

LODDON SHIRE COUNCIL

YEAR 1 ACTION PLAN DISABILITY ACCESS AND INCLUSION PLAN 2018 - 2021



DOCUMENT INFORMATION

DOCUMENT TYPE: Strategic document

DOCUMENT STATUS: Approved

POLICY OWNER POSITION: Manager Community Support

INTERNAL COMMITTEE ENDORSEMENT:
APPROVED BY: Council

DATE ADOPTED: 27/02/2018

VERSION NUMBER: 1

REVIEW DATE: 26/02/2019

DATE RESCINDED:

RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES: Council Plan 2017-2021
Municipal Public Health and Wellbeing Plan 2013-2017
Community Care Strategy 2013-2017
Municipal Early Years Plan 2014-2017
Economic Development Strategy 2015-2019
Municipal Emergency Management Plan
Recreation Strategy 2015-2020
Tourism Strategy 2011-2016
Loddon Shire Diversity Action Plan 2015-2016

RELATED LEGISLATION: United Nations Convention of the Rights of Persons with Disabilities 2006 - ratified in Australia July 2008.
Commonwealth Disability Discrimination Act 1992
The National Disability Strategy 2010-2020
Building Code of Australia 2013
Information, Linkages and Capacity Building Commissioning Framework 2016
Victorian Charter of Human Rights and Responsibilities Act 2006 - 1 January 2008
The Victorian Disability Amendment Act 2012 (revises the Disability Act 2006)
The Equal Opportunity Act 1995
The Local Government Act 1989 - Section 3C
Absolutely Everyone, State Disability Plan 2017-2020

EVIDENCE OF APPROVAL: 
Signed by Chief Executive Officer

FILE LOCATION: K:\EXECUTIVE\Strategies policies and procedures\Strategies - adopted PDF and Word\PLN Year 1 Action Plan Disability Access Inclusion Plan 2018-2021.docx

Strategic documents are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Loddon Shire website to ensure that the version you are using is up to date.

This document is available in alternative formats (e.g. larger font) if requested.

ACKNOWLEDGEMENT OF COUNTRY

Loddon Shire Council acknowledges the Traditional Custodians of the land comprising the Loddon Shire Council area. Council would like to pay respect to their Elders both past and present.

CONTENTS

- 1 Purpose 7
- 2 Accessible services, programs and events 7
- 3 Accessible Council buildings and infrastructure 8
- 4 Equal employment opportunities 10
- 5 Accessible communication and engagement 11
- 6 Inclusive community participation 13
- 7 Respectful and safe communities 13

1 Purpose

This Annual Action Plan should be read in conjunction with the Disability Access and Inclusion Plan 2018-2021.

Annual Action Plans are developed to guide Council staff on what needs to be done to achieve each strategy of the Disability Access and Inclusion Plan 2018-2021 and ensure the Plan is implemented efficiently and effectively over its four years.

Annual reviews will be conducted to assess the Plan's progress, make appropriate changes and develop new actions to form the next year's Action Plan.

2 Accessible services, programs and events

Desired outcome: People with a disability have the same opportunities to participate in services, programs and events in the Loddon Shire as everyone else.

Strategy	Actions	Lead Department	Partners
1. We will ensure our services are accessible and flexible to meet the changing needs of people with a disability, their families and carers.	<p>As part of the Customer Service Strategy development:</p> <p>1.1 Investigate the feasibility of a six week rotation of Customer Service and Community Service staff to each area of the Shire, such as a Council road show or via regular staff attendance at community/neighbourhood houses. If determined feasible, budget bid and business case to be submitted to Council for the 19/20 financial year.</p> <p>1.2 Review the level of Customer Service currently offered, considering the needs of people with differing communication needs.</p>	<p>Information and Business Transformation</p> <p>Information and Business Transformation</p>	Loddon Leaders
2. We will support events in the Loddon Shire to be accessible and welcoming to people with a disability.	<p>2.1 Update the Event Management Guide to include minimum requirements for event accessibility.</p> <p>2.2 Investigate the need for a Loddon Shire accessible event guide and resource kit to be developed.</p> <p>2.3 Update Council's Community Support Policy to ensure events funded through the Community Grants Program have a</p>	<p>Organisational Development</p> <p>Community Support (Disability Inclusion)</p> <p>Community Support</p>	

Strategy	Actions	Lead Department	Partners
	<p>minimum accessibility component.</p> <p>2.4 Provide advice and documentation distributed to external event holders with recommendations on how to be accessible and inclusive through tourism communications and marketing channels.</p> <p>2.5 Explore potential delivery of training every two years to raise awareness and provide support to event organisers re event accessibility:</p> <ul style="list-style-type: none"> • information available to public about events accessibility • physical environment re placement of vans, toilets, ramps etc. • portable accessible toilet • signage at events 	<p>Commercial Services (Tourism)</p> <p>Community Support (Disability Inclusion)</p>	

3 Accessible Council buildings and infrastructure

Desired outcome: Loddon Shire's built and natural environments are accessible and people with a disability are able to move around and get to the places they want to go.

