

A City for All

City of Stonnington

Access and Inclusion Plan

2010-2013



A MESSAGE FROM THE MAYOR

On behalf of my fellow Councillors, I am delighted to present to you *A City for All*, the City of Stonnington's Access and Inclusion Plan 2010 – 2013.

It is estimated that one in five people in Stonnington have a disability and Council is sincerely committed to the continual improvement of its premises, facilities and services to ensure that they are universally accessible to all people.

This plan outlines the key ways in which we intend to do this, both within Council and the broader community.

Council takes pride in past gains made toward universal accessibility and looks forward to continuing to build on that record of achievement. During the consultation to produce this plan we learned that every single business in the Prahran Market which had addressed accessibility in their shop experienced a subsequent increase in profit. Access and inclusion for all makes excellent economic sense.

A key focus of this plan is finding new and innovative ways of engaging with all people in Stonnington's community, maintaining and extending accessibility improvements to ensure inclusion of everyone in all aspects of the life of this city.

It is important to thank the many community members, groups and Council staff who have contributed towards the development of this Access and Inclusion Plan. In particular, I would like to acknowledge the efforts and input of our previous Disability Access Officer, Ms Marie-Ann McMahon and our current Disability Access Officer Karen McQuigg, Ms Susanne White of The Resolutions Group and members of the Access Stonnington Committee past and present.

As a Council we are pleased to commend this plan to you. Copies are available in many formats, so if you would like a copy of this document in large print, audio or electronic format please contact Council's Service Centre on 8290 1333.

Councillor Melina Sehr
Mayor City of Stonnington

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BACKGROUND

The City of Stonnington has acted on its commitment to the continual improvement of its premises, facilities and services to ensure that they are universally accessible to all people. Good progress has been achieved over the past decade. Council plans to achieve more during its current term.

A City for All: Access and Inclusion Plan 2010-2013 is Council's third disability action plan and it builds on two earlier disability action plans:

- *Access, Your Key to the City 1998-2003*
- *Access and Inclusion Strategy: Enhancing our Community 2004-2009.*

A disability action plan is a proven, effective tool for organisations to plan and put into practice changes that remove barriers to access for people with a disability.

The *Disability Act 2006* now requires Victorian public sector bodies to prepare a DAP for the purposes of:

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

The implementation of a disability action plan also contributes to an organisation's obligations under the *Disability Discrimination Act 1992*, the *Charter of Human Rights and Responsibilities Act 2006*, as well as supporting the principles of the United Nations' *Convention on the Rights of Persons with Disabilities*.

Purpose

The purpose of this disability action plan is to document:

- the policy context and framework shaping Council's approach;
- Council's analysis of the current situation; and,
- Council's commitment to undertake specific actions by 2013.

Implementation of the planned action set out within this document will facilitate universal access and inclusion of people with disabilities in Stonnington. This aim is consistent with legal requirements and, most importantly, it is in alignment with Council's vision and key strategic objectives.

What is Disability?

Disability is part of human diversity. One in five Australians has one or more disabilities and this proportion is increasing with the ageing of the population.

Disability can result from accident, illness, congenital or genetic disorders. There are many different kinds of disability—physical, intellectual or mental health related.

A disability may be visible or hidden, may be permanent or temporary and may have a minimal or substantial impact on a person's abilities. A disability may affect mobility, ability to learn, or ability to communicate easily.

A full legal definition of disability can be found in Section 4 of the *Disability Discrimination Act 1992*. It reflects the definition of disability set out by the World Health Organisation:

Disability is an umbrella term, covering impairments, activity limitations, and participation restrictions. Impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; while a participation restriction is a problem experienced by an individual in involvement in life situations. Thus disability is a complex phenomenon, reflecting an interaction between features of a person's body and features of the society in which he or she lives.

People with disability are part of every section of our community: men, women, and children; employers and employees; students and teachers; indigenous and non-indigenous; customers and citizens.

A disability may affect anyone at any stage of life. Nevertheless it is recognised that the rate of disability increases with age. For people 65 years of age or more, there is a progressive impact on activities of daily living, and other limitations on their ability to undertake a range of tasks within the home and the broader community.

The key issue in planning for inclusion of all people within our community is acknowledging that a significant number of us will be a person with a disability and/or provide care for a person with a disability at some point in our lifespan.

A Social Model of Disability

The social model of disability is currently the prevailing way in which disability is conceptualised and understood by communities in advanced nations. The World Health Organisation advocates the social model when it defines disability as a complex phenomenon, reflecting an interaction between features of a person's body and features of the society in which he or she lives.

The model conceives of disability as a socially constructed status, rather than one stemming from innate qualities of the disabled person. It looks beyond a person's impairment at all the relevant factors that affect their ability to be a full and equal participant in society. It enables disabled people to look at themselves in a more positive way which increases their self-esteem and independence.

