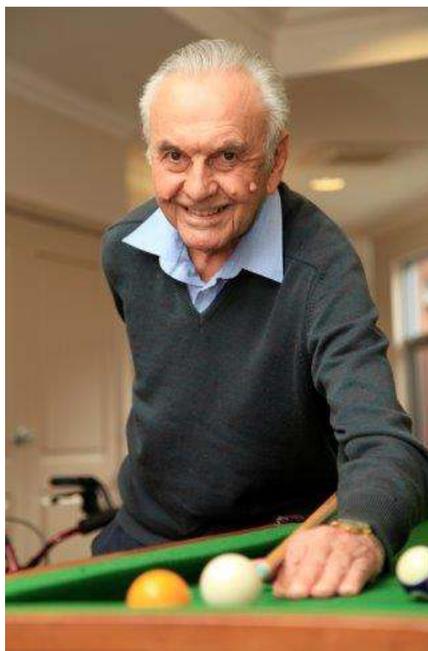




## COMMUNITY ACCESS PLAN

2014 to 2016



## 1. Introduction

The Northern Grampians Shire Council acknowledges that there are a number of people living in the Shire with a disability. Local Government is a key planner, developer and provider of physical and social infrastructure and is committed to the responsibilities determined by the *Disability Discrimination Act* (D.D.A.) 1992, Disability Act 2006 to assume greater responsibility for people with a disability within our community.

The D.D.A.1992 and the Disability Act 2006 is based on the premise that people with a disability are members of our community who are entitled to the same rights and the same opportunities to participate in and contribute to the full range of services and facilities as other members of the community.

In the 2009 Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (SDAC) just under one in five people in Australia (4,026,213 or 18.5%) had a reported disability. Disability was defined as any limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities. Examples range from hearing loss which requires the use of a hearing aid, to difficulty dressing due to arthritis, to advanced dementia requiring constant help and supervision.

The rate of profound or severe core-activity limitation showed little change between 1998 (6.4%) and 2003 (6.3%) however this declined to 5.8% in 2009 due to a decline in the proportion of Australians disabled by physical health conditions such as asthma and heart disease.

As part of the process of developing the original Community Access Plan, Council undertook consultations with community groups, people with disabilities, their carers and associates, and staff from the Council. In 2007, Council formally appointed a Community Access Advisory Group, comprising representatives of people with a disability, carers, and service providers from across the Northern Grampians Shire. This review has been developed following significant input by the Advisory Group and staff from Council

## 2. Purpose

The purpose of the Community Access Plan is to equip Council with the knowledge and skills to provide services to its residents and visitors in a manner which:

- Maximises access for all citizens including those with a disability
- Enables participation by people with a disability in the life of the community with dignity and as few barriers as practicable
- Achieves as far as possible, equity of service delivery, the development of appropriate policies, and the implementation of those policies across all functions of Council.

## 3. Aim

Community Access Plan continues to identify issues and suggest actions to address the needs of people living in the Shire who have a disability as defined in the Disability Discrimination Disability Act (DDA).

## 4. The Disability Discrimination Act

The *Disability Discrimination Act* is a Commonwealth Law that makes it illegal to directly or indirectly discriminate against a person with a disability in:

- accommodation
- employment
- access to premises used by the public
- provision of goods, services and facilities
- disposal of land
- administration of Commonwealth laws and programs
- membership of sporting club and facilities
- requests for information

The specific intent of the DDA is:

- To eliminate as far as possible, both direct and indirect discrimination against persons on the grounds of disability.
- To ensure, as far as practicable, that persons with a disability have the same rights to equality before the law as the rest of the community.
- To promote recognition and acceptance within the community of the principle that persons with a disability have the same fundamental rights as the rest of the community.

