



**Macedon  
Ranges**  
Shire Council

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# Community Access and Inclusion Plan 2014-2018



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# Message from the Mayor

On behalf of Council, I am proud to present this Community Access and Inclusion Plan 2014-18.

People with a disability, their families and carers, told us what is important to them and this Plan reflects their needs, goals and aspirations. The Plan builds on what has already been achieved over the past four years. It ensures people with a disability have more choice and control over their lives and acknowledges the important role carers play.

The wisdom, advice and feedback we have received through our consultations with the community have been invaluable in engaging Council to work towards addressing the barriers that may exist in the Shire. People have been open and honest, providing detailed insight into the lives of people in our community with a disability, highlighting the things that are working well and those that may still remain a barrier.

I acknowledge and appreciate the many contributions made by people with a disability, their families, friends and carers. I would also like to thank Council staff who have contributed feedback, insights and innovative ideas which have shaped this Plan.

We all share responsibility for ensuring that people with a disability and their carers pursue their interests and passions and have the same opportunities as their peers. Our Plan includes a range of specific strategies and actions that address access and inclusion issues across the entire Shire, including our physical environment, services, and employment, recreation, business, advocacy and community partnerships.

We have made many inroads to improve access and inclusion in the past but there is clearly much more we intend to do. I extend my heartfelt congratulations to everyone who has played a role in creating this Community Access and Inclusion Plan. I am proud that this Plan reflects the voice of our community.

Cr Roger Jukes

**Mayor, Macedon Ranges Shire Council**

# Acknowledgements

The Macedon Ranges Shire Council would like to acknowledge the contribution of the members of the community, service providers and Council staff in the preparation of this CAIP and thank them for their participation.

- Councillors
- People with disabilities living and/or working locally, their families and carers
- Organisations providing services to people with disabilities, consumer groups and service providers representing people who have a disability
- Members of the Macedon Ranges Community Access Advisory Group
- Businesses that provide appropriate access
- Executive, managers and staff of all Council Divisions and Departments

## Introduction

This Community Access and Inclusion Plan strengthens the voice of people with a disability and supports the significant role that families and carers play. This Plan recognises all people with a disability including young people and adults with a sensory, physical, or neurological impairment, acquired brain injury or mental illness. We understand the important role that families and carers play and the need to support, value and respect them.

Input from people with a disability, their families and carers has shaped this Plan, its actions and priorities. We are especially aware that people just want to be able to live, work, socialise and be included in community life equally to everyone else.

The Community Access and Inclusion Plan (CAIP) sets out a four year action plan that builds on the success and learning's from Council's previous access and inclusion plans, aligns with the Macedon Ranges Shire Council Plan 2013-2017 and links with other related corporate plans and strategies. Each objective of this strategy incorporates the three Goals of the Council Plan and the legislative responsibilities of the Disability Discrimination Act 1992 (DDA) and the Victorian Disability Act (2006). It also reflects the objectives of the Municipal Association of Victoria's Disability framework. Since the implementation of the previous CAIP, we demonstrated our commitment to supporting access and inclusion by sourcing more than \$200,000 in funding to improve accessibility of our infrastructure at key community sites across the Shire. We have also provided dedicated ongoing funds to celebrate International Day of People with Disability. We have now also improved access to information by making available 'speaking' software on Council's website to assist people with a vision impairment. Rates notices are now available in various formats and we have established printed tourist maps that identify facilities and features in our towns

accessible to people with a disability. We are involved with the Community Leadership Loddon Mallee 'LeadAbility' Program and we facilitate and allow free access to arts programs and leisure centres for holders of Carers Card. We have also tailored and deliver specific disability access workshops for all Local Laws and Leisure Centre staff.

With the implementation of the National Disability Insurance Scheme (NDIS) anticipated to have wide ranging impacts on the way services are delivered both at a state and national level, this CAIP will help us to prepare for change and respond with innovation and flexibility.

Our CAIP will guide Council decision-making and priorities and create opportunities into the future that further support access and inclusion of people with a disability in the community. It will also enhance opportunities for participation and improved wellbeing by helping to remove barriers and increase self-determination in everyday life. We value our relationship with residents and will continue to work tirelessly towards improving access and inclusion in our Shire.

## Disability Facts

### What is a Disability?

The term 'disability' includes an impairment of a physical, intellectual or sensory nature (i.e., vision and hearing). Impairment can be life long, acquired by accident or as part of the ageing process. The DDA also defines 'disability' as any of the following:

- Physical
- Intellectual and learning disabilities
- Psychiatric
- Sensory
- Neurological
- Physical disfigurement
- The presence in the body of disease-causing organisms (eg. HIV AIDS).

