



Greater Shepparton

# Universal Access and Inclusion Plan

2013-2017

'Greater Shepparton.....Greater Access'



Members of the Greater Shepparton Disability Advisory Committee

## **Message from the Mayor**

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We the Greater Shepparton City Council acknowledge the traditional owners of the land which now comprises Greater Shepparton. We pay respect to their tribal elders, we celebrate their continuing culture, and we acknowledge the memory of their ancestors.

I am pleased to present the Greater Shepparton Universal Access and Inclusion Plan 2013-2017 which sets out Council's objectives in providing and improving accessibility, infrastructure, support and services to meet the needs of people who experience barriers to access or inclusion both within Council and the broader community.

**Greater Shepparton** has a diverse community of more than 60,000 residents. Many sectors of the community experience barriers in their daily life, including people with a disability, families, the aged and people from non-English speaking backgrounds. A key focus of this Plan is discovering new and innovative ways of engaging with Greater Shepparton's diverse community in improving access for all.

This plan includes a range of strategies and actions targeted at barriers that people encounter when accessing services, information, support and using Council infrastructure. Council are committed to the implementation of the Plan over the next four years. Importantly, the plan will be monitored by the relevant community advisory committee, including the Disability Advisory Committee to ensure its effectiveness.

Council would like to take this opportunity to thank the many community members, groups and Council staff who have contributed towards developing this Plan. Council also acknowledges in particular, the efforts and advice offered by the Disability Advisory Committee.

Council are proud to present this Plan to you and are committed to improving access for all. Copies of the plan will be made available in a range of formats including large print, DVD and audio and can be sourced from the Council Office or on the Council website or contact Council on 5832 9700 for a copy.

Cr Jenny Houlihan  
Mayor, Greater Shepparton



## Table of Contents

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Message from the Mayor .....	2
Introduction .....	4
Vision.....	5
Key Strategic Objectives.....	6
Greater Shepparton Regional Diversity .....	8
Disability Prevalence in the Greater Shepparton Region.....	8
Age Diversity in the Greater Shepparton Region .....	9
Cultural Diversity in the Greater Shepparton Region.....	9
Regional Isolation in the Greater Shepparton Region.....	9
Barriers to Access and Inclusion.....	10
Physical Access .....	10
Information Access .....	10
Social and Community Inclusion .....	11
International Legislation .....	11
International Standards .....	11
National Legislation.....	11
State Legislation.....	13
State Policies and Standards.....	13
Council Policies.....	14
Our Achievements.....	15
Universal Access and Inclusion Plan .....	17
Implementation .....	18
Glossary and Acronyms .....	19
Objective 1 – Active and Engaged Community.....	23
Objective 2 – Enhancing the Environment.....	27
Objective 3 – Economic Prosperity .....	29
Objective 4 – Quality Infrastructure.....	31
Objective 5 – High Performing Organisation.....	43
References.....	48
Appendix 1: Legislation – Further Information.....	49
Appendix 2: Strategic Planning and Accountability Flowchart .....	51
Appendix 3: Universal Access & Inclusion Plan and External Stakeholders List.....	52
Appendix 4: Acknowledgement of Other Feedback Received .....	53
Appendix 5: Useful Government Contacts .....	55

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## Introduction

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The development of the Greater Shepparton City Council Universal Access and Inclusion Plan 2013 – 2017 (UAIP) aims to enhance access to Council's planning processes, services, communications and employment systems within the broader community. The Plan has a broad scope designed to identify and address the barriers that all sectors of the community encounter in their day-to-day life and also outlines the key ways in which Council intends to improve access to all citizens.

The requirement for Victorian public sector bodies to prepare a Disability Action Plan (DAP) was introduced under the Disability Discrimination Act 1992 (DDA) and the Disability Act 2006 (Vic). The objects of the DDA include eliminating discriminations against persons on the ground of disability in a number of contexts including employment, access to premises, and provision of good, services and facilities.

Disability Action Plans are common and well accepted across industry, government and many professional organisations. The UAIP is intended to be a process of improvement that develops over time, with progress reporting on a periodical basis, and inbuilt reviews.

The term access is used in this Plan to refer to any outcome that is achieved by the removal of barriers or obstacles that may impede an individual's right to engage in any chosen activity in a manner which is equitable and dignified. Barriers can include obstacles in the physical environment as well as communication or attitudinal obstacles in the broader environment.

The plan details both short-term and long-term strategies and actions to improve access and inclusion over the next three years to 2017. It is intrinsically linked to other Council Policies such as the Council Plan and the Community Development Framework. The Plan assists Council to identify, develop, and implement actions that aim to eliminate barriers to access and inclusion that impact on all sectors of the community.

The implementation and related actions of the Plan will be monitored by the Disability Advisory Committee (to be referred to as the DAC throughout the remainder of this document) and Council's other relevant advisory bodies. The DAC along with the advisory bodies will assist in the annual review of the action plan to ensure its relevance to those who experience barriers in the community.

**Our Vision:**

The City of Greater Shepparton is a vibrant, welcoming, culturally diverse and connected community in which to live and visit. Council will continue to enhance social connectedness, physical and mental health and wellbeing through education and participatory opportunities in order to improve liveability and a greater range of community services.

All people are welcomed and can participate in community life in sustainable, well designed, safe and accessible local areas.

Greater Shepparton City Council is committed to improving and enhancing the lives of all members of our community.

**Consultation:**

Council values the feedback and vision of the local community and the Plan has been shaped by extensive consultation with Council's DAC, community members of all ages and cultures and relevant service providers to ensure that that our vision is a reality (see Appendices 3 & 4)



## **Key Strategic Objectives**

The objectives of the Universal Access and Inclusion Plan 2013-2017 have been aligned with the Council Plan, with the exception of Infrastructure and Environment which have been combined for the purpose of this plan. The UAIP is a whole of Council approach that will guide Council's priorities and ensure equity for people of all abilities in our diverse and inclusive municipality. Actions from the Plan will be aligned within the four broad objectives below.

Strategic Directions for the Universal Access and Inclusion Plan are:

<b>Objective 1</b>	<b>Active and Engaged Community</b>
	To enhance social inclusion and connectivity and promote wellbeing and attitudinal change by ensuring that our community and any Council owned or operated events, or festivals are safe, inclusive and accessible for all.
<b>Objective 2</b>	<b>Enhancing the Environment</b>
	Council will conserve and enhance significant natural, environmental and cultural heritage while making public open space safe and accessible to people of all abilities.
<b>Objective 3</b>	<b>Economic Prosperity</b>
	Council will focus on promoting and encourage economic growth, business development and diversification in our Shire.
<b>Objective 4</b>	<b>Quality Infrastructure</b>
	Council will encourage all housing developers to ensure that new housing developments provide affordable, accessible housing for people of all abilities. With consideration of budgetary constraints, Council will ensure that all members of our community are able to access all Council owned and operated facilities.
<b>Objective 5</b>	<b>High Performing Organization</b>
	To ensure that all corporate, strategic planning and communication means actively consider all sectors of the community and promote 'Access for All' in consideration with Council budgeting processes

## **How the Plan will be delivered**

Council's commitment to improve and enhance the delivery of services to community members of all abilities, means that the UAIP takes a 'whole of Council' approach; that is, all branches in Council will have a responsibility to ensure that access and inclusion are prioritised in any planning. This will encompass not only Council infrastructure and facilities, but communication, promotion, employment, events etc.

As demonstrated above, the Plan is divided into five strategic objectives. Listed under each objective are a number of aims. These aims are the overall performance indicators by which the outcomes will be evaluated.

Next to each aim, one, or a number of actions are detailed. Corresponding with these actions are other columns, stipulating the performance measure, responsibility and timeframe. The column headed 'Performance Measure' stipulates how the related action will be measured in terms of success of its implementation. The performance measures are essential in determining the progress of the UAIP.

The Plan incorporates a column headed 'Responsibility'. This column stipulates which branch / division in Council has the lead responsibility for implementing the associated action finally, the Plan also includes a 'Timeframe' column. This column outlines when the associated action is to be implemented by.

Actions from the Action Plan requiring additional resources will be considered through Council's annual budgetary processes.

## **How will the Plan be monitored and reviewed?**

The Plan will be monitored and reviewed annually by the Disability Advisory Committee (DAC) and the Council Access and Inclusion Officer in consultation with the community members, and relevant Council Officers.



## **Greater Shepparton Regional Diversity**

Many identified sectors of the community experience increased barriers to access and inclusion. The following summary of demographics is drawn from the 2011 Community Profile information which is available on Council's website. This information identifies groups that typically experience barriers to access and inclusion.

### **Disability Prevalence in the Greater Shepparton Region**

The term 'disability' includes an impairment of a physical, intellectual or sensory nature (i.e., vision and hearing). Hearing impairment can be life long, acquired by accident or as part of the ageing process. The Disability Discrimination Act (DDA) also defines 'disability' as a chronic medical condition (such as cancers or neurological diseases), sensory, psychiatric or neurological disability, learning disability, physical disfigurement, the presence in the body of disease causing organisms (such as human immunodeficiency virus/ acquired immunodeficiency syndrome - HIV/AIDS) and short-term or temporary disability.

