

Towards an inclusive city

Darebin Access and Inclusion Plan 2015-2019

Action Plan

The City of Darebin's Access and Inclusion Plan 2015 - 2019 will help us make sure that our services, processes and facilities meet the needs of people with a disability. It also helps us raise the voice of this community in Darebin.

Contents

Mayor’s Welcome	4
Darebin Access and Inclusion Plan 2015-2019 Goals	6
Goal 1.....	7
Liveable housing and safe public places.....	7
Goal 2.....	13
Accessible transport and freedom of movement.....	13
Goal 3.....	17
The right to education, employment and pathways to health and wellbeing	17
Goal 4.....	23
An amplified voice in public affairs and decision-making	23
Goal 5.....	27
The right to a creative and dynamic city with quality services.....	27
Goal 6.....	34
Freedom from discrimination into the future.....	34
Implementation and evaluation	37

Mayor's Welcome

Welcome to the City of Darebin's Access and Inclusion Action Plan 2015-2019 – *Towards an Inclusive City*. This Plan is a practical, whole-of-Council strategy that will support Darebin to be a more accessible and inclusive place, and remove the barriers experienced by people with a disability.

Over a period of almost 20 years Darebin has built a strong legacy of leadership in supporting the rights of people with a disability in the community. We take pride in our achievements over the years, which include:

- Developed a guide: 'Access Enabled' to help Council and the community to host accessible and inclusive festivals and events in Darebin
- Installed a 1.5 acre Access for All Abilities Playground at Bundoora Park which remains one of Darebin's popular visitor attractions
- Hosted Business Networking events and expanding Darebin's Disability Work Placement, Employment and Mentoring Programs to create pathways to employment among people with a disability
- Delivered Disability & Aboriginal Cultural Competence Workshops to over 120 participants state-wide, including professionals from the health, mental health, supported employment, disability, aged and Aboriginal service sectors.

This Plan was developed through community engagement with Council Advisory Committees; disability agencies; community groups; children and young people, and people with a disability and carers.

The Darebin Access and Inclusion Plan 2015-2019 supports Council's vision of liveability in its Council Plan 2013-2017. The six goals of the Plan are:

- 1. Liveable housing and safe public places**
- 2. Accessible transport and freedom of movement**
- 3. Education, employment and pathways to wellbeing**
- 4. Amplified voice in public affairs and decision-making**
- 5. Right to a creative and dynamic city with quality services**
- 6. Freedom from discrimination**

I extend my sincere thanks to members of the Darebin Disability Advisory Committee, community and staff for their valuable contribution to this Plan and I look forward to working with everyone in the future to advance Darebin as an accessible and inclusive city.

Rasiah Dev
Chief Executive, Darebin City Council

Towards an inclusive city

Darebin Access and Inclusion Plan 2015-2019 Goals

Goal 1

Liveable housing and safe public places

Advance the rights of people with a disability to access affordable, accessible, appropriate housing, and to experience a sense of belonging and safety within public places that are also child friendly.

Action area	Action	Outcome	Timeframe	Lead Department/s
1.1 Housing	<p>1.1.1 Maximise the use of Section 173 agreements to achieve an increase in social and affordable housing.</p> <p>1.1.2 Advocate for a suite of 'Livable housing features' to be incorporated in Darebin's planning requirements.</p> <p>1.1.3 Pilot projects targeting builders and developers in Darebin promoting the benefits of accessible housing.</p> <p>1.1.4 Advocate for changes to the State Planning Policy Framework.</p>	<p>Increased proportion of accessible and adaptable housing in new housing developments across Darebin.</p> <p>Increased awareness among developers and builders of the benefits of liveable housing, enabling the sector to become advocates among their peers.</p>	Years 1 – 5	<p>Children, Families and Community</p> <p>Aged and Disability</p> <p>City Development</p>

Action area	Action	Outcome	Timeframe	Lead Department/s
1.2 Built environment (streets, footpaths, open space, playgrounds, public toilets, streetscapes etc)	1.2.1 Develop a municipal Public Toilet Strategy, ensuring all public toilet upgrades and new developments meet the Australian Standards for Access and Mobility.	A municipal Public Toilet Strategy that will ensure toilet upgrades and new public facilities meet the Australian Standards for Access and Mobility.	Years 1 – 2	Leisure and Public Realm
	1.2.2 Advocate for the development of a Changing Place facility in Darebin.	Provision of at least 1 premier accessible public toilet in Darebin by 2025.	Years 1 – 5	Assets and Properties Aged and Disability
	1.2.3 Incorporate Access and Mobility Standards into streetscape planning in Darebin’s high growth activity centres including the Junction, Reservoir Central and Northcote Central.	Streetscape Master Plans and similar projects incorporate Access and Mobility Standards.	Years 1 – 5	Leisure and Public Realm City Development