### What is 'Access and Inclusion'?

Access and inclusion is a term to acknowledge that people with a disability have the right to equitable opportunities and choices as all other community members.

### How many people have a disability in the Shire?

There is limited data available on the proportion of Macedon Ranges Shire residents living with a disability, but from the National Census we know that approximately 3.8% of residents have a profound disability. Kyneton, Woodend and Lancefield have the highest proportion of residents with a profound disability (7.5%, 5.1% and 4.7% respectively). Approximately 18.4% of Victorians are living with a disability; of these 6.2% have a profound disability, needing assistance with core activities.

According to state Government population projections, by 2026 the Macedon Ranges Shire population will be ‘older’ compared to Victoria as a whole. This means a higher proportion of the Shire’s population will be aged 65+. In addition, the Macedon Ranges Shire population as a whole will have aged, proportionally, more rapidly (from 13% in 2011 to 20% in 2026) compared to Regional Victoria (17% > 22%) and Victoria (15% > 18%). The likelihood of living with disability increases with age. With the projected increase in the older population, there is likely to be a corresponding increase in people with a disability in our population group.

## Methodology

<b>Planning</b>	A general information session was held about the direction of the new CAIP with the organisation’s Project Officer and Council’s Placemaking Group to discussion and facilitate the way forward.
<b>Literature review</b>	A literature review was conducted, including key organisational plans, strategies and documents, plus important documents from a range of other sources.
<b>Consultation</b>	<p>Consultations and opportunities to have a say about disability access and inclusion issues were implemented through publicity, advertising through existing networks and the Council community newsletter. Consultation was undertaken with Council staff, service providers and residents in November and December 2013 and included:</p> <ul style="list-style-type: none"> <li>• Four community meetings</li> <li>• Individual and team meetings with managers and key staff</li> <li>• Online surveys for staff and residents</li> <li>• Public display and feedback period of one month.</li> </ul> <p>All stakeholder input included was assessed for relevance, feasibility and practicability for inclusion, where possible, within the resources of Council.</p>
<b>Themes</b>	<p>Development of the CAIP is guided by the relevant legislative objectives. Five key themes were established based on community and staff feedback:</p> <ol style="list-style-type: none"> <li>1. Our Built Environment and Quality Services</li> <li>2. Our Valued Work and Opportunities</li> <li>3. Getting Involved and Active</li> <li>4. Our Information and Governance</li> <li>5. Working with the Community.</li> </ol>

**Key  
strategic  
actions**

Each of the strategic directions is based on the three goals of the Council Plan and contains a number of ongoing and new actions that represent best practice and community wishes for the desired outcomes for the next four years.

# Summary of the results of Community Consultation

The results of the consultation were mostly positive, however there was a focus on ageing infrastructure and the need for improved disability friendly transport and disability services. Priorities for infrastructure improvements included community halls and centres, accessible parking bays and accessible streetscapes. The responses indicated that the participants were happy with Council's delivery of printed information and the website but believe more work is needed on accommodating the needs of people who have a vision or hearing impairment.

## What else did the community tell us during consultations?

### Transport and parking

Public and community transport is an issue in most regional areas. The feedback received confirmed that the community would like improved accessible transport options, including increased availability of taxis. Many comments focused on the existing placement and lack of 'accessible' car parking around the Shire.

### Facilities and infrastructure

People with a disability highlighted that ongoing footpath repairs in many areas are required as well as vigilance with compliance of footpath trading laws. Council's leadership and advocacy for improved accessibility and access features within the local retail environment, mainly restaurants and cafes will be important. Retrofitting of Council's older buildings and the provision of more compliant accessible toilets is ongoing.

### Services

Most people were happy with the services Council provides but some were frustrated with the amount of red tape and lack of flexibility within Home and Community Care (HACC) services. Rural Access is a well-respected program but people wanted to see more allocated hours for this initiative. People with a disability would like to see more options for respite, recreational and social activities.

### Employment

A number of disability employment service providers indicated they were keen to work closely with Council to provide more options for people with a disability seeking work either with Council or in the private business sector.

### Communication and Information

Some feedback suggested that information for the community should be written in a simpler manner - in 'Simple English'. They thought that more Council staff and Councillors should undertake disability awareness training.

### **Partnerships and advocacy**

A number of people consulted would like to see Council advocate to the retail sector about access and inclusion barriers which includes inaccessible premises as well as negative attitudes shown towards people with a disability. Some participants in the consultations were former members of Council's Community Access Advisory Group and wanted to see a more proactive group created to encourage the changes necessary to make our Shire more inclusive and accessible for everyone.

