



Banyule
CITY COUNCIL

Disability Policy & Action Plan

2009 – 2013



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Summary

The development of the Banyule City Council Disability Policy and Action Plan is an important step towards building a strong and inclusive community that welcomes the contributions and partnerships of all its citizens.

The Disability Policy and Action Plan, has been developed to assist Banyule City Council in identifying issues that could be seen as creating barriers to the use of Council services and facilities by people with a disability, their families and carers in our community.

The Disability Policy and Action Plan details Council's objectives, strategies and actions in relation to improving access for all. It also allows Council to meet its obligation in relation to the Disability Discrimination Act 1992 (DDA) and more recently the Victorian Disability Act 2006 and the Charter of Human Rights and Responsibilities Act 2006.

A wide range of issues and barriers were identified during the consultation phase of the Disability Policy and Action Plan. Consistent with the Banyule City Council Plan (2009-2013) and its five key objectives (known as the 5 P's) People, Planet, Place, Prosperity, Participation, the following are key focus objectives highlighted in detail in the Disability Action Plan.

- ♦ **Built environment (Place):** Ensure that people with disabilities can equitably access all Council buildings, premises and facilities.
- ♦ **Natural environment (Planet):** Ensure that people with disabilities can equitably access the natural environment including Council parks, gardens and open space areas.
- ♦ **Social environment (People):** Ensure that specialist and generic accessible services and information are provided to support people with disabilities to participate in the community through all key stages of their life.
- ♦ **Recreation and culture (People):** Ensure people with disabilities can equitably participate in sporting, recreation and cultural activities provided by Council across the municipality.
- ♦ **Information and communication (Participation):** Ensure people with disabilities can equitably access Council information and communication systems.
- ♦ **Economic environment (Prosperity):** Support business and employers in improving access to services, facilities and employment opportunities for people with disabilities.

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- ♦ **Governance (Participation):** Ensure that people with disabilities can equitably access Council governance structures and participate in consultation, decision making, and other processes and activities that are available to the broader community.

Acknowledgment

Banyule City Council would also like to acknowledge all those who contributed to the development of this document, by attending forums, and sharing information and their knowledge. In particular, the Banyule City Council Disability Reference Group played a key role and will continue to do so throughout the lifetime of the plan.

Relationships

This Disability Policy and Action Plan directly links to the Banyule Inclusion Policy. The Banyule Social Inclusion Policy recognises that while most people are able to exercise the right to participate in community life, there are barriers that reduce this capacity for people with disabilities, people from culturally and linguistically diverse (CALD) or Aboriginal and Torres Strait Islanders (ATSI) backgrounds. The Banyule Social Inclusion Policy and Action Plan provide an overarching policy framework within which Disability, CALD and ATSI Action Plans will sit.

Given this context, the Banyule Disability Policy and Action Plan builds on and replaces the Banyule Community Inclusion and Access Policy 1996 (CIAP), which was endorsed by Council and registered as an Action Plan with the Human Rights and Equal Opportunity Commission. When endorsed by Council, the Banyule Disability Policy and Action Plan 2009-2013 will also be registered with the Australian Human Rights Commission (AHRC) (formally known as -Human Rights and Equal Opportunity Commission (HREOC).

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Part 1 – Demographic Information

The City of Banyule is home to a large number of people with disabilities. According to the *Australian Bureau of Statistics ABS Disability, Ageing and Carers Survey 2003*, the key features of the incidence of disability in Banyule, are as follows:

- Approximately 23,700 people living in Banyule had some form of disability in 2003;
- Physical disability is the most prevalent form of disability, affecting about 8,000 people aged 15-64 years. The next most common form is sensory disability followed by psychiatric and intellectual disability;
- The most prevalent level of disability is associated with mild core-activity limitations, affecting more than 6,000 residents. The profound level is the least prevalent, affecting about 3,400 residents, with the other two levels sitting slightly above this;
- The highest numbers of people with a disability fall in the 45-54 years age group, though the mild and moderate levels of core-activity limitations predominate at this age;
- The proportion of people with a disability is age related. The lowest proportion of people with a reported disability occurs in the youngest age groups (4.0% of 0-4 year olds) and increases steadily to peak at 92.1% for people aged 90 years and over;
- The profound level of core-activity limitation is most pronounced in the very young (under 15 years) and the very old (over 80 years). The mild, moderate and severe levels dominate, in that order, the years in between;
- There is a higher number, and proportion, of men than women with a disability in the under 35 year age groups;
- There is a higher number, and proportion of women than men with a disability in the over 70 year age groups.

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The prevalence of disability increases with age. In the table below, are the findings of the *2003 Survey of Disability, Ageing and Carers* coupled with the population and age profile of Banyule. This provides an estimate of the number of people with a disability in Banyule in 2008.

Inferred Numbers of People, by Extent of Disability, in Banyule 2009

	Disability						No Disability		Total	
Extent of Core Activity Restriction.....				Schooling/ employment restriction	No specific limitations	All with reported disability	Long- term health condition		No long- term health condition
	Profound	Severe	Moderate	Mild						
Children: 0-14	404	445	65	215	1,017	281	1,630	1,908	16,297	19,834
Working age: 15-64	974	2,273	2,748	3,742	9,803	2,315	14,132	18,432	48,066	80,631
Retirement age: 65+	3,107	1,577	1,972	3,242	0	989	10,888	5,662	2,421	18,970
Total	4,485	4,295	4,785	7,199	10,820	3,585	26,650	26,002	66,785	119,436
Per cent	3.8	3.6	4.0	6.0	9.1	3.0	22	22	56	100

Summary:

In 2009, an estimated 8,780 residents of Banyule - or 7.4% of the population - have disabilities causing profound or severe restriction of communication, mobility and self-care.

For 10,830 residents, their disabilities place limits upon employment or educational opportunities.

Overall, **approximately 23% of the residents of Banyule have a disability**, including over 1,620 children, 14,130 people of working age, and 10,880 older residents.

Subsequent to the *2003 Survey*, the *ABS 2006 Census* identified that there is an ageing population in Banyule. Some limited information was collected in relation to disability in the *2006 Census* with key issues identified as follows:

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- ◆ It is anticipated that the rapid ageing of Banyule's population will see a significant increase in the number of people experiencing age related disability in the future;
- ◆ More than 10,000 people act as carers of other people, with the burden of caring falling most on people in their middle years;
- ◆ The number of people who have a profound or severe disability in Banyule is 4.1% higher than that of the national population with a profound or severe disability.
- ◆ The incidence of profound or severe disability increases with age.

This Disability Policy and Action Plan has been developed taking into account opportunities and needs of people with disabilities, their carers, support agencies and families, who live, work and visit the municipality. A wide range of research and consultation has taken place including input from the Banyule Disability Reference Group, Council officers, community members, agency representatives and people with disabilities, their families and carers.

Part 2 - Policy Context

Australian Legislation, Codes and Standards

There are a number of Commonwealth and State legislative requirements as well as Codes and Standards that provide the context and framework for addressing access and inclusion of people with disabilities and inform the development of an effective Disability Action Plan. These include:

- ◆ Commonwealth Disability Discrimination Act 1992 (DDA)
- ◆ DDA Standards
- ◆ Victorian Equal Opportunity Act 1995
- ◆ Victorian Disability Act 2006
- ◆ Mental Health Act 1986
- ◆ Local Government Act 1989
- ◆ Australian Standards 1428 – Design for Access and Mobility
- ◆ Building Code of Australia
- ◆ Charter of Human Rights and Responsibilities Act 2006
- ◆ International - Convention on the Rights of Persons with Disabilities – Optional Protocol adopted December 2006.