POLICY CONTEXT

There are three tiers of legislation and policy that govern the development and implementation of Stonnington's disability action plan:

- The *Disability Discrimination Act 1992* and the United Nations *Convention on the Rights of Persons with Disabilities* provide the legislative framework for the Australian Government's approach to issues affecting the lives of people with disability. All governments across the nation must take into account this framework;
- The *Disability Act 2006* was introduced to enact a new legislative scheme for people with disabilities, which reaffirms and strengthens their rights and responsibilities and which are based on the recognition that this requires support across the government sector and within the community. The Act strengthens the commitment by councils to the development of Disability Action Plans and is a key strategy to make public services accessible to people with a disability;
- Stonnington's current Council Plan was developed through a collaborative process involving the elected Councillors, Council Officers, and the community. It commits Council to a strategic direction and guides decision-making over Council's four-year term between 2009 and 2013. One of the four pillars of this plan – Community – is specific on the issue of inclusion. It states that Stonnington will be a city where all people can be happy, healthy and safe and have the opportunity to feel part of and contribute to the community.

More detail on the legislation and policy at each of these three tiers is provided below.

Disability Discrimination Act 1992 (Australia)

The *Disability Discrimination Act* (DDA) was the first piece of legislation to prompt organisations across the nation, including all local governments, to review all aspects of their activity – their mission and vision, organisational culture, organisational planning, recruitment and employment practices, service provision and advocacy – in order to address any barriers to inclusion of people with disability.

The spirit and intent of this Act is acknowledgement of people with a disability as members of the general community – not as 'other'. It aims to:

- eliminate discrimination against people with a disability;
- promote community acceptance of the principle that people with a disability have the same fundamental rights as all members of the community; and
- ensure as far as practicable that people with a disability have the same rights to equality before the law as other people in the community.

United Nations Convention on the Rights of Persons with Disabilities

The Convention on the Rights of Persons with Disabilities is an international human rights instrument of the United Nations intended to protect the rights and dignity of people with a disability.

As a party to the Convention, Australia is required to promote, protect, and ensure the full enjoyment of human rights by people with a disability and ensure that they enjoy full equality under the law.

State Disability Plan 2002-2012 (Victoria)

The State Disability Plan 2002–2012 promotes an agenda for change. It outlines a new approach to disability that is based on fundamental principles of human rights and social justice. It reaffirms the rights that people with a disability have to live and participate in the community on an equal footing with other citizens of Victoria.

Equal Opportunity Act 1995 (Victoria)

The *Equal Opportunity Act* aims to promote recognition and acceptance of everyone's right to equality of opportunity.

It also aims to eliminate, as far as possible, discrimination against people and provide redress for people who have been discriminated against.

It is unlawful to discriminate against a person on the basis of specified attributes, such as impairment.

Disability Act 2006 (Victoria)

The *Disability Act 2006* provides the framework for a whole-of-government and whole-of-community approach to enabling people with a disability to actively participate in the life of the community.

It also provides for a fairer and more coherent approach to the provision of services for people with a disability in Victoria.

The Act is guided by the principles of human rights and citizenship and provides substantial reform to the law concerning people with a disability in Victoria.

The Act aims to ensure that services are of high quality and accountable to people with a disability that use those services.

Section 38 of the *Disability Act 2006* requires each public sector body to develop a Disability Action Plan to achieve the aims listed above.

Charter for Human Rights and Responsibilities Act 2006 (Victoria)

The Victorian Charter of Human Rights and Responsibilities is an agreed set of human rights, freedoms and responsibilities protected by law.

The Victorian Government, its agencies, local governments and other public bodies must observe these rights when they create laws, set policies and provide services.

Council is required to act in a way that is consistent with the human rights protected under the Charter.

Best Value (Victoria)

The Victorian Government introduced the Local Government (Best Value Principles) Act 1999, which replaced Compulsory Competitive Tendering as a means for ensuring councils remain accountable for their expenditure and obtain value for money in the provision of their services. The Government's objective when implementing Best Value was to ensure councils are accountable to their own communities for the provision of services.

Council has a long-held commitment to strengthening the relationship with our community, ensuring our services are responsive to its needs, and achieving continuous improvement of these services. Council continues to conduct reviews of its operations in accordance with the principles of Best Value to ensure the continuous improvement of services to the community.

Through its Best Value program, Council also discharges its obligation to ensure each service provided by Council is accessible to those members of the community for whom the service is intended.

Our City

The City of Stonnington covers 25.62 square kilometres east of the Melbourne Central Activities District with the Yarra River and Gardiners Creek forming natural boundaries to the north.

The city comprises the suburbs of Prahran, Windsor (part), South Yarra (part), Toorak, Armadale, Malvern, Malvern East, Kooyong and part of Glen Iris. The diversity of the local streetscapes in these suburbs is an obvious indication of the community's contrasting lifestyles, aspirations, and expectations.

Stonnington's suburbs are mainly residential. However, being close to central Melbourne and with a well developed transport network including trams, trains, buses and roads, Stonnington contains activity centres that have a high profile in Melbourne and serve both regional and local needs.

The main industry in the city is retailing, and shopping centres such as Prahran's Greville and Chapel Streets, High Street Armadale, Glenferrie Road in Malvern and the Chadstone Shopping Centre attract people from all over Melbourne.