According to Australian Bureau Statistics data (2011) in any community at any one time, 20 per cent of the population has a permanent disability whilst another 6 per cent have a temporary disability. In relative terms this means that one in four people will have a disability. The percentage of people with disability increases as people age – for example 54 per cent of people over 65 years of age have a disability and this increase to 81 per cent for people over 84 years. It is important to recognise that the term 'disability' represents many different personal challenges of impairment.

Greater Shepparton has a projected population of more than 62,000. Using the statistics above this indicates that there are currently 12,000 people in the municipality who have a permanent disability, and 3,600 residents who are living with a temporary disability.

## **Age Diversity in the Greater Shepparton Region**

Following national trends, the Greater Shepparton City Council has an ageing population. Ageing presents individuals with many potential barriers to access and inclusion, including those who are classified within the disability category. The 2011 Profile.id® - Community Profile of the City of Greater Shepparton indicates that 9.9 per cent of the population is aged between 60-69 years and 8.4 per cent of the population is aged 70-84 years whilst 2.1 per cent is aged over 85 years.

## **Cultural Diversity in the Greater Shepparton Region**

Greater Shepparton has a significant Aboriginal population with a strong history of indigenous advocacy and leadership both nationally and internationally. The municipality's Aboriginal population is the largest in regional Victoria, with an estimated 3.5 per cent of residents having indigenous heritage.

For decades, Greater Shepparton has been the destination for thousands of migrants. Approximately 13.1% per cent of the municipalities' residents were born overseas and almost 2 per cent are not fluent in English. Significant populations have settled in the region from Italy, Turkey, Greece, Albania, Netherlands, United Kingdom, Germany, India, New Zealand, Philippines and Iraq. More recently, families from the Democratic Republic of Congo, Sudan and Afghanistan have moved to the area.

## **Regional Isolation in the Greater Shepparton Region**

Greater Shepparton's population is almost evenly split between the main urban centres of Shepparton and Mooroopna (53 per cent) and the surrounding rural areas, including the smaller townships of Congupna, Dookie, Katandra, Merrigum, Murchison, Tallygaroopna, Tatura, Undera (47 per cent). This split reflects the wide range of lifestyle choices available across the municipality, from small urban blocks close to high quality amenities, through to large working orchards and farms.



## **Barriers to Access and Inclusion**

Many sectors of the community experience barriers to access and inclusion within our community. Barriers can exist beyond the visual physical access. This plan also considers other barriers that can limit inclusion for other sectors of the community who have personal challenges, and promote a more inclusive community.

### **Physical Access**

Physical access considers infrastructure design and facility provision. Good physical access assists many people within the community including:

- People with a physical disability and their carers
- People with temporary disabilities or medical conditions
- Parents with prams
- The aged or elderly
- People with sports or other injuries
- Delivery people with trolleys or the local postman.

### **Information Access**

The provision of information must meet the needs of many diverse individuals in the community. During any communication process, the information given should consider many sectors including:

- People who are hard of hearing, or deaf
- People who have low vision or are blind
- People from non-English speaking backgrounds
- Age related needs particularly the aged and youth

- Those living in remote or isolated areas
- People who experience learning difficulties
- People who live with mental illness or have an acquired brain injury
- Those who may have an intellectual disability.

## **Social and Community Inclusion**

Community inclusion is a broad term that promotes social connectedness for everyone. In principle it embraces the concept that all sectors of the community should not encounter barriers to participation in Council or Community activities, events or consultation.

The Australian Government's vision of a socially inclusive society is one in which all Australians feel valued and has the opportunity to participate fully in the life of our society.

Achieving this vision means that all Australians will have the resources, opportunities and capability to:

- Learn by participating in education and training
- Work by participating in employment, in voluntary work and in family and caring
- Engage by connecting with people and using their local community's resources and
- Have a voice so that they can influence decisions that affect them.

## **Summary of Relevant Legislation and Policies**

Legislation, codes, policies, standards, programs and service at both Commonwealth and State Government level directly affect the role of Council in responding to the needs of all sectors of the community.

### **International Legislation**

The United Nations Convention on the Rights of Persons with Disabilities is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms for all people with a disability and to promote respect for their inherent dignity. Australia ratified the convention on 17 July 2008. In doing so, Australia has joined other countries in a global effort to promote the equal and active participation of all people with a disability.

### **International Standards**

The World Wide Web Consortium (W3C) is the main international standards organisation for the World Wide WebWC3. The mission of the Web Accessibility Initiative (WAI) is to lead the Web to its full potential to be accessible, enabling people with disabilities to participate equally on the Web.

### **National Legislation**

#### **The Commonwealth Disability Discrimination Act 1992**

The DDA was enacted by the Australian Government to promote fairness and equity for people with a disability and to ensure that people who have a disability have the same rights and level of access to opportunities and services as other members of the community. The DDA makes it unlawful to discriminate - in the provision of goods, services or facilities - against people on the basis that they have, or may have, a disability. It also makes it unlawful to discriminate against a person on the basis that one of their associates has, or may have, a disability. This Commonwealth Act overrides any state act or legislation.

### **Commonwealth State Territory Disability Agreement 1991**

The Commonwealth State Territory Disability Agreement is the National Framework for the delivery of funding development of specialist disability services for people with disabilities. Throughout the agreement, the Australian Government and State and Territory governments strive to enhance the quality of life experienced by people with disabilities through assisting them to live as valuable participating members of the community.

### **National Disability Strategy 2010 – 2020**

The National Disability Strategy sets out a ten year national policy framework for improving life for Australians with disability, their families and carers. It represents a commitment by all levels of government, industry and the community to a unified, national approach to policy and program development. This new approach will assist in addressing the challenges faced by people with disability, both now and into the future.

### **Australian Standards 1428 – Design for Access and Mobility (2009)**

This standard addresses design for access and mobility series provides design requirements for buildings encompassing the specific needs of people with disabilities.

Various other Australian Standards address requirements that must be referred to when making decisions that impact on people with disabilities.

### **Australian Building Codes Board**

The Australian Building Codes Board (ABCB) is a joint initiative of all levels of Australian Government and includes representatives from the building industry. The Board is responsible for building regulatory matters. It was reaffirmed by Ministers in April 2006 – *Australian Building Codes Board*.

### **The National Construction Code (formerly known as The Building Code of Australia)**

The Building Codes of Australia (BCA) is produced and maintained by the Australian Building Codes Board (ABCB) on behalf of the Australian Government and State and Territory Governments. The BCA Regulations govern buildings and other structures, covering such matters as structure, fire resistance and access – Australian Building Codes Board

### **Disability Access to Premises Standards 2011**

Any application for a building approval for a new building or upgrade of an existing building on or after that date (May 2011) will trigger the application of the Premises Standards.

## State Legislation

The **Victorian Disability Act (2006)** provides for a stronger whole of Government, whole of community response to the rights and needs of people with a disability and a framework for the provision of high quality services and support for people with a disability. Section 38 of the Act requires public sector bodies to prepare a plan and to report regularly to the Victorian Government.

**Victoria's Charter of Human Rights and Responsibilities (2006)** Victoria is the first Australian state to enact formal protection of human rights by introducing the charter. It ensures that the human rights are valued and protected within Government and the community. It is also based on the idea that all arms of Government should contribute to the protection and promotion of human rights in Victoria.

**Equal Opportunity Act (2010)** promotes recognition and acceptance of everyone's right to equality of opportunity and to eliminate, as far as possible, discrimination against people.

**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', including people of all ages and abilities.

**Multicultural Victoria Act (2004)** enhances the Whole-of-Government approach to multicultural affairs. It promotes social, cultural, economic and political participation, access to services provided by government and other bodies and retention of social identity of the culturally and linguistically diverse communities. The Act enhances the whole-of-Government approach to multicultural affairs and provides a greater community focus; and improve the accountability of Government Departments in the area of multicultural affairs, including ensuring compatibility with the *Charter of Human Rights and Responsibilities Act 2006*.

## State Policies and Standards

The Victorian State Disability Plan 2013-2016 sets out the Victorian Government's future vision for disability and strategies to achieve this vision. The plan outlines the Government's approach to disability and reaffirms the rights of people with a disability to live and take part in community life as citizens of Victoria.

**A Fairer Victoria 2010** A whole of Government social policy action plan to address disadvantage and promote inclusion and participation for vulnerable Victorians.

**Autism State Plan 2009** Victoria is the first jurisdiction in Australia to develop an Autism State Plan to improve outcomes for people of all ages with an Autism Spectrum Disorder.

**The Indigenous Reform Agenda 2008 COAG (Council of Australian Governments)** Closing the Gap is a commitment by all Australian governments to improve the lives of Indigenous Australians, and in particular provide a better future for Indigenous children.

### **Disability Standards for Accessible Public Transport 2002**

The Transport Standards recognise that access to public transport enables people with disabilities, their families and their carers to fully participate in community life and also benefits many older Australians and parents with infants in prams.

### **National Standards and Guidelines for Public Libraries 2011**

“...everyone has the right of access to library services and materials to meet their needs for information, inspiration, education and recreation.”

