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Universal Access and Inclusion Plan
2018-2021

GREATER SHEPPARTON

Mayors Message

As Mayor of Greater Shepparton City Council I am pleased to present the Greater Shepparton Universal Access and Inclusion Plan 2018-2021. Council's vision is for all residents and visitors to have full and equal access to Greater Shepparton's vibrant lifestyle. Council are committed to enhancing our strong and inclusive communities, and continuing to create opportunities for all.

Council has an important role to play in supporting the liveability of the region for people with a disability. Our Universal Access and Inclusion Plan 2018-2021 sets out a practical and fiscally responsible approach to improve the accessibility and inclusiveness of Council's infrastructure, services and information over time.

Greater Shepparton is a diverse community made up of people from many different cultures, beliefs, abilities and identities. This diversity enriches and improves the Greater Shepparton community. The Universal Access and Inclusion Plan expresses Council's commitment to its diverse communities, and guides the way Council will work to promote and foster inclusion, access and equity.

The Universal Access and Inclusion Plan 2018-2021 not only outlines what Council will do to address the barriers people with a disability might face, but it also acknowledges the contribution that people with a disability make each and every day to our diverse community.

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

The Universal Access and Inclusion Plan 2018-2021 has been developed in consultation with our local community. Council would like to take this opportunity to thank the many community members, service providers 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 is looking forward to working with the community on the implementation of the Universal Access and Inclusion Plan 2018-2021.

Cr Kim O'Keeffe
MAYOR

Introduction

People with disabilities have the right to live, work and socialise in the same way as everyone else. They want the same opportunities to use services, such as safe and reliable transport, easily-accessible buildings and public spaces, and support from families, friends and communities to fulfil their aspirations for a full life. Developing a Universal Access and Inclusion Plan that specifically considers the needs of people with barriers helps Council to understand the obstacles that prevent people from being a full and inclusive member of the community, enabling actions to be developed and implemented that focus on reducing barriers to access.

The Disability Discrimination Act 1992 defines a disability as any impairment or barrier of a physical, intellectual, psychiatric, neurological or sensory nature. Disability can either be temporary or permanent and something that is acquired or present from birth. While traditional definitions of disability have focused on the restriction or lack of ability on the part of an individual, disability advocates recommend the need to view disability as a social construct. Using this model, it is the social attitudes and barriers that 'disable' an individual from being a full and inclusive member of the community. This shift in thinking is of fundamental importance to the effective implementation of a Universal Access and Inclusion Plan.

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 and physical access. Some 90% of disabilities that people experience are invisible. The flow on effects impact families, carers, support services and the broader community. Many people face personal challenges and experience isolation. This plan considers barriers that can limit inclusion for other sectors of the community and promote a more inclusive society.

Barriers to access and inclusion come in two major types; Physical access, which considers infrastructure design and facility provision that enable equitable access for all members of the community and Information access which considers that the provision of information must meet the needs of many diverse individuals in the community.

Council's Role

It is a requirement of the Victorian Disability Act 2006 that local councils develop a Disability Action Plan and report on these action plans every year to make sure it is being put into practice. The Plan assists local government to meet its obligations under Federal and State Government anti-discrimination legislation, and to promote the rights of people with disabilities to live and participate in the community on an equal basis. In addition to the Disability Act, the Greater Shepparton City Council has legal obligations under the:

- United Nations Convention on the Rights of Persons with Disabilities
- Victorian Charter of Human Rights and Responsibilities
- Commonwealth Disability Discrimination Act 1992
- Victorian Equal Opportunity Act 1995
- Disability (Access to Premises- Building) Standard 2010.

In accordance with the Local Government Act 1989, Council has a variety of roles and functions to achieve outcomes on behalf of the community. These include:

- Advocating to change policies and procedures to ensure an inclusive community
- Being a positive role model for the wider community by promoting and implementing strategies to change discriminative attitudes and practices
- Planning to ensure the built environment has universal access as a priority
- Council produced information is available in accessible formats.

Role of the Greater Shepparton Disability Advisory Committee

Greater Shepparton City Council established the Disability Advisory Committee in November 2008 and provides an officer to support the group. The Disability Advisory Committee gives members of the community a place to raise access and inclusion concerns relating to all people. The aim of the Disability Advisory Committee is to advise Council and make recommendations that ensure people with a disability have access and are included in our community. The Greater Shepparton Disability Advisory Committee meets once a month between February and December each year.