Strategy	Actions	Lead Department	Partners
3. We will work with our community to understand what physical barriers are experienced by people with a disability in our built and natural environments.	<p>3.1. Investigate the use of a mobile number for community members to raise requests via text message.</p> <p>3.2. Investigate the integration of the Snap, Send, Solve app into Merit (Council's customer request system).</p> <p>3.3. Promote to community how to raise a customer request through social media, local newsletters, local newspapers, or on noticeboards.</p> <p>3.4. Explore partnerships with post offices to keep customer request forms with return paid envelopes.</p>	<p>Information and Business Transformation</p> <p>Information and Business Transformation</p> <p>Executive Services</p> <p>Information and Business Transformation</p>	<p>Information and Business Transformation</p>

Strategy	Actions	Lead Department	Partners
<p>4. We will ensure new developments and infrastructure are built to the principles of universal design, planning beyond the Access Standards to meet community needs.</p>	<p>4.1. Universal design principles are to be included as a requirement to be considered in all applicable infrastructure projects.</p> <p>4.2. A statement regarding the consideration of universal design principles is to be included within professional service agreements, and as part of contract management framework development.</p> <p>4.3. Deliver an annual training program to increase awareness and understanding of universal design principles for all relevant staff.</p> <p>4.4. Explore the feasibility of engaging an access consultant for projects over the value of \$100,000 versus training an internal staff member to be a qualified access auditor. If determined feasible, to inform business case and budget bid for the 19/20 financial year.</p>	<p>Technical Services</p> <p>Technical Services</p> <p>Community Support (Disability Inclusion)</p> <p>Development and Compliance</p>	
<p>5. We will work to increase the accessibility of our built and natural environments to reduce the physical barriers experienced by people with a disability.</p>	<p>5.1. Undertake activities to identify high use buildings and public toilets within the Loddon Shire, with the vision to determine the compliance of identified buildings and the budget required to improve their accessibility (in Year 2 of this plan). To inform a business case and budget bid for the 19/20 financial year.</p>	<p>Technical Services</p>	
<p>6. We will support our residents to maintain their independence to get about town.</p>	<p>6.1. Street furniture and mobility scooter parking bays that are accessible and compliant with universal design principles are to be considered as part of streetscape development plans.</p> <p>6.2. Identify the need and locations for new mobility scooter and wheelchair recharge points and implement new points where required.</p>	<p>Community Support</p> <p>Community Support (Disability Inclusion)</p>	

Strategy	Actions	Lead Department	Partners
7. We will support private businesses and people working in the building sector to understand the importance of and improve their accessibility.	<p>7.1. Partner with the City of Greater Bendigo to continue to implement the Inclusive Towns project to encourage and support local businesses to make changes to increase their accessibility.</p> <p>7.2. Invite all key design and construction related contractors (e.g. civil designers, building surveyors, project managers) that Council has previously engaged to attend annual training on the Access Standards and Universal Design Principles (see Action 4.3).</p>	<p>Community Support (Disability Inclusion)</p> <p>Community Support (Disability Inclusion)</p>	

4 Equal employment opportunities

Desired outcome: People with a disability are engaged in flexible and sustainable employment within the Loddon Shire and have opportunities to develop and succeed.

Strategy	Actions	Lead Department	Partners
8. We will lead and work with others to increase local employment opportunities for people with a disability.	<p>8.1. Partner with local Disability Employment Service providers to identify potential job opportunities for people with disability within Council.</p> <p>8.2. Promote Loddon Shire Council as a disability friendly workplace; advertising vacant positions with local Disability Employment Service providers, offering support to applicants and flexible work arrangements.</p> <p>8.3. Partner with the City of Greater Bendigo to continue to implement the Inclusive Towns project to encourage and support local businesses to employ people with a disability.</p>	<p>Organisational Development</p> <p>Organisational Development</p> <p>Community Support (Disability Inclusion)</p>	<p>Information and Business Transformation</p>
9. We will offer work experience opportunities for people with a disability to increase their	9.1. As part of the Work Experience Policy review, consider the inclusion of a targeted work experience program for people with a disability within various	Organisational Development	Community Support (Disability Inclusion)

Strategy	Actions	Lead Department	Partners
skills and confidence in the workplace.	Council departments.		

5 Accessible communication and engagement

Desired outcome: People with a disability can access the information they need to make informed decisions and choices and contribute to leading, shaping and influencing the Loddon Shire.