### **The Disability Standards for Education 2005**

The Standards were formulated under the *Disability Discrimination Act 1992*. They clarify the obligations of education and training providers to ensure that students with disabilities are able to access and participate in education and training on the same basis as those without disability

## **Council Policies**

Greater Shepparton City Council's Universal Access and Inclusion Plan 2013 - 2017 relates to the following plans or strategies within Council's strategic structure:

- Municipal Strategic Statement
- Council Plan 2013- 2016
- Greater Shepparton Public Health Plan 2009 - 2013
- Emergency Procedures
- Community Living Local Law 2008
- Disability Action Plan 2007 - 2009
- Greater Shepparton 2030 Strategy
- Cultural Diversity and Inclusion Strategy 2012 - 2015
- Positive Ageing Strategy 2009 - 2014
- Community Safety Strategy
- Safer City Strategy 2011 - 2014
- Greater Shepparton Housing Strategy 2011

- Community Engagement Strategy (2008)
- Youth Strategy and Action Plan 2012 - 2015
- Best Start Early Years Plan 2011 - 2014
- CBD Strategy (2008)
- Customer First Charter (2007)
- Communication Style Guide (internal document)
- Outdoor dining – policy permits and development guidelines (2008)
- Footpath Trading Policy
- Respectful Workplace Policy 2009
- Greater Shepparton Urban Design Manual
- Infrastructure Design Manual

A flowchart of the Strategic Planning and Accountability Framework is available in Appendix 2

## **Our Achievements So Far**

During consultation with stakeholders, a variety of programs were identified as positive action Council is already completing. These include:

- 2013 Government Communications Australia, Award for Excellence. Best Accessible Communications. Greater Shepparton City Council demonstrated a commitment to consulting and communicating with the wider community in an inclusive and accessible way
- 2013 Publication of 'Walk in Greater Shepparton' a comprehensive full coloured brochure containing maps of walking paths Greater Shepparton and surrounding areas, highlighting accessibility.
- 2012 Auslan Interpreted Carols by Candlelight
- 2012 Auslan Interpreted "Emerge" Multicultural festival
- Partnership and support of the Victorian Sailability program
- Provision of free tickets to some Eastbank performances for marginalised community groups including people with disabilities

- Development of a DAC Parking Sub-Committee to prioritise and improve parking for people with disabilities around greater Shepparton.
- Promotion and celebration of International Day for People with Disabilities (IDPWD)
- Events operated or supported by Council which bring the Community together in a variety of ways: Australia Day celebrations, the series of Summer Strolls, Twilight Walks, KidsFest, Kinder in the Park, Children's Week activities plus many more are all free or gold coin entry fee events. .

Greater Shepparton City Council provides online communication via our WC3<sup>1</sup> compliant Website. Council promotes the service of Short Message Service (SMS), also providing residents with the option for online payments of Rates and other fees.

Greater Shepparton has established an enviable reputation as a leading destination for events, conferences and activities, attracting a number of international sporting events: the Australian Open Bowls Championships, the BMX National Championships and the Australasian School Cycling Cup have been held within the Municipality.

The Riverlinks facilities include the Council-owned Eastbank Centre and the Council-managed WestSide Performing Arts Centre. These complexes are recognised as high standard venues which attract local, regional, state, national and international hirers who utilise the venues for conferences, seminars, functions and performances. Eastbank also acts a major focus for Council's own corporate and cultural activities. The Riverlinks performing arts season is managed by Greater Shepparton and presents performances from local artists through to professional national and international performing arts productions.

Our leisure facilities are leading the way in accessibility features – Aquamoves Indoor Pool and Splash Park, All Abilities Playground and KidsTown Playground all feature an all-inclusive nature to the facility, and providing a family oriented leisure option for all community members.

Throughout the life of the previous Disability Action Plan, Greater Shepparton has been working to improve the accessibility for residents and visitors alike. Council exhibits a continuing commitment to providing key community services by developing and providing sustainable roles within the Council.

These Council supported positions:

Goulburn Rural Access Project Officer (RAO) Access and Inclusion Officer (AIO) Council's Community Strengthening team - working closely with Communities and community members resulting in innovations such as Community Literacy programs, the Street Rider Late Night Bus Service, Goulburn Valley Self Advocacy Support Network, development and support of Men's Sheds and Neighbourhood Houses .

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<sup>1</sup> Standards for website accessibility for people with a vision impairment who may use computer technology to access web information

## **Universal Access and Inclusion Plan**

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### **Development of the Universal Access and Inclusion Plan**

Council has undertaken a range of activities to engage with key stakeholders in the development of this Plan. Two forums were undertaken with service providers and residents in March and June 2010 respectively where organisations and individuals identified areas where Council and partners could strengthen our commitment to access and inclusion. Council staff also contributed many ideas to improve services to meet the needs of our community.

In the development of this Plan, Council has used information from the community, as well as a review of current demographics and legislation to inform the Plan and associated actions. The Plan aligns with the strategic objectives of various Council policies and reflects current state, national and international legislation.

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## Implementation

1. A Draft copy of this Plan will be circulated to Council Officers, staff and community for comment and feedback.
2. The Greater Shepparton Universal Access and Inclusion Plan 2013 – 2017 will be presented to Council for adoption in September 2013 and adequate resources will be allocated to implement the plan.
3. Following Council adoption, the Plan will be lodged with the Human Rights and Equal Opportunities Commission (HREOC).
4. The plan will be presented to the DAC.
5. Council Branch Managers will prioritise and ensure the implementation of agreed actions.

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## Glossary and Acronyms

<b>'Access for All'</b>	Principles are based on all aspects of the Disability Discrimination Act (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 Council to all 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.
<b>Access</b>	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.
<b>Accessibility</b>	The degree to which a product, device, service, or environment is available to as many people as possible.
<b>AIO</b>	Access and Inclusion Officer.
<b>Alternate formats</b>	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 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 - organisations website need to be compliant with the international WC3 standards for web design and targeted content must be in word format (screen readers cannot read PDFs).
<b>Auslan</b>	Visual-gestural language used by the Deaf community.
<b>Australian Standards</b>	Building standards legislation that includes 'access to premises' in the AS 1428.
<b>Barrier</b>	Refers to an obstacle that may be encountered which restricts a person with or without a disability from fully participating in community life. Access is not just about ramps and accessible toilets. Barriers can include attitudinal and communication barriers as well as physical. Barriers can often be easily removed or modified so that the level of acceptable access is increased. A person is sometimes restricted from participating in an activity, or accessing a service, not because of the limitations imposed by their disability but by the limitations imposed on them from their environment.
<b>CALD</b>	Culturally and Linguistically Diverse.

<b>CEO</b>	Chief Executive Officer.
<b>CBD</b>	Central Business District.
<b>Communication Board</b>	A board with pictures and symbols that people with communication difficulties use to communicate.
<b>CogSpeak</b>	Internal electronic document which is distributed to staff. This document keeps staff informed of relevant changes and updates relating to Council.
<b>Companion Card</b>	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: <a href="http://www.companioncard.org.au">www.companioncard.org.au</a> .
<b>CPTED</b>	Crime Prevention Through Environmental Design – an approach that sees the development of infrastructure that minimises opportunities for criminal activity and vandalism through design of open, well lit parks, facilities and buildings and street furniture.
<b>DAC</b>	Disability Advisory Committee that monitors the implementation of the Plan and supports staff addressing access issues.
<b>Disability</b>	The definition of disability for the purposes of the DDA is <ul style="list-style-type: none"><li>• total or partial loss of the person's bodily or mental functions</li><li>• total or partial loss of a part of the body</li><li>• the presence in the body of organisms causing disease or illness</li><li>• the presence in the body of organisms capable of causing disease or illness</li><li>• the malfunction, malformation or disfigurement of a part of the person's body</li><li>• a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction</li><li>• a disorder, illness or disease that affects a person's thought processes,</li><li>• perception of reality, emotions or judgment or that results in disturbed behaviour.</li></ul>
<b>DDA</b>	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.

<b>DOT</b>	Department of Transport.
<b>DPCD</b>	Department of Planning and Community Development.
<b>Easy English</b>	A very simple language format especially designed for people with an intellectual impairment or whose understanding of English is limited.
<b>HACC</b>	Home and Community Care.
<b>Hearing Loop</b>	Device installed into a room which allows people who use hearing aids to hear more clearly.
<b>HIV/AIDS</b>	Human Immunodeficiency Virus/Acquired Immuno Deficiency Syndrome.
<b>HREOC</b>	Human Rights and Equal Opportunity Commission.
<b>Intranet</b>	Council's Internal electronic resource mechanism available only to employees of Greater Shepparton City Council. An electronic communication tool.
<b>MERIT</b>	Council operated system which centralises all contact from local residents to speed up their enquiries and complaints resolution. Residents can use this system to complain about barking dogs, pot holes, overhanging trees, broken street lights etc. Once logged, an appropriate officer is delegated the task of following up on the enquiry and responding to the resident who made the enquiry.
<b>National Relay Service (NRS)</b>	Telephone access service available to all Australians which enables communication between a standard telephone and someone who is deaf and uses TTY.
<b>OH&amp;S</b>	Occupational Health and Safety.
<b>PDF</b>	Portable Document Format.
<b>RA or Rural Access Program</b>	Rural Access Program initiative of the Department of Human Services in collaboration with local rural Councils that aims to build the capacity of local communities so that they are more welcoming and inclusive of people with a disability.
<b>Screen Reading software</b>	Computer software which reads aloud text on a computer screen.
<b>SMS</b>	Short Message Service.
<b>Stakeholders</b>	People who directly have an interest or are active on a particular project or topic.
<b>Style Guide</b>	A guide to writing, grammar and presentation and includes guidelines for considering people with a vision impairment.
<b>TGSI – Tactile Ground Surface Indicators</b>	Tiles that have hazard or directional bumps inlaid on footpaths for the use by people with vision impairment.
<b>UAIP</b>	Universal Access and Inclusion Plan.
<b>UDM</b>	Urban Design Manual.