In 2007 it was conservatively estimated that more than 70,000 visitors, and an additional 21,000 workers, travel into the Chapel Street area each day. The Jam Factory cinema complex alone receives 3.9 million visitors per annum (City of Stonnington, Economic Development Department 2009).

There are many buildings and areas of historic, architectural or cultural significance in Stonnington reflecting important aspects of the City's evolution and heritage.

Stonnington has a variety of parks, gardens and open space including Victoria Gardens, Central Park, the Glen Iris Wetlands and the Urban Forest. The range of recreation facilities on offer includes the Malvern Valley Golf Club, two aquatic centres, numerous tennis centres and a myriad of bicycle paths.

Our Community

Stonnington has a diverse population, currently estimated to number 95,187 persons – a figure expected to grow by approximately 9% over the next ten years.

Every five years since 1988, the Australian Bureau of Statistics has conducted the nationwide Survey of Disability, Ageing and Carers (SDAC). The survey measures the prevalence of disability in Australia and consequent need for support. It informs policy development review, service planning and implementation, and general research.

The SDAC data suggests that close to one in five Australians has one or more disabilities and this proportion is increasing with the ageing of the population.

Given the ratio of one in five across the nation, it is estimated that there are nearly 20,000 people with a disability living in the City of Stonnington.

A 2003 study undertaken by the Association for Children with a Disability showed that 11,948 people with a disability aged less than 65 years resided in Stonnington. The data shows an increasing number of people with a disability in each ten year age cohort, with almost a third of the people with a disability being aged between 55 and 64 years. The clear implication is that the rate of disability increases with age.

The 2006 Census provides data showing that nearly 3,000 Stonnington residents have a severe disability. The Census data also shows that almost one in ten of Stonnington residents acted in the role of unpaid carer for a person with a disability.

Due to Stonnington's high residential mobility (i.e. movement of people into, and out of Stonnington), there is likely to be a number of people with a disability who are residents now and were not counted in the 2006 Census.

Disability Services in Stonnington

Stonnington is home to a number of major disability service organisations such as:

- Better Hearing;
- Inclusion Melbourne (formerly Gawith Villa);
- Mecwacare;
- Prahran Mission;
- Scope Victoria; and
- Vision Australia.

Following the objectives of the State Disability Plan 2002-12, many of the service users of these organisations are no longer providing day activities within their premises but are more likely to be accessing community based facilities within the City.

Evolving community expectations are that Council will play a key role in facilitating accessible, empowering and inclusive environments for people to participate in the communities and environments of their choice.

Council's Vision

Council's Vision is for Stonnington to be a place of community, individuality and business where an environment is created that fosters the hopes, wellbeing and aspirations of all people.¹

It is important to note that in this vision, Council refers to 'community' and 'the hopes, wellbeing and aspirations of all people'. This is inclusive of all people with a disability who may live, work, or visit the City of Stonnington.

Council Plan 2009-2013

The Council Plan documents four key strategic objectives which Council sets itself to achieving over its four-year term:

- Environment - Stonnington will be a responsible environment manager through innovation, leadership, quality delivery and accountability.
- Community - Stonnington will be a city where all people can be happy healthy and safe and have the opportunity to feel part of and contribute to the community.
- Liveability - Stonnington will be the most desirable place to live, work and visit in Melbourne.
- Prosperity - Stonnington will be a prosperous community and a premier tourist and retail destination with thriving local businesses and an entrepreneurial spirit.

Each key strategic objective is relevant to the lives of all people in our community, including people with a disability.

Other Strategic Plans

Council's Municipal Strategic Statement and Municipal Public Health Plan – the two higher order plans specifying actions from which other plans derive direction – also take account of the physical and social access and inclusion of people with a disability in the community.

¹ Council Plan 2009 - 2014

Access Stonnington Committee

Council established an advisory committee in April 2000. Its membership is made up of dedicated people from our community. They volunteer their time for the betterment of the whole community.

Until 2009 it was called the Disability Access Committee, then it was renamed the Access Stonnington Committee. The new name better reflects the goal of this committee, which is for its advice to assist Council to act on its commitment to the continual improvement of its premises, facilities and services, ensuring that they are universally accessible to all people.

The Terms of Reference for the Access Stonnington Committee (Appendix 1) were updated in late 2009 to ensure their currency and to create systems by which the deliberations of the Committee reach both Council and all Council Officers.

Disability Access Officer

Council employs a Disability Access Officer to ensure that there is a coordinated response to disability issues. Responsibilities of the role include provision of information to Council, its officers and the broader community on the subjects of legislative requirements, public policy developments, available resources, and community expectations.

MetroAccess

MetroAccess is an initiative of the Victorian State Disability Plan 2002-2012. It is a program reflecting a partnership between the Department of Human Services and Local Government, which is designed to enhance access and inclusion in communities throughout Melbourne.

MetroAccess is based on a developmental approach that seeks to build long-term, sustainable change in local communities. The aspirations, issues and opportunities that exist within each local community provide the driver for the work of MetroAccess. It complements the work of specialist disability supports by engaging a broader range of stakeholders to develop a coordinated approach to community planning and service development that creates socially inclusive communities.

