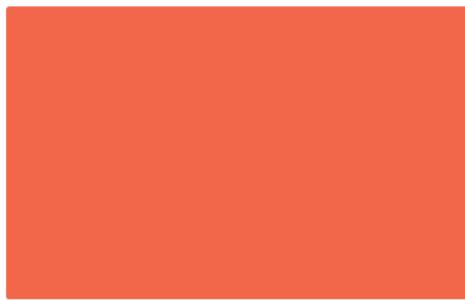


Disability Access
and Inclusion Plan
2018 - 2022



Disability Access and Inclusion Plan	1
Message from the Chief Executive Officer.....	3
Introduction.....	4
What is the purpose of this DAIP?	4
Disability facts	5
Methodology	6
Summary of relevant council plans, strategies and policies	6
Summary of the results of community consultation.....	7
Accountability	7
Key objectives for our DAIP.....	8
Key actions.....	9
Appendix 1	20
Glossary of terms	20
Appendix 2.....	23
Summary of disability legislation and policies	23
Appendix 3.....	25
Consultation feedback	25

Message from the Chief Executive Officer

Hepburn Shire Council aims to provide services and facilities that are accessible to all people who live, work in or visit the Municipality. Preparation of this Disability Access and Inclusion Plan has identified opportunities to improve service and facility planning and delivery to eliminate barriers preventing access and inclusion by people with disabilities.

The Plan reflects Council's commitment to the principles of the Disability Discrimination Act (1992) and the Victorian Disability Act (2006) by seeking to provide equitable and dignified access to all Council's services, facilities, programs, communications, planning and employment processes.

Our previous Disability Access and Inclusion Plan 2014 – 2016 identified actions to be undertaken by Council and contributed to a number of positive outcomes for the better inclusion of people with a disability into the life of the Shire.

Our community benefited from:

- A new all accessible Creswick Hub and accessibility to the Creswick Town Hall
- New accessible toilets in the Creswick Information Centre and Collins Place in Clunes
- An inbuilt hearing loop at Clunes Warehouse
- Plans for an elevator to be installed in the Daylesford Town Hall
- A footpath strategy that considers the future needs of all pedestrians and cyclists in the Shire
- Plans for a new community facility at the Rex which houses the new accessible library, toilets and theatre
- Development of Policy 19 which ensures traders keep a clear path of travel on all shopping precinct footpaths
- Redesign of some accessible car parking
- Accessibility features in the newly built Boathouse Restaurant and foreshore in Daylesford.

Through the implementation of this new Plan, we look forward to making further progress over the next four years and beyond. This plan is an important step along the road to reducing barriers and increasing access and inclusion for people with a disability. Our efforts will be more profound if other organisations and businesses across the Shire adopt an "Access for All" philosophy. I urge you, therefore, to join with the Hepburn Shire Council in this effort.

Bruce Lucas

Interim Chief Executive Officer

Introduction

This Disability Access and Inclusion Plan brings together the successes of work undertaken through the previous plan and links with other related corporate plans, policies and strategies. Council believes in a 'whole of Council' and Human Rights approach for the development of this Plan by encouraging full engagement by all Councillors, management and staff.

There are many people with disabilities living within the Shire who access Council services and use Council facilities. Local Government is a key planner, developer and provider of both the physical and social infrastructure and is predominantly placed to make an enormous contribution in protecting the rights of people with a disability and providing universal access.

Common access barriers to inclusion include communication, employment, transport, community attitudes, service capacity, affordability and the built environment. Inclusion is a fundamental human right.

Hepburn Shire Council respects the ongoing cooperation and engagement with its residents and will continue to improve access and inclusion.

Council has consulted a wide range of stakeholders whilst developing this Plan, including residents with a disability, local disability and health service providers, the general community and Council staff.

Each objective of this strategy incorporates the legislative responsibilities of the Disability Discrimination Act 1992 (DDA) and the Victorian Disability Act (2006).

Council will work to implement the actions contained in this Disability Access and Inclusion Plan (DAIP) over the next four years and to regularly monitor its progress with the assistance of a new Disability Advisory Group and an Internal Reference Group.

What is the purpose of this DAIP?

The purpose of this DAIP is to continue to improve and monitor a range of community services and facilities in partnership with the community and other agencies to promote wellbeing, safety, social independence and inclusion in the community. Apart from the usual physical aspects of access, great change can occur by thinking differently about how people with a disability can be included in all aspects of community life. The DAIP aims to prompt and guide such thinking to create a more inclusive community.

▶ Disability Access and Inclusion Plan

In seeking and removing barriers that people with a disability face, Council will act within the strategic frameworks that exist to support access for people with disabilities at National and State levels. This framework will be embedded within Council's legislative and policy commitments for a 'Whole of Council' approach.

Good physical access not only helps people with a disability, but many other people including:

- Parents with prams
- Older people with mobility aids
- People with injuries
- People with temporary disabilities
- People with mental health issues
- Joggers
- Children walking or riding to school.

Disability Facts

What is a Disability?

The term 'disability' typically includes an impairment of a physical, intellectual or sensory nature (i.e. vision and hearing). Impairment can be life long, acquired by accident or as part of the ageing process. The DDA also defines 'disability' as any of the following: chronic medical condition (like cancers or neurological diseases), sensory (vision and hearing), psychiatric or neurological disability, learning disability, physical disfigurement, the presence in the body of disease causing organisms (like HIV/AIDS or cancer) and short-term or temporary disability.

Facts and Figures on Disability

According to the Australian Bureau of Statistics 'Survey of Disability, Ageing and Carers', 18.5% of Victorians are estimated to have a disability. This means that approximately one in five people in any given community are likely to have a disability. The percentage of Victorians over 65 years of age estimated to have a disability is 55.58%, whilst the percentage of Victorians over 90 years of age with a disability is 88% (ABS, 2016).

According to the Census figures in 2016, the population of Hepburn was 14,859 people. Using those statistics, this means that approximately 2750 Hepburn Shire residents have a disability. Added to these figures, 6% or 892 residents will have a temporary impairment. In total, we need to accommodate the needs of 3642 residents.

With an ageing population, these figures are due to rise dramatically and therefore this type of strategic planning will be needed to accommodate their needs in coming years.

Methodology

Planning

A work plan and timeline was developed which included the recruitment of the Rural Access Project Officer whose role it was to review and create a new DAIP.

Literature Review

A literature review was conducted, including key organisational plans, strategies and documents, plus important documents from a range of other sources. The review established overlays and synergies with other Plans and Policies.

Consultation

Consultations and opportunities to have a say about disability access and inclusion issues were implemented through a range of media opportunities. Consultation was undertaken with Council staff, health providers, disability service providers and residents between February and April 2018 and included:

- Electronic and paper surveys circulated to all staff and community members
- Four community-based forums for the community, health and disability service providers
- Meetings with all Managers about the DAIP
- A review of the previous DAIP to assess progress and identify new actions.

Key Strategic Actions

Each of the strategic directions is based on the four objectives of Section 38 of the Disability Act. The Plan contains a number of ongoing and new actions that represent the desired outcomes over the next four years.

Summary of Relevant Council Plans, Strategies and Policies

Future strategic documents will continue to be informed by and link to the DAIP. The significant Plans or strategies include (in alphabetical order):

- Council Plan 2017- 2021
- Events Strategy 2014
- Municipal Health and Wellbeing Plan 2017 - 2020
- Policy 12 - Tourism
- Policy 19 - Placement of fixed and temporary furniture, signs and outdoor dining facilities on road reserves
- Public Toilet Strategy 2017
- Recreation and Open Space Strategy 2016 - 2021
- Road Management Plan 2017
- Streetscape Plan 2015
- Walking and Cycling Strategy 2011 - 2017
- Youth Strategy 2016 - 2021

► Disability Access and Inclusion Plan

The links between the DAIP and these Plans or Strategies will ensure that there is a consistent framework to improve access and inclusion outcomes for people with a disability. All Council Plans or Policies will strive to include considerations and improvements to Access and Inclusion where relevant.

Summary of the Results of Community Consultation

The majority of people who responded were either people with a disability, their families or friends. The feedback primarily related to physical barriers from the perspective of people with mobility impairments – in order of concern: footpaths, parking, inadequate or ageing infrastructure and a lack of compliant, accessible toilets rated as one of the top four concerns.

