Phillip, Glen Eira and Stonnington. This role is auspiced by the City of Port Phillip and funded by the Department of Human Services and Sport and Recreation Victoria. The JCAAA program is to support both local sport and recreation providers and State sports organisation to ensure their programs, policies and activities are accessible to community members with a disability. The program also provides links for people with disabilities into community sport and recreation.

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## **Service Provision in Bayside**

### **Bayside City Council's Aged and Disability Services**

Council's Aged and Disability Services provide a Respite Care Service for young people and their families with a physical, intellectual or sensory disability. The service provides qualified staff to undertake the role of the primary carer so parents with a child with a disability can have a break from their caring responsibilities. This enables the primary carer to participate in family, social, recreational, personal or community activities. The service is available seven days a week on a regular or occasional basis.

### Other Council Services that support people with disabilities

- Home delivery library services;
- Administering disability parking permits;
- Family and Children Services and integrated school holiday options; and
- Youth Services, Extreme Teen Holiday Program

### Disability Organisations in Bayside

There are numerous disability support organisations which assist people with disabilities in Bayside, based within and outside the municipality. These include:

SCOPE, Yooralla, Larmenier, Commonwealth Carer Respite Centre, Central Bayside Community Adult Options, Bayside Community Options, Vision Australia, Services provided include Day Services, Adult Training Support Services (ATSS), Employment Services, Accommodation, Respite and Recreation and Care Coordination and Support.

Other organisations providing specific, disability related services in Bayside include:

- Sandy Beach Community Centre, *Sandringham*: Has a strong commitment to community members with a disability who wish to access courses. The centres Disability Program offer a range of courses for independent people with intellectual disabilities, including those who may have associated physical disabilities.
- Berendale Special School, *Hampton East*: Is a modern and innovative school that offers an alternative education for students with a mild to moderate intellectual disability.
- Moira, *Hampton East*: Provides a range of support services for people with disabilities and homeless youth, in and throughout the Southern Metropolitan Region of Melbourne.
- Bayley House, *Brighton*: Has been part of the Brighton and district community since 1951. It is a non-for-profit organisation that provides a variety of services to adults with an intellectual disability.

## **5. Research and Background**

In 2009, the following processes were undertaken to develop the Disability Strategy 2010-2013 through engagement of consultants:

- Demographic analysis
- Literature review
- Extensive consultation with disability service organisations, young people and youth oriented services from Bayside, people with an intellectual disability, general community and internal staff.
- Review of key State and Federal legislation, policies and plans
- Identifying disability specific services in Bayside.
- Review of National and International trends and benchmarking of local government good practice models.

The consultation information and research obtained was incorporated into a extensive background report, *The Background Report: Development of a Disability Framework 2009*. This report was used to inform the development of the Disability Strategy 2010-2013.

## 6. Council and Community Consultations

A comprehensive series of consultative forums and conversations were undertaken in early 2009 as part of the development of the Disability Strategy 2010-2013. Over 30 staff from a wide range of departments/units within Council were involved in the consultation forums, 50 representatives from non government service providers attended and approximately 150 members of the public, including people with disabilities, family members or carers. In total approximately 300 people participated in the consultations, and made valuable contributions to the Disability Strategy and Action Plan 2010-2013.

Bayside City Council has used a strengths-based approach for the consultations to inform the Disability Strategy. Rather than identifying problems to solve, a strengths-based approach focuses on how can Council can build on its achievements and work better together with the community. This approach was chosen to help build better local partnerships and generate enthusiasm and trust within the community for this Disability Strategy.

Five forums were held with the following groups:

- Disability Service Providers and organisations located in Bayside;
- Young People and Youth Services from Bayside;
- Bayside's Internal Disability Access and Inclusion Reference Group;
- People with an intellectual disability; and a
- General Community forum

The consultation forums comprised two parts: the first part used a strengths-based approach by asking:

- Without being modest, what is it that you most value about Bayside? What are the core factors that give life to Bayside without which Bayside would cease to exist?
- In your opinion, what have been the most successful activities and outcomes from Bayside concerning people with a disability?