Strategy	Actions	Lead Department	Partners
10. We will continue to improve our communication and information approaches to ensure that people with a disability can access information and know what is happening in their community.	10.1. Develop a Communication Plan template to support staff to consider what communication media to use for their intended audience, such as: <ul style="list-style-type: none"> • Audio (radio, video) • Visual (Auslan, pictures) • Written (Easy English, Braille, Plain English) • Online (social media, website) • Other methods (community newsletters, talking to community groups) 	Executive Services	Community Support (Disability Inclusion)
	10.2. Promote and encourage more community groups to register their contact information on the Loddon Shire Council's website to increase use of non-formal communication methods and support 'word of mouth' promotion.	Corporate Services	Community Services Community Support
	10.3. Send out quarterly promotions to encourage community to subscribe to Loddon Shire Council's website, social media pages etc.	Executive Services	Community Services Community Support
	10.4. Engage community members to review the website and make recommendations to make it more user friendly from a community perspective.	Information and Business Transformation	Community Support (Disability Inclusion) Executive Services

	<p>10.5. Work with local neighbourhood houses to ensure they have and know where to access information about the Loddon Shire Council to include in welcome material for new residents to Loddon Shire.</p> <p>10.6. Deliver training to staff on how to write in Plain English and Easy English, alternating each year.</p> <p>10.7. Include accessibility guidelines in the Signage Style Guide.</p> <p>10.8. Develop a shorter plain English version and an Easy English version of the Disability Access and Inclusion Plan 2017-2021.</p>	<p>Information and Business Transformation</p> <p>Community Support (Disability Inclusion)</p> <p>Community Support</p> <p>Community Support (Disability Inclusion)</p>	<p>Community Services Community Support</p> <p>Organisational Development</p>
<p>11. We will ensure our community engagement approaches are accessible and inclusive of people with a disability and ensure all Loddon Shire residents have the opportunity to have their say.</p>	<p>11.1. Promote the use of the Communications Plan template (see Action 10.1) to staff, to be used in liaison with Council's Media Officer.</p> <p>11.2. Raise awareness of the importance of community engagement through Loddon Leaders Network meetings and the staff newsletter.</p> <p>11.3. Finalise development of the Community Engagement Framework/Policy.</p> <p>11.4. Develop training for staff on effective community engagement/consultation raising awareness about the Community Engagement Framework once finalised. To be included in the 18/19 Training Calendar.</p> <p>11.5. Investigate the feasibility of extending the internal Disability Access and Inclusion Steering Group to include community members with a disability. Develop a report to Council outlining the</p>	<p>Executive Services</p> <p>Executive Services Community Support</p> <p>Executive Services Community Support</p> <p>Organisational Development</p> <p>Community Support (Disability Inclusion)</p>	<p>Community Support</p> <p>Executive Services Community Support</p>

	findings with recommendations. If determined to be feasible, develop a proposal to seek endorsement from Council.		
--	---	--	--

6 Inclusive community participation

Desired outcome: People with a disability, their families and carers are able to connect and participate in activities that are aligned to their interests and identities, and experience a high level of wellbeing in all aspects of their life.

Strategy	Actions	Lead Department	Partners
12. We will continue to improve access to and from activities, services and events for people with a disability in the Loddon Shire community and reduce isolation.	12.1. Continue to advocate for improved and accessible public transport systems. 12.2. Explore potential partnerships through the Loddon Campaspe Regional Transport Working Group for transport programs to events, activities and towns outside of the Loddon Shire for accessing services. Explore possible grant opportunities.	Community Support Community Support	Community Services
13. We will lead and work with others to increase opportunities for people with a disability, their families and carers to connect and feel supported in the Loddon Shire community.	13.1. Identify opportunities and explore delivery of programs/support for people with a disability to participate and build connections in their local community, such as Know Your Neighbour & Come & Try days. 13.2. Explore the feasibility of support groups for carers and seek appropriate grants to support the delivery.	Community Support Community Services	Community Services Community Support (Disability Inclusion)

7 Respectful and safe communities

Desired outcome: People with a disability feel welcome and safe, and are as recognised and respected as any other resident in the Loddon Shire.

Strategy	Actions	Lead Department	Partners
14. We will promote the importance of inclusion for all and provide information and education about	14.1. Conduct disability awareness activities in the community through workshops with community groups and clubs.	Community Support (Disability Inclusion)	

Strategy	Actions	Lead Department	Partners
good models of inclusive practices and approaches.	14.2. Run an annual internal International Day of People with Disability event to promote positive stories of disability that increase awareness and inclusion in the workplace.	Community Support (Disability Inclusion)	
15. We will ensure our residents with a disability do not experience discrimination in the Loddon Shire.	15.1. Trial the delivery of diversity and inclusion training that focuses on unconscious bias to raise staff understanding of diversity, Human Rights and what discrimination is. Review of the trial is to potentially inform an ongoing business case and budget bid.	Organisation Development	Community Services Community Support (Disability Inclusion)