Feedback regarding services identified barriers to accessible recreation and aged and disability services. The responses indicated that the participants were mostly not aware of the previous DAIP and that our communications, events and employment processes need improvement. The main feedback about communications relates to the lack of alternate types of communication, the inaccessibility of the website for people with a vision impairment and phone contact for people with a hearing impairment. The issues with events or parades also links problems with inaccessible footpaths, parking and transport options.

Responses highlighted that a leadership and advocacy role would make a significant difference especially with improvements to inaccessible retail and dining outlets, tourism venues or accommodation, health services (including doctors, dentists etc) and accessible transport options. 90% of respondents thought that Council had not made progress in the previous five years.

The implementation of this new DAIP will attempt to remedy these community concerns.

Please note: A full script of verbatim responses is available in Appendix 3.

Accountability

The Hepburn Shire Council is committed to leadership in the area of Access and Inclusion in addition to meeting legislative requirements.

Hepburn Shire Council Managers are responsible for the implementation of this DAIP and an Internal Reference Group will report and monitor progress on an annual basis which will be reported in Council's annual report.

"I find Hepburn Council to be one of the most inclusive councils in Australia - particularly around sexual diversity. It would be incredible for disability to be forefront in Councils strategies going forward... Best wishes!"
Survey respondent

The Victorian Disability Act 2006

The Victorian Disability Act 2006 makes it mandatory to create and implement a 'Disability Action Plan'. Section 38 reads:

A public sector body must ensure that a Disability Action Plan is prepared for the purpose of —

- a) reducing barriers to persons with a disability accessing goods, services and facilities;*
- b) reducing barriers to persons with a disability obtaining and maintaining employment;*
- c) promoting inclusion and participation in the community of persons with a disability;*
- d) achieving tangible changes in attitudes and practices which discriminate against persons with a disability.*

Key Objectives for our DAIP

The name DAIP is 'Disability Access and Inclusion Plan' which is our version for the legislated 'Disability Action Plan' as per Section 38 of the Disability Act. The four key objectives of our DAIP will align with the same Victorian Disability Act S38 objectives:

Objective 1: to ensure all council services, recreation and infrastructure is accessible to people with a disability.

Objective 2: to ensure that non-discriminatory practices are followed at all times with existing staff and when employing new staff and that people with a disability are encouraged to apply for positions at Council.

Objective 3: to ensure that Hepburn Shire Council provide opportunities for people with a disability to participate in events, meetings or celebrations and feel valued and included in the community.

Objective 4: to ensure that all corporate, strategic planning and communications actively help make tangible changes to negative attitudes and practices in regard to people with a disability.

Please note:

A **Glossary of Disability Terms** is available as Appendix 1.

► Disability Access and Inclusion Plan

Key Actions

The Actions of the plan are based on the understanding that the main issues facing people with a disability are very broad and interconnected with the community, public and privately owned venues and many services that are out of the control of the Council. In order for the Council to show leadership and advocacy and help remove barriers to access and inclusion in the community, there needs to be a collaborative effort of a number of simultaneous initiatives internally and externally to address them effectively.

Actions to follow may have more than one responsible officer leading their implementation to ensure accountability and collaboration. Budget considerations dictate that these actions need to be implemented over a number of years.

Glossary of abbreviations of those responsible for the implementation of the Actions:

Coms Officer	Communications Officer	Mgr P&P	Manager People and Performance
Coord G&I	Coordinator Governance and Information	Mgr SAM	Manager Strategic Asset Management
Coord CE	Coordinator Customer Experience	Mgr SPD	Mgr Strategic Project Delivery
Events Coord	Events Coordinator	Mgr SP	Manager Special Projects
GM C&CS	General Manager Community and Corporate Services	Mtg	Meeting
IT Coord	Information Technology Coordinator	NRS	National Relay Service (external support and training)
Mgr A&DS	Manager Aged and Disability Services	P&P Officer	People and Performance Officer
Mgr C&ED	Manager Community and Economic Development	SPE	Senior Project Engineer
Mgr D&CS	Manager Development and Community Safety	RA	Rural Access Officer
		VSTL	Visitor Services Team Leader

► Disability Access and Inclusion Plan

Objective 1 – to ensure all Council services, recreation and infrastructure is accessible to people with a disability.

1.1 Aged and Disability Services

	Action	Measure	Responsibility	Timelines
1.1	Deliver all HACC (Home and Community Care) Programs for young people according to program guidelines and funding availability	Programs delivered	Mgr A&DS	Ongoing

1.2 Recreation

	Action	Measure	Responsibility	Timelines
1.2.1	Encourage all sporting clubs to be more inclusive of people with a disability	Greater participation of people with a disability at sporting clubs	Mgr C&ED	2019-20 & Ongoing
1.2.2	Advocate to all relevant services for registration of Companion Card	Companion Card promoted	Mgr C&ED	June 2020 Ongoing

1.3 Infrastructure

	Action	Measure	Responsibility	Timelines
1.3.1	All council owned facilities – undertake access appraisal and prioritised list of retrofitting	Appraisal undertaken and priority list created	Mgr SAM	December 2018
1.3.2.	Property maintenance – ensure that all upgrades are compliant with the AS1428 and Premises Standards	All upgrades are compliant	Mgr SAM	Ongoing

► Disability Access and Inclusion Plan

	Action	Measure	Responsibility	Timelines
1.3.3	Training – Ensure all infrastructure staff understand the link between the Disability Discrimination Act, the AS 1428 and Premises Standards and incorporated into inductions	Training Undertaken	Mgr SAM Mgr P&P GM C&CS Mgr SPD	December 2018
1.3.4	Recreation – ensure that any future planning and development of parks and open spaces - recreation, sporting and playgrounds are disability friendly	All new parks are disability friendly	Mgr SAM Mgr SPD	December 2018 Ongoing
1.3.5	Playgrounds – when renewing playgrounds, include ‘all abilities’ features	All upgraded playgrounds are disability friendly	Mgr SAM Mgr SPD	June 2018 Ongoing
1.3.6	Footpaths – develop a 4 year program of works to assess all footpaths to include accessible footpath principles within the existing footpath strategy which are linked to key sites and community facilities	Accessible footpath strategy included in existing strategy	SPE Mgr SPD	December 2018 Ongoing
1.3.7	Accessible public toilets – audit existing accessible public toilets and make recommendations for placement and upgrade where relevant	Toilet audit completed and upgrades planned	Mgr SAM	December 2018
1.3.8	Investigate the feasibility of installing a ‘ Changing Places ’ facility in Daylesford and Creswick	Feasibility study undertaken	Mgr SAM	June 2019
1.3.9	Local laws – promote and enforce compliance with Policy 19 (a footpath trading policy) and illegal parking in accessible parking bays	Monitor and report infringements annually as part of DAIP review	Mgr D&CS	Ongoing

► Disability Access and Inclusion Plan

Action	Measure	Responsibility	Timelines
1.3.10 Education campaign for the community reporting physical access hazards.	The community respond quickly & notify Council about hazards	Mgr D&CS Coms Officer	June 2019 Ongoing
1.3.11 Pedestrian and school crossings – undertake access appraisal of all crossings and improve safety and accessibility where necessary	Appraisal undertaken and safety measures planned or implemented	Mgr SAM Mgr D&CS SPE	June 2019 Ongoing
1.3.12 Accessible parking bays – develop a 4 year program of works to audit all parking bays, redesign or reposition and update those in need of change according to AS299.0 -1	Audit and remedial plans undertaken	Mgr SAM Mgr SPD RA	December 2018
1.3.13 Street lighting – link lighting strategy to footpath strategy	Strategies linked	CEO SPE	June 2019
1.3.14 Adaptable Housing (AH) awareness – when residents plan to build a residential property, planning officers advocate for them to consider principles of AH.	Handout developed and staff advocate for AH	Mgr D&CS	2020 Ongoing

► Disability Access and Inclusion Plan

Objective 2 – to ensure that non-discriminatory practices are followed at all times with existing staff and when employing new staff and that people with a disability are encouraged to apply for positions at Council.