The second question built on and expanded these identified strengths by asking what Council can do to improve the lives of people with disabilities in the community, as follows:

- Thinking of the types of activities and initiatives mentioned, what could Bayside do more of in terms of people with disability to build on these achievements?
- Are there any other areas in which Bayside could do more to improve the quality of life for people with disability that live in its city?

For the forum with people with intellectual disabilities, the questions were slightly modified to identifying: what is it that people really enjoy doing? What activities would you like to be doing more in your community?

## **Community Needs and Analysis**

Five key themes were raised across the forums. They represent the key issues participants considered crucial to increased access, inclusion and better support for people with disabilities living in Bayside.

- **Being Included**
- **Citizenship**
- **Information**
- **Education & Training**
- **Accessibility**

## **7. Key Strategic Directions for Disability Strategy**

Four key strategic directions have been identified to achieve greater participation and inclusion of all people with disabilities in all aspects of community life; and to promote respect and dignity of people with a disability, by creating a fair and equitable society where the experience of social and political inclusion is a reality. An Action Plan has been prepared to deliver the following strategies.

### **Key Strategic Direction 1: Equity of access to goods, services and facilities**

1. Ensure goods, services and facilities provided by Council are accessible and inclusive of people with disabilities.
2. Working in partnership with community groups, services and organisations to make goods, services and facilities accessible and inclusive for people with disabilities.

### **Why is this important for Bayside?**

Participants in forums felt that Council could be more proactive in reducing barriers for people with disabilities in their day to day activities of daily living. They felt Council could facilitate the achievement of more accessible facilities. They believe that Bayside Council is in a unique position to advocate on their behalf to State and Federal Government for increased funding to assist in achieving this.

A review of national and international trends including benchmarking of local government good practice models, substantiates the view that local government authorities are uniquely placed to influence 'higher forms' of government. Local government is viewed as having a robust infrastructure and therefore able to advocate successfully for identified community needs. This includes funding opportunities for more accessible facilities.

The Disability Action and Inclusion Plan 2007 – 2009 Final Report notes a number of ongoing and incomplete projects relating to accessibility. Some of these include, but are not limited to:

- improving disability access to Council properties
- review of major activity centres to include disability access as part of best practice process including pedestrian, vehicular and parking issues
- appropriateness of venues where Council run arts and cultural events to ensure they are inclusive of people with disabilities
- access to information.

Addressing these projects requires budget allocations and/or external grants to enable their completion. Therefore continued identification of the priority needs for such projects and

advocacy for funding is required. This needs to be included in both budget review processes and asset management planning so that these priorities can be addressed over time.

### **Key Strategic Direction 2: Better access to employment**

A community that seeks to understand and break down the barriers experienced by people with disabilities, such as access to paid employment, and thereby to adequate economic resources. Council will seek to work in partnership with people with disabilities to enhance their employment opportunities both within Council and in other workplaces.

#### **Why is this important for Bayside?**

The Commonwealth Disability act makes it unlawful to discriminate against someone with a disability in a number of areas including employment. "In terms of employment, employers have an obligation to provide reasonable accommodation for people with disability." This includes making reasonable adjustments such as:

- Changing recruitment and selection procedures e.g. providing a sign language interpreter
- Modifying work premises e.g. making ramps, modifying toilets
- Making changes to job design, work schedule or other work practices
- Providing training or other assistance (a mentor or support person).

A whole of Council approach will assist in addressing the incomplete actions from the 2007-2009 plan. Findings from staff forums noted that 'disabilities is everybody's business'. However, it was recognized that without adequate leadership, disabilities can end up being 'nobody's business'.

Employment, work experience and volunteering are becoming increasingly important ways in which people with a disability choose to be included in their communities. People with disabilities felt that there was an opportunity to build on current activities and support innovative ways for people with a disability to have greater access and participation in community life and importantly, employment, work experience and volunteering opportunities.