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Relationship with other Council Policies and Strategies

The Banyule Disability Policy and Action Plan builds upon values contained within the Banyule City Plan 2009-2013, in particular:

- ◆ Sustainability for our future
- ◆ Community well-being
- ◆ Community participation
- ◆ Fairness in all we do
- ◆ Maintaining our community's trust

It is also consistent with the People objective of Community Strengthening and Support and the Participation, Good Governance objective in the Banyule City Plan 2009-2013 which highlight:

- ◆ Planning, developing and delivering services for all stages of our peoples' lives
- ◆ Supporting a strong, diverse and inclusive community
- ◆ Promoting community safety and amenity
- ◆ Honouring and celebrating Banyule's cultural heritage and identity
- ◆ Encouraging healthy lifestyles and physical activity
- ◆ Supporting community involvement in decision making
- ◆ Encouraging participation in civic life
- ◆ Advocating on behalf of the community
- ◆ Using our resources wisely

The Banyule Disability Policy and Action Plan interfaces with other Banyule Council policies and strategies including the:

- ◆ Banyule Social Inclusion Policy
- ◆ Banyule Health Plan (Banyule Health & Wellbeing Strategy)
- ◆ Municipal Strategic Statement
- ◆ Banyule Housing Strategy
- ◆ Banyule Economic Development Strategy
- ◆ Banyule Integrated Transport Strategy
- ◆ Banyule Footpath Trading Strategy
- ◆ Banyule Open Space Strategy
- ◆ Safer Banyule Action Plan
- ◆ Youth and Family Services Action Strategy
- ◆ Banyule Early Years Plan
- ◆ Active Ageing Strategy
- ◆ Banyule Cultural Strategy
- ◆ Banyule Environment Strategy

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Based on this policy and legislative context, Banyule City Council aims to be a leader in developing an inclusive community. Council will provide accessible services, facilities, programs, information, communications and employment opportunities that are responsive and flexible in meeting the ever changing needs of the diverse community of Banyule.

A Council wide 'access for all' approach will enable and promote access and inclusion and will progressively identify and remove barriers that prevent inclusion for people with disabilities, their families and carers.

Part 3 - Banyule Disability Policy

Policy Development Process:

The Banyule Disability Policy and Action Plan was developed through:

- ◆ Review of the relevant Commonwealth, State and Local Government policy and legislation and literature;
- ◆ Review of the effectiveness of Banyule Community Inclusion and Access Policy actions and current MetroAccess plans;
- ◆ Evaluation of current and proposed Council action from Council's Business Units;
- ◆ Community consultation with people with disabilities, their carers and local support agencies grouped by life stages (children and families, young people, adults and older adults). A summary of the consultation findings is provided on page 15.

The Banyule Disability Reference Group (DRG) received feedback on the review process and took a lead role in community consultation. In addition, policy development has taken place at the same time as a DRG review and some new actions reflect the DRG's interest in doing more active outreach into the community to locate and link with people with disabilities, their families and carers, to increase community education and civic involvement.

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Policy

The purpose of this policy is to provide a framework for change within the organisation and the wider Banyule community to better meet the needs of people with a disability, their families and carers.

Definitions:

A number of terms are used throughout this policy, including 'disability', 'discrimination', 'equity of access', and 'inclusion'. They are defined below:

Disability is defined by the World Health Organisation and is widely used: Disability is any restriction or lack (resulting from an impairment) of ability to perform an activity in the manner or within the range considered normal for a human being. (World Health Organisation, 2001)

Discrimination is defined in the Disability Discrimination Act 1992 (DDA)

The full description of the term 'discrimination' is provided by the Commonwealth Disability Discrimination Act 1992 (DDA)

"Discrimination means treating people with a disability less favourably than people without the disability would be treated under the same circumstances.

Discrimination also exists where there is a condition or requirement imposed, which may be the same for everyone but which unfairly excludes or disadvantages people with a disability (for example in employment, education, or access to goods or services)."

Equity of access refers to the removal of barriers to access, including access to the built environment, information, communications, employment, goods and services and the elimination of discriminatory procedures to enable inclusion of people with disabilities and their associates in the community.

Inclusion Describes a situation where all people feel valued and can participate in decision making that affects their lives, allowing them to improve their overall wellbeing.

Exclusion Describes the process of being shut out from the social, economic, political and cultural systems that contribute to the integration of a person in the community

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Vision

Banyule will be a municipality in which people with disabilities are able to access affordable, appropriate health and community services, recreation and culture activities, education and learning experiences, employment, transport and housing. Banyule will be focused on the needs and rights of people with disabilities their family and carers and on ensuring their inclusion in the Banyule community.

Goal

The goal of this policy is:

- ◆ To maximise the benefits to Banyule of its diverse population, by ensuring all people with disabilities are respected and valued for their differences and that opportunities for inclusion for people with disabilities their family and carers in Banyule are available and promoted;
- ◆ To respond to the changing needs of the Banyule community and commit to ensuring services, facilities and programs are inclusive of people with a disability, their family and carers;
- ◆ To identify actions that can be undertaken by Council in collaboration with local services and people with disabilities to improve Banyule's built natural, social, economic environments and governance.

Objectives

- ◆ To recognise, promote and celebrate that people with disabilities are important members of the Banyule community with the same rights as all other members;
- ◆ To ensure Council's services, facilities, information, communications and employment are consistent with its commitment to access and equity for all, are non discriminatory and responsive to the diverse needs of the community.
- ◆ To ensure the accessibility and inclusiveness of Banyule City Council resources for community members who are people with disabilities their family and carers;
- ◆ To enhance Banyule City's image as a leader in the development of a people responsive Council through community engagement and participation;
- ◆ To raise awareness of disability and increase the competence and confidence of Council personnel and others in addressing the expressed and identified needs of people with disabilities;
- ◆ To advocate in collaboration with people with disabilities.

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Principles

The following principles underpin the Banyule Disability Policy and Action Plan:

- ◆ People with disabilities have the same fundamental rights as all members of the Banyule community;
- ◆ People with disabilities have the right to services within the Banyule community, which will provide them with opportunities to fulfil their individual potential;
- ◆ People with a disability are respected and valued for the knowledge, ability and experiences they possess enabling each person to live the life they want to live;
- ◆ The needs of people with disabilities change across their lifespan;
- ◆ Changes to services, social, economic, natural and built environments will be required to enable and promote access and equity for people with a disability.

Role of Council

Banyule Council has a number of roles in relation to the Disability Policy and Action Plan; as a planner and facilitator, advocate and provider:

Planner and facilitator

- ◆ To take a co-ordinating role by developing linkages and partnerships with people with disabilities, their carers and local service providers and organisations to support a community building approach to engagement, inclusion and participation;
- ◆ To ensure good governance through transparent decision making informed by community consultation and the representation of people with disabilities and their carers including the Banyule Disability Reference Group;
- ◆ To monitor and evaluate the implementation of the Banyule Inclusion Policy – Disability, in collaboration with implementation partners.

Advocate

- ◆ To understand the different needs of people with disabilities and their carers given factors such as gender, culture, disability or stage of life;
- ◆ To advocate with people with disabilities, their family carers and local support agencies regarding identified community needs and concerns;
- ◆ To support and promote increased understanding of the benefits of social diversity through community connectedness and social harmony.