The Act came into effect on 1 March 1992 and must be considered alongside the Equal Opportunity Act, Victoria (2010)

## 5. Definitions

### 5.1 Disability

The definition of **Disability** in the DDA refers to disabilities, which are:

- total or partial loss of a person's bodily or mental functions; or
- total or partial loss of a part of the body; or
- the presence in the body of organisms capable of causing disease or illness; or
- the malfunction, malformation or disfigurement of a part of a person's body; or

- a disorder or malfunction that results in a person learning differently from a person without a disorder or malfunction; or
- a disorder, illness or disease that affects a person's thought processes, perceptions of reality, emotions or judgments that results in disturbed behaviour;

The definition includes a disability that:-

- presently exists
- previously existed but no longer exists
- may exist in the future or
- is imputed to a person

## 5.2 Discrimination- the definition as identified in the DDA is clear and comprehensive:

- It is discriminatory to treat 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.
- It is also unlawful to discriminate against a person because their associates (family, carers, partners etc) have a disability.

## 6. Access

Council defines **access** in terms of the ability of the residents and visitors to use the service or facility provided. Consequently, a service is accessible when:

- it is easy to find out about
- it is easily understood
- it is easy to get to
- it is easy to use
- people who use it feel they are welcome
- people know that they will get the right assistance when they need it
- people are confident that every reasonable effort will be made to address the customer's requirements.

These are also features of good customer service.

## **7. Key Policy Statement**

Northern Grampians Shire Council acknowledges that people with a disability are valuable members of our community who expect and are entitled to equitable access to services and facilities. It accepts its moral and legal obligation to its residents who are living with a disability, and to their carers and associates. It commits to act in accordance with the *Disability Discrimination Act (1992)* and the *Disability Act (2006)*. Council considers the Community Access Plan as a key supporting document to the Council Plan 2013-2017.

## **8. Implementation and Development of the initial Community Access Plan 2002**

During the development and implementation of the plan, work was to be carried out in many area of Council including access to physical, cultural and social environments and experiences. As part of Council's "whole of Council approach" to the Plan, staff were invited from all areas of Council to participate in Disability Awareness Training. Disability Awareness Training was also provided for all Councillor's. The plan as developed, aims to prioritise and readdress, in compliance with the Disability Discrimination Act (1992) the barriers identified by the consultative process which informed the development of the Community Access Plan.

In December 2002, Council adopted the plan which was then forwarded to the Equal Employment Opportunity Commission. In 2003 an audit of all Council's services and facilities was conducted by Access Audits Australia AAA to support the Community Access Plan implementation.

## **9. The Community Access Advisory Group**

The Community Access Plan was originally developed under the guidance of a Reference Group that comprised of a Councillor, Council Director, Managers, Officers and representatives from a wide range of community groups, including people with a disability their carers and associates, disability groups and the community.

The group was formed to look at specific access issues. These pertained to:

- Training (staff awareness)
- Employment
- Communication / Information
- Physical Access
- Parking
- Signage
- Cultural events
- Building and Infrastructure

Community consultation was conducted and community questionnaires were distributed to the community and to people with a disability via staff, friends and carers at the consultations to assist in the development of the plan.

## **10. Community Access Advisory Group Membership as at February 2015 Term ends May 2015**

### **Community Members**

1. Mr Peter Milley
2. Marie Turner
3. Shirley Joiner
4. Judy Belot

### **Organisation**

1. DHS – Dianne Stewart or delegate
2. Skene Street – Mr Peter Whitehead or delegate
3. Murdoch Community Services – Mandy Pearse

### **Carer**

1. Carers Respite Centre - Grampians Community Health Centre – Karen Watson or delegate

### **Council**

1. Cr Karen Hyslop
2. Council Staff Rep - Secretariat. Ann-Maree Browne
3. Minute Taker Kaye Devlin

## 1.KEY ACTIONS

Actions	Responsible Officer	Timelines	Partners	Progress
<b>1. EDUCATING &amp; INFORMATION for all Council staff and Councillors to increase awareness of disability issues.</b>				
1.1 Ensure that disability education and information is provided to all Staff, Councillors and Volunteers to ensure they have a good understanding of their responsibilities under the DDA (1992) and be mindful as an organisation of the actions that have been set out in Councils Community Access Plan.	Executive Management Team	ongoing	Human Resources Department Governance and Civic Support Managers and Team Leaders	ongoing
1.2 Provide information to architects, builders, developers and other relevant personnel to relate the requirements and responsibilities of the DDA(1992) to the development approvals area, focusing on the practical requirements for access and facilities as well as the inter relationships between the DDA (1992), the Building Code and the Australian Standards for Access and Mobility in commercial/public areas.	Manager Environment and Regulatory Services	ongoing	Local, architects, builders and developers	Ongoing Existing form available