**Victorian Carer Card** The Victorian Carer Card is issued to a primary carer who meets the eligibility criteria. The Carer Card holder can access benefits of the Carer Card independently of the person or persons they provide care for.

**WC3** Standards for website accessibility for people with a vision impairment who may use computer technology to access web information.

**TTY** A Telephone Typewriter is a special device that lets people who are deaf, hearing impaired, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate.



## Objective 1 – Active and Engaged Community

*To enhance social inclusion, connectivity that promoted wellbeing and attitudinal change.*

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
1.1	Continue to improve opportunities for community members to give feedback on local issues that relate to Universal Access and Inclusion to Council and give Council an opportunity to respond.	<p><b>a)</b> Development of Council supported Advisory Committees. Council supported Advisory Committees promoted through media. This includes Disability and Positive Ageing Advisory Committees and any other committees formed since the UAIP was developed.</p> <p><b>b)</b> Council support members of committees on how to operate effectively within a meeting.</p>	<p><b>a)</b> Council supported Advisory Committees are fully operational as per their Terms of Reference.</p> <p>Promotion of Committees on six monthly basis in media, Council website and local community newsletters.</p> <p>Information about these Committees is readily available through multimedia including web pages, brochures, flyers and posters.</p> <p><b>b)</b> Creation of operating manual on how to conduct effective meetings and Council's expectations of members. Distributed to relevant Advisory Committees and training provided.</p>	All Managers, AIO, RAO, DAC, PAAC Manager Communications and Marketing Manager Information Services Manager Corporate Performance	Operational funds	Ongoing  Oct 2013
1.2	Community members have access to relevant Council information.	Develop a database of local disability networks and service providers and make available on website.	Update the Community Services directory to ensure accurate information on disability services.	Manager Neighbourhoods	Operational funds	June 2014

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
1.3	Community members have information on external disability Service Providers within Greater Shepparton.	Form partnerships with disability support agencies and other relevant bodies in order to ensure information dissemination within Greater Shepparton link into Disability Networks.	Annual consultation with service providers indicates that people with a range of disabilities can access Council services.	DAC, RAO, AIO	Operational funds	Ongoing
1.4	Council managed and/or supported festivals, programs, events, (including leisure and sporting) are accessible and inclusive.	<b>a)</b> Council's major events demonstrate accessibility and inclusion as per the Accessible Events Guidelines. <b>b)</b> Festivals and events demonstrate adherence to the Accessible Events Guidelines. <b>c)</b> Advice and documentation distributed to external event holders with recommendations on how to be accessible and inclusive. <b>d)</b> Develop & promote an Event Resource Kit. <b>e)</b> Review of Council venue for Hearing loops.	<b>a)</b> Criteria for 'major event' to be defined by a committee made up of delegates of each branch. <b>b)</b> All major events are referred to Access and Inclusion Officer and referred to the DAC in the early planning stage. <b>c)</b> Development of 'Events Advisory Kit' including contact details for Council's Access and Inclusion Officer and Rural Access Officer. Included in 'Event Advisory Kit' is relevant Companion and Carer Card information, Hiring details of Accessibility resources. <b>d)</b> Event Resource Kit is promoted on website and made available to the community on request. <b>e)</b> List developed of Council facilities which have Hearing augmentation.	Manager Arts, Tourism and Events, AIO, RAO All Managers, AIO, RAO, DAC Manager Arts, Tourism and Events, AIO, RAO Manager Communications and Marketing	Operational funds Ongoing Dec 2013 Ongoing March 2014	Ongoing

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
1.5	Non-Council festivals and events held at Council managed venues are encouraged to be accessible and inclusive.	<b>a)</b> Advice is provided for external planning bodies of festivals, programs and events on access and inclusion considerations. <b>b)</b> Promotion of Event Resource Kit to the community. <b>c)</b> Council staff to support and encourage event organisers to be more accessible and promote relevant companion and carer cards.	<b>a)</b> Venue hire contract to include reference to accessibility requirements and contact details of Rural Access Officer. <b>b)</b> 'Event Resource Kit' is promoted on website and made available to the community. <b>c)</b> Development of 'Events Advisory Kit' including contact details for Council's Access and Inclusion Officer and Rural Access Officer. Supply of relevant Companion and Carer Card information, National Relay Service (NRS), Hiring details of Accessibility resources.	Manager Arts, Tourism& Events, RAO  Manager Communications and Marketing, AIO  Manager Arts, Tourism & Events, AIO	Operational funds	Ongoing  Ongoing  Ongoing
1.6	The Companion Card and Carer Card Schemes appear in relevant Council publication and on website.	<b>a)</b> Companion and Carer Cards promoted on Council website. <b>b)</b> Develop a list of local organisations affiliated with the schemes. <b>c)</b> Review promotional event publications for Companion and Carer Cards, NRS, interpreter services and installed hearing loops.	<b>a)</b> Council website contains information about Companion and Carer cards and promotes the use of these cards. <b>b)</b> Council website contains list of local organisations affiliated with the Schemes. <b>c)</b> Companion and Carer card, hearing loop, and other relevant icons are promoted on relevant Council event publications and/or at point of sale.	Manager Communications and Marketing  Manager Communications and Marketing  Manager Arts, Tourism& Events,	Operational funds	Dec 2013  June 2015  March 2014

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
1.7	International Day of People with Disability, (IDPWD) and Human Rights Day are celebrated and promoted each year.	<p><b>a)</b> Annual IDPWD event is hosted by Council.</p> <p><b>b)</b> Annual events promoted through media including web site and newspaper.</p> <p><b>c)</b> IDPWD event promoted through Council Child Care Centres and local schools.</p> <p><b>d)</b> Flags for IDPWD and Human Rights Day printed and raised on flagpoles.</p> <p><b>e)</b> Source evaluation tools and results for events.</p>	<p><b>a)</b> Event is held annually.</p> <p><b>b)</b> IDPWD is promoted and publicly recognised through relevant media.</p> <p><b>c)</b> IDPWD is promoted through publications distributed to Child Care Centres and local schools.</p> <p><b>d)</b> Flags are produced and erected annually during the week of the event. (3 December)</p> <p><b>e)</b> Measure participation of the Community at events each year and make relevant improvements as required.</p>	AIO, RAO, DAC  Manager Communications and Marketing  Manager Children's and Youth Services, AIO  Manager Neighbourhoods, AIO, RAO, DAC	Operational funds	Ongoing  Ongoing  Ongoing  Ongoing  Ongoing

## Objective 2 – Enhancing the Environment

*Council will conserve and enhance significant natural, environmental and cultural heritage while making public open space accessible to people of all abilities.*

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
2.1	To provide access to the natural environment, such as paths along waterways and river banks within Greater Shepparton.	<p><b>a)</b> Maintain current share path network and consider future development of share path networks throughout the municipality.</p> <p><b>b)</b> Promote accessible signage and promotion through relevant media.</p>	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the Disability Discrimination Act (DDA) as one of the condition criteria weightings.</p> <p><b>b)</b> Relevant communications produced and distributed promoting shared path network and access to waterways and river banks available to the community in alternate formats.</p>	Manager Environment, Manager Assets, Manager Works, Manager Communications and Marketing, AIO	Operational funds	June 2015
2.2	Provide safe and accessible play areas.	Vegetation around play equipment complies with Council's Tree Management Policy.	New vegetation around play areas meets guidelines as outlined in Council's Environment Strategy.	Managers' Environment, Rec & Parks, Youth & Child	Operational funds	Dec 2014

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
2.3	To provide access to pontoons, boat ramps at lakes and waterways within Greater Shepparton for people using a mobility aid.	Provide a continuous accessible path of travel to infrastructure such as pontoons and boat ramps to lakes within Greater Shepparton.	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the Disability Discrimination Act (DDA) as one of the condition criteria weightings.</p> <p><b>b)</b> Capital works are required to have the Access and Inclusion Officers (AIO) as a referral authority at the Project Initiation, Design and Delivery phases</p>	Manager Environment, Manager Projects, Manager Recreation and Parks, AIO	Operational funds	June 2016

## Objective 3 – Economic Prosperity

*We will promote economic growth, business development and diversification, with a focus on access and inclusion.*