Council has achieved much for the betterment of the community through its involvement in MetroAccess.

Access Unlimited

Access Unlimited aims to support and develop inclusive sport and recreation opportunities for people with disabilities within the City of Stonnington. This is achieved through three key areas:

- Working with local sporting clubs, associations, service providers and community groups to provide accessible environments.
- Supporting existing activities and helping establish new and innovative opportunities.
- Providing information and resources to sports clubs, individuals and service providers.

Disability Services Directory

Council has produced a Disability Services Directory listing local service providers available to serve the needs of people with a disability.

Access News

Access News is a newsletter produced by Council. It has a focus on education and information regarding universal access for the community. It includes information on events and services, provides examples of good practice, and lists answers to frequently asked questions.

ACHIEVEMENTS TO DATE

Stonnington's earlier disability action plans were based on the principles of universal access to all services and amenities. They identified action to be undertaken by Council covering physical access to public and Council buildings, access to Council services and information, and advocacy on behalf of people with a disability.

The implementation of these plans contributed to a number of positive outcomes for the better inclusion of people with a disability into the life of the City. Our community benefited from:

- Installation of accessible toilets at Grosvenor St Maternal Child Health Centre, Princess Close Child Care Centre, Prahran Town Hall, Prahran Library, Prahran RSL, Phoenix Park Library, Sunnyside Kindergarten and Will Sampson Centre;
- Improved access through the installation of Malvern Town Hall accessible viewing bays;
- Adopting findings of the Independent Overhanging Cypress Hedge Committee;
- Improved compliance with the Disability Discrimination Act and Building Codes of Australia through the consideration of access standards in the assessment of planning permits;
- Adoption of disability awareness training into Council's new employee induction process;
- Improved access to Prahran Town Hall through the installation of external and internal ramps;
- Improved communications through the installation of hearing loops at libraries, Service Centres and meeting rooms;
- Establishment of MetroAccess Officer position within Council;
- Establishment of a new Access Unlimited service to further develop inclusive recreation programs for persons with a disability;
- Maintenance of footpaths, pedestrian 'pram crossings', tactile ground surface indicators, and other aids to mobility throughout the city;
- An awareness program for students attending local schools;
- Companion Card affiliation;
- Implementation of the RECHARGE scheme, encouraging local businesses to provide a power point enabling recharging of the battery on an electric wheelchair or scooter; and
- Improved access to information through the use of adaptive technology for computers in Stonnington's Library Services and such tools as Stonnington's Disability Services Directory and Mobility Maps.

ASSESSMENT OF NEEDS

Although earlier plans achieved the outcomes outlined previously, new issues have emerged with regard to disability in a local and broader context. These include but are not limited to:

- A shift in focus on employment with a greater number of people with a disability looking for work;
- Increased participation of people with a disability (including those with high support needs) into all aspects of the community life through events, programs and activities;
- Consideration of the inclusion of people with cognitive disabilities into civic life, such as being able to vote;
- Australia's ratification on the UN Convention on the Rights of Persons with a Disability;
- New requirements under the new draft Access to Premises Standards, of which aims to link the Disability Discrimination Act with the Building Code of Australia;
- Council staff having access to adequate and up-to-date disability awareness training specific to their job role;
- Continuing challenges around improving accessibility and access features into the built environment, in particular heritage buildings;
- Greater trader awareness regarding access requirements and the need to further educate this part of the community; and
- Challenges with reduced parking and access to disabled parking bays within the municipality.

This plan presents an opportunity to engage the Stonnington community in reviewing and reflecting on past achievements, to consider any changes in State/Federal policies and priorities, to ensure that Council's position and priorities continue to be relevant and to identify future actions.

The updated Policy and Plan will provide a platform upon which Council and the Stonnington community can build a more equitable, accessible and inclusive community.

PLANNED ACTION

The tables set out on the following pages list the action which Council plans to take in order to achieve further progress in maintaining a city for all.

The actions, associated timelines and responsibilities have been organised under Council's four key strategic objectives. This structure enables the plan to detail the specific actions which are required to enable Council to fulfil each of these objectives from the perspective of access and inclusion of all those residents, visitors, students and service users with disabilities.

The timelines have been developed to enable integration, whereby reporting achievement of the actions in this plan is aligned with reporting of achievement of the Council Plan.

As adjustments are required, new actions may be detailed and incorporated into this plan to enable it to remain a 'living' and used document for the years between 2010 and 2013.

Key Strategic Objective: Environment

Stonnington will be a responsible environment manager through innovation, leadership, quality delivery and accountability.