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Provider

- ◆ To progressively remove barriers to Council services, resources and facilities for people with a disability and carers;
- ◆ To coordinate ongoing feedback and dialogue with people with disabilities so that all Council services, facilities, information, communications and employment are relevant and accessible and gaps are identified.

Scope

The following parties are bound by this policy:

- ◆ Banyule City Council Councillors
- ◆ Banyule City Council staff
- ◆ Services provided by Banyule City Council
- ◆ Organisations funded by or in partnership with Banyule City Council

In addition, this policy will be relevant for people with disabilities, their family and carers, government departments, funded programs and local support agencies seeking to work with Council on collaborative processes.

Implementation

The Banyule Disability Policy and Action Plan has been developed to meet requirements of an Action Plan as specified under the Disability Discrimination Act (DDA) 1992, and will be lodged with HREOC as an Action Plan under the DDA.

The Banyule Disability Policy and Action Plan 2009 – 2013 will be presented to Council for adoption. An annual 4 year action plan will be guided by this policy and will be reviewed and reported to Council on an annual basis. Adequate resources will be allocated to implement the Plan.

Monitoring and Evaluation

Monitoring and Evaluation of the Disability Policy and Action Plan will occur through:

- ◆ Annual audit of the outcomes of the Plan
- ◆ Feedback from Council staff and the community
- ◆ Feedback from the Banyule Disability Reference Group
- ◆ Annual reporting to Council and the Community
- ◆ Annual update of the Plan

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Banyule City Council Community Planning Unit will coordinate the development, implementation, monitoring and evaluation and will report on a regular basis to the Banyule Disability Reference Group on the progress of the plan.

Banyule Disability Reference Group will play a vital role in continually monitoring and advising on the implementation of the Action Plan.

Human Rights Charter

In accordance with Section 28 of the Charter of Human Rights, the Banyule Disability Policy is assessed as being compatible with the human rights protected by the Charter. This assessment is based on a Statement of Compatibility of the Human Rights protected by the Charter that are relevant to the Policy.

Application period:

Date policy due for review: 4 years after Council approval
Annual action plan review
Date of policy revocation: 12 months after review due date

Part 4 - Consultation Results:

The following are priority areas and suggestions for action by Council and other organisations that were identified through the community consultation process held during May 2007 as part of the development of the Disability Policy and Action Plan.

Built Environment

Urban design and capital works

- ◆ Develop Guidelines for streetscapes that support social inclusion through increased accessible street furniture and toilets;
- ◆ Continue implementation of Council's Goods on Footpaths Policy to ensure appropriate access is provided through shopping precincts, particularly for people who are walking or using mobility aids;
- ◆ Increase communication of accessible toilet locations in a mobility map and on the Council website.

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Residential housing

- ◆ Increase information regarding home modifications and maintenance issues;
- ◆ Expand affordable, accessible and/or adaptable housing stock options;
- ◆ Increase the services and supports to assist young adults with disabilities to experience independent living;
- ◆ Create appropriate placements when Community Residential Unit places become available (there are currently up to 25 year waiting lists in the region);
- ◆ Undertake strategic planning regarding the impact that ageing population will have on the housing needs of adults with disabilities;
- ◆ Investigate alternate housing and independent living options for adults and older adults with disabilities. This links to models of care and support;
- ◆ Advocate and negotiate in collaboration with people with disabilities, their carers and local agencies to achieve improved housing options.

Transport

- ◆ Improve streetscapes to provide ‘Walkable’ streetscapes and sufficient time at traffic lights to allow safe crossings;
- ◆ Establish recharge points for scooters;
- ◆ Ensure that adequate accessible car parking bays are provided in high use areas and that they are promoted in Council communications;
- ◆ Advocate for affordable payment options (Parking costs at the Austin hospital are high, particularly for frequent users);
- ◆ Advocate for improvements in taxi services which are currently expensive and unreliable;
- ◆ Improve access to trains and buses;
- ◆ Develop alternate community transport models, particularly for adults and older adults with disabilities with less carer support.

Natural Environment

Parks, walking and bike trails

- ◆ Suitable path surfaces for people with disabilities;
- ◆ Additional grab rails in public open space to increase community access;
- ◆ Accessible toilets and water fountains at regular intervals;
- ◆ Continue the Banyule Flats nature walks;
- ◆ Continue community planting and the inclusion of disability specific services in this program.

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Playgrounds

- Promote the current availability or planned development of playgrounds with disability access;
- Provide fencing or landscaping that prevents children with autism spectrum disorders from running out of playground areas.

Social environment

Communication

- ◆ Develop a strategic communication plan that increases access to information regarding services, supports, respite and recreational activities for people with disabilities and their carers at all stages of life. This plan should incorporate existing networks and places where community members gather (special schools and other local schools, special school bus drivers, disability services, libraries, community houses, YMCA);
- ◆ Complement generic communication through the Banner and local papers;
- ◆ Link to the Council website and ensure that website is accessible for people with disabilities;
- ◆ Maintain some accessible paper based information as not everyone has access to computers;
- ◆ Cater for culturally and linguistically diverse (CALD) community needs.

Respite services

- ◆ Continue Council's respite services which are generally well regarded;
- ◆ Communication with carers and respite staff regarding duties;
- ◆ Continuity of worker access to enable relationships to develop in respite settings;
- ◆ Consider alternative models to single in-home respite to enable young people to socialise;
- ◆ Increase training for respite staff who work with children with challenging behaviours;
- ◆ Seek additional State Government funds to increase weekly respite hours and create greater flexibility in emergency respite;
- ◆ Seek additional State Government funds to free up spaces in residential respite that are currently being blocked by homeless young people who do not have any residential options.

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Service access

- ◆ Develop a mentoring approach to link people with information needs, to the right resource, whether within Council, State Government or community agency;
- ◆ Continue the maternal and child health services early intervention approach;
- ◆ Increase access to a variety of therapists through public health models;
- ◆ Explore whether therapists could provide outreach services as a part of leisure or holiday programs;
- ◆ Expand day centres and opportunities for older adults with disabilities to get ‘out and about’ in the community;
- ◆ Identify general practitioners and dentists with a specific interest in disability;
- ◆ Case manager access for carers finding they can’t manage on their own;
- ◆ Improve referrals on discharge from acute hospitals such as the Austin.

Recreation and leisure

- ◆ Provide affordable programs as many people with disabilities and their carers have limited income;
- ◆ Provide additional family change rooms and accessible toilets in leisure facilities;
- ◆ Increase promotion of disability friendly activities like “Sailability” at the Sugarloaf Dam and golf at the Ivanhoe golf course;
- ◆ Increase training for recreation staff who work with children with challenging behaviours or contract staff delivering school holiday programs;
- ◆ Staff in services to consider alternate activity programming based on a Steiner approach which contrasts reflective and active activities;
- ◆ Develop additional programs for young people with disabilities or redevelopment of existing programs (such as the TWANG) to include young people with more complex disabilities;
- ◆ Develop additional programs for adults and older adults with intellectual disabilities.

Economic environment

Accessible businesses

- ◆ Work with traders to ensure that streetscapes and businesses are accessible.

Accessible life long learning

- ◆ Improve physical access to all public libraries;
- ◆ Expand access to Neighbourhood House courses.