Summary of Relevant Legislation and Policies

The Universal Access and Inclusion Plan 2018-2021 has been informed by the legislative and policy context from the international arena as well as across the three tiers of government. This framework promotes and protects the rights of people with a disability and also aims to address issues of discrimination and disadvantage to make society a more equal place. The table below lists the relevant legislation and policies considered in the development of this Plan:

International
United Nations Universal Declaration of Human Rights 1948
United Nations Convention on the Rights of Persons with Disabilities 2008
National
The Commonwealth Disability Discrimination Act 1992
National Disability Strategy 2010 – 2020
Commonwealth State Territory Disability Agreement 1991
Australian Standards 1428 – Design for Access and Mobility (2009)
Disability (Access to Premises- Building) Standard-2010
State
Victorian Disability Act (2006)
The Victoria Charter of Human Rights and Responsibilities Act 2006
The Local Government Act (1989)
Victorian State Disability Plan 2017–2020
Disability Standards for Accessible Public Transport 2002
Victorian Equal Opportunity and Human Rights Commission Strategic Plan 2017-22
Local
Council Plan 2017- 2021
Municipal Health and Wellbeing Plan, Refer to Council Plan 2017- 2021
Municipal Emergency Management Plan (audited every 3 years)
Community Living Local Law 1 (2018-2028)
Greater Shepparton 2030 Strategy
Cultural Diversity and Inclusion Strategy 2015-2018
Communication Style Guide (internal document)
Footpath Trading Policy
Greater Shepparton Urban Design Manual
Infrastructure Design Manual

Key Strategic Objectives

The objectives of the Universal Access and Inclusion Plan 2018-2021 have been aligned with the strategic goals of the Council Plan 2017-2021. The Universal Access and Inclusion Plan 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 are aligned within the five broad objectives below.

The strategic directions for the Universal Access and Inclusion Plan are:

1. **LEADERSHIP AND GOVERNANCE**
   Provide strong civic leadership, advocacy and good governance in the operation of Greater Shepparton City Council.

2. **SOCIAL**
   Develop resilient, inclusive, healthy communities that make Greater Shepparton a safe and harmonious place to live, work, learn, and play.

3. **ECONOMIC**
   Build a thriving, resilient economy where Greater Shepparton is recognised as a competitive place to invest and grow business.

4. **BUILT**
   Provide and support appealing relevant infrastructure that makes Greater Shepparton an attractive, livable regional city.

5. **ENVIRONMENT**
   Enhance and protect the clean, green environment that makes Greater Shepparton the unique place it is.

The monitoring and evaluating of achievements and progress over the life of the Plan will also require a whole of Council approach. The Neighbourhoods Department will lead the process with each business unit being responsible for evaluating specific identified initiatives, as well as broader business unit improvements and achievements of access and inclusion.

## Population Demographics & Statistics

According to the Australian Bureau of Statistics the 2016 census data indicated that;
- One in five Australians reported living with disability (18.3% or 4.3 million people).
- A further 22.1% of Australians had a long-term health condition but no disability.
- The percentage of people that require assistance with core activities increases as people age.
- 9.2% of people aged between 70 and 74 need assistance with core activities. This figure increases to 25.4% for people aged 80 to 84 years and 42.8% for people aged 85 and over. It is important to recognise that the term 'disability' represents many different personal challenges of impairment.
- The municipality's Aboriginal population is the largest in regional Victoria, with an estimated 3.5 % of residents having indigenous heritage.
- 14.8 % of the population identifying as being born in a country other than Australia.

Disability Prevalence in Greater Shepparton Region

According to the Australian Bureau of Statistics 2016 census data, Greater Shepparton currently has a population of 65,076. Using the statistics above, it is estimated that there are currently 11,600 people in the municipality who have a permanent disability, and 3,600 residents who are living with a temporary disability.