### **Key Strategic Direction 3: An inclusive and participatory community**

Council will provide strong leadership to respect and promote the principles of accessibility, inclusion and participation in Bayside as a right of all people, not as a discretion or privilege.

#### **Why is this important for Bayside?**

Community Engagement, including engagement with the community of people with a disability, enhances local democratic processes by encouraging communities to be informed and participate in decision-making processes. The background report identified such opportunities for Council and the literary review recognised that a success indicator of community strength is the extent to which people are involved in its democracy.

Some forum participants reported feeling marginalised and not part of the Bayside community. They stated that they regarded Council as well placed to promote de-stigmatisation and anti-discrimination initiatives by advocating more creatively with people with a disability. Participants stated they wanted increased participation in all aspects of civic and community life including local political processes such as Council meetings and public forums.

### **Key Strategic Direction 4: An informed and non-discriminatory municipality**

Council will promote respect for the inherent dignity of each individual and respect for the inherent equity of all, regardless of any difference, by seeking to challenge and counter discriminatory attitudes and practices, by promoting and undertaking awareness raising campaigns and by providing encouragement and inspiration.

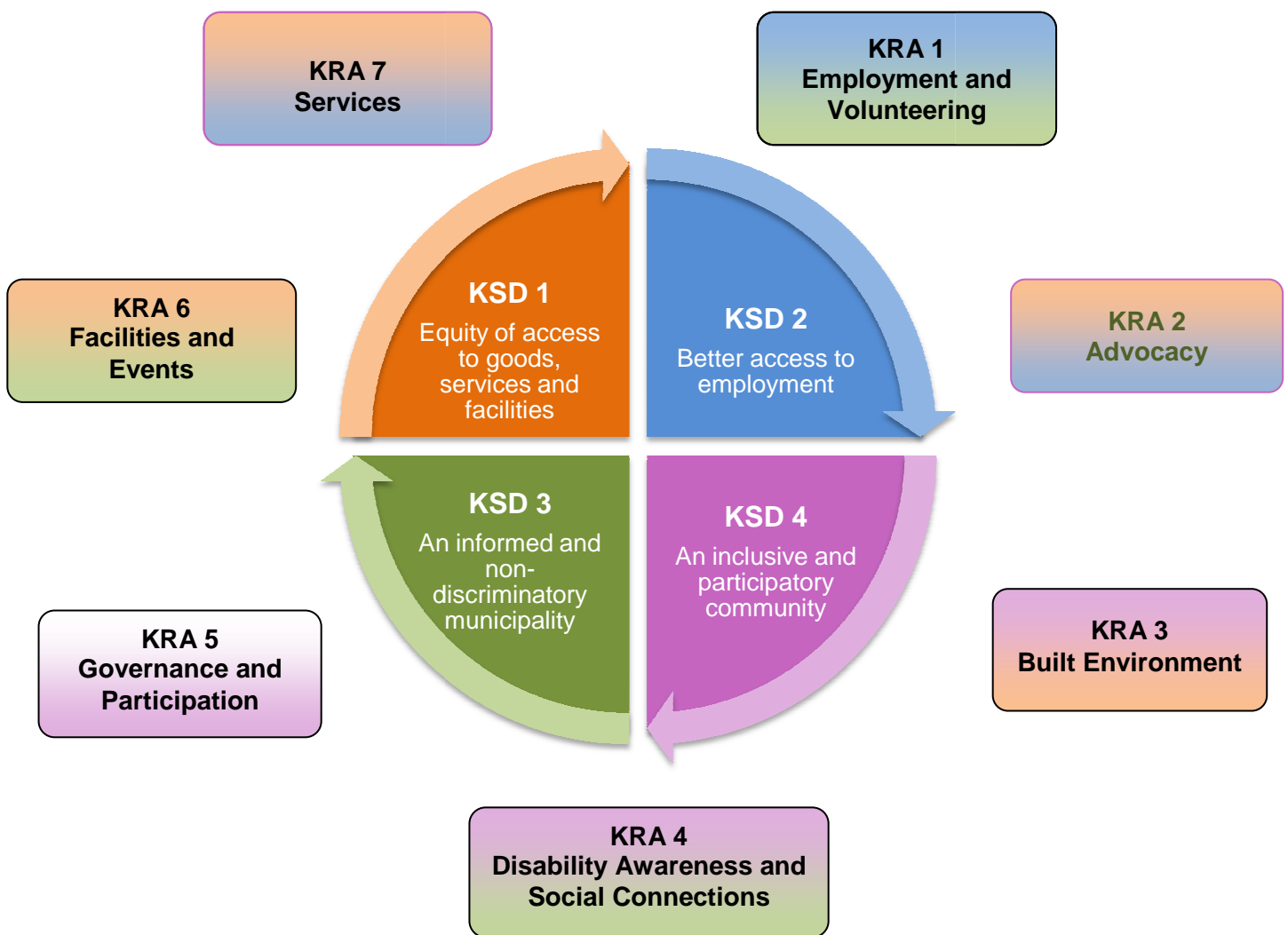
### Why is this important for Bayside?