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Governance

- ◆ Provide ongoing feedback on the successes and ongoing challenges in implementing this action plan;
- ◆ Invite people with disabilities to comment on major local projects and planning issues;
- ◆ Create opportunities for people with disabilities to engage with Councillors and ensure they are aware of and advocating for disability issues.

Council staff development, training and resources

- ◆ Council staff have a significant role in enabling people with disabilities to be included in the local community;
- ◆ Continue staff development and training as an important way of building the capacity of Council staff to work constructively and inclusively with all members of the community.



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Part 5 – Disability Action Plan

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**Attachment 1
Banyule Disability Action Plan 2009 – 2013**

Built environment: Ensure that people with disabilities can equitably access all Council buildings, premises and facilities.

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Plan, develop, provide, upgrade and promote Council buildings, premises and facilities to support access for all.	<ul style="list-style-type: none"> Ensure that capital works undertaken by Council or its contractors meet relevant access requirements i.e. DDA Australian Standards for Access and Mobility. This includes buildings, premises and facilities as well as paths of travel to and through these areas. 					✓	<ul style="list-style-type: none"> Major Projects & Infrastructure Building and Civil Works Development Services
	<ul style="list-style-type: none"> Ensure footpath closures with relevant works provide alternative access arrangements through traffic management to cater for pedestrians of all abilities. 					✓	<ul style="list-style-type: none"> Major Projects & Infrastructure Infrastructure Maintenance Development Services
	<ul style="list-style-type: none"> Ensure Council Statutory Planning processes incorporate provision of information to developers regarding appropriate access requirements. (Review and update the Plan well & Build better – Disability Access Guidelines) 	✓					<ul style="list-style-type: none"> Development Services – Development Planning

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Plan, develop, provide, upgrade and promote Council buildings, premises and facilities to support access for all.	<ul style="list-style-type: none"> Investigate the opportunity to request an Access Report from an Accredited Access Consultant, be provided to Council by developers, to demonstrate that plans for new works and upgrades comply with DDA requirements. 	✓					<ul style="list-style-type: none"> Development Services Development Planning
	<ul style="list-style-type: none"> Develop a prioritised plan, identifying high use/high risk facilities, for expenditure of the annual budget for disability access capital works (currently \$120,000). 	✓					<ul style="list-style-type: none"> Health Aged & Community Planning Services Community Inclusion
	<ul style="list-style-type: none"> Continue implementing the Road Maintenance Plan that lists all hazards in the municipality and progressively rectify footpaths that incorporate trip hazards. 					✓	<ul style="list-style-type: none"> Major Projects & Infrastructure Infrastructure Maintenance Team Strategic and Economic Development Infrastructure Assets

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Plan, develop, provide, upgrade and promote Council buildings, premises and facilities to support access for all.	<ul style="list-style-type: none"> Continue to deliver the New Works and Services Disability Access Retrofitting Program. 					✓	<ul style="list-style-type: none"> Health Aged & Community Planning Services Community Inclusion Planning
	<ul style="list-style-type: none"> Appoint an Access Panel of Accredited Access Consultants to advise Council on access requirements in developments including premises such as buildings, streetscapes, parks and open space etc. 	✓					<ul style="list-style-type: none"> Health Aged & Community Planning Services Community Inclusion Planning
	<ul style="list-style-type: none"> Developing and promote an 'Access Issues Feedback Sheet' for community members to utilise in informing Council of access related concerns. Make available on Councils website and hard copies at customer services. 	✓					<ul style="list-style-type: none"> Health Aged & Community Planning Services Community Inclusion Planning

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Plan, develop, provide, upgrade and promote Council buildings, premises and facilities to support access for all.	<ul style="list-style-type: none"> Continue using the Customer Request Management System (CRM) to report disability related requests and complaints. 					✓	<ul style="list-style-type: none"> Organisational Performance Customer Service Parks and Garden – Major Projects & Infrastructure
	<ul style="list-style-type: none"> Continue to investigate and apply for external funding to enable modifications to improve access to community facilities. 					✓	<ul style="list-style-type: none"> Strategic and Economic Development Leisure Recreation and Culture Services
	<ul style="list-style-type: none"> Investigate and implement recommendations from access audits undertaken on Rosanna, Ivanhoe and Watsonia libraries. 		✓				<ul style="list-style-type: none"> Leisure Recreation and Culture Services Leisure and Cultural Services Access All Abilities

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Plan, develop, provide, upgrade and promote Council buildings, premises and facilities to support access for all.	<ul style="list-style-type: none"> Ensure relevant access requirements for public places that prioritises pedestrian needs are incorporated into all future Structure Plans. 					✓	<ul style="list-style-type: none"> Strategic and Economic Development Strategic Planning
	<ul style="list-style-type: none"> Continue to implement the Footpath Trading policy to ensure compliance is achieved on an ongoing basis. 					✓	<ul style="list-style-type: none"> Administration and Laws Municipal Laws Economic Development
	<ul style="list-style-type: none"> Ensure that Council's Community Inclusion Planner is consulted regarding capital works being undertaken by Council or its contractors to ensure designs/ works meet DDA requirements. 					✓	<ul style="list-style-type: none"> Development Services Major Projects & Infrastructure

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Advocate for improvements to access to affordable, accessible housing for people with a disability in the municipality	<ul style="list-style-type: none"> Advocate to State and Commonwealth governments on behalf of people with disabilities for improvements to accessible social housing. 					✓	<ul style="list-style-type: none"> Health Aged & Community Planning Services Strategic Planning Disability Reference Group.
Advocate for improved, appropriate, accessible public transport.	<ul style="list-style-type: none"> Continue to maintain all bus stops to provide appropriate access. 					✓	<ul style="list-style-type: none"> Major Projects & Infrastructure
Consider the needs of people with disabilities in the provision of accessible transport around activity centres.	<ul style="list-style-type: none"> Implement the Recharge program across the municipality to support the mobility of people using motorised scooters and electric wheelchairs. 	✓					<ul style="list-style-type: none"> Youth & Community Partnerships MetroAccess

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Consider the needs of people with disabilities in the provision of accessible transport around activity centres.	<ul style="list-style-type: none"> Complete an access audit of all Council owned disabled parking bays. Advocate for parking bay upgrade and improvement funds through New Works and Services Program. 	✓					<ul style="list-style-type: none"> Development Services Engineering Services
	<ul style="list-style-type: none"> Continue to monitor and review appropriate usage of disabled parking bays. 					✓	<ul style="list-style-type: none"> Administration and Laws Municipal Laws Engineering Services
	<ul style="list-style-type: none"> Ensure that the Council vehicle fleet incorporates accessible community buses and other vehicles for use by people with disabilities. 					✓	<ul style="list-style-type: none"> Operations Fleet and Cleansing
	<ul style="list-style-type: none"> Identify accessible community transport options e.g. community buses for hire/loan via community organisations – formalise partnership with LINK Community Transport. 	✓				✓	<ul style="list-style-type: none"> Health Aged & Community Planning Services Aged & Disability Services Recreation and Culture Services – Functions Community Halls & Bus Booking
	<ul style="list-style-type: none"> Work in conjunction with Advocacy Networks and agencies to actively lobby State and Federal Government in regard to improvements to accessible public transport. 					✓	<ul style="list-style-type: none"> Transport Planning

Natural environment: Ensure that people with disabilities can equitably access the natural environment including Council parks, gardens and open space areas.