## Need for assistance with core activities, 2016
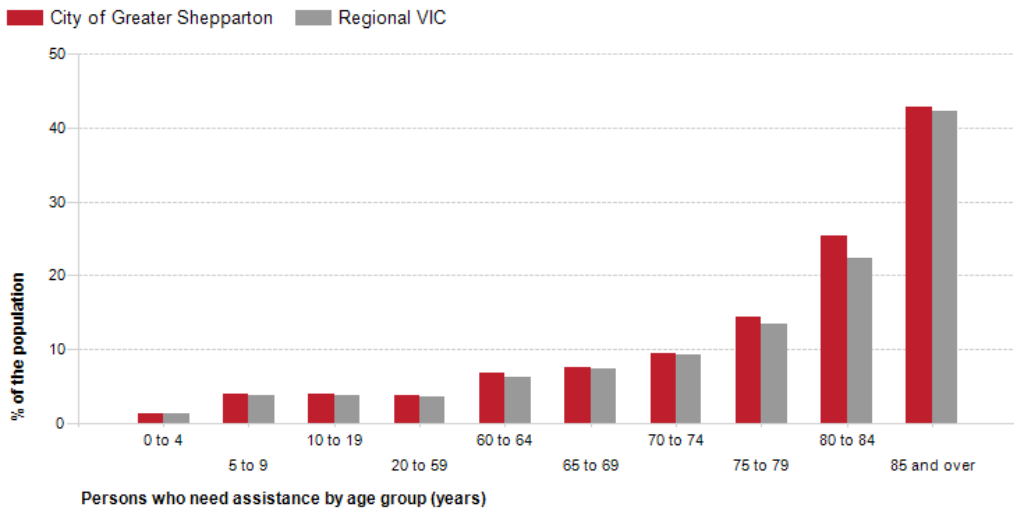
Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence data)
Compiled and presented in profile.id by .id, the population experts.

Age Diversity in the Greater Shepparton Region

Following national trends, Greater Shepparton has an ageing population. According to Australian Bureau of Statistics 20.7% of the population are aged 65 or older. Ageing presents individuals with many potential barriers to access and inclusion, including those who are living with a disability.
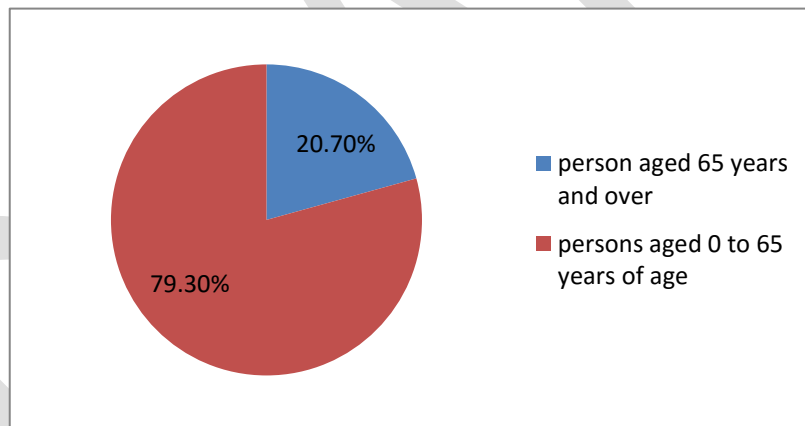
Social and Community Inclusion

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 have 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 caring
- Engage by connecting with people and using their local community's resources and are a voice so

that they can influence decisions that affect them.

Our Achievements so Far

Greater Shepparton City Council has improved the physical and social environment from the disability access perspective of Greater Shepparton through the delivery of the 2014 - 2017 Universal Access and Inclusion Plan:

- Hearing loops at Council facilities.
- Provision of Auslan at major events including Carols by Candlelight and the "Converge" festival.
- Provision of free tickets to some Eastbank performances for marginalised community groups including people with disabilities.
- Design and development of an accessible carriage for use on the Kidstown Miniature Railway.
- Participated in the development and roll out of the Good Access = Good Business Booklet.
- Construction of two Adult Changing Places facilities at Aquamoves Shepparton.
- Construction of an Adult Changing Places facility as part of the Frasier Street Toilet Redevelopment.
- Initiation of the Mobility Map project.
- Assisted in updating Council's policies and procedures from an Access and Inclusion perspective.
- Advocated on behalf of the community for more accessible Public Transport and associated infrastructure.
- Continue to work towards upgrading parking infrastructure, in line with the latest accessible parking audit.
- Ensuring inclusiveness at the Shepparton Sporting Precinct Stage 1
- Advocating for all infrastructure projects to be built to best practice standards rather than minimum standards.
- Constructed 18 Accessible Parking bays since 2014.
- Access ramp installed at Tatura Park.
- Accessible viewing area installed at the Tatura Park and Deakin Reserve.
- Installation of an accessible work station in the Maude Street Mall.