Strategy	Action	Leadership by	Due by	Measured by	Budget
Continue to successfully address physical accessibility issues.	Review the Footpath Trading Code – especially as it applies to Chapel Street and other major shopping precincts – with the aim of maximising pedestrian access.	Manager Community Amenity	2010/11 Q2	Rationale for access issues and enabling processes are clearly outlined in the Footpath Trading Code	Business Unit Operating Budget
	Continue to advocate to VicRoads to adopt two different standards for designated accessible (disabled) parking, one for on-street locations and one for off-street locations.	Manager Transport & Parking	2010/11 Q1	Letters issued to and meetings held with VicRoads	Business Unit Operating Budget
	Continue to advocate to VicRoads on creation of designated accessible (disabled) parking bays within Stonnington (for holders of a Category 1 Disabled Persons Parking Scheme permit).	Manager Transport & Parking	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Letters issued to and meetings held with VicRoads	Business Unit Operating Budget
	Continue to advocate to VicRoads on the process for issue of parking permits for people with a disability (as part of national harmonisation of disabled parking permit schemes).	Manager Transport & Parking	2010/11 Q1	Letters issued to and meetings held with VicRoads	Business Unit Operating Budget

Strategy	Action	Leadership by	Due by	Measured by	Budget
Continue to successfully address physical accessibility issues.	Consider on a needs basis all requests for new designated accessible (disabled) parking bays (for holders of a Category 1 Disabled Persons Parking Scheme permit).	Manager Transport & Parking	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Reports able to be satisfied	Business Unit Operating Budget
	Liaise and negotiate with VicRoads on the provision of audio and tactile ground surface indicators at pedestrian crossings controlled by VicRoads (such as at Chadstone Shopping Centre).	Manager Transport & Parking	2010/11 Q2 2011/12 Q2	Report and timetable for provision	Business Unit Operating Budget
	Investigate options and develop accessibility improvements in Toorak Village as per the Toorak Village Structure Plan (2008).	Manager City Strategy	2010/11 Q1	Options and improvements outlined in Plan	Business Unit Operating Budget
	Investigate the accessibility of Council owned multi-storey car parks.	Manager Transport & Parking and Manager Major Projects & Property Improvements	2011/12 Q4	Report and timetable with costing for any works needed	Business Unit Operating Budget

Strategy	Action	Leadership by	Due by	Measured by	Budget
Maintain and enhance the public realm to provide safe, accessible, usable, clean and attractive spaces and streetscapes.	Research and continue to monitor the capacity of footpaths in key locations within Stonnington and advocate for footpath widening at identified key locations and around new developments.	Manager Community Amenity & Manager City Strategy	2010/11 Q4	Map showing footpath capacity – updated annually	Business Units Operating Budget
	Incorporate within all Stonnington strategies the issues of access for people with a disability.	All Managers	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Access issues and provision are clearly outlined in Council strategies	Business Units Operating Budget
	Negotiate with VicRoads for the development of creative solutions for provision of pedestrian safety on specific main roads (as identified by people with a disability) and generally within Stonnington's Activity Centres.	Manager Transport & Parking	2011/12 Q4	Report on options provided and implemented	Business Unit Operating Budget
	Enforce the guidelines for positioning of footpath/road work signs and associated temporary site safety barriers to reduce the incidence of people with a disability being unreasonably inconvenienced.	Manager Building Control Services	2011/12 Q2	Guidelines are publicised and implemented	Business Unit Operating Budget
	Liase with individuals and representative groups and regularly publicise in Access News (distributed to people with a disability and their carers) the fact that Council responds to customer requests to address defects in footpaths or pram crossings along defined travel paths.	Manager City Strategy	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Publicity included in Access News and actions completed	Business Unit Operating Budget

Strategy	Action	Leadership by	Due by	Measured by	Budget
Maintain and enhance the public realm to provide safe, accessible, usable, clean and attractive spaces and streetscapes.	Continue to implement the Open Footpath Program to ensure full availability of footpath space for use by pedestrians and other footpath users.	Manager Community Amenity	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Access issues are identified and addressed	Business Unit Operating Budget
	Prepare a map showing the number and location of accessible parking spaces.	Manager Transport and planning	2012/13	Accessible car parking spaces in the retail areas mapped.	Operating budget

Key Strategic Objective: Community

Stonnington will be a city where all people can be happy healthy and safe and have the opportunity to feel part of and contribute to the community.

Strategy	Action	Leadership by	Due by	Measured by	Budget
Continue to successfully include all eligible voters in elections.	Continue to take the needs of people with disabilities into consideration in planning and implementing Council election processes.	Manager Governance & Corporate Support and Manager City Strategy	Each Council election	Post election evaluation of participation on election processes	Business Units Operating Budget

Strategy	Action	Leadership by	Due by	Measured by	Budget
Enable and encourage people with a disability to participate in a broader range of community events and activities.	Build a volunteer program for “casual” companions to support people with disability participate in local cultural activities, classes and general recreation programs.	Manager City Strategy and Manager Economic & Cultural Development	2010/11 Q4	Formal Program constituted.	\$25K capital expenditure.
	Maintain a watching brief to ensure that Council’s website is WC3 compatible and thereby user friendly for people with a disability.	Manager Marketing and Communications.	2010/11 Q1 2011/12 Q1 2012/13 Q 1 2013/14 Q1	Evaluation of user friendliness provided by Stonnington’s residents with a disability.	Business unit Operating Budget.
	Adopt the principles of the UN Convention on the Rights of Persons with Disabilities in all Council’s material promoting accessibility and inclusion, community awareness of disability issues, and press releases on those issues.	Manager Marketing & Communications	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Annual review of materials undertaken by Access Stonnington	Business Unit Operating Budget
	Actively promote the availability and use of the Companion Card to enable eligible people to participate in events, particularly Council sponsored events and venues.	Manager, Economic & Cultural Development and Manager Marketing & Communications	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Reports of promotion activities. Quantitative reports on use and qualitative perspectives from users	Business Unit Operating Budget