Action area	Action	Outcome	Timeframe	Lead Department/s
1.2 Built environment (streets, footpaths, open space, playgrounds, public toilets, streetscapes etc) continued	1.2.4 Incorporate Access and Mobility Standards into community infrastructure planning for the emerging Economic Cluster in Melbourne's north (including Latrobe University and Northland).	Community infrastructure plan for emerging Economic Cluster incorporates Access and Mobility Standards.	Years 1 – 2	Leisure and Public Realm City Development
	1.2.5 Enhance accessibility of play spaces in accordance with the Darebin Playspace Strategy 2010-2020.	Local parks are more accessible and offer a diversity of experiences for children of all abilities and their families.	Years 1 - 5	Leisure and Public Realm

Action area	Action	Outcome	Timeframe	Lead Department/s
1.3 Council buildings and facilities	1.3.1 Upgrade Council facilities and buildings in accordance with Access and Mobility Standards.	Accessibility upgrades made to Council buildings as appropriate, in accordance with Access and Mobility Standards.	Years 1 – 5	Assets and Properties Major Projects and Infrastructure
	1.3.2 Update Darebin’s Accessible Signage Guidelines.	Signage guidelines developed that include best practice accessibility considerations and adhere to Council’s corporate brand.	Year 1	Leisure and Public Realm Communications and Marketing

Action area	Action	Outcome	Timeframe	Lead Department/s
1.4 Community Health and Wellbeing	1.4.1 Conduct a survey to investigate perceptions of safety among people with a disability in public places.	Findings of survey incorporated into Council's new Community Safety Plan, and used to inform other community planning practices.	Year 2	Children, Families and Community
1.5 Retail areas	1.5.1 Engage Darebin's key retail centres to enhance access and inclusion of people with a disability and carers.	Enhanced access and services to people with a disability and carers in key retail centres.	Years 1 - 5	Economic Development and Civic Compliance Aged and Disability

Goal 2

Accessible transport and freedom of movement

Work to create an accessible, well-networked public transport system in Darebin including comfortable, safe infrastructure and good access to destinations and attractions.

Action area	Action	Outcome	Timeframe	Lead Department/s
2.1 Public Transport	2.1.1 Advocate for better networked and accessible public transport services in Darebin and across the wider network in accordance with the Disability Standards for Accessible Public Transport.	Enhanced public transport services and facilities in and around Darebin.	Years 1 - 5	Transport Management Aged and Disability
2.2 Built environment (streets, footpaths, open space, playgrounds, public toilets, streetscapes etc.)	2.2.1 Implement changes to the street environment to support enhanced accessibility and community safety.	Increased physical access and safety to Darebin streetscapes.	Years 1 - 5	Transport Management
	2.2.2 Incorporate Australian Design Guidelines into relevant streetscape Master Plans and street works including provision to create places for retreat in the landscape, as well as social interaction.	Increased accessibility of public amenities and public transport networking, such as bus shelters and crossings.	Years 1 - 5	City Development

Action area	Action	Outcome	Timeframe	Lead Department/s
2.2 Built environment (streets, footpaths, open space, playgrounds, public toilets, streetscapes etc.) continued	2.2.3 Undertake routine maintenance of Darebin footpaths and Tactile Ground Surface Indicators (TGSIs) in public areas to create accessible, continuous paths of travel.	Routine maintenance and improvement works of Council footpaths carried out in accordance with Access and Mobility Standards.	Years 1 - 5	City Works
2.3 Parking	2.3.1 Improve access to disability parking bays throughout the municipality.	Installation of new, and upgrade of existing disability parking bays across Darebin.	Years 1 - 5	Transport Management
	2.3.2 Continue to monitor and enforce non-compliant use of disability parking bays. Conduct an awareness raising campaign regarding illegal parking in disability parking bays.	Decrease in the number of people without permits using disability parking bays.	Years 1 - 3	Economic Development and Civic Compliance Aged and Disability