Consultation

The Universal Access and Inclusion Plan 2018- 2021 was developed with regards to legislative and policy contexts and in consultation with the community including: people with a disability; carers; service providers; the broader community; and Council staff. The development, implementation, revision and evaluation of the Plan will be led by Council and overseen by the Disability Advisory Committee.

The community along with key service providers were asked to respond to a survey which asked respondents to outline some of the barriers to access and inclusion that exist in the community and also what aspects of community they value and enjoy as residents of Greater Shepparton. Council received 23 responses to the survey. Feedback from the survey has been incorporated into the new Universal Access and Inclusion Plan.

Objective – 1 Leadership and Governance

Provide strong civic leadership, advocacy and good governance in the operation of Greater Shepparton City Council.

No.	Aims	Action	Performance Measure	Responsibility
1.1	Ensure the Universal Access and Inclusion Plan is available in accessible and alternative formats.	Plan prepared and available in accessible electronic and paper based format, in relevant languages and Easy English as requested.	Plan available as requested in relevant format. Media campaign completed on adoption of Plan.	Manager Marketing and Communications, Access and Inclusion Officer. Disability Advisory Committee, Positive Ageing Advisory Committee
1.2	Increase the awareness level of all Council Staff to ensure inclusivity.	Staff and Councilors participate in Disability Awareness training.	80% of staff are to participate in training over the life of the Universal Access and Inclusion Plan.	Manager People and Development, Access and Inclusion Officer.

1.3	Continue to provide communication access for people with complex communication needs.	Identify where additional communication boards should be located within Council. Communication boards are promoted at Council's customer service centres. Training provided to key staff in the use of Communication Boards.	Communication Training is completed every two years by 80% of Council's staff. National Relay Service Information (logo) placed on Council's communications.	All Managers
1.4	Promotion of Hearing Loops in Council buildings.	Council's website is updated to include where Hearing Loop facilities are available.eg Shepparton Senior Citizens' Centre. Advise relevant staff of the Hearing Loops and their operations.	Booking forms list that Hearing Loop facilities are available.	Manager Neighbourhoods, Manager Performing Arts and Conventions, Economic Development, Access and Inclusion Officer

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1.5	Continue Council's strong record of advocating on behalf of its residents on a wide range of issues including access and inclusion for all with external stakeholders.	Council to advocate on behalf of the community with other stakeholders, be they local or at the State or Federal level of government on the issues around access and inclusion.	Access and inclusion Officer attends Positive Ageing Network Meeting, Victorian Disability Planners Network Meeting and the Network of Disability Service Providers meeting. The Positive Ageing Advisory Committee and Disability Advisory Committee meet 10 times each year between February and December each	All Managers, Positive Ageing Advisory Committee, Disability Advisory Committee,
1.6	Ensure council continues to meet or exceed its obligations with regards to employment of people with barriers or those from culturally diverse or under represented cultural backgrounds	Ensuring employment opportunities for people of all abilities and from all cultures are available and advertised in line with Council's statutory obligation so that the workforce is an accurate reflection of the community.	Ensure Council is an Equal Opportunity Employer by meeting all statutory requirements and strategic goals related to the employment of people with barriers or those from culturally diverse or under represented cultural backgrounds.	People and Development

Objective 2 – Social

> Develop resilient, inclusive, healthy communities that make Greater Shepparton a safe and harmonious place to live, work, learn, and play.

