

**BAYSIDE DISABILITY ACCESS
AND INCLUSION ACTION PLAN**

2007-2009

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
<p>People and Performance</p>	<p>Maintain and further develop employment opportunities for people with a disability.</p> <p>Ensure that training opportunities are scheduled to raise staff awareness of disability related issues (are meeting the needs of the organisation)</p> <p>Ensure that during the review process, appropriate Human Resource policies and guidelines reinforce the Accessible Bayside policy (eg Staff Core Competencies Guidelines 2007)</p>	<p>Conduct an audit of current funded employment programs, support agencies and funding available, especially for workplace modification in partnership with Metro Access.</p> <p>Develop linkages to appropriately funded employment agency with expertise in the employment of people with disabilities in partnership with MetroAccess.</p> <p>Inclusion in Corporate recruitment training of opportunities to employ people with disabilities.</p> <p>Review the disability awareness content of the Equal Opportunity training (both face to face and Learning seat) in conjunction with Social Planning and the Disability Awareness COG.</p> <p>Corporate training budget for 2007/08 includes capacity to undertake prioritised, specialized training needs for departments.</p> <p>Ensure that Council Policies reinforce the Accessible Bayside Policy 2007-2010</p>	<p>Audit completed.</p> <p>Linkages developed with one employment agency.</p> <p>Included in recruitment training program.</p> <p>Equal Opportunity (Disability Awareness) training reviewed.</p> <p>Corporate training calendar includes specialised departmental needs.</p> <p>Number of Human resource policies and guidelines reviewed</p>	<p>December 2007</p> <p>July 2008</p> <p>January 2009</p> <p>December 2007</p> <p>July 2007</p> <p>Ongoing</p>

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
Organisational Development	<p>Expand opportunities for people with a disability to be involved in consultation exercises of a general/broad nature through diversification of consultation methodologies across Council.</p> <p>Ensure that the Annual report is available in a variety of accessible formats.</p>	<p>Ensure that training on consultation includes inclusion.</p> <p>Ensure surveys are available in accessible formats.</p> <p>Ensure that venues for consultation are accessible.</p> <p>Annual Report available in one accessible format for 2007/08.</p>	<p>Training sessions on inclusion developed</p> <p>Number of accessible formats available in conducted surveys</p> <p>Number of accessible venues used for consultation</p> <p>Annual report in an accessible format achieved</p>	<p>December 2007 & December 2008</p> <p>September 2008</p>
Social Planning	<p>Ensure that consultations will be inclusive of people with a disability.</p> <p>Continue to strengthen partnerships with Council, disability organisations and community to work towards building inclusive communities</p>	<p>Review and develop inclusive consultation processes.</p> <p>Hold a biennial forum with people with disabilities in regards to an ongoing Disability Access and Inclusion Plan.</p> <p>Explore partnership opportunities with the Bayside/Kingston Primary Care Partnership to enhance opportunities for older adults in active living programs.</p> <p>Facilitate an Annual Forum for disability providers to build partnership opportunities.</p>	<p>Inclusive consultation processes developed and implemented</p> <p>Forum planned and facilitated</p> <p>Two partnership opportunities developed and implemented</p> <p>Forum planned and facilitated</p>	<p>2009</p> <p>December 2008</p> <p>June 2009</p> <p>September 2007 & September 2008</p>

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
Social Planning (cont)	<p>Ensure that the community centres continue to be responsive and inclusive of the needs of people with disability</p> <p>Ensure that access and inclusion are promoted through Council's health planning function.</p> <p>Develop a demographic profile of people with disabilities within Bayside.</p>	<p>Deliver a minimum of 5 Disability Awareness sessions in partnership with Scope to local primary schools</p> <p>Develop mobility maps for Bayside Major Activity Centres and neighbourhood shopping centres.</p> <p>Number of new programs, extension of existing programs</p> <p>Development of action plans</p> <p>Inclusive programs are available.</p> <p>An inclusive volunteer walking school bus service.</p> <p>Inclusion training for volunteers</p> <p>Demographic profile completed.</p>	<p>5 Disability awareness sessions delivered</p> <p>Mobility Maps completed</p> <p>Number of programs</p> <p>Number of action plans produced by community centres.</p> <p>Number of inclusive programs delivered</p> <p>Number of audits of routes and ongoing infrastructure changes</p> <p>Access and inclusion framework in training program.</p> <p>Profile completed for use in planning of activities and services</p>	<p>Stage 1 December 2007 Stage 2 June 2008</p> <p>December 2008</p> <p>May 2007 and 2008</p> <p>June 2008</p> <p>June 2009</p> <p>June 2009</p> <p>June 2009</p> <p>February 2008</p>