Action area	Action	Outcome	Timeframe	Lead Department/s
2.4 Retail areas	<p>2.4.1 Continue to implement Council's Footpath Trading Policy and monitor trader compliance.</p> <p>Engage traders to raise awareness about the importance of maintaining accessible streetscapes.</p>	<p>Complaints of illegal footpath trading are responded to and the trader is made aware of their obligations to provide a continuous accessible path of travel for all pedestrians.</p>	<p>Years 1 – 2</p>	<p>Economic Development and Civic Compliance</p>
2.5 Green Travel	<p>2.5.1 Promote and support active travel by people of all abilities through local community groups, events and wider publicity as a means of supporting greater social inclusion, accessibility and community safety.</p>	<p>Initiatives carried out to promote and support active travel among Darebin's diverse communities.</p> <p>Develop 'Local Transport Guide' to support independent travel and social inclusion.</p>	<p>Years 1 - 5</p>	<p>Transport Management</p>

Goal 3

The right to education, employment and pathways to health and wellbeing

Work within Council, and with businesses and community groups to advance the rights of people with a disability to participate equally in the workforce, education and training opportunities, as well as other activities that support health and wellbeing.

Action area	Action	Outcome	Timeframe	Lead Department/s
3.1 Council: inclusive employment practices	3.1.1 Review relevant recruitment policies at Council such as the Reasonable Adjustment Policy, to ensure that they support current and future employees with a disability, and ensure that all recruitment materials are accessible.	Relevant policies are reviewed and updated.	Years 1 - 5	People and Development Aged and Disability
	3.1.2 Conduct research and evaluation to determine best practice models for inclusive work practices at Council for people with disability.	Workplace practices are more inclusive. Improved employment outcomes for Darebin residents with a disability.	Years 1 - 5	People and Development Aged and Disability

Action area	Action	Outcome	Timeframe	Lead Department/s
3.1 Council: inclusive employment practices continued	3.1.3 Provide work placements, training, volunteer, mentoring and personal development opportunities to Darebin residents with a disability. Take measures to ensure Darebin's workforce reflects the diversity of the local community.	Increased number of students with a disability undertaking work experience across Council through partnerships with local disability and/or education institutions.	Years 1 - 5	People and Development Aged and Disability
3.2 Quality services	3.2.1 Provide disability awareness training to all new staff, refresher training to existing staff, and training tailored to the needs of specific teams or service areas.	Staff report greater confidence to engage and support people with a disability in the workplace and the community.	Years 1 – 5	People and Development Aged and Disability

Action area	Action	Outcome	Timeframe	Lead Department/s
3.3 Community employment initiatives	3.3.1 Support local businesses to be more inclusive employers.	Disability employment event targeting local employers/ businesses hosted by Council. Good news stories promoting the employment of people with a disability published in Council's eBusiness newsletter.	Years 1 – 5	Economic Development and Civic Compliance Aged and Disability

Action area	Action	Outcome	Timeframe	Lead Department/s
3.4 Community health and wellbeing	3.4.1 Support people with a disability to access healthy fresh local food, and participate in urban fresh food growing and local sharing.	Increased availability of fresh locally grown food and an increase in accessible and inclusive programs that encourage urban food growing.	Years 1- 5	Children, Families and Community Environment and Natural Resources
	3.4.2 Implement targeted healthy lifestyle programs that support people with a disability to improve their physical fitness and nutrition.	Healthy lifestyle program held with a significant representation from people in Darebin with a disability.	Years 1 - 5	Children, Families and Community
	3.4.3 Support and advocate for increased mental health services in Darebin that support young people.	Young people involved in emerging emotional and social resilience programs feel empowered about healthy eating and body image.	Years 1 - 5	Libraries, Learning and Youth

Action area	Action	Outcome	Timeframe	Lead Department/s
3.4 Community health and wellbeing continued	3.4.4 Provide information to parents/carers of children with additional needs about local early years services and supports.	Parents/carers have access to information about accessible and inclusive early years services and supports for children with additional needs.	Years 1 - 5	Children, Families and Community
3.5 Good access in business	3.5.1 Support Darebin's shopping centres to provide inclusive and accessible community facilities such as a quiet room for children with autism, accessible transport options, and Changing Place facilities.	Support provided to Darebin's shopping centres to enhance access and community inclusion.	Years 1 - 5	Aged and Disability City Development

Goal 4

An amplified voice in public affairs and decision-making

Amplify the voice of people with a disability in public affairs and decision-making, including people from different age groups and backgrounds (Aboriginal, CALD, GLBTIQ and different socio-economic groups).