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
3.1	Motorised Mobility Devices Recharge Points are available at key locations throughout the municipality.	<ul style="list-style-type: none"> <li><b>a)</b> Identify need and locations for the recharge scheme.</li> <li><b>b)</b> Target local businesses for service provision.</li> <li><b>c)</b> Program promoted to community.</li> <li><b>d)</b> Adequate signage for recharge points in the community.</li> <li><b>e)</b> Information flyer with motorised mobility charge points.</li> </ul>	<ul style="list-style-type: none"> <li><b>a)</b> Recharge points located in Council Venues and in locations allowing out of Business hours usage.</li> <li><b>b)</b> Recharge points located within local businesses.</li> <li><b>c)</b> Scheme promoted on Council's website and relevant publications- Directory including parking bays.</li> <li><b>d)</b> Signage accessible at recharge points.</li> <li><b>e)</b> Flyer developed with recharge points location highlighted throughout the municipality.</li> </ul>	Manager Neighbourhoods, Manager Works  Manager Investment Attraction, RAO  Manager Communications and Marketing  AIO, RAO  AIO	Operational funds  Operational funds	Ongoing  Dec 2013  Ongoing  Dec 2013  Dec 2013

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
3.2	Council's Community Grants funding process promotes universal access and inclusiveness in guidelines.	Application guidelines to include criteria to meet accessibility and inclusiveness requirements of the community.	Monitoring of Council's Community grants program to ensure that Access and Inclusion is considered and documented in the Application process.	Manager Investment Attraction, Grants officer, AIO	Operational funds	Dec 2013
3.3	Links to access-friendly retail outlets is readily available.	<p><b>a)</b> Checklist to be developed as criteria which meets 'access friendly businesses.'</p> <p><b>b)</b> Provide information kit on accessibility and inform local business about disability access and how good access is good business.</p> <p><b>c)</b> Review business for accessibility as per checklist and promote accordingly with 'access friendly sticker'.</p> <p><b>d)</b> Review accessible business annually and raise awareness of disability access.</p>	<p><b>a)</b> Checklist developed.</p> <p><b>b)</b> Information 'kit' and checklist provided to local businesses.</p> <p><b>c)</b> 'Access friendly sticker promoted to business'</p> <p><b>d)</b> Increased number of retail outlets that are accessible.</p>	Manager Investment Attraction, Manager Arts, Tourism & Events, RAO	Operational funds	Sept 2014

## Objective 4 – Quality Infrastructure

*To ensure that all new housing developments provide affordable, accessible housing for people of all abilities. To ensure that all members of our community are able to access all Council owned and operated facilities.*

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
4.1	New residential development, (where a planning permit is not required), to require 'Universal Housing Provisions' into the National Construction Code	Council advocate to Australian Building Codes Board, the Building Commission and Department Planning and Community Development (DPCD) and Department of Housing (DoH) Offices to incorporate 'Universal Housing Principles' in the National Construction Code.	That Council continue to advocate to promote the National Construction Code is amended to include 'Universal Housing Design Principles'	Manager Building	Operational funds	March 2014
4.2	New residential developments, where a planning permit is required, consider 'Universal Housing Design Principles'	Council advocate to Department Planning and Community Development (DPCD to include Universal Housing Design Principles' into the State Planning Policy Framework (SPPF) and Clause 55 of the Planning Scheme	That the SPPF is amended and that Clause 55 is amended	Manager Planning	Operational funds	March 2014

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
4.3	Include the Universal Access and Inclusion Plan principles into Council's Planning Scheme.	Pursue a Planning Scheme Amendment which amends the Municipal Strategic Statement (MSS) to give statutory effect to the Universal Access and Inclusion Plan and which requires new development be assessed against Universal Access policy provisions	The Council continue to advocate to The Planning Scheme until an Amendment is approved by the Minister for Planning.	Manager Planning	Operational funds @ \$10k	Dec 2014
4.4	Developers have an improved understanding of disability awareness and access requirements and incorporate into planning checklists.	<b>a)</b> Council to develop guidelines and checklist and make readily available to developers. <b>b)</b> Council staff consults with developers and encourage the implementation of universal access principles in their design.	<b>a) &amp; b)</b> Checklist and guidelines provided in Planning Application pack outlining both the applicant and Council's responsibility to provide suitable access to buildings as per the Building Code of Australia and applicable Australian standards.	Manager Planning, AIO  Manager Building	Operational funds @ \$3k	Sept 2014
4.5	Following a Planning Scheme amendment in 4.3, all development requiring planning approval to consider Universal Access principles.	Development is assessed and considered against the new policy provisions within the MSS	Audit performance of determined planning applications against the policy direction within the planning scheme.	Manager Planning	Operational funds @ \$3k	Dec 2013

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
4.6	To provide safe and equitable footpath access for community members.	Ensure footpaths are provided on both sides of the street in all new developments in accordance with the Council's Infrastructure Design Manual.	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the Disability Discrimination Act (DDA) as one of the condition criteria weightings.</p> <p><b>b)</b> Capital works are required to have the Access and Inclusion Officers (AIO) as a referral authority at the Project Initiation, Design and Delivery phases</p>	Manager Projects  Manager Planning	Operational funds	Dec 2013
4.7	To provide safe and equitable footpath access for community members.	<p><b>a)</b> Develop Audit and prioritization of identified hazards. (Inspection Maintenance Service Level Plan)</p> <p><b>b)</b> Retrospective action to be undertaken where reasonable on existing streets in consultation with residents.</p>	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the Disability Discrimination Act (DDA) as one of the condition criteria weightings.</p> <p><b>b)</b> Capital works are required to have the Access and Inclusion Officers (AIO) as a referral authority at the Project Initiation, Design and Delivery phases</p>	Manager Works, Manager Projects	Operational funds	Dec 2013  Ongoing

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
4.8	Accessible Council infrastructure within the Central Business District (CBD)	<p><b>a)</b> Review and prioritise the actions as identified in the Access Audits Australia CBD Infrastructure Audit conducted (2006) for implementation as the budget becomes available.</p> <p><b>b)</b> Audit reviewed, actions identified, plan developed, implementation monitored.</p> <p><b>c)</b> Annual report provided to relevant Council Committees.</p>	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the Disability Discrimination Act (DDA) as one of the condition criteria weightings.</p> <p><b>b)</b> Capital works are required to have the Access and Inclusion Officers (AIO) as a referral authority at the Project Initiation, Design and Delivery phases</p> <p><b>c)</b> Report provided to Council Advisory Committee</p>	Manager Projects, Manager Assets, Manager Works, Manager Investment Attraction	Operational funds Operational funds Operational funds	June 2014   Dec 2016 Oct 2014
4.9	Accessible Council Infrastructure within non-CBD, high volume/traffic areas in Municipality i.e. Neighbourhood Shopping Centres, Significant Public Open Spaces.	<b>a)</b> Development of identification, maintenance and replacement program for inaccessible Council Infrastructure. Retrofits to be considered if high volume/traffic area.	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the DDA as one of the condition criteria weightings.</p> <p><b>b)</b> Capital works are required to have the AIO as a referral authority at the Project Initiation, Design and Delivery phases</p>	Manager Works, Manager Recreation and Parks	Operational funds	Sept 2015   Ongoing

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
4.10	Private developers and contractors comply with Australian Standards 1428.1 – (2009).	<p><b>a)</b> Provide view-only access of suite of Australian Standards 1428.1 – (2009) to private developers and contractors Offices through Council Counter services.</p> <p><b>b)</b> Encourage private Developers and Contractors to comply with Australian Standards 1428 for all renovations and alterations.</p> <p><b>c)</b> Create a checklist for developers.</p>	<p><b>a)</b> Australian Standards 1428.1 (2009) available to view at Council Customer Service.</p> <p><b>b)</b> An increase in compliance with Australian Standards 1428.1 (2009)</p> <p><b>c)</b> Continue to work on checklist to developed and readily available for private developers.</p>	Manager Building Services, Manager Planning, AIO	Operational funds	Dec 2013 Dec 2013 March 2015
4.11	Maintaining playground furniture.	Audit all existing playground furniture and when replacing, provide a mix /balance of Accessible elements.	Playground furniture is audited and maintained to provide safety and accessibility to all community members.	Manager Recreation and Parks	Operational funds	Ongoing

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
4.12	Designated Accessible Parking Bay (DAPB) available as per Australian Standards 1428.1 (2009).	<p><b>a)</b> Review and prioritise the actions identified in the Access Audits Australia Parking Infrastructure Audit conducted (2006).</p> <p><b>b)</b> Audit reviewed, actions identified, plan developed, implementation monitored.</p> <p><b>c)</b> Annual Report</p> <p><b>d)</b> Identify need of DAPB at Council buildings and prioritise accordingly. Such as Senior Citizens, Child Care Centres, Sporting Clubs).</p>	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the DDA as one of the condition criteria weightings.</p> <p><b>b)</b> Capital works are required to have the AIO as a referral authority at the Project Initiation, Design and Delivery phases</p> <p><b>c)</b> Annual report completed</p> <p><b>d)</b> Consultation occurs monthly with the DAC parking sub-committee</p>	Manager Projects, Manager, Regulatory Services, Manager Planning, Manager Recreation and Parks, Manager Children's and Youth Services, Manager Neighbourhoods, Manager Active Living, AIO, DAC	Operational funds	Ongoing Ongoing June annually
4.13	Council sport and recreational facilities are accessible and inclusive.	<p><b>a)</b> Council recreational and sporting facilities are Audited for accessibility.</p> <p><b>b)</b> Disability Advisory Committee consulted to assist in the allocation of priorities listings.</p>	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the DDA as one of the condition criteria weightings.</p> <p><b>b)</b> Capital works are required to have the AIO as a referral authority at the Project Initiation, Design and Delivery phases</p>	Manager Recreation and Parks, Manager Leisure Facilities, AIO	Operational funds	Sept 2016 March 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
4.14	Maintaining street and park furniture.	<p><b>a)</b> Existing Street and Park furniture must be Accessible as per Council's Urban Design Manual (UDM).</p> <p><b>b)</b> Disability Advisory Committee to review UDM.</p> <p><b>c)</b> Renewal program and prioritization list for replacing seats is developed.</p> <p><b>d)</b> Accessible drinking fountains and water refill stations will be provided in high usage open space areas.</p> <p><b>e)</b> Capital Works must meet Accessibility Standards and Crime Prevention Through Environmental Design (CPTED) Principles.</p>	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the DDA as one of the condition criteria weightings.</p> <p><b>b)</b> Capital works are required to have the AIO as a referral authority at the Project Initiation, Design and Delivery phases</p> <p><b>c)</b> Integrate Universal Access and Inclusion Plan requirements into business unit service planning.</p>	Manager Recreation and Parks, Manager Works, Manager Projects, AIO, DAC	Operational funds	Ongoing