# Summary of the Disability Legislation and Policies

Key Legislation, Policies and Initiatives	
International, Australian Federal and State of Victorian Government, and the Municipal Association of Victoria	Macedon Ranges Shire Council
<ul style="list-style-type: none"> <li>• United Nations Convention on the Rights of Persons with Disabilities</li> <li>• U.N Charter of Human Rights</li> <li>• Disability Discrimination Act 1992</li> <li>• Disability (Access to Premises - Buildings) Standards (ATPS)</li> <li>• Equal Opportunity Act 2010</li> <li>• National Disability Strategy (NDS)</li> <li>• Victorian Disability Act 2006</li> <li>• Local Government Act 1989</li> <li>• Victorian State Disability Plan 2013–2016</li> <li>• Municipal Association of Victoria’s Strategic Framework for Local Government – ‘Creating a More Inclusive Community for People with a Disability’.</li> <li>• Carers Recognition Act 2012</li> </ul>	<ul style="list-style-type: none"> <li>• Council Plan 2013 – 2017</li> <li>• Community Consultation Framework</li> <li>• Community Emergency Risk Management Plan</li> <li>• Cultural Development Strategy</li> <li>• Early Years Infrastructure Plan 2009 – 2019</li> <li>• Events Strategy 2010 – 2013</li> <li>• Family and Children’s Strategy 2009 – 2012</li> <li>• Heat Wave Plan 2013</li> <li>• Leisure Strategy Plan Playground Strategy 2009 – 2014</li> <li>• Road Safety Strategy 2008</li> <li>• Youth Strategy 2013 - 2017</li> </ul>

**\*Council Plan 2013 – 2017** - is the predominant planning and vision setting tool for Council during its current term. It represents Council's commitment to the community to provide opportunities for all people to live fulfilling lives whilst protecting our heritage, environment and sense of community through our shared commitment to a sustainable Macedon Ranges.

The Goals of the plan are: ***An Inspired Place, An Empowered community*** and ***A High Performing Organisation***. The Council Plan 2013–2017 also represents the first time that Council has incorporated the Municipal Public Health & Wellbeing Plan with the Council Plan. This is a significant step and one that Council believes will strengthen overall planning and response to the health and wellbeing of our community.

There are many links and synergies with this CAIP and other plans. It makes sense to ensure that there is a consistent framework to ensure that a strategic focus is adopted to improve access and inclusion outcomes for people with a disability. All Council Plans or Policies will strive to include considerations and improvements to access and inclusion where relevant. More details about these strategies and Legislation are available in Appendix 2.

## Objectives of the CAIP

### Key Strategic Objectives:

The five strategic objectives of the Plan are based on a combination of the objectives of Section 38 of the Victorian Disability Act 2006, the Municipal Association of Victoria's (MAV) Disability Framework and the goals of the Council Plan.

### CAIP Key Objectives

This plan has been developed across five key areas:

1. Our Built Environment and Quality Services
2. Our Valued Work and Opportunities
3. Getting involved and active
4. Our Information and Governance
5. Working with the community

**The Victorian Disability Act 2006 - Section 38 of the Act States that:** 'A public sector body' must ensure that a Disability Action Plan is prepared for the purpose of:

- Reducing barriers to persons with a disability accessing goods, services and facilities
- Reducing barriers to persons with a disability obtaining and maintaining employment
- Promoting inclusion and participation in the community of persons with a disability
- Achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

**The MAV's 'Creating a More Inclusive Community for People with a Disability' A Strategic Framework for Local Government** - proposes that Victorian Councils will work in the following ways to continue to improve inclusion for people with a disability and their families:

1. A whole-of Council approach
2. Incorporate access and inclusion objectives in key strategic documents
3. Facilitate civic participation and inclusive consultation
4. Systematically improve the accessibility of Council buildings and infrastructure
5. Inclusive communication and information approaches
6. Accessible and inclusive Council services, programs and events
7. Strategic use of statutory and regulatory roles
8. Improve employment opportunities
9. Influence community attitudes and perceptions
10. Exercise leadership in advocating to other organisations
11. Foster partnership and collaboration
12. Effective accountability practices
13. Reviewing and evaluating progress.

These objectives are linked to the three Goals of the Shire's Council Plan 2013 – 2017:

**Goal 1. An inspiring place**

*Our lifestyle, culture and sense of place are strengthened by best practice planning and development. Our environment and landscape is protected and sustained. Our infrastructure supports the needs of future generations.*

**Goal 2. An empowered community**

*Our economy is diverse, strong and prosperous. Our community is inclusive and connected and enjoys strong mental and physical health and wellbeing. Our community is well prepared, resilient and safe.*

**Goal 3. A high performing organisation**

*We proactively engage with, and demonstrate accountability to, the community; and build and sustain financial strength. We provide quality and efficient services that meet community needs. We lead and advocate for the best interests of the community.*

The tables set out on the following pages list the actions we plan to take in continuing to achieve improvements to access and inclusion in our Shire. These actions will be divided into yearly action plans that will generate relevant departmental work plans, ensuring we produce positive access and inclusion outcomes for the community.