Action	Measure	Responsibility	Timelines
2.1 Reasonable adjustment – Create a ‘Reasonable Adjustment Policy’ to ensure appropriate support for staff with a disability	Policy created	Mgr P&P RA	March 2019
2.2 Recruitment process – Review all recruitment processes and position descriptions (PDs) to eliminate any potential or unintentional discriminating language	PDs reviewed	Mgr P&P	May 2018 Ongoing
2.3 Edit all PDs to reflect the appropriate level of literacy using ‘simple English’	Literacy issues and jargon removed from PDs	Mgr P&P	May 2018 Ongoing
2.4 Undertake supported employment opportunities and flexible work practices for people with a disability: <ul style="list-style-type: none"> • Volunteer work experience • Traineeships or scholarships • Other options to volunteer 	Supported employment opportunities undertaken	Mgr P&P	June 2019 Ongoing
2.5 Develop effective working relationships with disability employment agencies for employment and volunteering opportunities	Networking undertaken	Mgr P&P P&P Officer	December 2018
2.6 Provide regular disability awareness training sessions for all staff and councillors	Disability awareness training undertaken every 6 months and at induction	Mgr P&P All Mgrs	July 2018 Ongoing

► Disability Access and Inclusion Plan

Objective 3 – to ensure that Hepburn Shire Council provide opportunities for people with a disability to participate in events, meetings or celebrations and feel valued and included in the community.

Action	Measure	Responsibility	Timelines
3.1 Events – provide ‘accessible events’ workshops and resources for all relevant staff	Workshops undertaken	Events Coord	December 2018
3.2 Increase opportunities for people with a disability to participate in community events or meetings by increasing and marketing ‘accessibility’ features or options	Increased marketing of ‘access’ features or options	Events Coord	Ongoing
3.3 Create 2 new ‘accessible events guides’- 1 for internal use and 1 for external or community use	New guides created and circulated	Events Coord	January 2019
3.4 Include an ‘ accessibility ’ criteria for all event funding submissions	Criteria included in funding applications	Events Coord	January 2019 Ongoing
3.5 Stipulate within the MOU (Memorandum of Understanding) that mandatory access and inclusion provisions are provided with evidence.	MOU edited to reflect access requirements. Evidence provided at planning stage post event	Events Coord	January 2019
3.6 Create a Disability Advisory Committee (DAC) to monitor the implementation of the DAIP & provide advice	DAC selected, inducted and operational	RA	December 2018
3.7 Consultations – Ensure that all community consultations and Council meetings are held at a wheelchair accessible venue with hearing augmentation available and all written materials in Vision Australia (VA) formats	All Council meetings or consultations are accessible	All mtg & consultation coords	Ongoing

▶ Disability Access and Inclusion Plan

Action	Measure	Responsibility	Timelines
3.8	Facilitate Annual Celebrations on International Day of People with a Disability on December 3 rd	At least one celebration facilitated per annum	All Mgrs December 2019 Ongoing

► Disability Access and Inclusion Plan

Objective 4 – to ensure that all corporate, strategic planning and communications actively help to make tangible changes to negative attitudes and practices in regard to people with a disability.

4.1 Communication

Action	Measure	Responsibility	Timelines
4.1.1	Ensure website is compliant for people with a vision impairment and is W3C (Vision friendly compliance code) friendly	Website compliant	Coms Officer December 2019
4.1.2	Investigate the feasibility of a screen reader function to be added to the website	Screen reader investigated	Coms Officer RA December 2018
4.1.2a	Install screen reader	Screen reader function installed	Coms Officer December 2018
4.1.3	Review useability of existing hearing augmentation equipment for anyone with a hearing impairment attending council meetings or other community meetings and promote its availability	Hearing augmentation reviewed or a new version purchased and promoted	IT Coord Coord G&I December 2018
4.1.4	Provide all council documentation for the public in Vision Australia approved 'accessible' format and other formats on request	All docs produced in accessible format	Coms Officer December 2019 Ongoing
4.1.5	Make all current council meeting minutes available in hard copy at all libraries	All minutes available in hard copy	Coord G&I Coord CE Ongoing
4.1.6	Insert Vision Australia guidelines into corporate style guide	Vision Australia guidelines included	Coms Officer December 2018
4.1.7	Insert 'closed captions' into all 'YouTube' or other visual materials	Captions included	Coms Officer June 2019

► Disability Access and Inclusion Plan

4.2 Customer Service

Action	Measure	Responsibility	Timelines
4.2.1 Communication with people with a communication impairment – Ensure each customer service desk has a ‘communication board’	Boards are available in all libraries, planning, visitor centres	Coord CE, Mgr A&D	June 2019 Ongoing
4.2.2 Provide National Relay Service (NRS) training to all phone and reception officers	Staff trained	Coord CE, NRS	March 2019
4.2.3 Review the process of applying for a ‘Disabled Parking Scheme Permit’ to make it more streamlined	Review undertaken	Coord CE	July 2019
4.2.4 Include a mobile phone number on the ‘contact us’ link on website for people who are deaf to use SMS	Mobile number included on website	Coms Officer IT	December 2018
4.2.5 Investigate the feasibility of delivering training from Scope Communication team to qualify for a ‘communication access’ rating and badge	Feasibility study undertaken	Mgr P&P Coord CE VSTL	December 2018
4.2.5a Deliver Scope training	Scope training undertaken	Coord CE	June 2020

4.3 Tourism Centres

Action	Measure	Responsibility	Timelines
4.3.1 Tourism Policy – update policy to include disability access and inclusion provisions	Policy updated	Mgr C&ED, VSTL	June 2020
4.3.2 Use and circulate Business Victoria’s Accessibility Tool Kit	Kit circulated and used	VSTL	Ongoing

▶ Disability Access and Inclusion Plan

Action	Measure	Responsibility	Timelines
<p>4.3.3 Tourism guides: Dining Guide - combine all 'cafe and dining' information into one online and printed resource or handout that also identifies accessible dining places as per 'accessible restaurant guide' and under separate town headings Accommodation Guide – create a tourism resource identifying accessible venues. Accessible venues to have 'accessibility' tags on 'Visit Hepburn' website and an accessibility category</p>	New guides developed and kept up to date	RA VSTL	June 2019 Ongoing
<p>4.3.4 Brochure stands - Ensure every visitor centre, library or similar customer service area has brochure stands at a wheelchair accessible height containing mobility maps, trail rider flyer and eating guides</p>	Brochure stands are at a wheelchair accessible height	VSTL, Coord CE	June 2020 Ongoing
<p>4.3.5 Promote the availability of hiring the 'trail rider' and portable access ramps for people with a physical impairment at all tourist information Centres.</p>	Promotion and uptake increased	VSTL, Coord G&I	Ongoing

4.4 Strategic Planning

Action	Measure	Responsibility	Timelines
<p>4.4.1 Upload DAIP onto the Australian Human Rights website</p>	DAIP uploaded	RA	July 2018
<p>4.4.2 All policies – ensure all policies, plans and Council documents consider access and inclusion</p>	All policies updated	GM C&CS	Ongoing

▶ Disability Access and Inclusion Plan

when reviewed or edited

4.5 Leadership and Advocacy

Action	Measure	Responsibility	Timelines
4.5.1 Elect an internal 'lead' facilitator and an internal review committee to annually monitor the implementation of the DAIP	Facilitator elected	GM C&CS	December 2019
4.5.2 Encourage local businesses to improve access and inclusion and abide by Policy 19	Advocacy process undertaken	Mgr C&ED	Ongoing
4.5.3 Implement and promote an annual ' Disability Access Award ' for local businesses and present annually on 'International day of people with a disability' (December 3 rd)	Award process established	Mgr C&ED	June 2021
4.5.4 Provide contact details of the local Advocacy Services on Council website	Advocacy details on website	Coms Officer	June 2018
4.5.5 Investigate the renewal process for membership with and promote ' Scooter Recharge Scheme ' sites on website	Membership reinstated	Mgr C&ED, Coms Officer	March 2019
4.5.6 Investigate the feasibility of a Social Enterprise opportunity for people with a disability or other disadvantaged groups at the Rex	Investigation undertaken	Mgr C&ED, Mgr Special Projects, RA	December 2018
4.5.7 Advocate for accessible transport services within and beyond Shire boundaries	Advocacy undertaken	CEO, GM C&C	December 2018 Ongoing

Appendix 1

Glossary of Terms

‘Access for All’ – principles are based on all aspects of the DDA and ensure that no-one is discriminated against directly or indirectly through the actions or inactions of Council. It also includes equitable access and inclusion within the Council to facilities, services and employment. This approach recognises that planning, development and implementation for these areas needs to include the whole community regardless of levels of mobility or disability.

