

Moreland City Council Disability Access and Inclusion Plan 2016 – 2020



Moreland City Council



Lino-print images, courtesy of Sheena Mathieson,
facilitator of All Abilities Art programs.



Cr Samantha Ratnam
Mayor of Moreland

Mayor's Foreword

The *Moreland Disability Access and Inclusion Plan 2016 – 2020* is an exciting and important step in improving the lives of Moreland residents.

Almost a quarter of Moreland residents identify as having a disability.

People with a disability contribute to our community in significant ways: they are workers, students, mentors and partners; they contribute to our creative culture, recreation programs and show a resilience and strength that everyone can learn from. Unfortunately, we also know that people with a disability are more likely to experience discrimination, poverty, poor health outcomes, lower levels of education and unemployment.

Six per cent require daily help with core tasks and one person in ten provides unpaid care to an older person or someone with disability. Every day, people with a disability, their families and carers face significant barriers to employment, education, housing and community.

Council and our partners are committed to working together to make a more accessible city for our people. We are determined to create an inclusive community where everyone is able to fulfil their potential; however, to make sure people with a disability can participate fully in everyday life, we know we need to do more.

The *Moreland Disability Access and Inclusion Plan 2016 – 2020* was developed through extensive consultation with our partners, service providers and, of course, people living with a disability as well as their families, friends and carers. The plan provides a clear way forward on how to best respond to current and future challenges facing our community in the areas of disability and accessibility and sets out what we want to achieve over the next four years.

I look forward to working together to put this plan into action for a more inclusive and accessible Moreland.



VISION

An inclusive Moreland community that enables people with disability, their families and carers to fulfil their potential as equal citizens.

COMMITMENT

Council will work to systematically address the barriers created by attitudes, practices and structures that limit the opportunities for people with a disability to fully participate in the life of the community. Council will work to ensure a culture within the organisation that recognises that everyone in the organisation has a responsibility and an important role to play in addressing the discrimination experienced by people with a disability.

GOALS

For consistency, the over-arching goals of Moreland's *Human Rights Policy* are also the goals of the *Disability Access and Inclusion Plan*.

Every action in the plan must deliver on one or more of these three Goals:





KEY ACTION AREAS

The three goals are implemented across Council under four key action areas:

- 1. Accessible Places and Spaces**
- 2. Inclusive Programs and Services**
- 3. Employment and Economic Participation**
- 4. Leadership and Civic Participation**

Under these key action areas are twelve core strategies.

In addition a separate strategy for monitoring and accountability ensures effective implementation of the action plan.





Accessible Places and Spaces

Objective: Systematically improve the accessibility of Council buildings and infrastructure

1. Council will maximise the accessibility of all new Council infrastructure (including buildings, parks, open space, signage, roads, kerbs, footpaths, playgrounds, street furniture) taking account of regulatory requirements, constraint of local terrain and Council's financial capacity.
2. Council will have a program for progressive improvement to the accessibility of existing Council-owned buildings and infrastructure within a framework of inclusive policies, local priorities and financial capacity.

Objective: Strategic use of statutory and regulatory roles

3. Council will use its statutory and regulatory roles to lead and influence improved inclusion, participation and accessibility of private buildings eg. private dwellings and businesses and public spaces eg. retail shopping precincts, for all members of the community.

Sculpture made at Sussex Neighbourhood House,
Clay Art for Adults Program run specifically for adults with disabilities.



Inclusive Programs and Services

Objective: Accessible and inclusive council services, programs and events

4. Council services, programs and events are accessible to people with a disability, promote their participation and provide people with a disability with opportunities to participate equally alongside other members of the community.

Objective: Inclusive communication and information approaches

5. Council's communication and information approaches and systems continue to be progressively improved to ensure that they appropriately address the needs of staff, volunteers and community members with a disability.

Objective: Incorporate access and inclusion objectives in key strategic documents

6. Council will reflect its commitment to improve access and inclusion for people with disability in key strategic policy and planning documents such as the *Council Plan*, *Community Vision*, *Municipal Public Health and Wellbeing Plan*, and *Municipal Strategic Statement*.