## Key Objective 1: Our Built Environment and Quality Services

We will ensure our infrastructure and services are universally accessible.

### What did our community tell us?

The priorities for people with a disability expressed in the feedback were; the need to ensure footpaths were safe and accessible; more ‘accessible’ car parking; and provision of venues that local residents with a disability can use.

Council will continue to:

- Ensure that all new building projects are designed and constructed in accordance with the requirements of the Disability Discrimination Act, Disability (Access to Premises – Buildings) Standards and Building Code of Australia.
- Implement recommendations of the audit of Council buildings and continue to pursue and prioritise annual funding for accessibility compliance improvement work at Council buildings
- Investigate the feasibility of improving community transport options for the most vulnerable people in the community
- Ensure that the community have access to aged and disability services
- Promote mental health initiatives during Mental Health Week
- Seek further funding to provide respite for families with children with a disability
- Support not for profit committees or groups to access venues for regular meetings at an affordable rate across the municipality

What are we going to do?		How will we know it's done?	Who will do it?	Council Plan Goal?	Year & priority
<b>1.Toilets</b>					
1.1.1	Develop a plan to identify existing accessible toilets to retrofit to make compliant or make more functional.	Plan developed. Implementation subject to funding availability	Assets and Operations	Goal 1	Year 4
1.1.2	Investigate the feasibility of the ‘Changing Places’ Project to increase the number of adult change tables in the Shire.	Feasibility study undertaken	Assets and Operations & Rural Access	Goal 1	Year 2

What are we going to do?		How will we know it's done?	Who will do it?	Council Plan Goal?	Year & priority
1.1.3	Promote the existing facilities of Adult Change Tables in our Sports & Aquatic Centres		Rural Access	Goal 1	Year 1
<b>2.Parking</b>					
1.2.1	Seek funding for an access appraisal of all car parking in the Shire.	External Audit – subject to funding availability	Assets and Operations	Goal 1	Year 1
1.2.2	Explore options to improve accessible parking bays and where necessary bring them into line with the Access to Premises Standards; ensuring there are clear accessible routes of travel from designated accessible parking space(s) to the nearest accessible public entrance.	Report produced	Assets and Operations	Goal 1	Year 2
1.2.3	Undertake annual media and communications campaigns to raise awareness of the importance of accessible car parks and infringements for illegal parking in accessible car parks. Continue to proactively enforce laws related to illegal parking in accessible car parks.	Media campaign delivered and a reduction in incidences of illegal use of accessible car parks (fewer infringements).	Local Laws	Goal 1	Annual

<b>3. Footpaths</b>					
1.3.1	Build on the Walking & Cycling Strategy by facilitating a 'Wheelies Forum' to establish safest routes of travel on footpaths for scooters or wheelchairs and inform Council's future planning for footpaths.	Forum undertaken	Rural Access	Goal 1	Year 2
1.3.2	Undertake a media and public information campaign in an endeavour to ensure footpaths are free of overhanging tree branches from private properties that impede access.	Media/information campaign undertaken	Rural Access & Communications	Goal 1	Year 2
<b>4. Projects</b>					
1.4.1	Where appropriate, include new clauses in the Standard Business Case template and subsequent specification for projects to assess potential compliance in accordance with AS1428 and Premises Standards.	Clause included	Finance & Operations	Goal 1	Year 1
<b>5. Animal Management</b>					
1.5.1	Investigate the feasibility of a 'Petlinks' Program which supports animal owners who may be frail, unwell or have a disability and who need to have care for the animal whilst in hospital.	Feasibility discussions undertaken	Community Support	Goal 1	Year 1
<b>6. Services</b>					
1.6.1	Facilitate a youth forum that includes identifying and prioritising projects that respond to the needs of young people with a disability.	Forum held. Key Issues identified Project(s) planned and implemented.	Community & Culture	Goal 3	Year 2

## Key Objective 2: Our Valued Work and Opportunities

We will ensure that people with a disability have every opportunity to access employment options.

### What did our community tell us?

Service providers and the community expressed some frustration with the lack of employment options in the Shire for people with a disability. Some people would like to see more disability awareness training undertaken by staff and Councillors.

Council strictly adheres to Equal Opportunity Employment legislation in the recruitment of all staff and works with staff to ensure reasonable adjustment processes are in place when needed.