Access - The term ‘access’ refers to the removal of barriers and is generally used to describe outcomes. For example, an accessible toilet is one which is modified in a way in which all members of the community can use the facility regardless of their level of ability or disability.

AH - Adaptable Housing Design – Adaptable housing is an approach to residential design and construction in which homes can be modified at minimal cost to meet occupants’ changing needs over time. Adaptable housing: helps people stay in their own homes through illness, injury and aging, provides more accessibility for people with disabilities and reduces the cost of future renovations to accommodate people with disabilities. These houses include: basic accessibility features such as wide corridors, doorways, bathrooms and kitchens that facilitate access for people with mobility limitations, design and construction features to support future installation of grab rails in the bathroom and purpose-built features that are incorporated during initial construction.

Alternate formats - This terminology is about providing information in other formats for people who may have very limited or no vision at all. Alternate formats that need to be considered when catering for all levels of vision impairment include:

- Audio - either audio cassette, DVD or CD with fast forward options to skip each topic that is not of interest.
- Large Print - font size minimum 16 points in non-serif fonts as described above.
- Website - organisation website needs to be compliant with the international W3C standards for web design and targeted content must be in word format (screen readers cannot read PDFs).

Australian Standards – Building standards Legislation that includes ‘access to premises’ in the AS1428.

Barrier - the term ‘barrier’ refers to an obstacle that may be encountered which restricts a person with a disability from fully participating in community life.

CEO - Chief Executive Officer

‘Changing Places’ – is a project to advocate for public toilets with adult sized change tables and hoists in public toilets across Australia to meet the needs of people with profound disabilities www.changingplaces.org.au.

Companion Card - wallet-sized card issued to people with a disability who require the assistance of a companion to access community activities and venues. The card can be presented when booking or purchasing a ticket at events and venues and allows the companion to attend free of charge. See the website: www.companioncard.org.au

Communication Board - Communication boards are picture based communication aids that help people who have difficulty communicating their needs verbally or have language difficulties. They may have an alphabet, pictures of Council services or tourism venues.

DDA – Disability Discrimination Act (1992). Commonwealth Legislation which protects the rights of people with a disability in the areas of employment, education, access to premises, provision of goods, services and facilities, accommodation, buying land, activities of clubs and associations, sport and administration of Commonwealth Government laws and programs.

HACC – Home and Community Care Program.

Hearing Loop – device installed into a room which allows people who use hearing aids to hear more clearly.

Hearing augmentation – personal equipment supplied to help people with a hearing loss in public meetings. Usually used in areas where a hearing loop is unavailable.

National Relay Service (NRS) - telephone access service available to all Australians which enables communication between a standard telephone and someone who is deaf and uses TTY. NRS offer training on how to use the system.

PDs – Position Descriptions that describe the roles and responsibilities for each member of staff.

‘Reasonable Adjustment Policy’ – ‘Reasonable adjustment’ refers to the change or modification of workplace practices, procedures, policies, environment or equipment to enable an employee to carry out their duties effectively. The reasonable adjustment may be either permanent or temporary.

Screen reader - reads web pages aloud for people who find it difficult to read online content. Reading large amounts of text on screen can be difficult for those with literacy difficulties, dyslexia, mild visual impairments and those who speak English as a second language.

Simple (or ‘plain’) English – documents written to a literacy level equivalent to Year 8.

Stakeholders – people who directly have an interest in or are active on a particular project or topic.

Style Guide – a guide to writing, grammar and presentation and includes guidelines for considering people with a vision impairment.

▶ Disability Access and Inclusion Plan

'Trailrider' – a trademark name for a piece of equipment that is designed for people with a physical impairment and who would like to travel over rough terrain. It has one central wheel and matching pair of handles each end for 'sherpas' or 2 or 4 helpers to hold and steer.

VA - Vision Australian Guidelines – formatting and presentation of documents that caters for the needs of people with varying levels of vision impairment.

W3C – standards for website accessibility for people with a vision impairment who may use computer technology to access web information.

Appendix 2

Summary of Disability Legislation and Policies

United Nations Convention on the Rights of Persons with Disabilities (CRPD) was ratified by Australia in 2008. The CRPD aims to promote and protect human rights for people with a disability and to promote respect for their inherent dignity.

Disability Discrimination Act (1992) (DDA) provides protection for everyone in Australia against discrimination based on disability. Disability discrimination happens when people with a disability are treated less fairly than people without a disability. Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

Disability (Access to Premises - Buildings) Standards (ATPS) – aims to resolve inconsistencies between the DDA and the Building Code of Australia (BCA) so that developers can design and construct their buildings in a way that meets their responsibilities under the DDA and protects them from DDA complaints.

National Disability Strategy (NDS) – The Commonwealth, State and Territory Governments have collaborated to develop this Strategy. It aims to create an inclusive Australian society in which people with disability can fulfil their potential as equal citizens.

One of the outcomes of the NDS was development of the National Disability Insurance Scheme (NDIS). This scheme will provide funding and support for anyone who acquires, or is born with, a significant and ongoing disability. The scheme is currently being rolled out in all States and territories.

The **Victorian Disability Act (2006)** provides the framework for a whole of government and whole of community approach to enabling people with disability to actively participate in the life of the community. Section 38 of the Act makes it mandatory for public sector bodies to prepare a disability action plan to achieve these aims.

The Local Government Act (1989) provides the framework for the establishment and operation of Victoria's 79 local Councils. The Act requires local government to manage communities 'for the good of all', clearly including people of all ages and abilities.

Absolutely everyone - The State Disability Plan 2017–2020 for the whole of the Victorian Government. The Plan is committed to a range of action for achieving greater inclusion, in partnership with the community. The Plan tackles the negative attitudes and barriers that more than one million Victorians with a disability deal with on a daily basis. The Plan sets out priority actions for achieving inclusion under four key pillars: inclusive communities, health, housing and wellbeing, fairness and safety and contributing lives.

The Municipal Association of Victoria's Strategic Framework for Local Government – 'Creating a more inclusive community for people with a disability'. This framework presents the diversity of aspects that need to be addressed when continuing to systematically reduce the barriers experienced by people with a disability.

Carers Recognition Act 2012 - formally recognises and values the role of carers and the importance of care relationships in the Victorian community. The Act includes a set of principles about the significance of care relationships, and specifies obligations for State Government agencies, local Council, and other organisations that interact with people in care relationships.

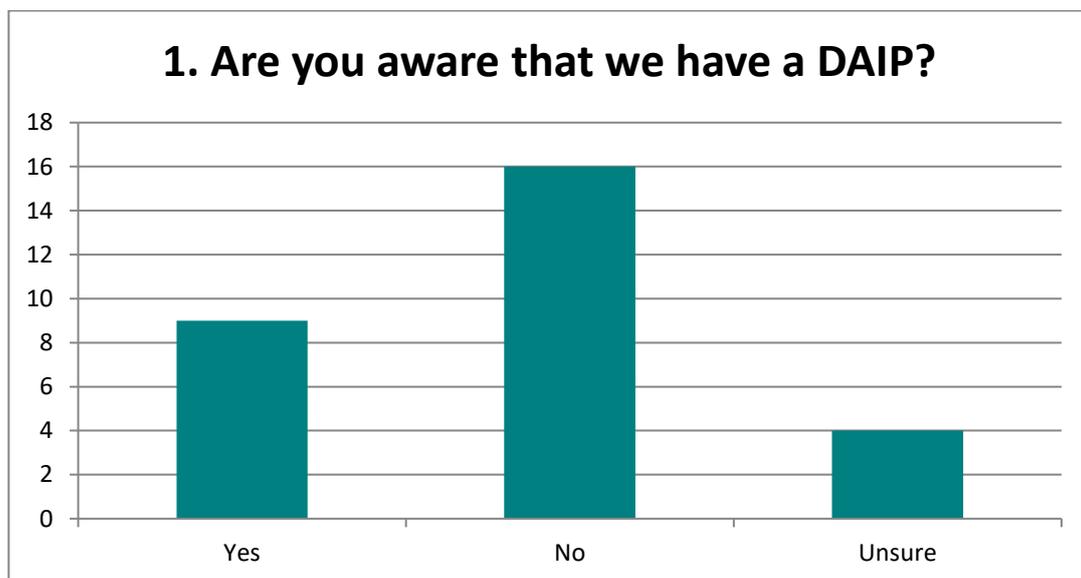
Appendix 3

Consultation feedback

All comments from the 31 online and hard copy surveys have been collated and displayed below. Added to the feedback are comments received at community forums for 11 participants. Each response has been copied and pasted under specific topic or issue headings. The content is essentially verbatim and they are all as we received them (*apart from unintentional typos which may have been edited*).