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
Customer Service	<p>Raise the level of disability awareness of staff to support their customer service role.</p> <p>Identify new technology that can enhance the accessibility of the customer service function.</p>	<p>Provide general training in disability awareness for all staff (probable 2 hours duration) and define further training needs.</p> <p>Provide short training sessions in specified needs during staff meetings.</p> <p>Provide a range of printed resources for customer service staff.</p> <p>Review formats of material provided to customers.</p>	<p>Training needs defined and general training provided</p> <p>Number of short training sessions held</p> <p>Number of resources provided for staff</p> <p>Number of formats reviewed</p>	<p>July 2008</p> <p>Ongoing</p> <p>Ongoing</p> <p>December 2008</p>
Local Laws and Investigations	<p>Implement Council's Footpath Trading Policy to provide a continuous accessible path of travel for all people.</p> <p>Ongoing implementation of Local law No 3 to manage overhanging cypress hedges.</p> <p>Investigation of problem areas for unauthorised disability parking spaces identified through the Disability Parking Scheme survey.</p>	<p>Continue to implement the Footpath trading policy</p> <p>Continue to implement Local Law 3</p> <p>Continue investigation</p>	<p>Number of complaints about non compliance.</p> <p>Number of compliant hedges and progress on non-compliant ones</p> <p>Number of unauthorised uses</p>	<p>As at June 2007 & June 2008</p> <p>As at June 2007 & June 2008</p> <p>As at June 2007 & June 2008</p>

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
Local Laws and Investigations Services (cont'd)	Investigation of problem areas for unauthorised disability parking spaces identified through the Disability Parking Scheme survey.	Continue investigation	Number of unauthorised uses	As at June 2007 & 2008
Street Services	Increase the accessibility of the built environment.	<p>Install 100 pram crossings every year.</p> <p>Implement a program for the installation of tactile indicators</p> <p>Redesign and install pedestrian refuges</p> <p>Install pedestrian crossings</p> <p>Continue the annual review and replacement of footpaths and auditing shopping strips six monthly for maintenance and upgrades</p> <p>Respond to requests from individuals with a disability in the community</p>	<p>100 pram crossings installed</p> <p>Program of implementation developed and progress made</p> <p>Number of Pedestrian refuges installed</p> <p>Number of pedestrian crossings installed</p> <p>Review carried out. Audit of shopping centres completed</p> <p>Number of responses to individual requests</p>	<p>Ongoing</p> <p>December 2007</p> <p>July 2007 & July 2008</p> <p>July 2007 & July 2008</p> <p>July 2007 & July 2008</p> <p>July 2007 & July 2008</p>

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
Technical Services	In conjunction with Street Services, review major activity centres to include disability access as part of best practice process including pedestrian, vehicular and parking issues.	Best practice implemented at nominated sites	Location of completed nominated sites	Ongoing
	Retrofit pram crossings with tactile indicators.	Pram crossings retrofitted	Number of pram crossings retrofitted	Ongoing
	Ensure that disability access is provided to existing buildings when new works are proposed through enforcement of building regulations.	Building regulations enforced at nominated sites	Location of nominated sites	December 2007 & December 2008
	Upgrades to consider additional seating and suitability of gravel paths.	Additional seating installed and gravel paths reviewed	Number of additional seats installed and gravel paths reviewed.	December 2007 & December 2008
	Refurbish selected existing playgrounds, following development of the playground strategy.	Playgrounds refurbished	Location of refurbished playgrounds	July 2007 & July 2008
	Review the design of drinking fountains	Undertake the Review	Review completed	December 2007
	Seating allocations to be considered in the context of community need and the annual budget program.	Seating allocated	Number of seats installed	July 2007 & July 2008
	Improve accessibility opportunities for people with disabilities in up to 5 playgrounds (playground accessibility study).	5 Playgrounds more accessible	5 playgrounds accessible	December 2007 & 2008