What are we going to do?		How will we know it's done?	Who will do it?	Council Plan Goal?	Year
<b>1. Employment</b>					
2.1.1	Draft, implement and internally promote a 'Reasonable Adjustment' policy as a standalone document or included in EO policies.	Policy created	Rural Access & Human Resources	Goal 2	Year 3
2.1.2	Undertake supported employment programs and flexible work practices for people with a disability within Council including: <ul style="list-style-type: none"> <li>• work experience options – paid and voluntary</li> <li>• traineeship or cadet opportunities.</li> </ul>	Work experience policy amended to include students with disabilities.	Human Resources	Goal 2	Ongoing

## 2. Training

2.2.1	<p>Prioritise and coordinate regular generic disability awareness training for all staff and specific, tailored training for:</p> <ul style="list-style-type: none"><li>• Customer service and Tourism staff communicating with people with a disability or complex needs</li><li>• Councillors at induction</li></ul>	Training provided	Rural Access	Goal 2	Ongoing
2.2.2	<p>Identify and coordinate training for staff engaging directly with the public that focusses on:</p> <ul style="list-style-type: none"><li>• Mental health first aid' – supporting people with mental health issues</li><li>• Building standards for access and mobility</li><li>• Dealing with autism or behavioural issues</li><li>• Inclusive recreation</li></ul> <p>Using the National Relay Service.</p>	Training provided	Rural Access	Goal 2	Ongoing

### Key Objective 3: Getting involved and active

We will be providing opportunities for all residents to become more involved and active in social and recreational activities.

#### What did our community tell us?

The community mentioned that there appear to be very few opportunities for social or recreational activities people with a disability and when there are, that transport was the main barrier to attending. They would also like to enjoy a more active working relationship with Council to achieve more streamlined processes through a new community based advisory group.

What are we going to do?		How will we know it's done?	Who will do it?	Council Plan Goal?	When?
<b>1.Recreation</b>					
3.1.1	Include 'Access All Abilities' policy in the review of the Leisure strategy and: <ul style="list-style-type: none"> <li>• Encourage and support sporting and recreation clubs, organisations and associations to improve 'inclusive recreation' practices</li> <li>• Advocate to all relevant recreation services/clubs for registration with Companion and Carers Cards.</li> </ul>	AAA policy created	Recreation and Sport	Goal 3	Years 2 - 4
<b>2.Community Engagement and Partnerships</b>					
3.2.1	Review the community grants scheme to include provisions that encourage inclusion of, or a focus on, improved access and inclusion within applicants' projects.	Grant program updated and available in accessible formats	Governance	Goal 3	Year 2
3.2.2	Ensure all application forms are written in 'Simple English' and formatted for people with a print or vision impairment and/or ensure supports are available for any marginalised groups to apply.	Application forms written in Simple English	Governance	Goal 3	Year 2

## Key Objective 4: Our Information and Governance

We will be providing more accessible and inclusive planning and information processes for our community.

### What did our community tell us?

The community would like to see Council provide more accessible events and enhanced information for people of all abilities on the website and via other avenues.

Council will continue to:

- Improve website in line with W3C (World Wide Web Consortium) Accessibility Initiative standards and related access guidelines
- Promote accessibility initiatives and positive stories of people with a disability in Council newsletters
- Include Access and Inclusion Principles when current strategies and plan are being reviewed
- Report on the progress on the implementation of the CAIP to Council’s Annual Report and in the media
- Ensure all Council managed events and gatherings are accessible for people with a disability:
  - including the use and placement of Council’s accessible portable toilet
  - ensure marketing materials include access and mobility information
  - provide customer satisfaction survey at each event
- Ensure that all emergency management strategies include consideration for people with a disability in emergencies.

What are we going to do?		How will we know it's done?	Who will do it?	Council Plan Goal?	Year
<b>1.Communication</b>					
4.1.1	Ensure all communications activities are in line with Council’s existing policies regarding the provision of information to people of all abilities.	Adherence to existing policies achieved	Rural Access	Goal 3	Year 1

What are we going to do?		How will we know it's done?	Who will do it?	Council Plan Goal?	Year
<b>2.Publications</b>					
4.2.1	Provide training to staff about accessible information to be able to make Council publications and information available in alternate formats.	Alternate formats available	Communications	Goal 3	Ongoing
4.2.2	<p>Style Guide – develop a section in the corporate style guide (when it is due for review) on accessibility, including:</p> <ul style="list-style-type: none"> <li>• Information on accessible communications best practice</li> <li>• Access to information in a range of formats (audio, visual, print, graphic/symbol-based, large format, digital, etc.)</li> <li>• Accessible design/print and publishing</li> <li>• Accessible writing in 'Simple English' (see glossary)</li> <li>• Accessible signage</li> <li>• Materials in DVD, video, electronic or TV to include captions</li> <li>• Accessible business cards and name badges.</li> </ul>	Style guide created	Communications	Goal 3	Year 2
4.2.3	Develop a protocol for ensuring 'captions' are available (an option) during any visual entertainment or information.	All possible audio visual material is captioned	Communications	Goal 3	Year 2