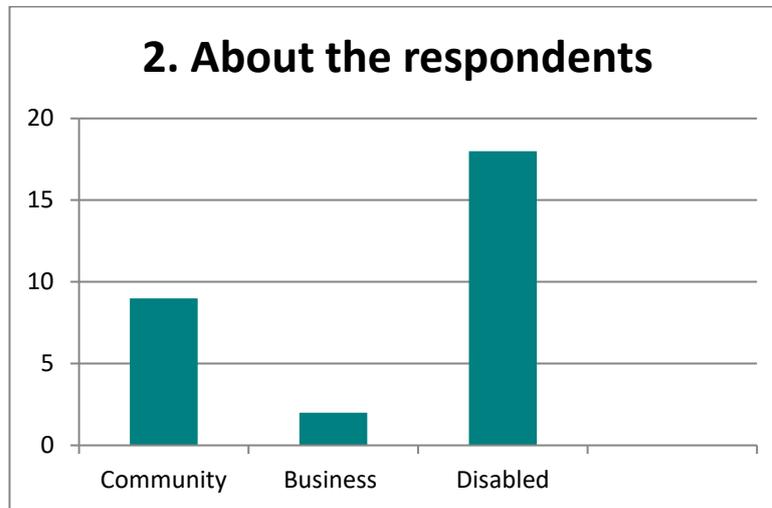
Please note – these are comments from the broader community, business owners, people with a disability, their carers or family, health and disability providers. All comments have been acknowledged, read, considered and where relevant – suggestions have been included into the development of the DAIP.

Question 1. Are you aware that we have a DAIP?

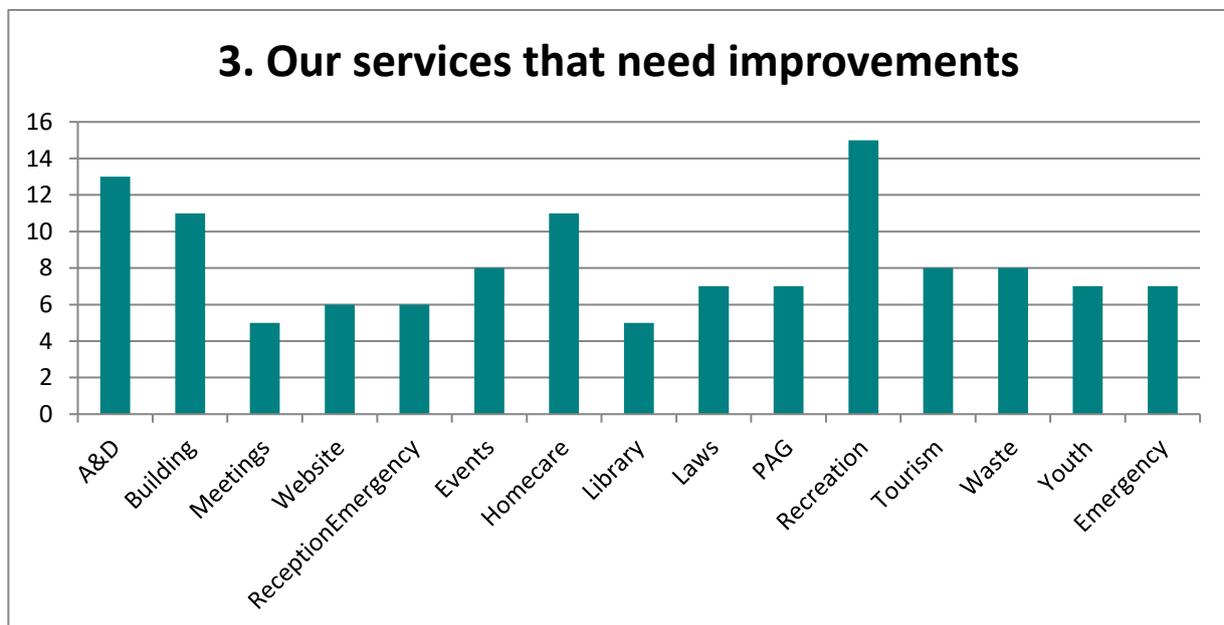


▶ Disability Access and Inclusion Plan

Question 2. About the respondents



Question 3. Which of our services need improvements to access and inclusion?



Services

- Living out of town we need bigger general rubbish bin not recyclable bin as rubbish and recyclable bins are emptied every alternate Wednesday. Being disabled the rubbish bin is not large enough
- I want to see access and inclusion fully embedded in all Council procedures and processes not as an adjunct to aged and disability services. As someone who worked on

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the Shire access and inclusion plan in an advisory capacity with RA over many years my ideas for improvements are many, would be better discussed in person

- There's a range of issues - some policy related, some program related, and some to do with physical access to public and business premises, to toilets, to activities
- All disabilities should be considered when access to services, locations and information is sought by people in the area
- HACC
- This is an issue. Home Care Services - With NDIS being introduced it has left some community members who have not been eligible to lose their home care services in the interim and have to go back onto a waiting list
- To know that they are even there would've (been) a start
- Would like to know what home care is available
- Re 'waste management', will the bureaucrats please issue a statement concerning current recycling; which seems under a bigger cloud than the burning heap at Caroline Springs
- Hard to put bins out
- We live on a very rough and stony service road at the top of Raglan St (Creswick). Approximately 3 years ago I reported scouring of oak tree roots, heavy rain since has made this worse. The council has never tackled this problem. Our home help is now funded to put our bins out. Also, the placement of the photocopier (at the library) is almost inaccessible with no table top within reach for sorting.

Emergency

- Is there still a list of people who require assistance if emergency was to happen in our Shire and is it regularly updated? Is it advertised in all accessible forms for community to be aware of it?

Recreation

- Trentham Sports Ground: should responsibility for this move to Council? It's not working as it is, its not accessible. Could core non council owned facilities be considered under DAIP?
- It would be great if there were kids and teens recreation programs specifically for children with disabilities. The skate park is a great place to take children with disabilities, but would be much better if there was at least one piece of equipment that was accessible for someone in a wheelchair
- Vic Park soccer facilities are in poor condition making it difficult for my husband to take our children to training - poorly lit, muddy and potholed.
- Farmer's markets/events need to be located on flat ground. Benches that are high e.g. 50 cm (not made for kids) to rest on walk into town.