Community attitudes about disabilities including discrimination issues were noted in the consultations as an area in which Council could play a significant positive role. Participants noted that changing potentially negative attitudes could be achieved by Council 'leading by example', then encouraging other key players and organisations to follow.

For example, Council disseminating news items about people who are positive role models, and advocates for local people with a disability was suggested. This positive promotion would assist in creating improved community attitudes.

## 8. Disability Action Plan

Seven Key Result Areas (KRA's) have been identified to underpin the strategies four strategic directions (KSD). Each KRA objective will be achieved through ongoing activities and the development of new initiatives identified annually through the Council's annual and service planning processes.



The Key Result Areas (KRA) and corresponding objectives are:

**KRA One: Employment and Volunteering** ● ●

**Objective:**

Ensure that Council's employment policies and procedures are accessible and inclusive and address barriers to paid employment for people with disabilities. Seek opportunities for people with disabilities within Council and in the community to be supported to volunteer and attend work placement options that could lead to paid employment.

**This objective will be achieved through:**

Consideration of best practice for access and inclusion when reviewing Council's Human Resource policies and procedures

The dissemination of information to managers, coordinators and team leaders for recruitment and training of staff with a disability

Demonstrating good practice models in partnership with local businesses and services that employ people with disabilities

**KRA Two: Advocacy** ● ● ● ●

**Objective:**

Demonstrate leadership in the community by raising and responding to issues in partnership and on behalf of people with disabilities their families and carers.

**This objective will be achieved through:**

Integrating local community planning and coordination in partnership with service agencies, people with disabilities and their families

Working with existing disability support providers to enhance their capacity to provide relevant and appropriate supports within the community

Partnership development with Government and private agencies to improve community and public transport options within the city

Advocating for facilities and services that support people with disabilities

Encourage all staff to address disability access in submissions to government for all grant applications.

**KRA Three: Built Environment** ● ●

**Objective:**

Improve access to the built environment such as buildings (public, and where possible influence private), parks, open spaces, signage, roads and footpaths.

**This objective will be achieved through:**

Including relevant Commonwealth and State regulations with the planning and design of the built environment and delivery of infrastructure improvements

Undertaking access audits as part of the planning and implementation of all major upgrades of Council facilities and footpath trading sites

Implementation of a prioritised capital works retrofitting improvements program to increase access to Council's facilities

Sourcing additional funds to expand the implementation of Council's capital works retrofitting program

Partnering with private organisations operating in Council facilities to identify and deliver accessible and inclusive services

#### **KRA Four: Disability Awareness and Social Connections** ● ●

##### **Objective:**

To reduce discrimination and foster knowledge on building and awareness raising of access and inclusion barriers, rights and inclusive practices.