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
<p>Technical Services (cont)</p>	<p>Consider rubber soft fall for future playgrounds where appropriate to allow for wheelchairs to access playground areas.</p> <p>Design future playgrounds to allow maximum access via ramps for wheelchair access</p> <p>Foreshore accessibility Study</p> <p>Review of Council’s civil design standards and open space technical manual for compliance with AS1428.</p>	<p>Sites with rubber soft fall nominated</p> <p>Location of playgrounds determined</p> <p>Participate with Leisure and Recreation in the study outcomes. Review completed</p>	<p>Number of playgrounds with rubber softfall</p> <p>Number of sites with maximum access</p> <p>Study outcomes developed and implementation plan developed</p> <p>Review completed and implementation plan developed</p>	<p>December 2007 & 2008</p> <p>December 2007 & 2008</p> <p>Ongoing</p> <p>December 2007</p>

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
Leisure and Recreation	Develop and upgrade Council recreation facilities to cater for people of all abilities	Support the delivery of Sandringham Family and Leisure centre upgrade through representation in regular meetings with project control group. Disability access considered in all project proposals through draft business cases prepared.	Attend 75% of PCG meetings 100% projects assessed against criteria	Completion June 2007 Ongoing
	Implement priorities from Accessible Playgrounds report 2004	Implement priorities identified in the accessible Playgrounds Report 2004 targeting 5 playgrounds. Develop three year prioritised action plan. Capital funding secured and program implemented.	Action plan developed. Capital funding secured. 100% of funded projects delivered	Ongoing
	Undertake preliminary design and community consultation to deliver the Accessible Beaches Project	Identify key stakeholders: seek funding contribution from State Government funding	Stakeholders identified. Funding sought	Ongoing
	Support the development of and advocate for inclusive community sport and recreation clubs and leisure providers	Review the 2002 Leisure Plan to identify program development, support and advocacy priorities. Support the delivery of outcomes identified in Joint Councils Access for All program. Deliver sports club development program access and inclusion workshops.	Leisure plan reviewed. Funding agreement executed. Regular meeting with JCAA staff. Annual workshop delivered	June 2007 Ongoing August 2007

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
Leisure and Recreation (cont'd)	<p>Promote inclusive leisure facilities and events through implementation and advocacy of the companion card program</p> <p>Deliver the Leisure and Recreation Promotion and Marketing Plan to promote Bayside's inclusive leisure and recreation opportunities.</p>	<p>Advocate the Companion Card Scheme across Council controlled leisure venues. Promote fully accessible leisure facilities by developing a facilities brochure which includes disability access symbol (subject to funding).</p> <p>Promote inclusive leisure opportunities via Bayside Spirit</p>	<p>Review the Sports club seasonal tenancy agreement to include a clause on promoting the Companion Card Facilities brochure developed</p> <p>Number of leisure activities promoted in Bayside Spirit by July 2008</p>	<p>June 2007</p> <p>June 2008</p> <p>Ongoing</p>
Properties	<p>Progressive implementation of the recommendations of 2003 Disability Access Review Audit of seven Major Council assets.</p> <p>Continue to develop asset management plans that include access compliance.</p>	<p>Implementation achieved</p> <p>Asset management plans achieved and number of plans implemented</p>	<p>Number and details of recommendations achieved</p> <p>Number of asset plans achieved and number implemented by July 2008 & July 2009</p>	<p>Ongoing</p> <p>Ongoing</p>

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
Library	Increase the accessibility and inclusion in the library service.	<p>Investigate appropriate options for Hampton Library</p> <p>Use of community transport to those with low mobility to the library service.</p> <p>Use of home library service by people with disabilities.</p> <p>Investigate and promote emerging technology to improve access</p> <p>Increase in Large print library collection budget</p> <p>Plan and facilitate 'open library sessions' to increase awareness and participation rates of people with a disability;</p>	<p>Progress on Hampton Library</p> <p>Numbers of people with disability accessing community transport to library.</p> <p>Numbers of home library service users using the service.</p> <p>Possible new technology for use in library nominated.</p> <p>Percentage increase in budget for large print library collection</p> <p>Facilitate in partnership with MetroAccess 1 'open day' information session at each library site within Bayside.</p>	<p>December 2008</p> <p>July 2008</p> <p>March 2008</p> <p>Ongoing</p> <p>July 2007 (& July 2008)</p> <p>June 2009</p>