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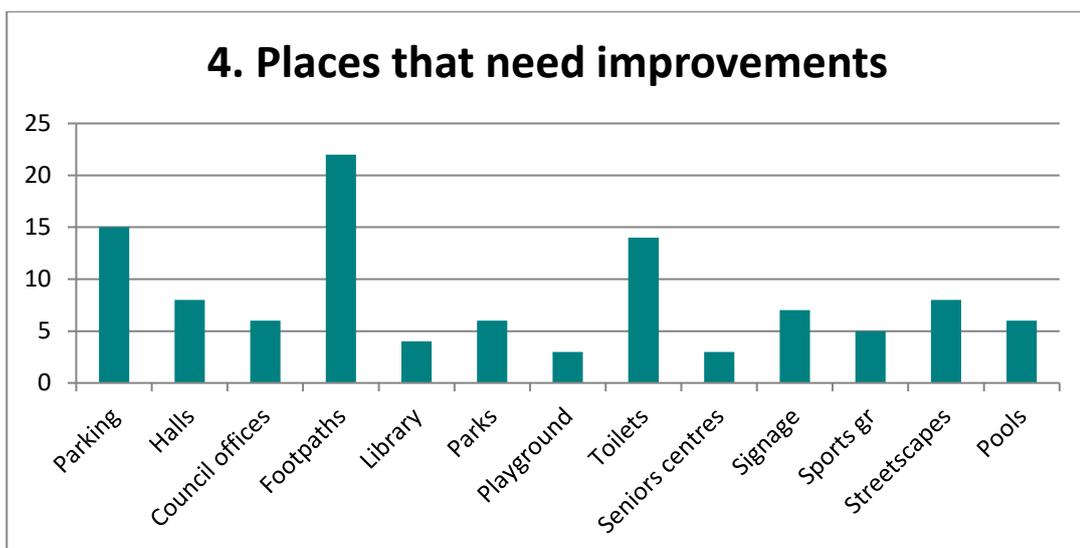
Buildings

- Ramp down to senior citizens in Daylesford incorrect gradient for wheelchair. Have witnessed wheelchair users unable to access
- There's a pile of examples across the Shire. Happy to discuss. This Shire is way behind others on physical disability access. Also a need to contemplate sensory disabilities and other
- Currently all public swimming pools are inaccessible - use of pool wheelchairs etc introduced
- Swimming pools. We lost any place to swim when the Hepburn Springs were no longer Council run. The local pool is not accessible so once again you would have to travel outside of your community to swim if you were reliant on a mobility scooter/wheelchair.
- All disabilities should be considered when access to services, locations and information is sought by people in the area
- There have been very few improvements to accessibility in relation to council assets
- Uneven ground. No close parking. Seats to rest.

Tourism

- Promote trail rider
- Tourist information - to gather more of a list and specifically market towards accessible accommodation that provide information on cafes, accommodation etc. that can not only provide a service but also be able to have true accessibility toilets available.

Question 4. Which of our spaces and places need improvements to access and inclusion?



Footpaths

General:

- Lots of people use footpaths that are not smooth, need grinding, also laybacks at the end of a road so it not a step over a gutter now. Lots could be said but nothing is going to move at Council
- Inaccessible footpaths
- Rough footpaths, door access, Council's lack of access for disabilities to your own facilities
- Paths and kerbs are difficult to negotiate.

Daylesford:

- Footpaths are still obviously an issue. The Central Springs Road and Stanbridge Street both do not allow kids or scooters to use this street which in particularly goes to an accessible skate park so does not make it totally accessible. There are no safe crossings to allow a wheelchair or mobility scooter to safely cross to get to the main streets. Most cross over at the end of Jamieson Street across Howe St but this is extremely dangerous.
- Footpaths can be difficult - too many tables and chairs. Also the kerb is too big
- I think the streets are terrible in both Creswick and Daylesford for access
- Paths and kerb ramps in Daylesford are often made inaccessible by cafe furniture signs and hoardings
- The Daylesford streetscape privileges tourists with footpaths hard to access due to cafe tables - street furniture sometimes inhibits access to car parking or ramps onto the footpath
- Flat walking paths. Roadsides with drains are very hard to cross. Roads need to be smooth at junctions to cross easily where there is no path
- Rein in the cafe furniture and hoardings on Vincent Street.

Trentham:

- Ramp to Pharmacy in Trentham is terrible
- Uneven footpaths and lack of footpaths in Trentham and other parts of the Shire.
- The street I live in, Park Street, has no footpaths like many in town. I have a mobility scooter and to come into town have to drive it on the roads. While this is legal where there are no footpaths it can be dangerous and worrying for me having to cross roads such as Cosmo Road
- Streets in Trentham particularly are very uneven and dangerous at times for people in wheelchairs or with walkers. I sometimes use either of these aids as well as the scooter and find some difficulty with the uneven footpaths
- Footpaths in Trentham are in poor condition particularly at crossovers and the interface with roads.

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Creswick:

- Make the St. George's Lake walking accessible to wheels
- Albert Street – left hand side of main shopping block – camber is dangerous to unsteady walkers. Gutter is very high in this block. Could ramps be put in at intervals to assist access to cars? The crossing from the supermarket to pharmacy is dangerous. Consider a crossing with lights. Signage at the library needs improvement. Congratulations on improvements to the disabled toilet (behind the library)

Clunes:

- Footpaths are a real concern on Clunes. A lot of times my father has to use roads to get around town on his mobility scooter as there are no footpaths and if the grass is wet he can get bogged
- Lack of pavements means my disabled son has to be driven as the roads are too risky for a scooter or motorised wheelchair.

Parking

- The current disability parking spaces give access on to cobblestone gutters and the person using the space had to access a flat area to get onto the footpath by wheeling up the street with oncoming traffic. An ideal area for one of these parking spaces would be at the bottom of the street outside Daylesford Clothing which has a filled area with direct access to the footpath. A much safer option for my son or any elderly who would have difficulty getting out of the gutter
- Not enough accessible parking bays in Daylesford and Creswick senior citizens and town hall
- Cannot walk distances. Our streets are terrible to access from vehicle parking in Daylesford. Too many tables and chairs and things out in footpath
- Disabled parking in Vincent Street is hard to access due to high kerbs
- Parking – outside of the chemist in Vincent St, not accessible – not able to get over the cobblestone gutter, multiple complaints
- Lack all round the shire of disabled parking
- Better provision of disabled parking
- More obvious signage needed for accessible parking
- It is clear we do not have enough disability parking bays by the complaints that I hear
- Often the disability parking is taken. The energy (*electric car charging*) parking should be open to others if not being used by vehicles
- Design and location of disabled parking, many are only suitable for aged or ambulatory people and do not comply with regulations. Many businesses particularly cafes in Daylesford have hoardings and furniture that interfere with kerb ramps and reduce the available path space. Disabled facilities at all of Hepburn's swimming pools are non-existent
- Accessible parking needed outside Post Office in Trentham
- No steps. Close parking with no time limits

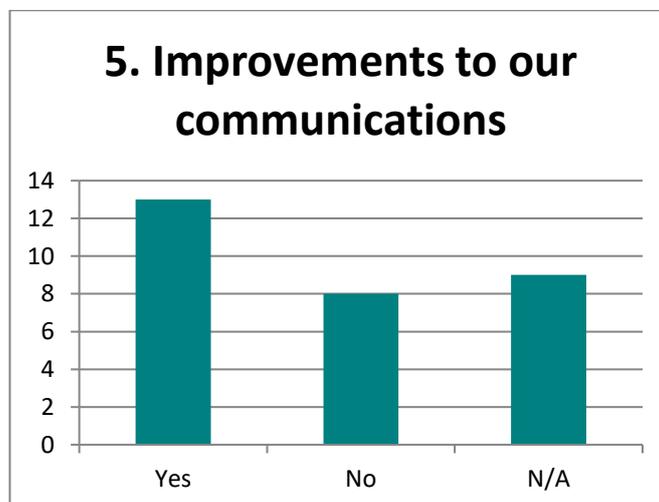
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- Accessible parking bays
- Very few disabled parking bays are fully accessible particularly to wheelchair users.

Accessible toilets

- Accessible toilet in Clunes opposite Warehouse – no safety rail behind on the path, need assistance with closing/opening the door
- When they did the plan for the Rex why didn't they plan a 'Changing Places' toilet?
- Weekends, public holidays and shopping days disabled parking is too hard to find vacant Finding car park near public toilet tends to be a long walk down sloping walkways
- Not enough accessible toilet facilities in Daylesford
- To improve toilets in our community areas, in our main streets
- Our public toilets are not accessible enough or clean to actually formally change a client in them if needed. There is no signage to let tourists know where there are accessible toilets
- More public toilets especially down Coles end.

Question 5. Do our communications need improving?