Promote participation in and continue to engage people with disabilities in health and wellbeing activities through social connectedness

##### **This objective will be achieved through:**

Encourage inclusive recreation and sports activities through Council's involvement with the Joint Councils for All Abilities Program (JCAAA)

Partnerships with community agencies to identify opportunities for people with disabilities to access programs and services within open space and foreshore areas

Celebrating the successes of innovative programs and stories of people with disabilities throughout the municipality

Supporting initiatives such as disability campaigns and exhibitions

Ensuring that Bayside City Council staff attends training programs to enhance their awareness and knowledge in relation to disability issues and legislative responsibilities

Preparing resources to ensure that people with disabilities participate in community engagement activities across Council

The provision of information and education on inclusive practices to local early years' educators through Council's quarterly Early Years Symposiums

Providing disability specific training sessions for Council staff

Identifying opportunities to increase transport for people with mobility issues

Developing a transport strategy that will increase transport options for people with disabilities

#### **KRA Five: Governance and Participation** ● ● ● ●

##### **Objective:**

Promote participation in civic and community decision making, including informal Council processes.

Promote a culture of good governance and community planning, empower people with disabilities and foster positive community attitudes

##### **This objective will be achieved through:**

Planning for community engagement activities to incorporate participation from people with a disability

Providing services and facilities to meet the requirements of people with disabilities in community engagement activities

The participation of people with disabilities on Council Reference and Advisory Groups, where possible

Improving the accessibility of Council's website to reflect evolving technological best practice

## **KRA Six: Facilities and Events** ● ●

### **Objective:**

Ensure that Council facilities and events meet accessibility standards and demonstrate best practice in access and inclusion.

### **This objective will be achieved through:**

Developing appropriate information resources for conducting community organisation events to encourage improved access and inclusion

Providing program activities and event information in a range of accessible formats

Providing signage at Council's highly visited facilities including; Corporate Centre, Brighton Town Hall, Leisure Centres, Community Centres and Libraries that meet disability compliance requirements

The annual review of access and inclusion processes associated with the coordination of Council's major event program, including Bayside Film Festival, Carols and Brighton Sandy Food and Wine festival

The development of a Disability Parking Policy to determine the ratio and placement for Disability Discrimination Act compliant parking bays

## **KRA Seven: Services** ●

### **Objective:**

Increase the availability, accessibility and inclusive practices of all services (mainstream and specialised) for people with disabilities.

### **This objective will be achieved through:**

Encouraging applicants of Council's Community Grants Program to consider and detail how they will improve the accessibility and inclusiveness of their projects and services

Through Council's involvement with the Access for All Abilities Program, develop a communication & framework to promote awareness of recreational & leisure services.

Continuing to encourage architects and private planners to ensure Disability Discrimination Act compliance is achieved with building and planning applications.

Investigation and promotion of new technology that can enhance the accessibility of the customer experience across Council's customer touch points e.g. Teletypewriter (TTY) vs Short Message Service (SMS).

Publishing Council's Annual Report in a variety of accessible formats e.g. CD, Larger Font, Braille.

The provision of interpreting services for people with a hearing impairment attending Council and Community festivals and activities

Enhancing Council's home library service to cater for people with disabilities living in Bayside

Supporting community managed kindergarten services to promote inclusion of children with additional needs

The involvement of people with disabilities within Council's school holiday programs and youth events

Investigating emerging technology in Libraries to improve access to information for people with disabilities

Utilisation of accredited interpreters for people with disabilities from culturally and linguistically diverse backgrounds as required within community engagement initiatives

## **9. Resourcing and Evaluation**

In partnership with community organisations, Council will deliver a number of annual activities aligned to the seven key result areas (KRAs) of the Disability Strategy. Activities will be integrated into Council's annual and service planning processes and as per the requirements of the Disability Discrimination Act.

Council's delivery of the actions within the Disability Strategy will be reported through its Annual Report. The Disability Strategy will be evaluated in 2013 and the outcomes of this review will inform the development of future Disability Strategy.