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Plan, develop, provide, upgrade and promote Council parks, gardens and open space areas to support access for all.	<ul style="list-style-type: none"> Choose locations for river bank educational activities that have appropriate disability access or modify for events. 					✓	<ul style="list-style-type: none"> Waterwatch
	<ul style="list-style-type: none"> Increase public awareness of the accessibility and suitability of Banyule's extensive parklands, walking and bike trails and educational activities for community members with disabilities. 					✓	<ul style="list-style-type: none"> Parks and Garden Environment Sustainability
	<ul style="list-style-type: none"> Continue to work with disability service providers and Friends of groups in engaging people with disabilities in community activities. 					✓	<ul style="list-style-type: none"> Parks and Garden Environment Sustainability MetroAccess

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Plan, develop, provide, upgrade and promote Council parks, gardens and open space areas to support access for all.	<ul style="list-style-type: none"> Ensure Environment Education events have appropriate disability access and equipment (i.e. phonic ear system) 					✓	<ul style="list-style-type: none"> Environment Sustainability
	<ul style="list-style-type: none"> Undertake the redevelopment of Malahang Reserve Playground, West Heidelberg - to incorporate accessible play components. 		✓				<ul style="list-style-type: none"> Parks and Garden Recreation & Open Space Planning
	<ul style="list-style-type: none"> Involve people with disabilities when developing Council's Playground strategy through community consultation and focus groups. 	✓					<ul style="list-style-type: none"> Cultural Services Recreation Services Access All Abilities Services

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Plan, develop, provide, upgrade and promote Council parks, gardens and open space areas to support access for all.	<ul style="list-style-type: none"> Increase availability of accessible equipment in playgrounds as part of an ongoing equipment replacement/upgrade process. 					✓	<ul style="list-style-type: none"> Horticultural Services Recreation Services
	<ul style="list-style-type: none"> Continue to upgrade walking paths and trails to provide appropriate access for all. 					✓	<ul style="list-style-type: none"> Parks and Garden Recreation & Open Space Planning Development Services Major Projects & Infrastructure
	<ul style="list-style-type: none"> Undertake access appraisals of high use outdoor spaces to identify access issues and recommendations for improvement. 			✓			<ul style="list-style-type: none"> Horticultural Services Recreation & Open Space Planning Recreation Services Access All Abilities

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Plan, develop, provide, upgrade and promote Council parks, gardens and open space areas to support access for all.	<ul style="list-style-type: none"> Identify and progressively upgrade high use outdoor spaces (identified in an access appraisal) to provide access for all users through the annual New Works and Services Program. 					✓	<ul style="list-style-type: none"> Parks and Gardens Horticultural Services Recreation & Open Space Planning Recreation Services Access All Abilities
	<ul style="list-style-type: none"> Prepare a New Works and Services proposal to resource the development of promotional material. Develop promotional material that details accessible outdoor spaces within the municipality eg: parklands, walking and bike trails and educational activities for community members with disabilities. 	✓					<ul style="list-style-type: none"> Parks and Garden Leisure and Cultural Services Recreation & Open Space Planning Environment Sustainability Services
	<ul style="list-style-type: none"> Ensure that Council's Community Inclusion Planner is consulted regarding capital works being undertaken by Council or its contractors in relation to parks, gardens and open space. 					✓	<ul style="list-style-type: none"> Parks and Garden Leisure and Cultural Services Environment Sustainability Recreation & Open Space Planning Access All Abilities
	<ul style="list-style-type: none"> Enhance Council's ReThink education sessions and its partnership with Kangan Batman (Auslan course) to include Auslan signed interpreters at two community session per year. 	✓					<ul style="list-style-type: none"> Operations ReThink Centre
	<ul style="list-style-type: none"> Investigate providing a Phonic Ear Easy Listening System at all ReThink education information sessions. 		✓				<ul style="list-style-type: none"> Operations ReThink Centre

Social environment: Ensure that specialist and generic accessible services and information are provided to support people with disabilities to participate in the community through all key stages of their life.

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Advocate and work with other levels of government and community organisations to increase resources for service development and inclusion of people with disabilities.	<ul style="list-style-type: none"> Work collaboratively with people with disabilities, their carers and local agencies to campaign for increased respite resources. 					✓	<ul style="list-style-type: none"> Health Aged & Community Planning Services Aged & Disability Services MetroAccess
	<ul style="list-style-type: none"> Work through the MAV to advocate for improvements to respite care through the State and Federal Government. Consult with and provide feedback to people with disabilities as part of this process. 					✓	<ul style="list-style-type: none"> Health Aged & Community Aged & Disability Services MetroAccess
	<ul style="list-style-type: none"> Implement recommendations arising from review of HACC Disability Respite Service. 	✓					<ul style="list-style-type: none"> Health Aged & Community Planning Services Aged & Disability Services
	<ul style="list-style-type: none"> Develop and pilot a revised approach to the provision of HACC respite care support 	✓					<ul style="list-style-type: none"> Health Aged & Community Planning Services Aged & Disability Services
	<ul style="list-style-type: none"> Explore ways to develop sustainable partnerships with: Other disability service providers, Providers of skilled casual labour, Universities and other training bodies 					✓	<ul style="list-style-type: none"> Health Aged & Community Planning Services Aged & Disability Services

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Advocate and work with other levels of government and community organisations to increase resources for service development and inclusion of people with disabilities.	<ul style="list-style-type: none"> Explore ways to build person centred approaches into Banyule City Councils HACC Respite Care practice. 		✓				<ul style="list-style-type: none"> Health Aged & Community Planning Services Aged & Disability Services
	<ul style="list-style-type: none"> Work with people with disabilities in West Heidelberg to ensure they are involved in Neighbourhood Renewal project. 					✓	<ul style="list-style-type: none"> Youth and Family Youth & Community Partnerships MetroAccess
	<ul style="list-style-type: none"> Lobby State and Commonwealth governments for increased resourcing for Council delivered HACC services. 					✓	<ul style="list-style-type: none"> Health Aged & Community Planning Services Aged & Disability Services
	<ul style="list-style-type: none"> Continue to review and modify immunisation venues to ensure accessibility for all users where required. 					✓	<ul style="list-style-type: none"> Health Aged & Community Planning Services Health Services Youth and Family Services Maternal and Child Health Services

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Advocate and work with other levels of government and community organisations to increase resources for service development and inclusion of people with disabilities.	<ul style="list-style-type: none"> Investigate feasibility of conducting home visits for immunisation if centre based attendance is not possible. 	✓					<ul style="list-style-type: none"> Health Aged & Community Planning Services Health Services Youth and Family Services Maternal and Child Health Services
	<ul style="list-style-type: none"> Provide keyless entry (Swipe Card Lock System) to clients/families with limited mobility to Council Maternal & Child Health, Kindergarteners and Child Care Centres. 		✓				<ul style="list-style-type: none"> Maternal and Child Health Services Access & Infrastructure Community Inclusion
	<ul style="list-style-type: none"> Work with services that lease facilities to deliver early childhood services to promote accessible options as part of Grant and New Works & Services submissions. 					✓	<ul style="list-style-type: none"> Access & Infrastructure
	<ul style="list-style-type: none"> Collaborate with Northern Region Disability Service Providers to advocate for services for community members whose needs are too complex for Home and Community Care Services. 					✓	<ul style="list-style-type: none"> Health Aged & Community Planning Services Aged & Disability Services
	<ul style="list-style-type: none"> Support childcare services to embrace inclusiveness and strengthen their capacity to all children via the development of service support plans and assisted inclusion readiness plans. 					✓	<ul style="list-style-type: none"> Inclusion and Partnerships