Action area	Action	Outcome	Timeframe	Lead Department/s
4.1 Governance	4.1.1 Conduct an access appraisal of Council meetings to determine access and inclusion of public question time and interaction between the Councillors and members in the gallery.	<p>Council meetings are more accessible and inclusive for members of the public attending and viewing meetings online.</p> <p>Increased participation and interaction with Council by members of the community with additional needs e.g. alternative communication, hearing impairment.</p>	Years 1 – 5	Corporate Governance and Performance

Action area	Action	Outcome	Timeframe	Lead Department/s
4.2 Communi- cations	4.2.1 Ensure that Darebin’s website is compliant with AA web accessibility rating (WCAG 2.0).	Darebin website is AA (WCAG 2.0) compliant.	Years 1 - 5	Communica- tions and Marketing
	4.2.2 Support the organisation to follow the ‘Inclusive Communications Charter’, ‘Brand Guidelines’ and ‘Publishing Policy’ to ensure that all publications developed are accessible and inclusive.	Council’s publications are accessible, engaging and meet required guidelines.	Years 1 - 5	Communica- tions and Marketing
4.3 Customer Service	4.3.1 Support Customer Service and Library Services to become ‘Communication Accessible’ for people with communication support needs.	Customer Service and Library staff trained and accredited in Scope’s Communication Access program.	Years 1 - 2	Customer Service

Action area	Action	Outcome	Timeframe	Lead Department/s
4.4 Community engagement and participation	4.4.1 Increase the range of community based activities targeting young people with disability that are meaningful and representative of their needs and interests.	Continued engagement and partnerships between Youth Services, young people with a disability and local service providers.	Years 1 - 5	Aged and Disability Children, Families and Community Leisure and Public Realm
	4.4.2 Partner to deliver support activities and groups that provide opportunities for social connection, such as free exercise in the park and Community Safety Month activities.	Increased participation in walking groups and other activities that seek to encourage social inclusion and connection.	Years 1 - 5	Leisure and Public realm
4.5 Accessible and culturally safe engagement and service provision	4.5.1 Enhance service provision and cultural safety for Aboriginal community members with a disability.	Continued advocacy for culturally safe disability services through Aboriginal Access and Support Officer.	Years 1 – 5	Aged and Disability

Goal 5

The right to a creative and dynamic city with quality services

Provide, and support the community to provide a diverse range of accessible community services and arts, cultural, sport and recreational activities and events that are creative and fun.

Action area	Action	Outcome	Timeframe	Lead Department/s
5.1 Arts and cultural events opportunities	5.1.1 Enhance accessibility of all Council events, programs and activities in accordance with Council's 'Access Enabled Guide'.	Bi-annual appraisal of each of Council's major events, programs and activities to identify continued access improvements.	Years 1 - 5	Creative Culture Communications and Marketing Community Development Facilities
	5.1.2 Develop Disability Action Plans for Council's major venues.	Disability capital works priorities identified for Council's major venues.	Years 1 – 5	Major Projects and Infrastructure
	5.1.3 Establish a Council funded Arts Participation Initiative to collaborate with organisations working with priority communities to increase active and innovative participation in arts and cultural opportunities.	Increased participation in arts and cultural activities by people with a disability and their carers.	Years 1 – 5	Creative Culture

Action area	Action	Outcome	Timeframe	Lead Department/s
5.1 Arts and cultural events opportunities continued	5.1.4 Review, refresh and renew Darebin’s festival program each year to ensure improved accessibility and enable broad participation through low cost or free options.	<p>Increased participation of people with disability and their carers in Darebin’s annual events.</p> <p>Increased provision of low cost creative culture options to enable access to Council festivals and events.</p>	Years 1 – 5	Creative Culture Children, Families and Community
5.2 Aged and Disability Services	5.2.1 Ensure that Council’s Aged and Disability services respond flexibly and comprehensively to the needs of residents with disabilities and their families/ carers, including residents from Aboriginal and Culturally and Linguistically Diverse (CALD) backgrounds.	Aged and Disability Diversity Plan implemented and reported on annually to the Department of Health and Human Services.	Years 1 - 5	Aged and Disability

Action area	Action	Outcome	Timeframe	Lead Department/s
5.2 Aged and Disability Services continued	5.2.2 Conduct internal review of Council's direct and indirect services to people with a disability to ensure Council is prepared for the introduction of the National Disability Insurance Scheme (NDIS).	Findings of the review used to support Council staff and the community with transition and implementation of the NDIS within Darebin from 1 July 2016.	Years 1 - 5	Aged and Disability
	5.2.3 Ensure the community and local service providers are prepared for the introduction of the National Disability Insurance Scheme (NDIS).	Communications plan developed and implemented throughout the various stages of the transition and implementation, to support local stakeholders.	Years 1 - 5	Aged and Disability