Actions	Responsible Officer	Timelines	Partners	Progress
<b>2. EMPLOYMENT opportunities within Council for people with a disability</b>				
2.1 Actively promote the Northern Grampians Shire Equal Employment Opportunity (EEO) policy by inclusion on job position advertisements.	Manager Human Resources	ongoing	Human Resources Officer	Actioned and ongoing

2.2	Ensure all job descriptions and job advertisements are not discriminatory when positions are advertised.	Manager Human Resources	ongoing	Directors/ Managers	Actioned and ongoing
2.3	Ensure a suitable workplace for employees with a disability by adapting workplace equipment and working environment where necessary on a case by case basis.	Manager Human Resources	ongoing	Appropriate Directorate	As required
2.4	Develop and provide relevant information to new staff in the induction program, regarding disability access issues and Council's CAP..	Manager Human Resources	ongoing	Human Resource Officer	As required
<b>2.1. Contracts</b>					
2.1.1	To ensure that E.E.O requirements are incorporated in contract of employment i.e. Seniors Officers	Manager Human Resources	ongoing	Executive Management Team	As required

Actions	Responsible Officer	Timelines	Partners		
<b>3. COMMUNICATION AND INFORMATION</b> to our community will be provided in an accessible manner.					
<b>3.1. Publications: written, verbal &amp; other</b>					
3.1.1	Hold Council meetings and other meetings in accessible venues as required.	Director Corporate Services	ongoing	Councillors	<i>St. Arnaud Council meetings held upstairs St Arnaud Proposed Precinct Plan incorporates a lift and accessible toilets in the new design ( will be implemented subject to funding)</i>
3.1.2	Make available upon request Council	Manager Governance			Council's new website has to

publications and information in alternative formats to standard print form e.g. large print, Easy English, audio tapes, culturally appropriate formats Provide face to face explanation of written communication or provide an alternative format/service i.e. interpreter, upon request or by appointment.	and Civic Support  ICT	As required	Customer Services Staff Governance Co-ordinator	be viewed in more accessible formats and has more symbols on webpages for navigation purposes. The new website has references to interpreter services available to the general community
3.1.3 Community Access Plan to be reviewed as required. Community Access Advisory Group to monitor implementation of the Community Access Plan.	Director Economic and Community  Community Development Officer	ongoing	Community access Advisory Group	ongoing
3.1.4 Display Better Hearing Cards on all customer service counters.	Manager Governance & Civic Support	Actioned	Customer services staff	ongoing
3.1.5 Ensure the community and Council staff are aware of the option of using interpreters for public meetings.	Manager Governance & Civic Support	2 weeks notice prior to the meeting.	Relevant language services Customer Service Staff Marketing and Communications Officer	Customer Service and HACC have the contact numbers and passwords provided by the DOH to access these services

Actions	Responsible Officer	Timelines	Partners	
<b>3. COMMUNICATION &amp; INFORMATION</b> to our community will be provided in an accessible manner.				
<b>3. 2. Information Technology</b>				
3.2.1 Council will ensure Council meeting Agendas and Minutes, current information and public information are available on the Internet.	Manager Governance & Civic Support	ongoing	Manager Finance & Information Services IT staff/ Web maintenance staff Governance Co-ordinator	Actioned and ongoing