What are we going to do?		How will we know it's done?	Who will do it?	Council Plan Goal?	Year
<b>3.Planning Processes</b>					
4.3.1	Undertake a process to provide annual reviews of CAIP actions.	CAIP annual review undertaken	Rural Access	Goal 3	Annual
<b>4.Governance Actions</b>					
4.4.1	Schedule an annual 'brainstorming' meeting with the Placemaking Group to develop the next annual action plan.	Brainstorming session held	Placemaking Group	Goal 3	Annual
<b>5.Events</b>					
4.5.1	Develop an accessibility information resource and check list for Festivals and Events. This will include promotion of the use of portable accessibility toilets.	Information resource and checklist developed	Rural Access and Economic Development & Tourism	Goal 3	Year 1

## Key Objective 5: Working with the Community

We will continue to provide leadership and advocacy on behalf of our community.

### What did our community tell us?

The community said they would like us to support the retail and business sector to be more inclusive and welcoming of people with a disability.

Council will continue to:

- advocate for all relevant event or paid entertainment businesses to be accessible for all and registered with the Companion Card
- deliver or advocate for events in the community to celebrate the 'International Day of People with a Disability'
- improve cross-sector partnership opportunities with other service providers to capitalise on existing resources, networks and services (e.g. Employment, chamber of commerce etc.)
- promote and advocate for accessibility to businesses.

What are we going to do?		How will we know it's done?	Who will do it?	Council Plan Goal?	Year
<b>1.Business</b>					
5.1.1	Encourage Midland Express to include a question in the Business Awards application form regarding accessibility. This could be awarded additional points.	Advocacy undertaken	Economic Development and Tourism	Goal 2	Year 3
<b>2.Advocacy</b>					
5.2.1	Facilitate a process that brings together disability employment agencies and business to encourage and support hiring people with a disability.	More people with a disability in work with local traders	Rural Access	Goal 2	Year 3

What are we going to do?		How will we know it's done?	Who will do it?	Council Plan Goal?	Year
5.2.2	Source and provide up to date information to Council and the community about the progress and implications of the NDIS	NDIS information updated and promoted	Rural Access	Goal 3	Ongoing
<b>3.Partnerships</b>					
5.3.1	Encourage developers to consider access when preparing planning applications and prepare 'access' checklists to hand out to developers.	Accessibility discussed at pre-application meetings	Statutory Planning	Goal 1	Ongoing
<b>4.Libraries</b>					
5.4.1	Equipment - Investigate supporting libraries to acquire adaptive equipment and provide clear signage and related training for using: <ul style="list-style-type: none"> <li>• portable counter hearing loops</li> <li>• screen readers</li> <li>• magnification equipment</li> <li>• adaptive technologies</li> <li>• tablets</li> </ul>	Investigation completed	Community & Culture	Goal 3	Ongoing

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# Glossary of Terms

**Access and inclusion** – principles are based on all aspects of the DDA and ensure that no one is discriminated against directly or indirectly through the actions or inactions of Council. It also includes equitable access and inclusion within the Council to facilities, services and employment. This approach recognises that planning, development and implementation for these areas needs to include the whole community regardless of levels of mobility or disability.

**Access** – The term ‘access’ refers to the removal of barriers and is generally used to describe outcomes. For example, an accessible toilet is one that is modified in a way in which all members of the community can use the facility regardless of their level of ability or disability.

**Alternate formats** – This terminology is about providing information in other formats for people who are vision impaired, blind or have trouble interrelating with print. Alternatives include: Audio - either audio cassette, DVD, CD or electronic (eg. MP3). Braille, Large Print, Plain English (or Simple English) and ‘Easy English’ (uses symbols and pictograms for people with an intellectual impairment).

**Auslan** - Australian sign language for people who are deaf or hard of hearing.

**Disability (Access to Premises – Buildings) Standards** – These standards aim to provide the building and design sector with certainty that they can design and construct buildings in a way that meets their responsibilities under the DDA.

**Captions** – words (or subtitles) and sounds that are included on moving images for people who have a hearing impairment.

**Carers Card** - Carer Card Program gives recognition, understanding and support to Victorian carers. The program has a wide range of discounts and benefits on offer from businesses, Local Government and community organisations.

**'Changing Places'** – a project that aims to provide toilet facilities for adults who use continence aids and need a full sized change table and hoist.