No.	Aims	Action	Performance Measure	Responsibility
2.1	Continue to provide opportunities for community members to give feedback on local issues that relate to Universal Access and Inclusion.	Continuation of the Disability Advisory Committee & Positive Ageing Advisory Committee.	Minimum of 10 DAC & PAAC meetings per year	Access and Inclusion Officer and Team Leader Assessment Services, Positive Ageing Advisory Committee, Disability Advisory Committee.
2.2	Council continues to ensure that all council managed and/or supported festivals, programs, events, (including leisure and sporting) are accessible and inclusive.	All events in the municipality are accessible and inclusive to all in line with all statutory obligations; ensure that all documentation relating to running an accessible and inclusive event is distributed to all relevant stakeholders in a timely manner. Update and promote the Accessible Event Resource Kit.	Major events are referred to the Access and Inclusion officer and the DAC for feedback. Event Resource Kit is promoted on website and made available to the community on request.	All Managers, Access and Inclusion Officer, Rural Access Officer, Disability Advisory Committee

| 2.3 | International Day of People with Disability, (IDPWD) and World Elder Abuse Awareness Day (WEAAD) and the Seniors Festival are celebrated and promoted each year. | Annual WEAAD, IDPWD and Seniors Festival events are hosted by Council in conjunction with key stakeholders.

IDPWD event promoted through Council's child care centers and local schools.

Flags for IDPWD are raised on flagpoles during the week in which IDPWD falls each year.

Annual events promoted through media including web site and newspaper. | Events are held annually.

Communication regarding the events is distributed 4 weeks before the event.

Flags are erected annually during the week of the IDPWD event (3 December). | Access and Inclusion Officer, Rural Access Officer, Disability Advisory Committee

Manager Marketing and Communications

Manager Children and Youth Services, Access and Inclusion Officer

Manager Neighbourhoods, Access and Inclusion Officer, Rural Access Officer, Disability Advisory Committee |

2.4	Assist the community's smooth transition to the National Disability Insurance Scheme.	Provide information where relevant on the role out of the National Disability Insurance Scheme in greater Shepparton. Encourage those people affected by the transition to engage with the relevant service providers to facilitate their transition to National Disability Insurance Scheme.	Roll out of the National Disability Insurance Scheme is completed by 31 December 2019.	
2.5	Assist relevant service providers to raise awareness of My Aged Care in the community and assist with the transition to My Aged Care.	Partner with Aged Care providers and other relevant service providers to raise awareness of the My Aged system in the community.	Stage information session once a year for the life of this Universal Access and Inclusion Plan.	Team Leader Assessment Services, Team Leader Aged and Disability Services, Manager Neighbourhoods, Access and Inclusion Officer, Access and Support Officers
2.6	Raise awareness and build capacity about the impacts of mental health as well as promote positive attitudes and whole of life wellbeing for all community members	Partner with relevant service providers to raise awareness of mental health issues in the community	Assist relevant service providers to run information sessions event for the life of this Universal Access and Inclusion Plan.	

| 2.7 | Support action to prevent family violence and sexualised assault by addressing the underlying causes of gender-based violence and promoting equal and respectful relationships in the community | Partner with relevant service providers to raise awareness of domestic violence in the community | Assist relevant service providers to run information sessions for the life of this Universal Access and Inclusion Plan. | |

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Objective 3 – Economic

Build a thriving, resilient economy where Greater Shepparton is recognised as a competitive place to invest and grow business.

No.	Aims	Action	Performance Measure	Responsibility
3.1	Annual review of Motorised Mobility Devices Recharge Points and identification of new locations (as required)	Identify need and locations for the recharge scheme. Target local businesses for service provision. Continue to promote program to community. Ensure adequate signage for recharge points in the community. Update information flyer with motorised mobility aide charge points (if required).	Installation of appropriate signage at all recharge points. Scooter Recharge scheme promoted on Council's website and relevant publications. Updated Flyer developed with recharge points locations highlighted throughout the municipality.	Manager Neighbourhoods, Manager Marketing and Communications, Access and Inclusion Officer, Rural Access Officer
3.2	Development of Mobility maps	Develop mobility maps (hard copy, and web based mobility maps and explore the possibility of an App).	Mobility maps developed for Shepparton CBD, Tatura CBD, Mooroopna CBD, and Murchison.	Access and Inclusion Officer and Team Leader Assessment Services

3.3	Develop an Accessible Accommodation check list with a view to improving the standard and variety of Accessible Accommodation options in the municipality.	Explore opportunities to develop an accessible accommodation list for the municipality.	An information 'kit' and checklist provided to local accommodation providers.	Access and Inclusion Officer, Rural Access Officer, Team Leader Tourism Major Events, Tourism Coordinator