	Incorporate access and related information in the promotion and conduct of all events sponsored by Council. (Information may include a note that the venue is accessible through parking bays, toilets, viewing platforms or Auslan interpreters arranged on request).	Manager, Economic & Cultural Development	2010/11 Q1	Event checklist clearly specifies relevant information for all events	Business Unit Operating Budget
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Strategy	Action	Leadership by	Due by	Measured by	Budget
Promote use of all alternative formats for conveying information.	Inform Council employees and contractors, as well as people from all organisations that access Council facilities, of the availability of portable hearing loops and provide instructions on how to use them.	Manager City Strategy and Manager Economic & Cultural Development	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Internal staff evaluation demonstrates knowledge and use	Business Unit Operating Budget
	Promote the availability of all Council information in a range of formats (available on request) including large print, audio CD, Braille, Easy English and electronic formats accessible to adaptive technologies.	Manager Marketing & Communications	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Report on promotion and formats available	Business Unit Operating Budget
	Actively promote and encourage use of the adaptive aids that are available in Stonnington libraries.	Manager Leisure & Libraries	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Reports on areas / types of promotion undertaken and use of aids	Business Unit Operating Budget

Strategy	Action	Leadership by	Due by	Measured by	Budget
Promote awareness of access and inclusion issues amongst Council's employees.	Conduct annual general disability awareness training program for Council employees and Councillors. The program will include coverage of physical access, communication barriers and challenging behaviours.	Manager Human Resources and Manager City Strategy	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Reports on numbers participating, work areas represented and feedback from participants re changed practices	\$8K capital expenditure
	Conduct training for Council's Statutory Planners on the requirements of accessibility legislation and standards.	Manager Statutory Planning	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Numbers of staff and types of competencies developed	\$10K capital expenditure

Strategy	Action	Leadership by	Due by	Measured by	Budget
Enable and encourage people with a disability to participate in a broader range of community events and activities.	Continue to structure programs flexibly to enable participation of people with a disability and use Council's Community Grants program to promote participation and access for all.	Managers responsible for Council programs and including Management of Council Neighbourhood Houses and Community Centre	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Reports on course design which provides flexibility for participation of all people	Business Unit Operating Budgets
	Investigate opportunities to require major developments (Council or commercial) to provide fully accessible toilets with hoists to support access and inclusion of people with high support needs.	General Manager of each facility in consultation with Manager Major Projects & Property Improvements	In any plans for redevelopment	Accessible toilets and facilities are incorporated in all development plans	\$35-\$40K capital expenditure per hoist

Key Strategic Objective: Liveability

Stonnington will be the most desirable place to live, work and visit in Melbourne.

Strategy	Action	Leadership by	Due by	Measured by	Budget
Enable physical access for everyone in any newly built environment within Stonnington.	Advocate to the Victorian Government (Department of Planning and Community Development) the incorporation of ten basic Universal Elements for Accessibility into the Inner Melbourne Action Plan/or Planning Schemes.	Manager City Strategy	2010/11 Q4	Reports on advocacy activities	Business Unit Operating Budget
	Develop and include in Council's Planning Application Pack a document explaining the responsibility of both the applicant and Council to provide suitable access to buildings as per the Building Code of Australia and applicable Australian Standards.	Manager Statutory Planning & Manager City Strategy	2010/11 Q1	Pack includes a readable document provided to all applicants	\$3K capital expenditure
	Include enhanced access standards in all Council asset redevelopments and major projects. Require in Project Briefs the incorporation of access requirements in design at both planning and finalisation stages.	Manager Major Projects & Property Improvements	2010/11 Q1	Questions included in the scoping template and tender brief. New works comply with DDA requirements	Business Unit Operating Budget

Strategy	Action	Leadership by	Due by	Measured by	Budget
	Conduct access audits across identified Council buildings (e.g. Toorak South Yarra Library) and develop a program of access improvements.	Manager Major Projects & Property Improvements Manager City Strategy	2010/11 Q2 2011/12 Q1 2012/13 Q1 2013/14 Q1	Allocated capital funding to be expended on this project	\$30K capital expenditure

Strategy	Action	Leadership by	Due by	Measured by	Budget
Enable physical access for everyone in any newly built environment within Stonnington.	Incorporate into the Pavilions Redevelopment Strategy access considerations including accessible toilets for public use.	Manager Leisure & Libraries	2010/11 Q2	Access issues and relevant checks clearly detailed in Sports Pavilion Redevelopment Strategy	Business Unit Operating Budget
	Actively consider access issues and the needs of people with a disability in the Planning Scheme Review.	Manager City Strategy	2010/11 Q1	Access issues are identified in the Planning Scheme Review	Business Unit Operating Budget
	Investigate Council affiliating with Victorian Universal Housing Alliance Platform to advocate on behalf of people with disabilities.	Manager City Strategy	2010/11 Q1	Report with recommendations about affiliation	Business Unit Operating Budget

Key Strategic Objective: Prosperity

Stonnington will be a prosperous community and a premier tourist and retail destination with thriving local businesses and an entrepreneurial spirit.