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
4.15	Footpaths are accessible and safe for community members of all abilities.	<p><b>a)</b> Locals Laws Officers raise awareness of and enforce compliance of the Footpath Trading and Outdoor policy in relation to accessibility issues.</p> <p><b>b)</b> Access Awareness education is provided to Traders via flyer/info sheet.</p> <p>Develop Access awareness information sheet/flyer.</p> <p><b>c)</b> Prioritise and Implementation of Retrofitting footpaths to all Major Council amenities.</p>	<p><b>a)</b> Business owners are aware of the need to provide access on footpaths to community members and will be given an infringement notice if they continue to obstruct the pathway.</p> <p><b>b)</b> Information flyer provided to Retail businesses.</p> <p><b>c)</b> Systematically and within budgetary constraints refurbish and upgrade public footpaths.</p>	Manager Regulatory Services, Manager works, Manager Investment Attraction, AIO, RAO,	Operational funds	<p>Ongoing</p> <p>Sept 2016</p> <p>Ongoing</p> <p>March 2014</p>
4.16	Shared Path Network remains accessible to all users.	<p><b>a)</b> Maintain the Shared Path Network to comply with Australian Standards 1428.</p> <p><b>b)</b> Further developments to the Network are compliant to Australian Standards 1428.</p> <p><b>c)</b> Promote the Shared Path Network.</p>	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the DDA as one of the condition criteria weightings.</p> <p><b>b)</b> Capital works are required to have the AIO as a referral authority at the Project Initiation, Design and Delivery phases</p> <p><b>c)</b> Integrate Universal Access and Inclusion Plan requirements into business unit service planning.</p>	Manager Projects, Manager Assets, Manager Neighbourhoods, Manager Planning, AIO	Operational funds	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
4.17	Community has access to Mobility Maps for City of Greater Shepparton.	<p><b>a)</b> Develop mobility map indicating Accessible toilets, parking, drinking fountains, pathway networks, recharge points, breast-feeding facility.</p> <p><b>b)</b> Mobility maps are readily available on request, via website, library, Visitor Information Centre, medical clinics, hospitals, senior citizens buildings and hubs.</p>	<p><b>a)</b> Map developed in accessible format and made available both on website and in hard copy at relevant Council outlets.</p> <p><b>b)</b> Maps available to the community and will be reviewed every three years for accuracy.</p>	Manager Neighbourhoods, Manager Youth and Children's Services, Manager Investment Attraction, AIO RAO, DAC	Operation and Map development funds	June 2015  Ongoing
4.18	Signage at all council facilities is appropriate and accessible.	<p><b>a)</b> Audit of existing signage at all Council facilities to promote access and utilise pictorial options where appropriate.</p> <p><b>b)</b> Recognised changes identified, prioritised and implemented per Aust. Standards 1428.</p>	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the DDA as one of the condition criteria weightings.</p> <p><b>b)</b> Capital works are required to have the AIO as a referral authority at the Project Initiation, Design and Delivery phases</p> <p><b>c)</b> Integrate Universal Access and Inclusion Plan requirements into business unit service planning.</p>	All Managers, DAC	Operational funds	March 2016  Sept 2016

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
4.19	Signed, accessible public toilets and adult change facilities are available across the municipality	<p><b>a)</b> Public toilets are compliant with the Building Regulations of the day and provide accessible, family friendly, unisex toilets.</p> <p><b>b)</b> Conduct Public Toilet Review and non-compliant amenities are identified and scheduled for upgrade /retrofitting or replacement as appropriate Prioritise and Implement within Budget.</p> <p><b>c)</b> Disability Advisory Committee consulted to assist in the allocation of priorities listings.</p> <p><b>d)</b> Upgrades to Public toilets are compliant with the Building Regulations of the day.</p> <p><b>e)</b> New toilet facilities are compliant with the Building Regulations of the day.</p>	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the DDA as one of the condition criteria weightings.</p> <p><b>b)</b> Capital works are required to have the AIO as a referral authority at the Project Initiation, Design and Delivery phases</p> <p><b>c)</b> Integrate Universal Access and Inclusion Plan requirements into business unit service planning.</p>	Manager Recreation and Parks	Operational funds	<p>Dec 2016</p> <p>March 2014</p> <p>June 2014</p> <p>Ongoing</p> <p>Ongoing</p>

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
4.20	Council owned and maintained street and roadside lighting complies with minimum Australian Standards.	Council undertakes work on reactive basis when Community raises issues.	<b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the DDA as one of the condition criteria weightings. <b>b)</b> Capital works are required to have the AIO as a referral authority at the Project Initiation, Design and Delivery phases <b>c)</b> Integrate Universal Access and Inclusion Plan requirements into business unit service planning.	Manager Works	Operational funds	July 2013
4.21	Street/Road signage is maintained.	Night inspections to monitor signage fading.	Inspections occur every year and signage is maintained.	Manager Works	Operational funds	Ongoing
4.22	Continuous Accessible Pathways to All Council Facilities/infrastructure is provided.	<b>a)</b> Audit of access to 100 public facilities and amenities per year.  <b>b)</b> Prioritise works.	<b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the DDA as one of the condition criteria weightings. <b>b)</b> Capital works are required to have the AIO as a referral authority at the Project Initiation, Design and Delivery phases	Manager Recreation and Parks, Manager Works, Manager Projects, AIO, DAC	Operational funds	June 2015  Ongoing

## Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
4.23	Public Open Spaces are accessible by providing connecting pathways to accessible facilities.	<p><b>a)</b> Identify missing connecting pathways to accessible facilities.</p> <p><b>b)</b> Disability Advisory Committee consulted to assist in the allocation of priorities listings for remedial work program.</p>	<p><b>a)</b> Condition based assessment of relevant Council assets shall work towards meeting compliance of the DDA as one of the condition criteria weightings.</p> <p><b>b)</b> Capital works are required to have the AIO as a referral authority at the Project Initiation, Design and Delivery phases</p>	Manager Assets, Manager Works, Manager Neighbourhoods, Manager Children and Youth Services, Manager Active Living, AIO, DAC	Operational funds	Sept 2014  Dec 2014
4.24	Connecting accessible shared pathway network provided across Municipality.	Investigation of purchase of decommissioned easement and waterways/channels for utilisation for access throughout Municipality.	Investigation/report completed.	Manager Projects, Manager Planning	Operational funds	March 2016

## Objective 5 – High Performing Organisation

*To ensure that all corporate, strategic planning and communication actively considers all sectors of the community and promotes 'Access for All'*

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
5.1	To deliver Council Services within the business excellence framework and consider the varying abilities of all community members.	<p><b>a)</b> Staff and Councillors undergo compulsory Disability Awareness training.</p> <p><b>b)</b> Review Equal Opportunity Policy to address Inclusiveness/ Disability Awareness.</p> <p><b>c)</b> Disability awareness and Access and Inclusion included as part of Council staff's induction agenda.</p>	<p><b>a)</b> Disability Awareness Training undertaken by all staff every two years within People performance.</p> <p><b>b)</b> Council Equal Opportunity Policy includes Inclusiveness / Disability Awareness.</p> <p><b>c)</b> Access and Inclusion included as part of the agenda for all staff Inductions.</p>	Manager People Performance, AIO, RAO	Operational funds	Ongoing
5.2	Rate notices are available in alternative formats.	Rates are delivered to Customers in hard copy and email.	Rates notices delivered and/or promoted in alternative format as requested.	Manager, Rates and Valuations	Operational funds	Dec 2013