3.4	Continue to promote Good Access is Good Business initiative	Provide information kit on accessibility and inform local businesses about disability access and how good access is good business.	Checklist reviewed annually.	Manager Economic Development, Manager of Arts Conventions, Director SAM, Team Leader Tourism & Events, Access and Inclusion Officer, Rural Access Officer, Web Development Officer
		Review participating businesses annually for accessibility as per checklist and promote accordingly with 'access friendly sticker'.	Information 'kit' and checklist provided to local businesses.	
			'Access friendly sticker' promoted to businesses.	
			Number of accessible retail outlets increased by five.	
			Develop list of businesses that are displaying the Good Access is Good Business sticker of recognition. A list of participating businesses will be maintained on the Greater Shepparton City Council website.	

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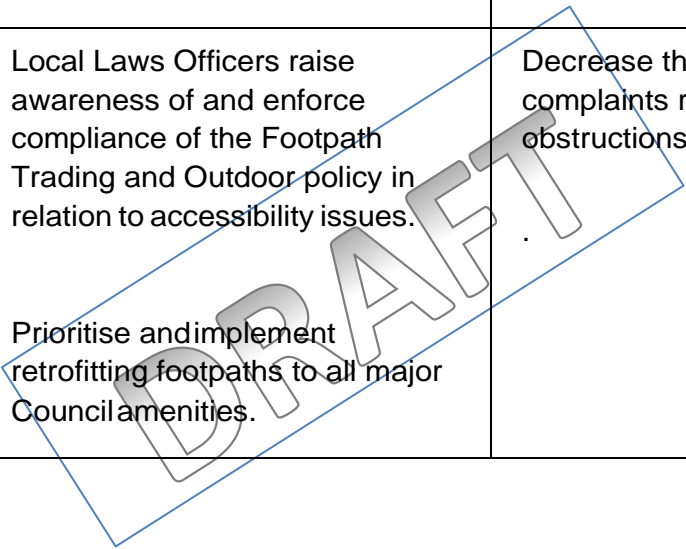| 3.5 | Council will continue to promote employment partnerships that welcome, encourage and value diversity. Support applications from Indigenous Australians, people with a disability, diverse cultural and linguistic backgrounds, mature age and lesbian, gay, bisexual, transgender and intersex (LGBTI) people. | Promote the benefits of diversity in their workplace. Support partnerships with service providers and employers to provide education and awareness.

Ensure applicants with disability can make requests for modifications or adjustments. | Partnerships and communication channels have been strengthened. Council will continue to promote information sessions and raise awareness of diversity in our community for the life of the Universal Access and Inclusion Plan. | Manager Economic Development, Manager People and Development, Business Development Coordinator ,Access and Inclusion Officer, Rural Access Officer |

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Objective 4 – Built

Provide and support appealing relevant infrastructure that makes Greater Shepparton an attractive, livable regional city.

No.	Aims	Action	Performance Measure	Responsibility
4.1	To provide safe and equitable access to all infrastructure for community members regardless of the user's ability. Commencement of a condition based assessment of relevant Council assets to identify non-compliant or redundant infrastructure with a view to correcting the identified noncompliance or redundant infrastructure.	Condition based assessment of relevant Council assets working towards meeting compliance of the Disability Discrimination Act (DDA) as one of the assessment criteria. Capital projects are required to have the Access and Inclusion Officer as a referral authority at the project initiation, design and delivery phases.	Completion of all projects identified action in the 2006 Parking Audit. Continue to upgrade car parking spaces identified as being non-compliant in the 2006 Parking Audit Inspection of 12 assets per annum.	Manager Citizen Services, Manager Works & Waste, Manager Economic Development, Access and Inclusion Officer