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Advocate and work with other levels of government and community organisations to increase resources for service development and inclusion of people with disabilities.	<ul style="list-style-type: none"> Strengthen the provision of information to families regarding accessible childcare and kindergarten services in Banyule. 	✓					Inclusion and partnership
	<ul style="list-style-type: none"> Continue to deliver high quality accessible children's services that are inclusive of all children. 					✓	Early Childhood Services
	<ul style="list-style-type: none"> Provide hearing augmentation at Council's three Program Activity Groups (PAG). 	✓					<ul style="list-style-type: none"> Health Aged & Community Planning Services Aged & Disability Services
	<ul style="list-style-type: none"> Provide personal amplifying devices to HACC assessment staff when doing home assessments. 	✓					<ul style="list-style-type: none"> Health Aged & Community Planning Services Aged & Disability Services

Recreation and culture: Ensure people with disabilities can equitably participate in sporting, recreation and cultural activities provided by Council across the municipality.

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Ensure Council owned/sponsored sporting clubs and facilities are accessible to people with disabilities.	<ul style="list-style-type: none"> Enhance the Companion Card Program by including as part of clubs lease agreements. 			✓			<ul style="list-style-type: none"> Leisure Recreation and Culture Services Sport & Community Liaison Access All Abilities Recreation Planner Cultural Services
	<ul style="list-style-type: none"> Continue to support local sporting clubs and associations to include children and adults with disabilities in their activities through club seminars. 					✓	<ul style="list-style-type: none"> Leisure Recreation and Culture Services Access All Abilities
	<ul style="list-style-type: none"> Further investigate and implement access elements highlighted in the Access Audit Report of Council Leisure Facilities. 	✓	✓				<ul style="list-style-type: none"> Leisure Recreation and Culture Services Banyule Leisure Facility Management –Community Development Access All Abilities

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Increase the number and range of accessible sport and recreation opportunities.	<ul style="list-style-type: none"> Network with relevant agencies to improve and promote opportunities for people with disabilities to participate in sport and recreation activities. 					✓	<ul style="list-style-type: none"> Leisure Recreation and Culture Services Access All Abilities
	<ul style="list-style-type: none"> Maintain and further develop inclusive art/drama programs via local organisations e.g. Heidelberg Theatre Company 			✓			<ul style="list-style-type: none"> MetroAccess
	<ul style="list-style-type: none"> Facilitate the development of an ABI Social group in partnership with Melbourne City Mission for the area of Banyule. 	✓					<ul style="list-style-type: none"> MetroAccess Officer
	<ul style="list-style-type: none"> Facilitate the development of a Social lunch group for people with disabilities in partnership with the Disability Reference Group for the area of Banyule. 	✓					<ul style="list-style-type: none"> MetroAccess Officer
	<ul style="list-style-type: none"> Continue to facilitate, give support and empower members for the Mental Illness Awareness Group of Experts (MILEAGE) group to raise awareness of, and educate the local community regarding Mental Health Issues. 					✓	<ul style="list-style-type: none"> MetroAccess
	<ul style="list-style-type: none"> Continue to support the Youth Services team in developing a range of initiatives that are inclusive for young people with disabilities and their individual needs. 					✓	<ul style="list-style-type: none"> MetroAccess
	<ul style="list-style-type: none"> Continue to work with the community to support and include people with disability in community life through community activities and participation. 					✓	<ul style="list-style-type: none"> MetroAccess

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Increase the number and range of accessible sport and recreation opportunities.	<ul style="list-style-type: none"> Continue to work in partnership with Jet Studios to support the Teenagers with Additional Needs (TWANG) and Saturday Sounds programs in facilitating opportunities for young people with disabilities to participate through artistic activities. 					✓	MetroAccess Jets Studio
	<ul style="list-style-type: none"> Implement access improvement objectives identified through Council's Recreation Strategy. 					✓	<ul style="list-style-type: none"> Leisure Recreation and Culture Services Banyule Leisure Facility Management –Development Access All Abilities
	<ul style="list-style-type: none"> Ensure that festivals and events are inclusive and accessible to people with disabilities, and that people with disabilities are included in the planning processes eg: incorporating the large area transmitter listening devise. 					✓	<ul style="list-style-type: none"> Leisure Recreation and Culture Services Access All Abilities Cultural Events
Ensure people with disabilities can equitably participate in Council festivals and events.	<ul style="list-style-type: none"> Continue to support people with disabilities to volunteer in Council's Festivals and ensure that support and preparation is comprehensive. 					✓	<ul style="list-style-type: none"> Leisure Recreation and Culture Services Access All Abilities Cultural Events Officer

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Ensure people with disabilities can equitably participate in Council festivals and events.	<ul style="list-style-type: none"> Undertake an access appraisal of the Banyule Festival to identify access issues and recommendations for improvements. (Engage consultant to do appraisal) 		✓				<ul style="list-style-type: none"> Leisure Recreation and Culture Services Cultural Events Access All Abilities Cultural Services Development
	<ul style="list-style-type: none"> Facilitate training opportunities for leisure facility managers/staff and club administrators in supporting people with disabilities through: <ul style="list-style-type: none"> - seminars - exploring opportunities to implement communication boards at leisure centres. 	✓				✓	<ul style="list-style-type: none"> Leisure Recreation and Culture Services Banyule Leisure Facility Management –Development Access All Abilities Sport & Community Liaison Officer
Ensure resources are allocated to raise awareness of disability issues and requirements	<ul style="list-style-type: none"> Update and add to the 2008 Sport & recreation Directory for People with disabilities annually. 					✓	<ul style="list-style-type: none"> Access All Abilities
	<ul style="list-style-type: none"> Implement access and inclusion elements listed in Council's Recreation Action Plan. 					✓	<ul style="list-style-type: none"> Leisure Recreation and Culture Services Banyule Leisure Facility Management –Development Access All Abilities

Information and communication: Ensure people with disabilities can equitably access Council information and communication systems.

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Promote the range of services available to people with disabilities.	<ul style="list-style-type: none"> Develop a data base of existing disability networks/ service providers relevant to Banyule and utilise for publicising Council service, programs and events. 		✓				<ul style="list-style-type: none"> Youth and Family Services Youth & Community Partnerships MetroAccess
Ensure that all information and communications relating to Council services, programs and facilities is accessible to all.	<p>Information</p> <ul style="list-style-type: none"> Statement Investigate funding through New Works & Services. Ensure all Council public documents include an annotation that they can be provided in alternative formats. 		✓				<ul style="list-style-type: none"> Organisational Performance Communications
	<ul style="list-style-type: none"> Advertise to the community through local media, newspaper, Banyule Banner, information radio and disability group newsletters that other formats are available. (New Works & Services application for resource funding) 	✓	✓				<ul style="list-style-type: none"> Organisational Performance Communications
	<ul style="list-style-type: none"> Enhance Council's public toilet database to include the locations of accessible toilets. 		✓				<ul style="list-style-type: none"> Community Inclusion