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
Information Technology	Identify ways in which accessibility to the BCC Website can be improved.	Internal accessibility audit of the BCC Website	Audit completed Implementation plan developed	July 2007
	Improve accessibility of the BCC Website by implementing code and design modifications.	Conversion of all HTML code to XHTML transitional and implementation of design improvements	Conversion completed	October 2007
	Measure the accessibility of the BCC Website to ensure compliance with W3C accessibility standards.	Engage an external contractor to conduct an accessibility audit of the BCC Website	Contractor engaged and audit completed	January 2008
	Increase accessibility of the BCC Website by offering audio alternatives to textual information.	Investigate other areas of the website where audio versions could be included and implement	Investigation completed and implementation plan developed	June 2008
	Improve useability and accessibility of the BCC Website by implementing changes to the information architecture.	Review information architecture of the website to identify opportunities for improvement and implement changes	Review completed and implementation plan developed	March 2009
Finance	Continue to advocate for an accessible front counter	Work with the Corporate Centre planning process	Progress in the corporate planning process	July 2009
Governance	Ensure the accessibility of Council meetings, agendas and minutes.	Training in use of hearing loop in council chamber	Training completed	July 2007
		Review accessibility of council minutes and agenda formats	Review completed and implementation plan developed	July 2008

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
Family Services	<p>Maternal and Child Health to undertake developmental assessments at key ages and stages to identify opportunities for early intervention.</p> <p>Continue to build stronger networks and links with early intervention services to ensure an effective referral process.</p> <p>Participate in a research project with La Trobe University “Social Attention and Communication” study.</p> <p>Youth Services programs to be accessible and inclusive to all young people</p> <p>Continue to develop the partnership with JCAAA and Bayley House to provide the social and recreation program ‘Get in to Bayside’</p> <p>Continue to build partnerships with Disability Organisations to improve access to mainstream opportunities.</p>	<p>PEDS screening tool</p> <p>Participation at Family and Children Services Network meetings</p> <p>Educative training sessions and referrals</p> <p>Ensure programs are held in accessible facilities and environments. Actively promote programs and services to young people with disabilities and service providers.</p> <p>Provision of a monthly program with JCAAA and Bayley House.</p> <p>Encourage a partnership with one new disability provider to enhance mainstream access to opportunities.</p>	<p>Participation rates</p> <p>Numbers of participants from early intervention services</p> <p>Number of training sessions attended and number of referrals made</p> <p>Number of programs held in accessible venues. Details of Promotion strategy</p> <p>Monthly program held</p> <p>Details of partnership</p>	<p>April 2007 – December 2007</p> <p>Quarterly</p> <p>December 2006 - ongoing</p> <p>June 2008</p> <p>Ongoing</p> <p>June 2009</p>

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
Family Services (cont'd)	Provide promotional material on Youth Services in alternative formats.	Include statement on all flyers stating that they can be received in larger print or alternative format upon request.	All flyers include statement	June 2008
	Continue to support and encourage participation of young people in the X-Teme Teen holiday program.	Advocate for accessible transport options to increase participation rates in activities. Identify additional training needs of staff/volunteers and provide where appropriate.	Accessible transport options available Additional training provided	June 2009
	Advocate for the needs of people with a disability in various forums.	Incorporate needs of young people with a disability as part of the Bayside Youth Strategy and Action Plan development. Participate in the Bayside Annual Disability Providers Forum.	Needs incorporated in the strategy and plan Participation in forum	June 2008 September 2007
	Build on existing Respite Care partnerships across Council and community in developing information and opportunities for families.	Facilitate an information forum for families to actively promote the range of services and programs available. (Extension to the Annual Carers' Luncheon) Participation in the Annual Disability Forum.	Information forum facilitated Participation in forum	June 2008 September 2007
	Continue to deliver the Signposts Program to support families.	Promote, deliver and review the Signpost Program on an annual basis.	Signposts program delivered	June 2008
	Develop a home Library Service for children and young people who have a disability through a partnership initiative	Monitor and evaluate the 'trial' project currently in place to determine the development of a long-term service in	Evaluation and development plan completed	June 2008