<p>3.2.2 Ensure that Council's Community Access Plan is available on the web site, which will include progress updates on a regular basis. Pertinent legislative changes also to be profiled.</p>	<p>Manager Governance &amp; Civic Support</p>	<p>ongoing</p>	<p>Manager Information Service/IT staff/Web maintenance staff. Community Development Officer</p>	<p>New Plan once reviewed and updated will be uploaded on council website</p>
<p><b>4. BUILDINGS &amp; FACILITIES</b> will be systematically upgraded to provide equity of access  <b>4.1. Building Audits</b></p>				
<p>4.1.1 Annual Capital Works &amp; Operating budget allocations to progressively improve accessibility. (Utilise CAAG to highlight concerns and assist to prioritise outstanding works from AAA.)</p>	<p>Director Infrastructure &amp; Environment</p>	<p>ongoing</p>	<p>Executive Management Team CAAG</p>	<p>Audit is available for reference, most actions have been prioritised and are being addressed with new building works</p>
<p><b>4.2. Emergency Access</b></p>				
<p>4.2.1 Review Council's Municipal Emergency Management Plan to ensure that people with a disability have equitable access to information, in the circumstance of a local emergency.</p>	<p>Municipal Emergency Resource Officer Municipal Recovery Manager</p>	<p>Audit - As required for the Emergency Services Victoria</p>	<p>Municipal Emergency Management Planning Committee  Marketing &amp; Communications Officer</p>	<p>Red Cross Ready Plan have been provided to the community.  Years of community information sessions have been provided in conjunction with the Rural Access Co-ordinator  MECC Central has been established to incorporate vulnerable persons register in all Local Governments across Victoria, the registered are maintained and updated by the HACC funded agencies.</p>

Actions	Responsible Officer	Timelines	Partners	
<b>4. BUILDINGS &amp; FACILITIES</b>				
<b>4.3. Development Applications/Approvals</b>				
4.3.1 Information accompanying all planning and building permit applications, and distribute to Designers, Developers and Builders advising of the requirements of building design under the <i>Disability Discrimination Act (1992)</i> . The AS 1428 (Parts 1-4) complies with the DDA and prescribes the basic requirements for access and facilities that must be adhered to in the planning, development and construction of all <b>public/commercial</b> buildings and facilities.	Manager Environment and Regulatory Services	ongoing	Building Surveying and Planning officers	May 2011 Access to Premises – Building standards 2010 comes into effect. Information brochure produced for NGSC planning to accompany all planning permit applications. As attached.  Building and Planning have online access to the current codes available
4.3.2 NGSC monitors that compliance with AS1428 as identified in the BCA is achieved	Manager Environment and Regulatory Services	ongoing	Building Surveyor	All new dwellings and public amenities built to the code

Actions	Responsible Officer	Timelines	Partners	
<b>5. BUILDINGS AND INFRASTRUCTURE</b>				
<b>5.1. Footpaths and Kerbing</b>				
5.1.1 Ensure ongoing maintenance of footpath and kerb meet DDA requirements.	Director Infrastructure and Environment	On-going 6 monthly footpath inspections	Risk Management Committee Customer service 'CONFIRM'	Current and ongoing
5.1.2 Ensure program to select walking routes in municipalities towns are accessible. Focus from 2008 to be St Arnaud with support from the CAAG for priority of need.	Director Infrastructure and Environment	On-going Focus on centre of town to hospital, centre of town to Dr's surgery and	CAAG VICRoads (grant applications)	Routes have now been mapped and prioritised. Rural Access Co-ordinator produced the St Arnaud Map which is now available online

		Centre of town to Children's precinct		
5.1.3 Promote the established priority routes of travel to the public via the Council Community Newsletter. Media & Web	Manager Community Development, Director Infrastructure and Environment	ongoing	Manager Infrastructure Organisation Marketing & Communications Officer	Ongoing
<b>5. BUILDINGS AND INFRASTRUCTURE</b>				
<b>5.1. Footpaths and Kerbing</b>				
5.1.5 Council to use VicRoads Footpath Crossing Standards for footpaths for new and retrofit works for electric scooters throughout the municipality, incorporating predicted trends of usage.	Director Infrastructure and Environment	ongoing	VICRoads Community Access Committee	Crossings identified via council staff and community members and works are prioritised accordingly, funding sourced where available ( VICROADS ) and outcomes minuted in access meetings.
5.1.6 Raise public awareness of appropriate behaviour on shared footpath usage by, for example, skateboarders, electric scooters, roller blades, wheelchairs, prams and twin strollers, long cane users and bikes.	Local Laws Officer  Manager Community Development	ongoing	Executive Management Team Police Marketing & Communications Officer Rural Access Road Safe Wimmera Stawell Neighbourhood House Grampians Community Health Neighbouring Local Government Action Aids	Annually a gopher information awareness session has been provided
5.1.7 Undertake a public awareness campaign encouraging residents to remove overhanging branches, planter boxes and street trees that may obstruct a continuous and accessible path of travel by use of the local media and Council's Community Newsletter.	Local Laws Officer  Communications Officer	ongoing	Director Infrastructure and Environment Rural Access Confirm report	Action item in the Municipal Health and Wellbeing Integrated Action Plan
<b>5. BUILDINGS AND INFRASTRUCTURE</b>				
<b>5.2. Parking</b>				
5.2.1 Continue to review the provision of DAPB when streetscapes and public areas are redeveloped	Director Infrastructure and Environment	ongoing	Local Laws Coordinator &	LED's have been replaced