**Companion Card** – wallet-sized card issued to people with a disability who require the assistance of a companion to access community activities and venues. The card can be presented when booking or purchasing a ticket at events and venues and allows the companion to attend free of charge. See the website: [www.companioncard.org.au](http://www.companioncard.org.au)

**'Good Access is Good Business'** – a program providing information to support businesses to meet legal and community access expectations.

**International Day of People with a Disability (IDPWD)** – A celebration of the talents, achievements and abilities of people with disability, held on or around 3 December each year.

**National Relay Service (NRS)** – A telephone solution for those who are deaf or have a hearing or speech impairment.

**Pet Links Program** – a community program of volunteers who support frail, older people, those with a disability, or severe illness, by looking after their pets in emergencies or during hospital stays.

**'Reasonable Adjustment'** - is making changes to the workplace to ensure equal opportunity for people with a disability to be considered for selection, appointment, promotion and training.

**Simple English** (*or Plain English*) – literacy level pitched at year 8 level of education.

**Rural Access** – A community building initiative that aims to make communities more inclusive of people with disabilities. The project is collaboration between the Department of Human Services and local Councils.

**Style Guide** – a guide on the use of Plain English, grammar, graphic design, branding and presentation.

**Vision Australia Guidelines** – is a set of recommendations for the formatting and presentation of written materials for people who have limited vision.

**W3C – World Wide Web Consortium** – agreed standards for website accessibility for people with a vision impairment.

# Appendix 1

## Summary of Disability Legislation and Policies

**United Nations Convention on the Rights of Persons with Disabilities (CRPD)** - ratified by Australia in 2008. The CRPD aims to promote and protect human rights for people with a disability and to promote respect for their inherent dignity.

**Disability Discrimination Act (1992) (DDA)** - provides protection for everyone in Australia against discrimination based on disability. Disability discrimination happens when people with a disability are treated less fairly than people without a disability. Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

**Disability (Access to Premises - Buildings) Standards (ATPS)** – aims to resolve inconsistencies between the DDA and the Building Code of Australia (BCA) so that developers can design and construct their buildings in a way that meets their responsibilities under the DDA and protects them from DDA complaints.

**Equal Opportunity Act (1992) (DDA)** – covers discrimination in employment, education, accommodation, clubs, sport, goods and services, land sales and transfers, and local government. The act obliges organisations to take proactive, reasonable and proportionate measures to eliminate discrimination, sexual harassment and victimisation.

**National Disability Strategy (NDS)** – The Commonwealth, State and Territory Governments have collaborated to develop this Strategy. It aims to create an inclusive Australian society in which people with disability can fulfil their potential as equal citizens.

One of the outcomes of the NDS was development of the National Disability Insurance Scheme (NDIS). This scheme will provide funding and support for anyone who acquires, or is born with, a significant and ongoing disability. The scheme is currently being piloted in all States, with the Barwon Region being the pilot site in Victoria.

**Victorian Disability Act (2006)** - provides the framework for a whole of Government and whole of community approach to enabling people with disability to actively participate in the life of the community. Section 38 of the Act makes it mandatory for public sector bodies to prepare disability action plan to achieve these aims.

**Local Government Act (1989)** - provides the framework for the establishment and operation of Victoria's 79 local Councils. The Act requires local Government to manage communities 'for the good of all', clearly including people of all ages and abilities.

**Victorian State Disability Plan 2013–2016** - outlines a four year vision for Victoria to improve mainstream policies, programs, services and infrastructure and support reform of disability services. This focus enables Victoria to deliver on its commitments in the National Disability

Strategy to improve mainstream responses, as well as working with the Commonwealth towards a viable NDIS.

**Municipal Association of Victoria's Strategic Framework for Local Government – 'Creating a more inclusive community for people with a disability'.** This framework presents the diversity of aspects that need to be addressed when continuing to systematically reduce the barriers experienced by people with a disability.

**Carers Recognition Act 2012** - formally recognises and values the role of carers and the importance of care relationships in the Victorian community. The Act includes a set of principles about the significance of care relationships, and specifies obligations for State Government agencies, local Councils, and other organisations that interact with people in care relationships.

### **Summary of Relevant Council Plans, Strategies and Policies**

**Council Plan 2013 – 2017** - is the key strategic document that guides the provision of services alongside Council's Budget over four years. The Goals of the plan are: An Inspired Place, An Empowered community and A High Performing organisation. The Council Plan is now in its first year of implementation and is reviewed annually in consultation with the community to ensure it reflects current and future priorities. A key theme of the Council Plan is Community Wellbeing and the development of Healthy, vibrant and resilient communities. And the goal is: To promote and support social, recreational, cultural and community life by providing both essential and innovative amenities, services and facilities in the Macedon Ranges.