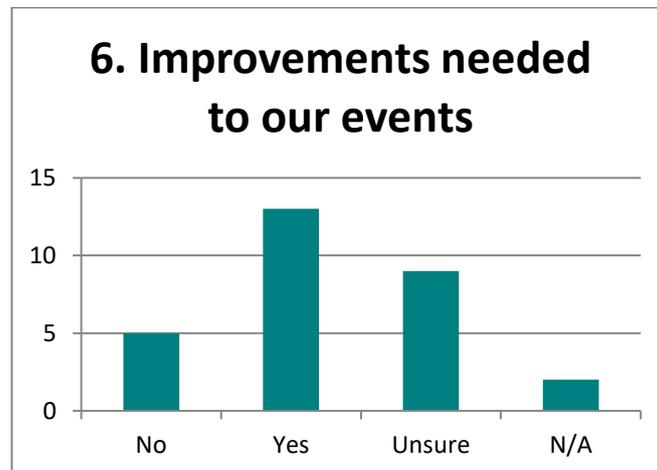
Communications

- Ensure that language is exact - avoid language which can be taken in different ways. Be literal
- Use the community noticeboards to promote Council events and planning activities. Don't rely on electronic means only.
- When designing systems - need to consider end user so that it is focused on the customer.
- Council logo and branding not very readable
- Sort something better than an "advocate" paid-advertising page to communicate with rate-payers. Easy money for publisher, who needs to improve content therein

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- No hearing loop in town hall. (Daylesford)
- A booklet each year when you pay your rates is better
- Large text, plain English, use new technologies to enhance services
- Not suitable for people who are sight impaired
- How do you provide information to people that are dyslexic or blind?
- Council offices should offer multiple options for communication, e.g. use of technology for hearing and sight impaired customers
- Hearing loops in libraries and Council offices
- Also, return availability of Council meetings' minutes (note plural) at all libraries, rather than the tedious, on-line perusals.
- Older people with disability often don't use Facebook and still need postal correspondence
- (*website*) Hard to follow and not user friendly
- Would prefer email or electronic means
- Advertising.

Question 6. Do we need improvements to our events?



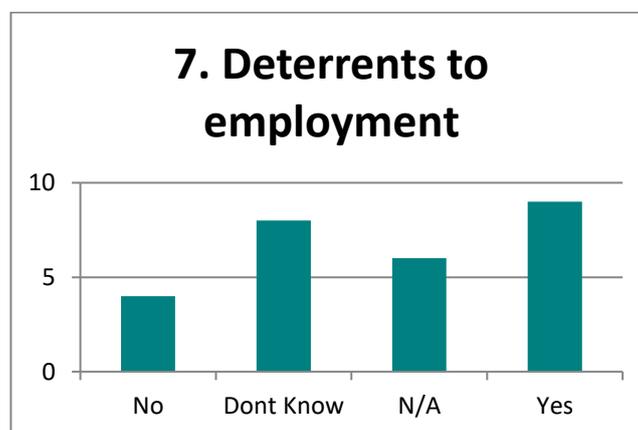
Events

- Gravel very hard on wheel chairs
- Shuttle buses or free car lift services during festival for people of disability
- As Council partners in a lot of events and festivals they should ensure all organisations and community groups plan to make events accessible so that full participation is achieved rather than a token effort. For example they should provide maps and signage of event location to reflect toilets, parking, access etc, and indoor venues used need to be accessible to all
- Issues re footpaths being uneven and not suitable for people with disabilities needing wheelchair access or walking frame access. This applies to all parades, particular events such as Words in Winter, sporting events, and others

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- There will always be disability access issues to local events if they have not been considered in the first instance...
- Disability parking at major community events: e.g. Australia Day functions. And make it, underlined 'make it', handicapped only!
- Seats, accessible toilets, water station, shade
- All festivals and events should have to submit a mandatory access and inclusion plan that works and put it into action
- It would be good to see that when events are taking place in the area that all people feel welcomed and are informed of the possible involvement, including disability groups
- Was not any wheelchair accessible toilets or for a carer to be able to change a client if necessary
- Again - without disability being considered in the first instance, no matter the position, local event, etc - people with disabilities will always feel some level of deterrence
- A very successful talk on Madame Weigel's dress making patterns attracted such a crowd that the back doors of the meeting room had to kept open. The talk was marred by the constant noise at the front door of the library and the loud voices at the desk.

Question 7. Are there deterrents to people with a disability applying for work at the Shire Council?



Employment

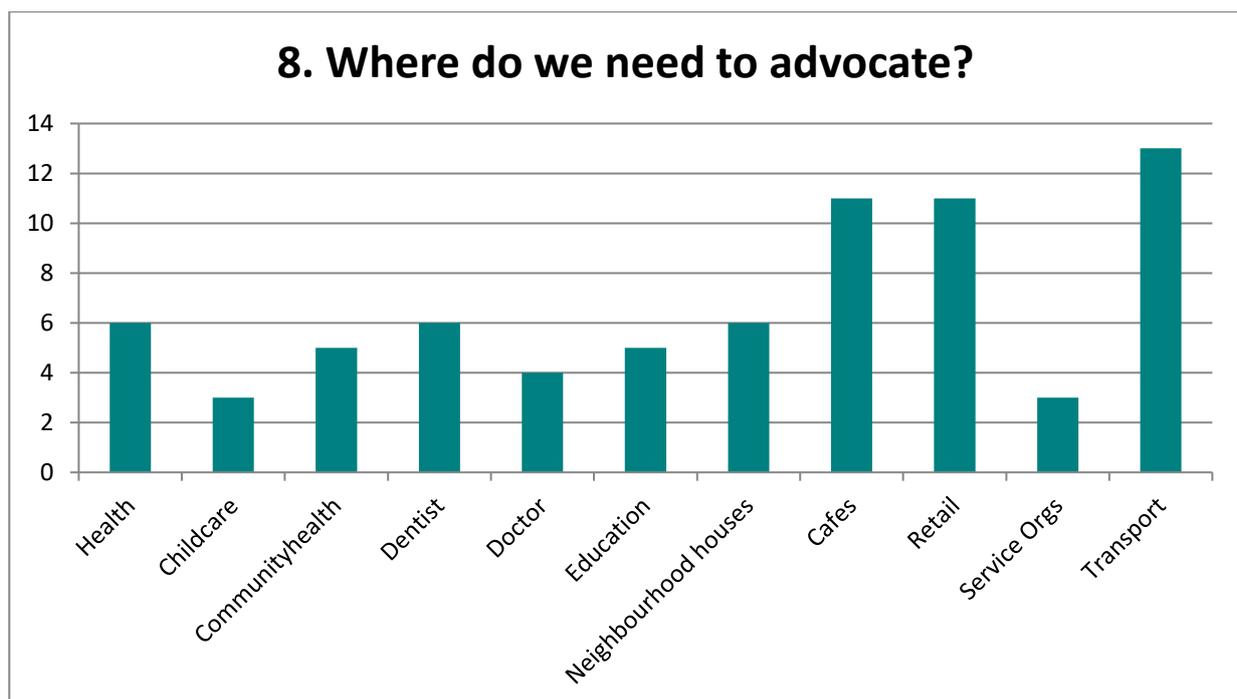
- Be more open to the face that people with disabilities work differently, slower, more focused
- The absence of a lift in the Town Hall is a pretty clear sign of how people with disability are catered for
- Not many opportunities for work
- As an employer I have been using disability employment services DES to employ staff successfully for many years and recommend WDEA in Ballarat who also have an office in Daylesford. I can't see any reason why Council couldn't target the DES sector to promote inclusion and employ people with disabilities and put them in public positions so

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the general public and other employers see this as standard employment practice. There are also financial subsidies available as a further incentive

- Not all buildings are physically accessible, and depending on the disability, not all work places are receptive to a range of disabilities
- Again - without disability being considered in the first instance, no matter the position, local event, etc - people with disabilities will always feel some level of deterrence...
- Actually stating the fact that all applicants would be considered. But knowing that most premises or work places are not equipped to accommodate someone with a disability. There is discrimination in the Shire when it comes to employment and if you reached out for people to make those complaints many would.
- Council buildings have compromised access

Question 8. Which areas do we need to advocate for improvements to access and inclusion?