	with regard to signage size lighting surface conditions.			Officers	where necessary
5.2.2	Monitor Disabled Persons Parking Scheme ensuring number of bays and Parking permits are fair and equitable	Local Laws Coordinator	ongoing	Manager Community Sustainability/CAAG	Actioned as minuted and promoted through media releases
5.2.3	Continue to replace DAPB and installation of new DAPB with priority given to areas of need as identified.	Local Laws Coordinator	ongoing	Infrastructure Operations	As identified ongoing
5.2.4	Publicise/promote the correct usage of the DAPB Scheme to the community in newspaper articles and Council's Community newsletters.	Local Laws Coordinator Marketing & Communications Officer	ongoing	Council Rural Access	ongoing
	<b>Actions</b>	<b>Responsible Officer</b>	<b>Timelines</b>	<b>Partners</b>	
<b>5. BUILDINGS AND INFRASTRUCTURE</b>					
<b>5.3. Signage</b>					
5.3.1	Council signage for Exit Signs and Toilet signs as per the Building Code of Australia. All other signage to take into account the recommendations from Vision Australia. Community Access Advisory Group to identify where there are concerns with signs.	Manager Economic Growth Director Infrastructure and Environment Infrastructure Operations Team Leader	ongoing	Community	Ongoing Maintenance
5.3.2.	Review existing Council signage to identify barriers to access, prioritise and put to budget processes	Director Infrastructure and Environment	ongoing	Tourism Services Community	ongoing

5.3.3. Council signage at all Service Centres to ensure it complies with, and where applicable displays the International symbol of access.	Director Corporate Services, Director Economic & Community	In place and ongoing	Customer Services Centres, Visitor Information Centres, Town Halls, HACC, Children Services	ongoing
<b>5. BUILDINGS AND INFRASTRUCTURE</b>				
<b>5.4. Seating</b>				
5.4.1 Ensure compliance for access to public seating with the Australian Standards for public open spaces and buildings.	Director Infrastructure & Environment	ongoing	Infrastructure Development EMT	A mixture of accessible and user friendly park benches
<b>Actions</b>	<b>Responsible Officer</b>	<b>Timelines</b>	<b>Partners</b>	
5.4.2 Ensure replacement of inappropriate seating and installation of seating in accordance with the manufactures guidelines. Where inappropriate bench seats are to be replaced, (replace with bench seats with arms) are brought to council attention and subject to the limits of Council's budget part of <b>Urban Design Framework has established Standards</b>	Director Infrastructure & Environment	ongoing	Manager Infrastructure, Infrastructure Operations Team Leader, Parks & Gardens Coordinator	ongoing
5.4.3 Adopt a preferred design for outdoor public seating, to ensure compliance with Australian Standards for access.	Director Infrastructure & Environment	ongoing	Team Leader Community Development	Outdoor seating is installed in compliance with relevant standards CAAG requesting that a balance of outdoor seating has arm rests
<b>5. BUILDINGS AND INFRASTRUCTURE</b>				
<b>5.5. Public Lighting</b>				
5.5.1 Investigate the appropriateness of lighting arrangements that currently exist in high use/risk buildings and facilities & locations.	Director Infrastructure & Environment	ongoing	Building/Projects Officer	Ongoing as identified  Minuted