**Community Consultation Framework** - Council has various strategies to guide its decision-making. Consultation is an integral part of this strategy development. Consultation is also integral to measuring our success and identifying new opportunities and areas for improvement. It is a continuous process. In making specific decisions, Council is guided by relevant Legislation and strategies, and consults with stakeholders. Stakeholders include those who may be affected by the decision and those who may have an interest in the decision. The framework makes mention of encouraging and consulting with people with a disability.

**Community Emergency Risk Management Plan** - The Macedon Ranges Shire is strongly committed to providing a safe environment for the community. One of the key outcomes identified in the Council Plan is "a Community that is safe to live in." The CERM Committee in conjunction with the community, in planning for the reduction of emergency related risks, will endeavour to create a safer environment by identifying, analysing, assessing risks and developing strategic statements by application of a community emergency risk management process which employs the generic guidelines in AS/NZS 4360:1995. The Macedon Ranges Shire recognises that this process may lead to suggested risk treatments that may affect social, political, economic and/or environmental aspects of the community.

**Cultural Development Strategy** - In 2001 the Macedon Ranges Shire Council Cultural Recreation Strategy was created followed by the Macedon Ranges Shire Council Living Art

Strategic Plan 2005 - 2008. The Cultural Development Strategy 2011-2013 is a revision of the latter plan. The process for revision has been with local input from the community from a series of meetings and discussions with the public, Council officers, the Arts Advisory Committee and Councillors. Culture is: "...about people – what we learn & how we express ourselves. What we learn is our heritage the knowledge and skills that we acquire from our family and the community in which we live". Our expression is the way we record, understand and convey what we have learnt and a means to interpret and become involved in the world around us.

**Early Years Infrastructure Plan 2009 – 2019** - presents a profile of Early Years Services, a demographic profile of the main towns in the Shire and recommends actions to address the current and anticipated services needs and their related infrastructure needs.

**Events Strategy 2010 – 2013** - To develop a clear direction for events in the Macedon Ranges Shire and an approach that fulfils social, cultural, environmental and economic needs for event organisers, attendees, the local community and public land. This document will assist Council in determining the commitment to events within the organisation and the responsibility of individual staff concerning events both internal and external.

**Family and Children's Strategy 2009 – 2012** - is a high-level *strategic* plan for the development, support and coordination of health care and education services for children aged from birth to 8 years and their families in the Macedon Ranges Shire.

**Heat Wave Plan 2013** - to raise awareness on how to prepare for and reduce the effects of heatwaves and extreme hot weather within the community. In addition, our plan outlines what actions we and our partner organisations will take which are intended to mitigate the impact of a heatwave. Evidence shows that heatwaves cause illness and death, particularly in vulnerable population groups like people with a disability. This poses a significant challenge to all communities to ensure that its most vulnerable groups are provided with the support that they need to mitigate the impact that extreme heat events can cause. With the warming of temperatures attributed to climate change, heatwaves in Victoria are expected to increase in both frequency and intensity. Governments and health agencies will be required to respond to the increasingly severe impacts that these extreme heat events are expected to produce.

**Leisure Strategy Plan** - to provide direction to Council for the planning and provision of leisure and recreation facilities and services within the Shire over the next 10 years that is based upon detailed research, consultation and supported justification. The Plan has a number of actions relating to improving facilities and accessibility of recreation and leisure services.

**Playground Strategy 2009 – 2014** - to provide direction to Council for the planning and provision of leisure and recreation facilities and services within the Shire that is based upon detailed research consultation and supported justification. Plans are in place to consider accessibility options for children with a disability.

**Road Safety Strategy 2008 – 2012** - is aimed at reducing the number of deaths and injuries from road crashes within the Shire of Macedon Ranges. It identifies contributing factors and statistics over recent years. It outlines a number of key response areas, goals and actions

that will help make our roads safer. It mentions plans to improve safety factors for pedestrians, wheelchair and scooter users.

**Walking and Cycling Strategy 2014** – aims to increase community participation in walking and cycling in Macedon Ranges Shire. It includes improving the supportive infrastructure and resourcing required to increase opportunities for walking and cycling in the shire.

**Youth Strategy 2013- 2017** - is a four year strategic plan that will provide overall direction for Council's Youth Development Unit and guide the programs, initiatives, advocacy and support work for young people and their families. Macedon Ranges Shire Council values the skills, contributions and vibrancy that young people bring to the locality. The Youth Strategy acknowledges and recognises the role that young people have in the future development of their communities. It accounts for and addresses issues that relate to young people with a disability and especially those with mental impairment.