Strategy	Action	Leadership by	Due by	Measured by	Budget
Demonstrate the economic and social values of enabling access for people with a disability to tourist, recreational, retail and other local businesses.	Organise for Council's Business Education program to include presentations from key people with recognised credentials addressing the economic benefits of employing and providing access for people with a disability.	Manager Economic & Cultural Development	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	At least one presentation conducted per year	Business Unit Operating Budget
	Provide regular articles featuring stories addressing the economic and social value of access improvements on Council's intranet, in Council e-news for the Business database, in other Council publications, and in press releases to the local media.	Manager Economic & Cultural Development and Manager Marketing & Communications	2010/11 Q4 2011/12 Q4 2012/13 Q4 2013/14 Q4	Annual report on articles provided Report of evaluation of community views of articles	Business Units Operating Budget
	Develop and incorporate criteria for the Business database that enable businesses to 'qualify' as accessible or describe themselves as an inclusive and welcoming business.	Manager Economic & Cultural Development and Manager City Strategy	2010/11 Q1	Criteria incorporated	Business Units Operating Budget and \$5K capital expenditure

Strategy	Action	Leadership by	Due by	Measured by	Budget
Encourage Council, local businesses and tourist destinations to include people with a disability in their recruitment pool.	Review Council's Recruitment and Selection Manual and its recruitment practices to develop /encourage applications from appropriately qualified people with a disability.	Manager Human Resources	2010/11 Q1	Review is undertaken and appropriate clauses incorporated into the Manual	Business Unit Operating Budget
	<p>Train hiring managers, human resources staff, and staff who work in recruitment.</p> <p>Devise and maintain policies and practices that support employees with a disability.</p> <p>Ensure employment materials are available in accessible formats.</p> <p>Devise and maintain a reasonable adjustment policy</p> <p>Be informed about issues related to disclosure of disability.</p>	<p>Manager HR/OD, all Managers</p> <p>Manager HR/OD</p> <p>Manager HR/OD</p> <p>CEO, Manager HR/OD</p> <p>Manager HR/OD</p>	2012/13 Q4	<p>Documented information provided to Council.</p> <p>Evaluation of awareness of these mechanisms documented and published.</p>	Operating budget

Strategy	Action	Leadership by	Due by	Measured by	Budget
Encourage Council, local businesses and tourist destinations to include people with a disability in their recruitment pool.	Investigate and publicise within Council and to local businesses, all the mechanisms and funding opportunities and work experience programs that will enable and support employment of people with a disability. Note that this will involve development of links with local disability services to support a program for individuals as an entry point into Council and other services. It will also involve promotion of information on the Australian Government's Workplace Modification Scheme.	Manager Human Resources, manager Economic & Cultural Development and Manager City Strategy	2010/11 Q2 2011/12 Q2 2012/13 Q2	Documented information provided to Council Evaluation of awareness of these mechanisms documented and published	Business Units Operating Budget and \$10K capital expenditure
	Promote the use of business unit budgets to provide casual paid entry-level employment opportunities for people with disabilities to work within Council (e.g. Library Officers, Halls Assistants, Parks and Maintenance staff, etc)	Manager Human Resources and Manager City Strategy	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Report of use of casual budgets and consequent employment outcomes	Business Units Operating Budget
	Provide occasional articles on Council's intranet and in Council publications that highlight employees with disabilities in various sectors/businesses within Stonnington.	Manager Marketing & Communications	2010/11 Q1 2011/12 Q1 2012/13 Q1 2013/14 Q1	Listing of articles and reader comments	Business Unit Operating Budget

ABOUT THIS PLAN

A City for All Access and Inclusion Plan 2010-2013 has been informed by:

- Literature from Commonwealth, State and Local Government agencies;
- Outcomes of the *Access, Your Key to the City* 1998-2003 and *Access and Inclusion Strategy: Enhancing our Community* 2004-2009.
- Survey responses from a wide range of disability services and other organisations within Stonnington asking about views on accessibility, current barriers and suggested actions to address these challenges;
- provision of the same survey on Council's website;
- a 3-hour workshop with the Access Stonnington Committee which was facilitated by an external consultant exploring in more depth the questions of the survey;
- provision of 'The Realistic Race' - a half-day awareness exercise for Council staff from all departments which explored aspects of the Stonnington environment from the perspective of people with different types of disabilities, and
- a series of consultations with senior staff from all areas of Council during which particular issues were considered and approaches designed to strengthen accessibility and build a stronger culture of inclusion were developed.

The City of Stonnington would like to acknowledge the many people that have contributed to the development of this plan, including people with disabilities, Council staff and external experts and organisations.