Universal Access and Inclusion Plan 2013 - 2017

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
5.3	The Universal Access and Inclusion Plan is available in accessible and alternative formats.	<p><b>a)</b> Plan prepared and available in accessible electronic and paper based format, in relevant languages and Easy English as requested.</p> <p><b>b)</b> Promote availability of Plan.</p>	<p><b>a)</b> Plan available as requested in relevant format.</p> <p><b>b)</b> Media Campaign completed on adoption of Plan.</p>	Manager Neighbourhoods,  Manager Communications and Marketing, AIO	Operational funds	Sept 2013  Sept 2013
5.4	Increase the accessibility of Council communication for people with complex communication needs: speech impairment, Deaf and people who are hard of hearing.	<p><b>a)</b> National Relay Service Training Awareness Campaign provided to all council officers who have telephone contact with members of the community.</p> <p><b>b)</b> National Relay Service promoted to the community on Council communications.</p>	<p><b>a)</b> Refresher Awareness Training completed every two years. And monitored by Council's learning and development staff.</p> <p><b>b)</b> National Relay Service Information (logo) placed on Council's communications.</p>	All Managers	Operational funds	Ongoing  Ongoing
5.5	Information on display within Council's is at an accessible height and location for community members.	Relocate information, documents and plans on display to accessible height and locations within Council facilities including adequate signage.	All Council information on display is accessible to all community members.	Manager Works, Manager Citizen's Services, AIO	Operational funds	Ongoing

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
5.6	Increase the Accessibility of Council communication to people who are Deaf and/or hard of hearing via Short Messaging Service (SMS).	<p><b>a)</b> Promote the use of SMS message to the Deaf community.</p> <p><b>b)</b> Educate staff on the process of SMS usage from community members.</p> <p><b>c)</b> Promotion of SMS system.</p> <p><b>d)</b> Review of system.</p>	<p><b>a)</b> Consider the development of process to convert community messages by SMS to email.</p> <p><b>b)</b> Relevant staff is educated on the process of converting SMS usage from community members.</p> <p><b>c)</b> Provide SMS contact details on Rates notices and other relevant Council publications.</p> <p><b>d)</b> Review undertaken.</p>	Manager Communications & Marketing, Manager Information Services	Operational funds	Dec 2014 Ongoing Ongoing Dec 2015
5.7	Increase communication access for people with complex communication needs.	<p><b>a)</b> Identify where communication boards should be located within Council.</p> <p><b>b)</b> Communication boards are promoted at Council's customer service centres.</p> <p><b>c)</b> Work towards accreditation for the Universal Communication logo.</p> <p><b>d)</b> Training provided to key staff in the use of Communication Boards.</p>	<p><b>a)</b> Audit has been undertaken of all communication boards available at relevant Council facilities.</p> <p><b>b)</b> Communication boards are accessible at Council's citizen's service areas.</p> <p><b>c)</b> Consider engaging with an external accreditation team and follow steps until this is achieved.</p> <p><b>d)</b> Relevant council officers trained in use of Communication Boards.</p>	All Managers	Operational funds	Ongoing

No.	Aims	Action	Performance Measure	Responsibility	Budget/Resource	Time Lines
5.8	Delivery of written information to community members is consistent and accessible across Council.	<p><b>a)</b> Review and update the Corporate Style Guide to reflect current written accessibility guidelines.</p> <p><b>b)</b> Promotion of Corporate style guide at induction session.</p> <p><b>c)</b> Corporate style guide promoted to existing staff.</p>	<p><b>a)</b> Council's Corporate style guide is updated to include accessibility guidelines.</p> <p><b>b)</b> Accessible Corporate style guide promoted at staff induction session.</p> <p><b>c)</b> Accessible Corporate style guide promoted every two years during staff disability awareness training sessions.</p>	All Managers	Operational funds	Ongoing
5.9	Hearing loop facilities exist within prioritised Council facilities.	<p><b>a)</b> Audit existing Council facilities with a view to prioritise and seek funding for additional fixed hearing loops as required.</p> <p><b>b)</b> Disability Advisory Committee consulted to assist in the allocation of priorities listings.</p> <p><b>c)</b> Purchase portable hearing loops.</p> <p><b>d)</b> Promotion of the process for portable hearing loops.</p>	<p><b>a)</b> Portable hearing loops available and permanent hearing loops will be installed as funding is available in line with Council Budget allocation.</p> <p><b>b)</b> Availability promoted in CogSpeak and Intranet.</p> <p><b>c)</b> Hearing loops have been purchased.</p> <p><b>d)</b> Relevant Council Staff have working knowledge of Portable Hearing Loop/s. List of trained staff kept</p>	Manager Neighbourhoods, Manager Works, Manager Arts, Tourism & Events	Operational funds	March 2014 June 2014 June 2014 Ongoing

No.	Aims	Action	Performance Measure	Responsibility	Budget/ Resource	Time Lines
5.10	Emergency management / evacuation procedures take into account needs of people with disability and language other than English.	Review all Council facility emergency management and evacuation procedures to ensure compliance with languages and people with a disability.	Annual training provided for staff/fire wardens re- safe evacuation of all abilities. Install visual warning signal (flashing light), pictorial wayfaring signs.	All Managers	Operational funds	Ongoing

Actions from the Plan requiring additional resources will be considered through Council's annual budgetary processes. All Greater Shepparton City Council Service Plans (and, where relevant, Asset Management Plans) shall include best practice Universal Access and Inclusion principles.

## References

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1. Victorian Government, 2006, *Charter of Human Rights and Responsibilities 2006*. Melbourne: State Government of Victoria.
2. Victorian Department of Human Services, Disability Act 2006. Melbourne: State Government of Victoria, Department of Human Services.
3. Commonwealth Government, 1992, *Disability Discrimination Act 1992*. Canberra
4. Australian Human Rights and Equal Opportunity Commission, <http://www.hreoc.gov.au>
5. Victorian Department of Human Services, 2002, Victorian State Disability Plan –2013-2016. Melbourne: Disability Services Division.
6. City of Ryde, Access and Equity Policy (2009)
7. Campaspe Shire Council, Universal Access Plan (2005)
8. Build for Life, Design Template – Voluntary Guide to promote the design and construction of Accessible Homes. The Building Commission (2008)
9. Visitable and Adaptable Features in Housing. Proposed changes to the Building Codes of Australia. Department Planning and Community Development December 2009

## Appendix 1: Legislation – Further Information

### **Disability Discrimination Act – DDA (1992) – Brief Summary**

The DDA covers everyone with a disability. The DDA also protects relatives, friends, carers and co-workers of people with disabilities from discrimination.

The objectives of the DDA are:

To eliminate, as far as possible, discrimination on the grounds of disability in the areas of:

- work; accommodation; access to premises
- the provision of goods; facilities; services and land
- existing laws
- the administration of Commonwealth laws and programs.

The DDA also protects people with disabilities being discriminated against because:

- they are accompanied by an assistant, interpreter or reader or
- they are accompanied by a trained animal, such as a guide or hearing dog; or
- they use equipment or an aid, such as a wheelchair or a hearing aid.

The DDA specifically applies to the work of Local Government in a number of areas including Access to Premises (Section 23), Goods, Services & Facilities (Section 24), Administration of Commonwealth Laws and Programs (Section 29), Harassment in Employment (Section 34) and Harassment in relation to goods and services (Section 39).

### **Types of Discrimination**

#### ***Direct Discrimination***

Direct discrimination occurs when a person with a disability is treated less favourably, or it is proposed to treat a person less favourably, than a person without the disability would be treated in similar circumstances.

#### ***Indirect Discrimination***

Indirect discrimination occurs when a person with a disability is expected to comply with a requirement or a condition that is unreasonable and that cannot be complied with due to the disability, but which a person without a disability would generally be able to comply with.

### **The Disability Act 2006, Section 38 - Universal Access Plans**

A public sector body must ensure that a Universal Access Plan is prepared for the purpose of:

- reducing barriers to persons with a disability accessing goods, services and facilities;

- reducing barriers to persons with a disability obtaining and maintaining employment;
- promoting inclusion and participation in the community of persons with a disability;
- achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

Any Plan lodged by a public sector body or a Council with the Human Rights and Equal Opportunity Commission in compliance with Part 3 of the Commonwealth *Disability Discrimination Act 1992* is to be taken to be a Universal Access Plan prepared by that public sector body or Council for the purposes of this section.

A public sector body must report on the implementation of their Universal Access Plan in its annual report.

If a Council determines to prepare a Universal Access Plan, the Universal Access Plan should be consistent with this section.

If a Council determines not to prepare a Universal Access Plan, the Council must ensure that the matters referred to in sub-section (1) are addressed in the Council Plan prepared under the *Local Government Act 1989*.