Volunteers serving meals at Aboriginal Community Elders Service,
photo by Katie Langmore for Getting InVOLved.









Employment and Economic Participation

Objective: Improve employment opportunities

7. Council will exercise its responsibility as an equal opportunity employer to ensure participation of people with disability in employment within Council reflects the broader community.

8. Council will exercise its community leadership role to work with others to enhance local opportunities in employment and economic participation for people with a disability in the Moreland community.



Sculpture made at Sussex Neighbourhood House,
Clay Art for Adults Program run specifically for adults with disabilities.



Leadership and Civic Participation

Objective: Influence community attitudes and perceptions

9. Council will exercise leadership in the community by promoting the importance of inclusion for all, addressing discriminatory attitudes, promoting good models of inclusive practices and approaches, and influencing others through information provision and education.

Objective: Facilitate civic participation and inclusive consultation

10. Council will work proactively to ensure that people with a disability can exercise their rights as equal citizens in areas such as Council elections, Council meetings, Council consultation processes, membership of Council's committees involving community representatives and in making complaints.

Objective: Foster partnerships and collaboration

11. Council will work in partnership with other spheres of government, businesses, other organisations and the community to improve access and inclusion for people with a disability.

Objective: Exercise leadership in advocating to other organisations

12. Council will advocate to other spheres of government, businesses, other organisations and the community, in collaboration with people with a disability and their families/ carers, to promote the rights of people with a disability and advance inclusion of people with a disability.



Sculpture made at
Sussex Neighbourhood House,
Clay Art for Adults Program run
specifically for adults with disabilities.



IMPLEMENTATION

Monitoring and accountability practices ensure that actions contained in the plan are effective in meeting the plan's goals.

Accountability

Objective: Review and evaluate progress

Council will regularly review its progress on improving access and inclusion, and work to evaluate impacts and outcomes to inform further actions.



Sculpture made at Sussex Neighbourhood House, Clay Art for Adults Program run specifically for adults with disabilities.

Responsibility and Key Relationships

An internal Council implementation committee will meet regularly to monitor progress on improving access and inclusion for people with disability, and make recommendations for further action.

Council will ensure that it has effective organisational accountability processes in place for implementing its access and inclusion initiatives. It will publicly report on progress and implementation of these initiatives at least annually.

Supporting documents:

- *Municipal Association of Victoria - Creating a More Inclusive Community for People with a Disability: A Strategic Framework for Local Government.*
- *Summary of Policy Context and Background Evidence.*

For detailed actions and responsibility within Council, refer to attached action plan.

Accessible Places and Spaces				
Desired Outcome	Strategy – how will we achieve it?	Measures	Actions – what will we do?	Responsible/ Due Date
Objective: Systematically improve the accessibility of Council buildings and infrastructure	Council will maximise the accessibility of all new Council infrastructure (including buildings, parks, open space, signage, roads, kerbs, footpaths, playgrounds and street furniture) taking account of regulatory requirements, constraint of local terrain and Council’s financial capacity. Council will have a program for progressive improvement to the accessibility of existing Council-owned buildings and infrastructure within a framework of inclusive policies, local priorities and financial capacity.	All new Council buildings will be designed to incorporate all legislated accessibility building standards and incorporate enhanced DDA accessibility features that facilitate access for all community members. Major Projects Boards to demonstrate that disability access has been considered at every stage of a project.	Educate and encourage Council staff and the community to create and maintain barrier-free, continuous accessible paths of travel throughout all Moreland places and spaces. Develop a process for identifying and prioritising DDA improvement works in existing Council buildings and infrastructure. Budget bids for urgent DDA improvement works, and employment or training of an in-house <i>Disability Access Planner</i> to advise urban designers and engineers.	Facilities, Open Space, Transport, Urban Planning, Building Planning
Objective: Strategic use of statutory and regulatory roles	Council will use its statutory and regulatory authority in building planning and municipal laws to systematically improve physical accessibility of private buildings and public spaces.	Adoption of Banyule City Council’s approach or similar, to encourage uptake of <i>Livable Housing Design Guidelines</i> by builders and developers. Monitor footpath trading breaches and complaints.	Encourage uptake of universal design principles and <i>Livable Housing Design (LHD) Guidelines</i> in private building developments and renovations. Use Council’s footpath trading permit application and enforcement processes to inform and educate traders in providing barrier-free access to and around retail outlets and shopping precincts.	Building Planning, Urban Planning, Municipal Laws