Actions	Responsible Officer	Timelines	Partners	
<b>6. COUNCIL PROGRAMS will be accessible</b>				
<b>6.1. Cultural Events</b>				
6.1.1 Develop a set of guidelines which will assist Council staff involved in the organisation of special events. Such guidelines are to provide a checklist to identify issues of parking, physical and sensory access, location of toilets, availability of seating for people and their carers and information needs for evacuation or emergency procedures in the event of an emergency for people with a disability.	Manager Economic Growth Community Partnerships Officer Administrative Grants Officer	ongoing	Manager Infrastructure Development RuralAccess	Information included in Council's events process, reviewed June 2014
6.1.2 Where Council sponsors major indoor and outdoor events, organisations are required to demonstrate provision for people with a disability and their carers.	Community Partnerships Officer Administrative/Grants Officer	ongoing	Manager Economic Growth Rural Access Depot Local Laws Planning, EHO	Information included in Council's events process, reviewed June 2014
<b>6. COUNCIL PROGRAMS will be accessible</b>				
<b>6.2. Recreation, Sport and Access</b>				
Actions	Responsible Officer	Timelines	Partners	
6.2.2 Ensure that any new planning and development of recreation and sporting facilities includes consultation to ensure access for all.	Manager Environment and Regulatory Services  Manager Economic Growth  Team Leader Recreation and Children  Grants Officer  Strategic Projects Officer	ongoing	Director Infrastructure & Environment	Legislated regulation.  2013-2014 Open Spaces Strategy community consultation took place

<p>6.2.3 Actively promote the availability of Community Grants to recreation and sporting clubs to support improved access for participants and spectators with a disability.</p>	<p>Manager_Community Development  Community Development Officer  Team Leader of Recreational Children Services  Grants Officer</p>	<p>ongoing</p>	<p>Grants Officer Director Economic &amp; Community Rural Access, AAA Wimmera Regional Sports Assembly</p>	<p>Ongoing and distributed where relevant to both internal and external bodies</p>
<p><b>6. COUNCIL PROGRAMS</b> will be accessible <b>6.3. Young People</b></p>				
<p>6.3.1 Encourage youth service providers to provide activities that are inclusive of young people with a disability and supports the NGSC Youth Strategy</p>	<p>Director Economic &amp; Community  Community Development Officer ( Youth )</p>	<p>ongoing</p>	<p>Other youth services Community Development Officer, Llen, Skene Street, Intertwine, DHS</p>	<p>ongoing</p>
<p><b>6.4 Transport</b></p>				
<p>6.4.1 Advocate for improved transport and access for people with a disability.</p>	<p>Management and Councillors</p>	<p>ongoing</p>	<p>Department of Human Services, Transport Connections, Infrastructure &amp; Environment Directorate Rural Access Bus and Taxi Services</p>	<p>Local bus service providers over the years have upgraded their buses to be more accessible for prams, wheelchairs and trolleys Ballarat Companion Project up and running for supporting people with medical appointments to access services in Ballarat.</p>

<b>6.5 Structure</b>				
<b>Actions</b>	<b>Responsible Officer</b>	<b>Timelines</b>	<b>Partners</b>	
6.5.1 Continue to provide opportunity for assessment for people with a disability or frail aged to access Home & Community Care Services.	Manager Economic and Community Development  Team Leader Community Partnerships	ongoing	Department of Human Services. Director Economic & Community All Council Staff	No wrong door process for enquiries
6.5.2 Continue to provide opportunity for children 0-6 years with additional needs to attend Commonwealth and State approved Child Care Centres.	Team Leader of Recreational Services and Children Services	ongoing	Director Economic & Community, Playgroup Victoria, Stawell Neighbourhood House and GCHC, Mother Goose Group, Maternal Child and Health Nurse, GPPCP	Referrals made where appropriate, GPPCP referral pathways document with contacts is available
<b>7. COMMUNITY CONSULTATION will occur regularly to inform on Council's progress and ascertain further accessibility issues</b>				
7.1.1 Members of CAAG to be encouraged to consult with interested residents about the plan	Manager Community Development	ongoing	CAAG Team Leader Aged & Disability.	ongoing
7.1.2 Publicise the Community Access Plan extensively throughout Council and the community and distribute the Community Access Plan to the broader community. The Community Access Plan to be made available in alternative formats on request.	CEO and Executive Management Team	ongoing	Rural Access co-ordinator DHS CAAG Members Marketing & Communications Officer Sister Rocks	Ongoing. i.e Seniors Week, Senior Citizens