Appendix 1 - ACCESS STONNINGTON COMMITTEE TERMS OF REFERENCE

ACCESS STONNINGTON COMMITTEE TERMS OF REFERENCE



Background

The City of Stonnington is committed to the continual improvement of its premises, facilities and services to ensure that they are universally accessible to all people.

The Access Stonnington Committee (ASC)² supports Council as an advisory committee on matters regarding disability access and inclusion in the City of Stonnington. It also supports Council's in its implementation and maintenance of a Disability Action Plan.

ASC Purpose

The purpose of the ASC is to assist Council (through its Officers) by providing strategic advice on relevant and emerging disability access issues and priorities.

The ASC can make recommendations on appropriate responses to such strategic issues. This may include:

- Providing advice and feedback on relevant Council policy, protocol and programs, including Council's Disability Action Plan;
- Providing strategic leadership in advocating for improved access and inclusion on behalf of people Stonnington ratepayers, residents, and visitors;
- Promoting awareness of access and inclusion issues, both within Council and the wider Stonnington community;
- Identifying systemic discrimination and providing advice to Council Officers to assist them in dealing with such matters; and
- Providing responses to questions from Council on access and inclusion matters.

Please note that Council retains its discretionary rights in relation to any issues concerning organisations other than Council (e.g. businesses, other governments and their agencies).

Delegated authority and decision-making

The committee acts in an advisory capacity only and has no delegated authority to make decisions as if they were the Council. The committee provides advice to Council and staff to assist them in their decision making.

Decisions on advice to be given to Council are normally arrived at by consensus. If consensus cannot be reached a vote will be taken. Council will be informed of any dissention to decisions, which will also be noted in the minutes.

² The ASC was established in April 2000 as the Disability Access Committee.

ASC Composition

The ASC comprises:

- Any Councillor attending a meeting of the ASC;
- Council's Disability Access Officer;
- Up to twelve (12) persons from the Stonnington community who are people with a disability; people who care for/support people with a disability; or people who have an interest in disability (no more than two in this last category); and
- Council Officers (as required).

Appointment of community members

Nominations for ASC membership will be called in September of each year by public notice in the local press and on the Council website, as well as by direct notice to disability service organisations and to other interested individuals.

Nominations for the ASC will close by the last Friday of October each year.

Applicants will be selected by a panel appointed by the Manager supervising Council's Disability Access Officer.

A term of membership is two (2) years, with one option of a consecutive term of two (2) years.

Agreement to an application for the second two-year term will be at the discretion of a panel appointed by the Manager supervising Council's Disability Access Officer.

If a person has served a second two-year consecutive term, s/he must then step down. S/he may renominate only after one year has passed.

A position will be deemed vacant if a member fails to attend three consecutive meetings without reasonable explanation.

ASC Chair

The ASC Chair will be Council's Disability Access Officer, unless a Councillor is in attendance at the ASC in which case a Councillor will be the ASC Chair.

The Chairperson carries the authority to keep order and maintain progress in line with the agenda.

ASC Member Role

The role of each member of the ASC is:

- To prepare for meetings by reading meeting minutes and agenda;
- To propose agenda items appropriate to the ASC purpose (i.e. strategic issues);
- To engage in discussion on agenda items;
- To respect the rights of the other members of the ASC;
- To liaise within their various communities on matters discussed by the ASC;
- To be consistent and proactive in progressing matters discussed in meetings of the ASC.

No member of the ASC will discuss in a meeting the detail of any individual customer service request or complaint raised by a person in the community.

Please note that the ASC is to focus on strategic issues. Appropriate processes are maintained to ensure that requests and complaints submitted to Council are addressed in a timely manner.

Meeting Place and Time

The ASC will meet at Malvern Town Hall every second month, on the second Monday of that month, unless this coincides with a public holiday in which case the meeting will be held on the third Monday. The precise time of meeting commencement will be set out in the agenda for that meeting.

ASC Quorum

A quorum will only be necessary when a vote is to be taken, in which case the quorum is half the community members of the ASC plus one Council Officer.

ASC Administration

A Council Officer will prepare an agenda and minutes for each ASC meeting and provide associated administrative services.

Copies of the agenda and any papers associated with a meeting will be provided to members at least five days before the meeting.

Minutes of meetings will be circulated to members of the ASC, all Councillors and relevant Council Officers within one fortnight of a meeting.

Minutes, agendas and other associated paper work will be provided in alternative formats on request.

Support for ASC Members

Council will arrange transport assistance for any member of the ASC who is otherwise unable to attend a meeting without such assistance.

Council will assist with additional supports such as attendant care, orientation, visual aids, audio loops, note taking and respite/child care where required by an ASC member with a disability in order that they can attend a meeting.

Council requires reasonable notice of a need for assistance in order to prepare and provide that assistance efficiently and effectively.

Evaluation and Review

The ASC Chair will provide a report to Council in December of each year describing the activities and achievements of the ASC. The report will also list any outstanding issues.

Every two (2) years, Council will review the function and terms of reference of the ASC.