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Inclusive Programs and Services					
Desired Outcome	Strategy	Measures	Actions	Responsible	
Objective: Accessible and inclusive council services, programs and events	Council services, programs and events are accessible to people with a disability; promote their participation and provide people with a disability with opportunities to participate equally alongside other members of the community.	Programs and events are held in accessible venues. Programs and events are advertised in accessible formats. The availability of Deaf interpreters, support workers or other access support is advertised on event promotional materials or program information. MCC makes appropriate use of its hearing augmentation equipment.	Ensure all public events and activities that are organised, promoted or sponsored by Council are accessible and inclusive of people with disability. Ensure Customer Service staff use the access features at service centres appropriately including hearing loops and lowered counters with seating provided for mobility impaired people. Awareness training for Council staff to use hearing augmentation equipment appropriately, including the hearing loop at service counters and portable hearing loops for meetings and events.	MetroAccess, Civic Facilities, Arts and Culture, Youth Services, Aged and Disability, Leisure and Recreation, Economic Development	* Action added as per Council Resolution from Council meeting 11 May 2016.
			* Ensure that all meetings organised by Council that involve participation by the public be held in accessible venues.		
Objective: Inclusive communication and information	Council's communication and information approaches and systems continue to be progressively improved to ensure that they appropriately address the needs of staff, volunteers, and community members with a disability.	From January 2016 all publicly available information is available in accessible formats.	Review and strengthen Council's accessible communication policies and guidelines that set out requirements for staff to make communications accessible to people with a disability.	Media and Communications, MetroAccess	

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Objective: Inclusive communication and information	Council's communication and information approaches and systems continue to be progressively improved to ensure that they appropriately address the needs of staff, volunteers, and community members with a disability.	From January 2016 all publicly available information is available in accessible formats.	Review and strengthen Council's accessible communication policies and guidelines that set out requirements for staff to make communications accessible to people with a disability.	Media and Communications, MetroAccess

Inclusive Programs and Services (continued)

Desired Outcome	Strategy	Measures	Actions	Responsible
Objective: Incorporate access and inclusion objectives in key strategic documents	Council will reflect its commitment to improving access and inclusion in key strategic policy and planning documents such as the <i>Council Plan, Community Vision, Municipal Public Health and Wellbeing Plan</i> and <i>Municipal Strategic Statement</i> .	Access and Inclusion in all formats becomes business as usual, demonstrated through: • Accessible communication guidelines, • Accessible events, • Anonymous staff survey to gauge percentage of people with disability and carers working at Council.	Compulsory awareness training for Council officers responsible for policies, strategies and plans, so that disability access and inclusion is included as each policy comes up for review or renewal. Service unit Plans to demonstrate that disability access and inclusion has been considered in their development. Annual reporting on supports provided to staff who are carers, as required by the <i>Carers Recognition Act 2012</i> .	Media and Communications, MetroAccess

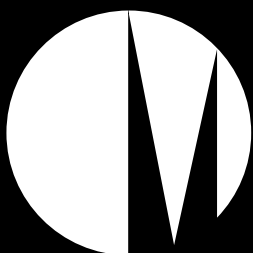
Employment and Economic Participation				
Desired Outcome	Strategy	Measures	Actions	Responsible
Objective: Improve employment opportunities	Council will exercise its responsibility as an equal opportunity employer to ensure participation of people with disability in employment within Council. This will reflect the broader community. Council will exercise its community leadership role in the Moreland community to work with others to enhance local opportunities in employment and economic participation for people with disability.	The <i>Reasonable Accommodation Policy</i> includes: • How to employ people with disabilities • Steps to make MCC a more inclusive workplace • Physical changes to Council buildings to ensure they are more accessible.	Develop a Moreland Council <i>Reasonable Accommodation Policy</i>. Ensure that MCC continues running an inclusive employment working group, that: • Meets a minimum 6 times per year. • Provides the opportunity to discuss inclusive employment for all diversity groups. • Ensures that at least one agenda item is related to disability employment each meeting.	Human Resources, MetroAccess