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
	<p>Liaison with other Council departments and Disability Support agencies. Develop ongoing communication with Health and Aged Services Community Development Officer, MetroAccess, MOIRA re: joint initiatives.</p> <p>Inform community via HACC Information and Intake Officer and Assessment Staff re Companion card.</p>	<p>Participation in locally organised events and information forums such as partnering MetroAccess in Art Show, Annual Carers' lunch in partnership with other Council departments and annual Disability Forum.</p> <p>Actively promote through newsletters, forums and information out to families on the availability of the Companion card.</p>	<p>Numbers of forums and events attended</p> <p>Number of promotion opportunities used</p>	<p>Ongoing</p>
<p>Communications</p>	<p>Improve Council's communication with the Bayside community by increasing production of Bayside News to six editions per year.</p> <p>Vision Australia guidelines complied with. Offer Bayside News on Audio Tape through libraries and direct mail.</p> <p>To support Departments and the organisation as a whole in the delivery and communication of achievements to improve access and inclusion where appropriate.</p> <p>Develop templates and style guides to ensure fair and equitable access.</p>	<p>Six editions per year produced</p> <p>Each edition has this done</p> <p>To ensure 90% of Council publications comply with appropriate Best Practice guidelines.</p> <p>Templates and style guides developed</p>	<p>100% compliance</p> <p>100% compliance</p> <p>90% compliance</p> <p>100% achieved</p>	<p>July 2007</p> <p>Current practice to continue</p> <p>December 2007</p> <p>December 2007</p>

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
	<p>Develop a Communication Strategy to ensure Council communicates in a timely and appropriate manner with the Bayside community.</p> <p>Ensure the strategy addresses the needs of the whole community and can be evaluated as such.</p>	<p>Strategy developed</p>	<p>Strategy adopted by Council</p>	<p>September 2007</p>
<p>Urban strategy and Culture (Events and Cultural Planning)</p>	<p>Incorporate access considerations into the Cultural Action Plan. Undertake as part of the Cultural Action Plan 2007 review</p> <p>Review facilities where Council run arts and cultural events are held. Determine the appropriateness of venues in terms of access standards.</p> <p>Continue to create an inclusive annual film festival in Bayside. Encourage and facilitate participation from people with disabilities.</p> <p>Ongoing support and acceptance of the Companion Card Program. Promote support of program on event literature.</p>	<p>Policy review to acknowledge where appropriate access considerations.</p> <p>Where necessary attempt to hold activities in accessible buildings/sites.</p> <p>Maintain or build on digital story telling as a means of engaging with people with a disability.</p> <p>Free entry for carers to events.</p>	<p>Plan completed with access considerations included</p> <p>Number of accessible venues used</p> <p>Annual film festival fully inclusive</p> <p>Companion card program fully implemented</p>	<p>March 2008</p> <p>March 2009</p> <p>Ongoing</p> <p>Ongoing</p>

Bayside Disability Access and Inclusion Plan 2007-09

DEPARTMENT	OBJECTIVES	ACTIONS	PERFORMANCE MEASURES	TIMELINES
	<p>Review facilities where Council run festivals and events are held. Determine the appropriateness of venues in terms of access standards.</p> <p>Review parking and toilet provision and include the locations and pathways to and from</p> <p>Review event planning guidelines to determine if accessibility has been considered.</p> <p>Investigate the viability of providing 'signing' for the hearing impaired at Council festivals and events.</p> <p>Ongoing support and acceptance of the Companion Card Program. Promote support of program on event literature.</p>	<p>Where necessary attempt to hold activities in accessible buildings/sites</p> <p>Where appropriate incorporate access needs</p> <p>Where appropriate incorporate guidelines in the Accessible Event Planning Resource Guide.</p> <p>Where appropriate/viable incorporate 'signing'</p> <p>Free entry for carers to events</p>	<p>Number of accessible venues used and events held</p> <p>Access needs incorporated</p> <p>Resource guide reviewed and implemented</p> <p>Appropriate signage investigated and need established</p> <p>Free entry achieved</p>	<p>March 2009</p> <p>March 2009</p> <p>March 2009</p> <p>March 2009</p> <p>Ongoing</p>