Action area	Action	Outcome	Timeframe	Lead Department/s
5.3 Participation in leisure and recreation activities	5.3.1 Develop and coordinate a range of sport and recreation options that aim to increase equitable and inclusive participation opportunities within the City of Darebin.	Increased access to inclusive and equitable leisure and recreation opportunities. Provision of low cost/ no cost activities and events.		Leisure and Public Realm
	5.3.2 Provide support to local sporting clubs to enable them to provide inclusive and equitable participation opportunities.	Performance subsidy requirements through the Sporting Fees, Charges and Occupancy Agreement Policy.	Years 1 – 5	Leisure and Public Realm
	5.3.3 Continue to advocate for funding, both internally and externally to support increased equitable and inclusive sport and recreation opportunities in Darebin.	Funding obtained to develop and deliver inclusive and equitable programs/ projects.	Years 1 – 5	Leisure and Public Realm

Action area	Action	Outcome	Timeframe	Lead Department/s
5.4 Supporting Carers	5.4.1 Improve connections with and support carers and carer groups through workshops/forums, advocacy and information provision.	Carers and carer groups within Darebin are better informed and updated about the service sector, activities and events they can participate in and feel better connected to their community.	Years 1 - 5	Aged and Disability
	5.4.2 Support community services and agencies to provide inclusive and accessible, low cost/ no cost activities and programs for carers.	Carers and carer groups in Darebin are better supported to be active participants in the community and are supported to have a break from their caring role.	Years 1 – 5	Aged and Disability

Action area	Action	Outcome	Timeframe	Lead Department/s
5.4 Supporting Carers continued	5.4.3 Investigate opportunities to provide low cost/no cost accessible and inclusive activities and events throughout Darebin.	Implementation of Darebin Leisure Action Plan 2015-2020, including actions focused on supporting people with disabilities and their carers.	Years 1 - 5	Leisure and Public Realm

Goal 6

Freedom from discrimination into the future

Take measures to achieve tangible positive changes in attitudes about disability as well as structural discrimination, and raise community awareness about mental illness.

Action area	Action	Outcome	Timeframe	Lead Department/s
6.1 Communi-cations	6.1.1 Regularly promote local stories, events and activities to raise awareness of and promote positive messaging about disability using local media and corporate publications.	Regular positive media releases, publications, and other engagement activities provided.	Years 1 - 5	Aged and Disability Communications and Marketing
6.2 Advocacy	6.2.1 Strengthen advocacy by ensuring the voice of people with a disability from diverse backgrounds are captured through community engagement processes.	Input is sought through community engagement processes with people from different age groups and backgrounds (Aboriginal, CALD, LBGTIQ and different socio economic groups) and carers.	Years 2 - 3	Children, Families and Community Aged and Disability

Action area	Action	Outcome	Timeframe	Lead Department/s
6.2 Advocacy continued	6.2.2 Strengthen education and advocacy about mental illness and peoples' experience of isolation.	<p>Community conversation hosted for Human Rights on disability access or mental illness.</p> <p>Community members participating in local expos learn of local opportunities, programs and services. Mental health consumers and carers are supported to have an integral role in all community education and advocacy on mental illness.</p>	Years 1 - 5	Children, Families and Community Aged and Disability

Implementation and evaluation

Action area	Action	Outcome	Timeframe	Lead Department/s
7.1 Meet legislative requirements	7.1.1 Register the DAIP 2015-2019 with the Australian Human Rights Commission.	Plan successfully registered in compliance with the <i>Disability Discrimination Act 1992</i> .	Year 1	Aged and Disability
7.2 Reporting	7.2.1 Provide regular report/updates to the Darebin Disability Advisory Committee.	Annual progress updates provided to Council, DDAC and the community throughout the lifetime of the DAIP 2015-2019.	Years 1 - 5	Aged and Disability
	7.2.2 Publish regular updates on Darebin website.			
	7.2.3 Annual progress reports provided to Council through internal reporting processes/in accordance with internal reporting requirements.			

Action area	Action	Outcome	Timeframe	Lead Department/s
7.3 Audit the achievements of the DAIP and prepare for the next DAIP	7.3.1 Undertake a comprehensive audit of the DAIP 2015-2019 in the last quarter of 2019.	Review completed with recommendations for responses to outcomes for each action. Review will advise Council on the efficacy of this DAIP and inform the development of the new DAIP.	Year 5	Aged and Disability
	7.3.2 Recommend future directions and priorities for action.	Report to Council by the end of 2019 identifying future directions and priorities.	Year 5	Aged and Disability

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