Local business

- Issues with Home hardware – they have a mezzanine level which means I am unable to access electrical store and couldn't shop or work there if they wanted to
- Travel outside Daylesford to Castlemaine and Bendigo as there is no transport to Daylesford from Clydesdale. Approaches for supposed betterment be made
- Businesses need to be aware that disabled people are potential clients
- In my experience the community sector - community health, allied health, neighbourhood houses and education centres have a reasonable awareness of access issues and try to

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provide accessible facilities and services to their users. There is still room for improvement and they would be receptive. In my experience as an advocate I found some in the medical profession feel threatened when people with an intellectual disability for example bring a support person to a medical appointment although I am unsure how Council could address this. From observation I would say most businesses are not fully aware of their obligations or inclined to change the way they do things to be make their businesses accessible and I think it is to their detriment as they are missing out on customers. As a business owner who built a venue from nothing with accessibility in mind we found it was not overly expensive to set up and we get heaps of positive feedback on how easy our business is to access. Consequently we get a lot of groups through such as planned activity groups and seniors groups, Probus etc who use aids. I would like to promote this more as an example to other businesses as to what's achievable. Also I volunteer at Daylesford tourist info and have noticed that there is very little information on accessible accommodation so that needs to be addressed in terms of educating volunteers to assist tourists to find appropriate accommodation. I believe Council should work with BNB owners to encourage them to make their accommodation more accessible. This should also be addressed through the planning process - all new accommodation permits must require accommodation to be accessible. Also ANZ bank in Daylesford is inaccessible and that's unacceptable in this day and age. Transport is a whole other conversation!!

- ANZ crossover at parking bay needed
- Narrowing the focus, shops and other retail outlets, restaurants and cafes are mostly not accessible because they have steps
- People need their services not the other way around
- Same problem getting into some shops and cafes in Trentham due to lack of ramps at some or large steps or small lips in doorways which can be a problem. My wheelchair got stuck on one and I was nearly tipped out. We are now aware of where most of them are but it is still a hazard
- Disability access to businesses
- Wheelchair access doors
- Clunes Health Service originally didn't have powered doors. My dad broke the door glass trying to get into the doctor and was berated for not just waiting outside for help and breaking the door glass by the doctor's receptionist. Also no-one from the health service asked if he was alright when the incident happened nor did they check to see if he had any glass in him. He uses a disability scooter
- Provide grants to business
- Access to the Creswick bakery is dangerous, especially when leaving the shop. The manager promised to look into a grab rail but nothing eventuated. Bus stops – some need proper kerbs. Very difficult to get on/off grass.

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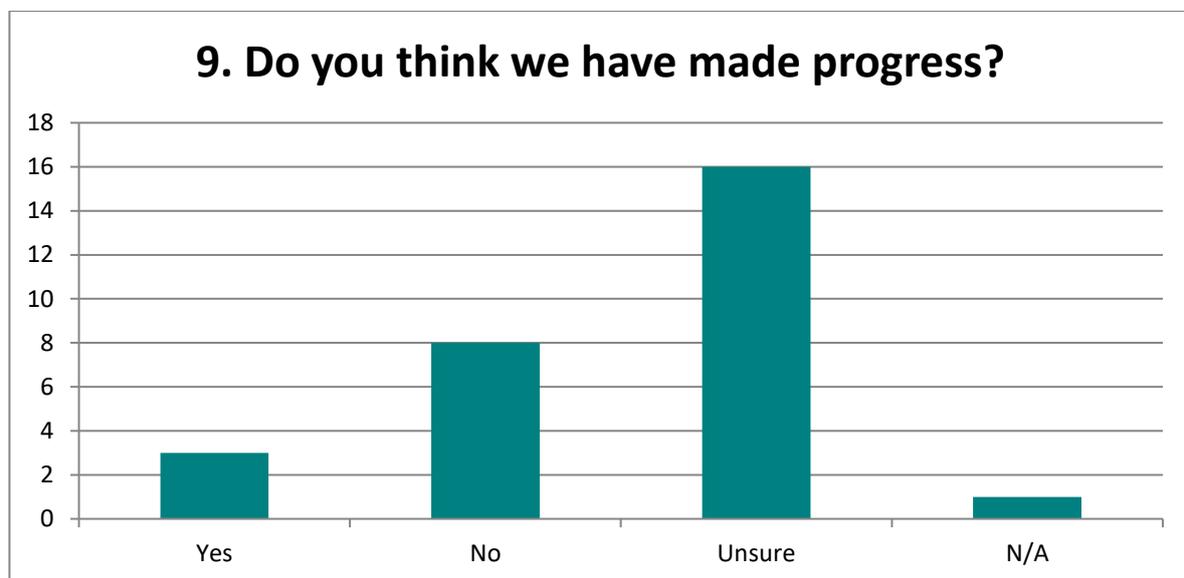
Transport

- I am not aware of transport that caters for people with a disability, be it buses or taxis. My father has had constant problems accessing bus services and has been refused transport on lots of occasions
- Transport in this Shire does not allow for someone in a wheelchair to get on a bus. This needs to change they cannot be expected to catch a bus to Woodend then a train back to Ballarat. Which at this time is the only way
- Public transport options are poor to non-existent for my disabled brother to go to places such as Ballarat or Kyneton, and to visit his mom in nursing home in Creswick. Rely completely on taxi
- Transport
- Transport is biggest concern for my brother.

Advocacy

- We need champions to get the message through that good access is good business
- Steps into shops or pubs. Need alternate entry
- Should be clear signage at Daylesford Neighbourhood house to show you can drive to the door if you need to.

Question 9. Have we made improvements to access and inclusion?



About our progress

- Council and its employees appear to have pursued a Daylesford-centred policy, at the expense of other areas; giving greater cause for the infamous Blampied line! Greater, direct, access should be available to bureaucrats, rather than have them protected by the e-mailed message filter; most of which are not acknowledged

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- More staff needed
- No not everything is in the Council's power to improve access
- I would be interested to know how effectively the Access and Inclusion Plan has been implemented across Council. Given that the RA position is finally up and running again and is now within Council I am hopeful that it can now achieve a higher profile. Also given that Council has withdrawn from planned activity groups for people with disability because of the NDIS I would have to say access and community inclusion for these groups have not improved but possibility deteriorated for some. I have concerns about the lack of disability services public, private and community based across the Shire particularly given the lack of transport options to access services elsewhere
- I think Council has made big improvements in making its buildings and facilities more compliant with the legislation. However there are still huge issues with toilets, with footpaths and with access generally

Any final comments?

- As already indicated, allow more direct access to the pen-pushers, rather than the pseudo protection system
- Hope you receive some helpful information from this survey. Sorry – Mum and I very rarely visit Daylesford as the parking, sloping footpaths with items on the footpath and entrance into some shops do not accommodate wheelchairs and people with walking frames
- I would possibly be interested in contributing some volunteer time in regards to promoting accessible tourism and business if Council wants community input or involvement. (name withheld)
- Listen to people or interested community members
- I find Hepburn Council to be one of the most inclusive councils in Australia - particularly around sexual diversity. It would be incredible for disability to be forefront in Councils strategies going forward... Best wishes!
- While not many in the Shire are wheelchair bound but they do have particular needs which can be tricky to address
- Having a disability inherently precludes people from access. This increases social isolation and decreases inclusivity
- I am sure that Council is becoming increasingly cognizant of disability access issues - which is great. As I have mentioned in other sections - I believe that disability needs to be first on the list of discussions about any change to services, new services etc
- Being able to access the bush on the Wombat and Domino trials has been of great benefit to our family's recreation options.
- How can we increase the accessible rentals in Daylesford
- Marketing of services that can assist people – look at putting brochures all together

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- Senior Citizens in Clunes – doesn't have accessible toilets, RSL building in Clunes not accessible for wheelchairs
- Only get one disabled car sticker. Would be useful to also have a spare one that can go in handbag. Having a spare will mean that I can go in someone else's car and pop the sticker on their dash
- Why is the lift in the Rex not being upgraded? Was given the impression that there'd be a new lift
- How does one get out of the cinema in event of a fire?
- Not good that all disability seating must be at the front of the cinema. Please enquire where the seating will be. At the back is preferred
- Speed controls needed in Trentham. People drive through too fast.
- Council should consider access more in issuing planning permits
- Creswick Reserve and Victoria Park acoustics are terrible for council meeting. Trouble hearing.
- Will a positive ageing strategy be tied into DAIP? Things needed for ageing people are similar
- Does Council fund sporting groups??
- Are we getting a pedestrian crossing in Victoria Street (Creswick) – its badly needed?