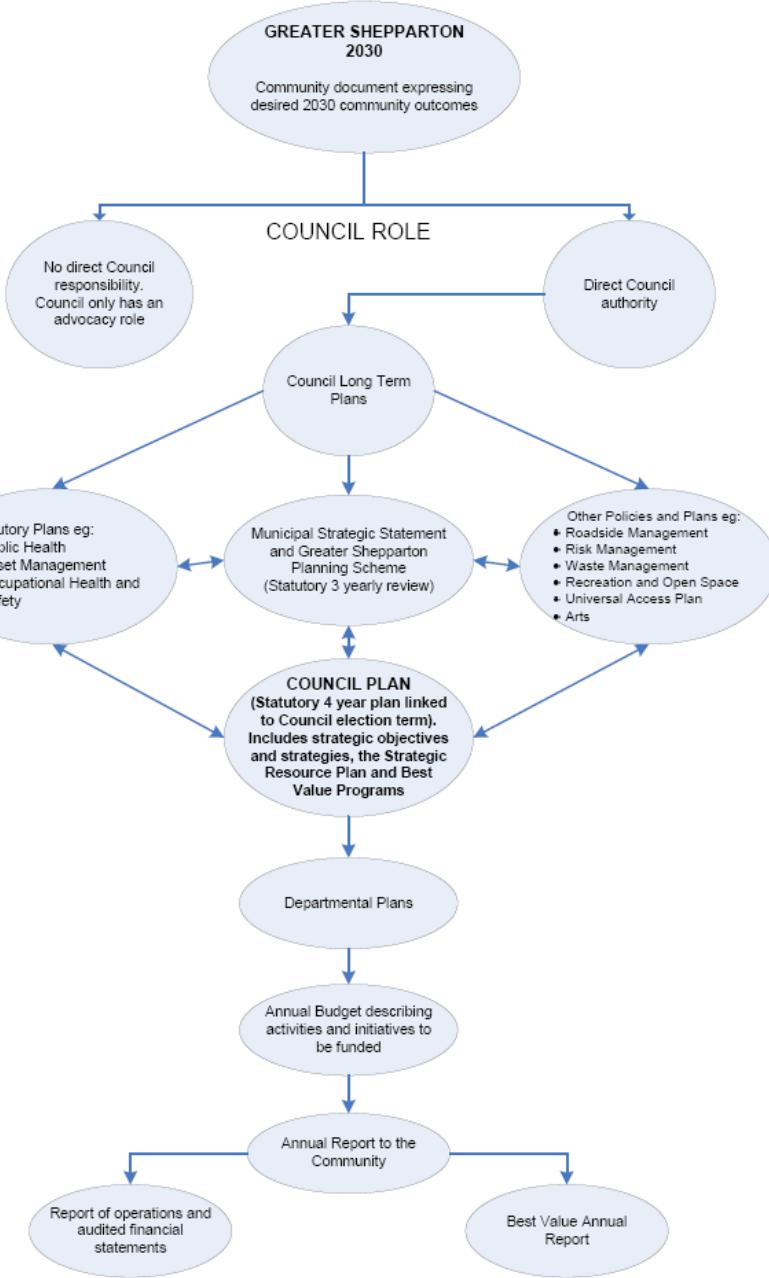
In this section—

"Council" has the same meaning as it has in section 3(1) of the *Local Government Act 1989*;

"public sector body" means:

- a Department within the meaning of section 4(1) of the *Public Administration Act 2004*;
- a statutory authority which is prescribed for the purposes of this section;
- a statutory corporation which is prescribed for the purposes of this section.

## Appendix 2: Strategic Planning and Accountability Flowchart



### **Appendix 3: Universal Access & Inclusion Plan External Stakeholders List**

The following list is a collection of local stakeholders that were consulted through the implementation of the Plan.

Access for All Abilities Project Manager	Greater Shepparton Disability Advisory Committee
Culturally and Linguistically Diverse	GV Community Health Services
Centrelink (now known as DHS)	GV Health Ethnic Council
Commonwealth Rehabilitation Services	Office of Housing
Community Housing Limited	Goulburn Valley Primary Care Partnership
ConnectGV	Home And Community Care Services
Goulburn Valley Health Community Interlink	Regional Information and Advocacy Council (RIAC)
Community members	Retailers
Deaf Access Officer and Deaf Community	Returned Services League (RSL)
Department of Human Services (DHS)	Road Safety Officer
Department of Transport	Rumbalara Aboriginal Cooperative Ltd
Disability Sector Service Providers	Rural Housing Network Limited
FamilyCare	Shepparton Access
GV Ethnic Council	Shepparton Tenants Association
Parents and Carer's Groups	University Melbourne National Disability Coordinator
Goulburn and Murray Enterprises (GAME)	Uniting Care Cutting Edge
Goulburn Valley Community Transport	Valley Sport
Goulburn Valley Affordable Housing Group	Vic Roads
Goulburn Valley Heath	Victoria Police
Goulburn Valley Area Mental Health Service	Vision Australia
Goulburn Making the Links Mentoring Coordinator (2008-2011)	Worktrainers

## Appendix 4: Acknowledgement of Other Feedback Received

Officer/Title/Organisation	Feedback	Relates to Objective	Reasoning/Found in Alternate Document
Manager Active Living Greater Shepparton City Council	<p>Acknowledgement of what Council does do presently.</p> <ul style="list-style-type: none"> <li>• Ongoing commitment in employment of specific roles ie Community Strengthening, Access and Inclusion, Community Grants Officer, Rural Access Project Worker, etc</li> <li>• Level of Council support/commitment to sustain support positions that are already formed.</li> <li>• Council provides reduced fees for Seniors Card, Health Care Card Pensioner rates for Council rates</li> </ul>	Objective 5	<p>In Forward /Acknowledgement section of UAIP</p> <p>In Forward /Acknowledgement section of UAIP</p>
Manager Works Greater Shepparton City Council	<p>Need to capture reactive basis that Council work on where there is scope to do so eg: Lighting issues are corrected when identified rather than rely on regime of assessment.</p> <p>Night assessment of signage is done on regular basis.</p>	Objective 4	In Forward /Acknowledgement section of UAIP
Road Safety Officer, VicSafe	Need for education across the board - youth, 24 - 35 year olds, aging drivers and motorised scooter users. All are represented in statistics /fatalities /crashes. Council could link VicSafe website to their own, as recognition that Council support safety strategy. Council could display VicSafe/Vic Roads brochures in foyer.	Objective 1	Road Safety Strategy adopted by Council June 2010

Universal Access and Inclusion Plan 2012 - 2016

Officer/Title/Organisation	Feedback	Relates to Objective	Reasoning/Found in Alternate Document
Service Provider at External Consultation	Council forms and information to be provided in other languages	Objective 1 and 5	Communication Guidelines
Service Provider at External Consultation	Parties in the Park more often 2 -3 times a year	Objective 1	Community Development Framework
Service Provider at External Consultation	Community Education re Access Issues	Objective 1 and 5	Community Development Framework
Service Provider at External Consultation	Education to Businesses that 'Good Access is Good Business' - strategy has been employed by shop owners to make access to their shop difficult for prams is meaning that people with mobility aids cannot access business, therefore business is lost .	Objective 1 and 2	To be progressed by DAC
Service Provider at External Consultation	Streetscapes blocking drivers views of pedestrian approaching marked/signed crossings	Objective 2	Road Safety Strategy adopted by Council June 2010
Service Provider at External Consultation	Scooter safety education required	Objective 1	Road Safety Strategy adopted by Council June 2010
Service Provider at External Consultation	Safe movement within the community public area - Cultural, age and 'difference' based comment	Objective 1 and 2	Community Safety Strategy Discussion paper August 2010
Manager Works Greater Shepparton City Council	Report to highlight the work/successes we have achieved through UAIP and track for all Council Staff and Community to see.	Objectives 1, 2, and 4	Annual Report of Universal Access Plan

## Appendix 5: Useful Government Contacts

Organisation	Role	Contact information
Australian Human Rights Commission	Disability rights, information on the Disability Discrimination Act and guidelines to developing a Disability Action Plan	PH: 1300 369 711 TTY: 1800 620 241 Fax: (02) 9284 9611 Website: <a href="http://www.hreoc.gov.au">www.hreoc.gov.au</a>
Equal Opportunity Commission of Victoria	Victorian Legislation, rights and responsibility and training	PH: (03) 9281 7111 TTY: (03) 9281 7110 Fax: (03) 9281 7171 Website: <a href="http://www.veohrc.vic.gov.au">www.veohrc.vic.gov.au</a>
Department of Human Services	Information on Victorian disability services and service providers	PH: 1300 650 172 Fax: (03) 9096 9140 TTY: (03) 9096 0133 Email: <a href="mailto:disability.services@dhs.vic.gov.au">disability.services@dhs.vic.gov.au</a> Website: <a href="http://www.dhs.vic.gov.au">www.dhs.vic.gov.au</a>
Office for Disability	Office of Disability was established with a mandate to put disability on the agenda across the Victorian Government. The Office is the first of its kind for Victoria	PH: (03) 9208 3015 TTY: (03) 9208 3631 Fax: (03) 9208 3633 Email: <a href="mailto:ofd@dpcd.vic.gov.au">ofd@dpcd.vic.gov.au</a> Website: <a href="http://www.officefordisability.vic.gov.au">www.officefordisability.vic.gov.au</a>
Building Commission (Victoria)	The Building Commission administers all building legislation and regulations	PH: (03) 9285 6400 Fax: (03) 9285 6464 Website: <a href="http://www.buildingcommission.com.au">www.buildingcommission.com.au</a>
Australian Building Codes Board	The Australian Building Codes Board is a joint commonwealth initiative of all levels of Government and the building industry	PH: 1300 134 631 Fax: (02) 6213 7287 Website: <a href="http://www.abcb.gov.au">www.abcb.gov.au</a> Email: <a href="mailto:abcb.office@abcb.gov.au">abcb.office@abcb.gov.au</a>
Municipal Association of Victoria	The Municipal Association of Victoria is the peak body and advocate for Victorian Councils	PH: (03) 9667 5555 Website: <a href="http://www.mav.asn.au">www.mav.asn.au</a>