Leadership and Civic Participation					
Desired Outcome	Strategy	Measures	Actions	Responsible	
Objective: Influence community attitudes and perceptions	Council will exercise leadership in the community by promoting the importance of inclusion for all, addressing discriminatory attitudes, promoting good models of inclusive practices and approaches, and influencing others through information provision and education.	Articles and positive PR Collection of 'good practice' examples of how to get it right: stories, photos, solutions.	Consult and communicate with diverse community members with disabilities to ensure we understand and are meeting their needs. Work with Marketing and Communications on awareness videos for use in-house and in the community.	All staff, Learning and Development, MetroAccess, Marketing and Communications	
Objective: Facilitate civic participation and inclusive consultation	Council will work proactively to ensure that people with a disability can exercise their rights as equal citizens in areas such as Council elections, Council meetings, Council consultation processes, membership of Council's committees involving community representatives and in making complaints.	Compulsory training for staff in disability awareness. Surveys conducted to gauge staff attitudes on disability.	Create a staff training program to educate staff on how to make MCC a more inclusive workplace. Promote AIP/DAP to Council staff, councillors, partners and the community.	Media and Communications, MetroAccess	
Objective: Foster partnerships and collaboration	Council will work in partnership with other spheres of government, business, other organisations and the community to improve access and inclusion for people with a disability.	Disability Service Providers Network established; info-sharing and partnership projects are evident.	Creation of a Disability Service Providers Network. Regular network meetings or forums to establish strategies for improving access and inclusion of people with a disability in Moreland.	All staff, MetroAccess	

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Leadership and Civic Participation (continued)				
Desired Outcome	Strategy	Measures	Actions	Responsible
Objective: Exercise leadership in advocating to other organisations	Council will advocate to other spheres of government, business, organisations and the community, in collaboration with people with a disability and families/carers, to promote and advance inclusion of people with a disability.	<i>Good Access is Good Business Guide</i> is promoted and distributed to traders. Input to campaigns and consultations.	Continue to implement the <i>Good Access is Good Business</i> program in Moreland. Provide support and input to relevant and appropriate regional, state and national campaigns and consultations affecting local people with disability (accessible public transport, etc).	MetroAccess, Networks, external partner organisations.
Accountability				
Desired Outcome	Strategy	Measures	Actions	Responsible
Objective: Review and evaluate progress	Council will review its progress on improving access and inclusion, and work to evaluate impacts and outcomes to inform further actions.	Report progress annually; review actions every two years, review entire plan every four years.	Council will ensure that it has effective organisational accountability processes in place for implementing its access and inclusion initiatives, and will publicly report on progress on implementation of these initiatives at least annually.	CD&SP Unit, All responsible staff.
Budget (cost) The funds required to action this plan are budgeted for within current budgets of the responsible units across Council. The purpose of the plan is not to cost extra but work smarter, by considering disability access and inclusion as 'business as usual' and building in accessibility from the early planning and design stages of projects, so that extra funds are not required to rectify problems after they occur. Where additional funds may be required to meet urgent DDA access and inclusion requirements, funding will be sought and/or a budget bid proposed by the appropriate area of Council.				

For copies of this publication in an alternative format or language other than English, please call Moreland City Council's MetroAccess Officer on 9240 1111.



Moreland City Council

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For more information go to our
website moreland.vic.gov.au

Moreland Language Link

廣東話	9280 1910	हिंदी	9280 1918
Italiano	9280 1911	普通话	9280 0750
Ελληνικά	9280 1912	ਪੰਜਾਬੀ	9280 0751
عربي	9280 1913		
Türkçe	9280 1914	All other languages	
Tiếng Việt	9280 1915	9280 1919	