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Ensure that all information and communications relating to Council services, programs and facilities is accessible to all.	<ul style="list-style-type: none"> ▪ Ensure key information in Council publications and information targeted at older adults and people with disabilities is available in large print and alternative formats. ▪ (New Works & Services application for resource funding) 	✓				✓	<ul style="list-style-type: none"> • Organisational Performance • Communications • Leisure Recreation and Culture Services • Environment Sustainability • Health Aged & Community Planning Services • Aged & Disability Services
	<ul style="list-style-type: none"> ▪ Further develop Community Voices into a CALD Policy & Action Plan: to increase dialogue with CALD community groups to gain a better understanding of the needs of various CALD communities in relation to disability information and supports. 		✓			✓	<ul style="list-style-type: none"> • Organisational Performance • Communications • Customer Service • Leisure Recreation and Culture Services • Health Aged & Community Planning Services • Aged & Disability • Community Inclusion • Youth & Community Partnerships • MetroAccess

Strategies	Actions	Timeline/Year					Responsible Business Units
		Y1	Y2	Y3	Y4	Ongoing	
Ensure that all information and communications relating to Council services, programs and facilities is accessible to all.	<ul style="list-style-type: none"> Simplify language used in all Council publications to increase accessibility (particularly in specifically targeted information and publications such as the Disability Action Plan) and provide business units with support to do this through the Council Corporate Identity Design Manual and through training. 	✓				✓	<ul style="list-style-type: none"> Organisational Communications
	<ul style="list-style-type: none"> In partnership with North/West Regional Communication Service implement a communication project with Banyule Customer Service Centres, Leisure Facilities and Local Libraries – for people experiencing communication difficulties. 	✓					<ul style="list-style-type: none"> Community Inclusion Access All Abilities
	<ul style="list-style-type: none"> Extend “out and about” information provision program to community settings where people with disability are able to gain increased access. 					✓	<ul style="list-style-type: none"> Organisational Performance Customer Service MetroAccess Officer

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Ensure that all information and communications relating to Council services, programs and facilities is accessible to all.	<ul style="list-style-type: none"> Continue to include and enhance information in the Council Services and Information Guide on key support services available for people with disabilities. 					✓	<ul style="list-style-type: none"> MetroAccess Access All Abilities
	<p>Communications</p> <ul style="list-style-type: none"> Incorporate alternate forms of communication into structure planning for Greensborough, Ivanhoe and the Mall in West Heidelberg. 					✓	<ul style="list-style-type: none"> Organisational Performance Communications Strategic and Economic Development Strategic Planning
	<ul style="list-style-type: none"> Develop an SMS contact number for Council. 	✓					<ul style="list-style-type: none"> Organisational Performance Information Technology IT infrastructure Customer
	<ul style="list-style-type: none"> Implement use of the National Relay Service to supplement the current TTY service. Staff training across the organisation required. 	✓					<ul style="list-style-type: none"> Organisational Information Technology IT infrastructure Customer Service Community Inclusion

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Ensure that all information and communications relating to Council services, programs and facilities is accessible to all.	<ul style="list-style-type: none"> ▪ Work towards improving and implementing accessibility to Council customer service centres and through communication mediums: Examples: <ul style="list-style-type: none"> ▪ Communication Boards ▪ National Relay Service ▪ Counter hearing loop ▪ Personal amplifying system 					✓	<ul style="list-style-type: none"> • Organisational Performance Communications • Customer Service
	<ul style="list-style-type: none"> ▪ Progressively install accessible external signage for all Council facilities and services through New Works and Services Program. 					✓	<ul style="list-style-type: none"> • Major Projects & Infrastructure • Building and Civil Works • Health Aged & Community Planning Services • Community Inclusion
	<ul style="list-style-type: none"> ▪ Incorporate accessibility requirements into Council's Corporate Identity Design Manual so that residents experience consistency regarding information and communication. 		✓				<ul style="list-style-type: none"> • Communications • Community Inclusion

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Ensure that all information and communications relating to Council services, programs and facilities is accessible to all.	Website <ul style="list-style-type: none"> Review Council's website to meet W3C Compliance with World Wide Web Accessibility Guidelines. (As part of the review ensure downloadable documents from Council's website are made available in both Word and PDF format for people using screen reading software). 	✓					<ul style="list-style-type: none"> Information IT infrastructure Communications
Ensure Council's consultation and decision making processes are accessible to people with disabilities and provide opportunities to people with disabilities for input into Council services planning and development. Ensure staff are aware of and have the appropriate skills and resources to implement accessible information and communication processes.	Consultation <ul style="list-style-type: none"> Biannual household survey: ensure that the format is accessible and that questions regarding disability support issues are included (and also part of the Communication and Customer Service survey) 					✓	<ul style="list-style-type: none"> Organisational Performance Communications Senior Business Services
	<ul style="list-style-type: none"> Develop accessible Consultation Guidelines for use by Council in undertaking consultative activities. 		✓				<ul style="list-style-type: none"> Health Aged & Community Planning Services Community Inclusion
	Staff Support <ul style="list-style-type: none"> Develop and disseminate an 'alternative' communication resource kit for staff. 		✓				<ul style="list-style-type: none"> Health Aged & Community Planning Services Community Inclusion
	<ul style="list-style-type: none"> Provide training to Council staff in relation to hearing augmentation kit – available for community meetings. 					✓	<ul style="list-style-type: none"> Health Aged & Community Planning Services Community Inclusion

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Ensure staff are aware of and have the appropriate skills and resources to implement accessible information and communication processes.	<ul style="list-style-type: none"> Provide staff training in the use of the National Relay Service to supplement the current TTY. 	✓					<ul style="list-style-type: none"> Health Aged & Community Planning Services Community Inclusion Organisational Performance Customer Service Human Resources & Risk
	<ul style="list-style-type: none"> Develop an internal and external community resource tool - Communication Booklet 'Communicating with People with Disabilities'. 	✓					<ul style="list-style-type: none"> Health Aged & Community Planning Services Community Inclusion Communications
	<ul style="list-style-type: none"> Introduce a communication tool to support all customer services centres when communicating with people with disabilities and people from a culturally linguistically diverse background. 	✓					<ul style="list-style-type: none"> Customer Service Access All Abilities Community Inclusion
	<ul style="list-style-type: none"> Undertake an audit of Council information and communications systems to identify access issues and areas for upgrade. 		✓				<ul style="list-style-type: none"> Organisational Performance Communications Customer Service Human Resources & Risk

Economic environment: Support business and employers in improving access to services, facilities and employment opportunities for people with disabilities.