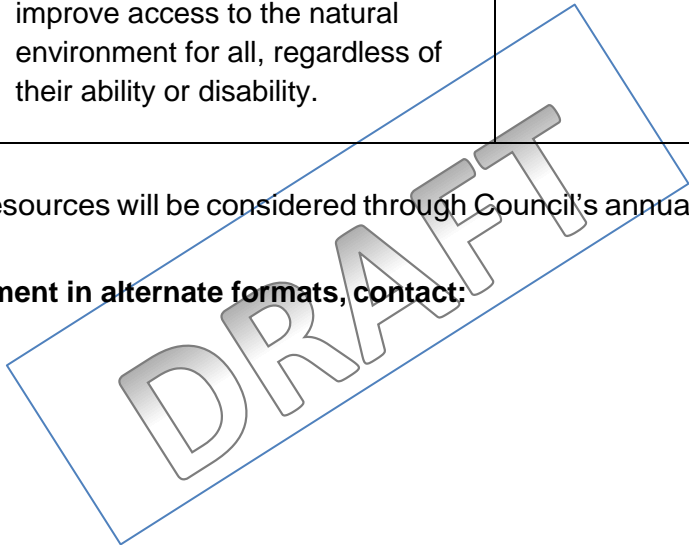| 4.2	Maintaining existing accessible features, in the built environment including Tactile Ground Surface indicators in the built environment, and rationalise the installation or removal of accessible features on council owned infrastructure to provide a safe and compliant streetscape.	Audit all existing accessible features, including kerb ramps, pram crossings and Tactile Ground Surface Indicators when replacing or renewing accessible features. Provide a rationalised approach to the installation/ replacement of accessible features in the streetscape.	Decrease the number of complaints from the public around access issue created due to out of date or poorly maintained infrastructure.	Manager Citizen Services, Manager Works & Waste, Manager Economic Development, Access and Inclusion Officer
4.3	Footpaths are accessible and safe for community members of all abilities.	Local Laws Officers raise awareness of and enforce compliance of the Footpath Trading and Outdoor policy in relation to accessibility issues. Prioritise and implement retrofitting footpaths to all major Council amenities.	Decrease the number of complaints received regarding obstructions on the footpaths. .	Manager Citizen Services, Manager Works & Waste, Manager Economic Development, Access and Inclusion Officer

4.4	Public open spaces are accessible by providing connecting pathways to accessible facilities.	Continue to support Council's missing links project. Identified areas where no made footpath exist in residential and commercial areas. Priority is given to the installation of footpaths to be carried out to ensure areas of high community need are prorated above other areas.	Decrease number of complaints and increased usage of facilities.	Manager Strategic Assets, Manager Parks, Sport and Recreation, Manager Active Living, Access Inclusion Officer, Disability Advisory Committee
4.5	Way finding signage is designed and produced in an accessible manner. Signage that needs to be accessible is referred to the Access and Inclusion Officer.	Ensure that all new way-finding signage is implemented per Australian Standards 1428 or best practice, whichever standard is the higher for all new signage.	Develop an evaluation program to ensure that all relevant way- finding signage is implemented per Australian Standards 1428 or best practice, whichever standard is the higher for all new signage.	Manager Works & Waste, Access Inclusion Officer, Disability Advisory Committee

Objective 5 – Environment

Enhance and protect the clean, green environment that makes Greater Shepparton the unique place it is.

No.	Aims	Action	Performance Measure	Responsibility
5.1	Continue to ensure that council owned infrastructure is compliant with the relevant Australian Standard.	All new construction or renewal projects relating to playgrounds walking/cycling paths and associated infrastructure are referred to the Access and Inclusion Officer for comment in the design phase of the project.	100% of large capital projects are referred to the Access and Inclusion Officer.	All managers. Access and Inclusion Officer.

| 5.2 | Ensure people of all abilities and ages have access to the natural environment including parklands, gardens, rivers and the like for people with barriers. | Assist relevant departments in exploring opportunities to make the natural environment more accessible to people with disabilities.

Explore opportunities to establish partnerships with other stakeholders (e.g. parks Victoria and RiverConnect) in order to improve access to the natural environment for all, regardless of their ability or disability. | Consultation undertaken with all relevant parties to develop strategies to ensure that the natural environment is accessible to all regardless of age or disability. | Manager Environment, Manager Projects, Manager Parks, Sport and Recreation and Access Inclusion Officer. |

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

For further information or to obtain this document in alternate formats, contact:
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Email council@shepparton.vic.gov.au

For people who are deaf or have a hearing or speech impairment,
Please contact us through the National Relay Service (www.relayservice.com.au):
-     TTY users: phone 133 677 then ask for (03) 5832 9700
-     Speak and Listen users: phone 1300 555 727 then ask for (03) 5832 9700
-     Internet relay users: connect to the NRS http://www.iprelay.com.au/call/index.aspx then ask for (03) 5832 9700