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Provide leadership and support to local businesses in providing good access and participation of people with disabilities.	<ul style="list-style-type: none"> Identify Council Officers with an established relationship with local businesses (e.g business development, MetroAccess) and explore the development of a <i>Good Access is Good Business</i>® Project. E.g.: complete updating the 'Good Access is Good Business'® booklet. 		✓				<ul style="list-style-type: none"> Economic Development MetroAccess
	<ul style="list-style-type: none"> Investigate the feasibility of developing Good Access is Good Business® Access Awards as part of Council's Good Business Awards program – in recognising local business that are access friendly. 			✓			<ul style="list-style-type: none"> Economic Development MetroAccess
	<ul style="list-style-type: none"> Promote those businesses supporting accessible practices eg: website. 			✓			<ul style="list-style-type: none"> Economic Development MetroAccess
	<ul style="list-style-type: none"> Where possible, promote Good Access is Good Business® practices to Banyule businesses eg: Trader Associations, Networking/ Training opportunities. 		✓			✓	<ul style="list-style-type: none"> Economic Development MetroAccess

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Enhance the type and range of employment opportunities available to people with a disability in Council services.	<ul style="list-style-type: none"> Review existing recruitment and selection process to ensure they reflect best practice and Council's commitment to a diverse workforce. 		✓				<ul style="list-style-type: none"> Leader Workforce Relations
	<ul style="list-style-type: none"> Create a 'Guide to Inclusive Position Descriptions' that assists Business Units in the preparation of inclusive Position Descriptions. 		✓				<ul style="list-style-type: none"> Leader Workforce Relations Youth & Community Partnerships Community Education Employment & Training
	<ul style="list-style-type: none"> Review position descriptions ensuring that they are inclusive. 		✓				<ul style="list-style-type: none"> Leader Workforce Relations
	<ul style="list-style-type: none"> To ensure the Work Force Strategy is inclusive of all people of various abilities. 		✓				<ul style="list-style-type: none"> Leader workforce Planning
	<ul style="list-style-type: none"> As part of Councils Work Force Strategy undertake an audit of employment within Council to identify opportunities for people with disabilities to be employed in various roles. 		✓				<ul style="list-style-type: none"> Leader workforce Planning
	<ul style="list-style-type: none"> Ensure position descriptions can be provided in accessible formats on request. 	✓					<ul style="list-style-type: none"> Leader Workforce Relations

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Enhance the type and range of employment opportunities available to people with a disability in Council services.	<ul style="list-style-type: none"> Ensure that staff involved in recruitment, have received disability awareness training. 	✓				✓	<ul style="list-style-type: none"> Leader workforce Planning Workforce Relations
Ensure that employees with a disability are supported within the workplace.	<ul style="list-style-type: none"> Identify supports required for employees with disabilities and provide appropriate resources to meet individuals accessible work environment needs e.g. equipment such as large screens and accessible software packages. 					✓	<ul style="list-style-type: none"> Injury/Return to Work Risk Management
	<ul style="list-style-type: none"> Identify traineeship opportunities for people with disabilities across Council, as part of the Work Force Strategy providing pathways to sustainable employment. 		✓				<ul style="list-style-type: none"> Leader workforce Planning

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Investigate employment and training options for people with disabilities	<ul style="list-style-type: none"> ▪ Advocate to training providers such as the NMIT work education unit to support people with disabilities who wish to undertake work related training. 	✓					<ul style="list-style-type: none"> • Youth & Community Partnerships • Community Education Employment & Training • MetroAccess
	<ul style="list-style-type: none"> • In partnership with key stakeholders, Banyule Nillumbik Local Learning & Employment Network and Disability Employment Network, provide information and referral assistance to training and employment placement. 		✓				<ul style="list-style-type: none"> • Youth & Community Partnerships • Community Education Employment & Training • MetroAccess
	<ul style="list-style-type: none"> ▪ Investigate the opportunities for Council to advertise positions with local disability employment networks and disability supported employment services. 	✓					<ul style="list-style-type: none"> • Leader workforce Planning • Youth & Community Partnerships • Community Education Employment & Training
	<ul style="list-style-type: none"> ▪ Continue to work in partnership with Neighbourhood Houses, Yarra Plenty Library Service, Leisure facilities and the Volunteers of Banyule to increase access to learning and volunteering opportunities for people with disabilities. 					✓	<ul style="list-style-type: none"> • Youth & Community Partnerships • MetroAccess • Access All Abilities • Cultural Events
	<ul style="list-style-type: none"> ▪ Create and develop the 'Cool to Care' Kit: a training program to engage people with disabilities to present information at local primary schools to assist young people to gain an understanding of disability issues. 	✓				✓	<ul style="list-style-type: none"> • Youth & Community Partnerships • MetroAccess

Governance: Ensure that people with disabilities can equitably access Council governance structures and participate in consultation, decision making, and other processes and activities that are available to the broader community.

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Support and promote active citizenship and participation of people with disabilities as part of Council decision making.	<ul style="list-style-type: none"> Continue to resource and promote the Banyule Disability Reference Group (DRG) 					✓	<ul style="list-style-type: none"> Youth and Family Youth & Community Partnerships MetroAccess
	<ul style="list-style-type: none"> Work with the DRG to become a link between the community and Council. 					✓	<ul style="list-style-type: none"> Youth and Family Youth & Community Partnerships MetroAccess
	<ul style="list-style-type: none"> Continue to build the membership of the DRG to reflect gender, cultural, indigenous, life stage and vocational experiences. 					✓	<ul style="list-style-type: none"> Youth and Family Services Youth & Community Partnerships MetroAccess
	<ul style="list-style-type: none"> Ensuring people with disabilities their families and carers are fully included in Banyule City Council Emergency Management Planning. 	✓					<ul style="list-style-type: none"> Community Inclusion Planner Manager Youth and Family Services

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Support and promote active citizenship and participation of people with disabilities as part of Council decision making	<ul style="list-style-type: none"> Inform the DRG of the progress, evaluation and review of this Disability Action Plan. 					✓	<ul style="list-style-type: none"> Health Aged & Community Planning Services Community Inclusion
	<ul style="list-style-type: none"> Invite the DRG to provide feedback on any Council Service Reviews and strategy development where community opinion is invited. 					✓	<ul style="list-style-type: none"> Youth and Family Services Youth & Community Partnerships MetroAccess
Build the awareness and competence of all Council staff in addressing the needs of people with disabilities to insure a whole of organisation approach.	<ul style="list-style-type: none"> Provide all Council staff with training regarding Council's Inclusion Policy – Disability, DDA compliance requirements and available communication technologies as part of an employee induction program. 					✓	<ul style="list-style-type: none"> Organisational Development & Learning Community Inclusion
	<ul style="list-style-type: none"> Continue to provide Disability Access Awareness training to all staff. 					✓	<ul style="list-style-type: none"> Organisational Development & Learning
	<ul style="list-style-type: none"> Identify training options to support staff in working with people with mental illness. 	✓					<ul style="list-style-type: none"> Organisational Development & Learning Community Inclusion MetroAccess
	<ul style="list-style-type: none"> Investigate potential for HACC Disability Respite staff to complete Certificate IV in Disability to strengthen staff skill and knowledge 	✓					<ul style="list-style-type: none"> Health Aged & Community Planning Services Aged & Disability Services HACC Workforce Development

Strategies	Actions	Timeline/Year					Responsible Business Unit/s
		Y1	Y2	Y3	Y4	Ongoing	
Build the awareness and competence of all Council staff in addressing the needs of people with disabilities to insure a whole of organisation approach.	<ul style="list-style-type: none"> Deliver appropriate technical training to technical and specialist staff as legislation changes are endorsed e.g. draft Access to Premises Standard. (These requirements need to be assessed through the staff Development Review process). 					✓	<ul style="list-style-type: none"> Organisational Development & Learning Community Inclusion
	<ul style="list-style-type: none"> Provide Council staff with training in portable Phonic Ear System. 					✓	<ul style="list-style-type: none"> Health Aged & Community Planning Services Community Inclusion
	<ul style="list-style-type: none"> Identify mechanisms to include questions on disability issues in Council's customer satisfaction survey to begin trending performance. 		✓				<ul style="list-style-type: none"> Organisational Performance Senior Business Services
	<ul style="list-style-type: none"> Further develop the Leadership Mentoring 79 event to enhance leadership understanding of disability. 					✓	<ul style="list-style-type: none"> Youth and Family Services Youth & Community Partnerships MetroAccess