



GLEN EIRA
CITY COUNCIL

Disability Action Plan 2017–2021

Glen Eira City Council

Bentleigh
Gardenvale
Bentleigh East
Glen Huntly
Brighton East
McKinnon
Carnegie
Murrumbeena
Caulfield
Ormond
Elsternwick
St Kilda East



Contents

01	Introduction	3
1.1	Access for all commitment	4
1.2	Purpose of the <i>Plan</i>	5
1.3	The role of Council	5
1.4	A framework for access and inclusion	6
1.5	Understanding disability	7
02	Policy context for access and inclusion	8
03	How this <i>Disability Action Plan</i> was developed	10
04	People with disabilities in Glen Eira	11
4.1	What we know about people with disabilities in Glen Eira	12
05	Meeting the needs of people with disabilities in Glen Eira	13
5.1	Our progress to date	13
5.2	What our community told us	14
5.3	Where do we want to be?	16
06	How do we get there?	17
6.1	Theme one: promote inclusion and participation	18
6.2	Theme two: increase awareness and help shape community attitudes	19
6.3	Theme three: create accessible places and services	20
6.4	Theme four: enhance opportunities for participation in civic life	21
	Appendices	23
	Appendix one Policy context	24
	Appendix two Achievements of the <i>Disability Action Plan 2013–2016</i>	29
	Appendix three Council services that support people with disabilities	33



Introduction

The Glen Eira *Disability Action Plan 2017–2021* (*the Plan*) will guide Council's efforts to support people with disabilities in our community for the next four years.

The *Plan* will focus on responding to priority issues, which Council can play a role in and will look at advocacy where possible for issues that Council may be in a position to influence.

The *Plan* builds on the achievements of the previous *Disability Action Plan 2013–2016* and incorporates current needs and priorities identified following both research and community consultation.

The *Plan* adopts a whole-of-Council approach focused on building a community that is accessible and inclusive to people of all-abilities. A community where all people can feel welcomed, supported and connected, and which values the diverse needs of its community members.

1.1 Access for all commitment:

The *Plan* is underpinned by a commitment of access for all in Glen Eira:

- we strive for an inclusive society that enables people with disabilities, their families and carers, to fulfil their potential as equal citizens;
- we celebrate abilities rather than focussing on disabilities;
- we recognise the contributions that people with disabilities make to our community;
- we seek and value the opinions of all residents regardless of their ability and believe they are well informed;
- we take action to prevent discrimination;
- we support the rights of individuals to make decisions about the way they live;
- we provide quality services to support those who need them;
- we provide opportunities to improve health, wellbeing and safety; and
- we believe the skills and experience of all community members are valuable and generate a stronger and resilient community.



1.2 Purpose of the Plan

The *Disability Action Plan* aims to promote the rights of people with disabilities, enhance their experiences of community and civic life and provide them, their families and carers with opportunities to improve their quality of living. The *Plan* encourages equitable and dignified access for all and also provides an effective framework to meet the legislative requirements of Council under *The Disability Act 2006*.

1.3 The role of Council

People with disabilities want to live, work and socialise in the same way as everyone else. They want opportunities to reach their full potential and to experience what life has to offer. Like all community members, people with disabilities need education and health care; safe, reliable transport; access to buildings, spaces and places; and support from their families, friends and communities to fulfil their aspirations.

It is recognised that people with disabilities, face additional barriers in participating in community life. Research identifies that people with disabilities are more likely to live in poverty; have fewer educational qualifications; be out of work; experience discrimination, violence and abuse; and be unable to make basic choices about their lives.

Although Council's jurisdiction is limited, Council can play a role to protect the rights of people with disabilities. This can be achieved by providing and planning for accessible and welcoming services, facilities and activities, through advocacy and by promoting positive community attitudes.

The role of Council

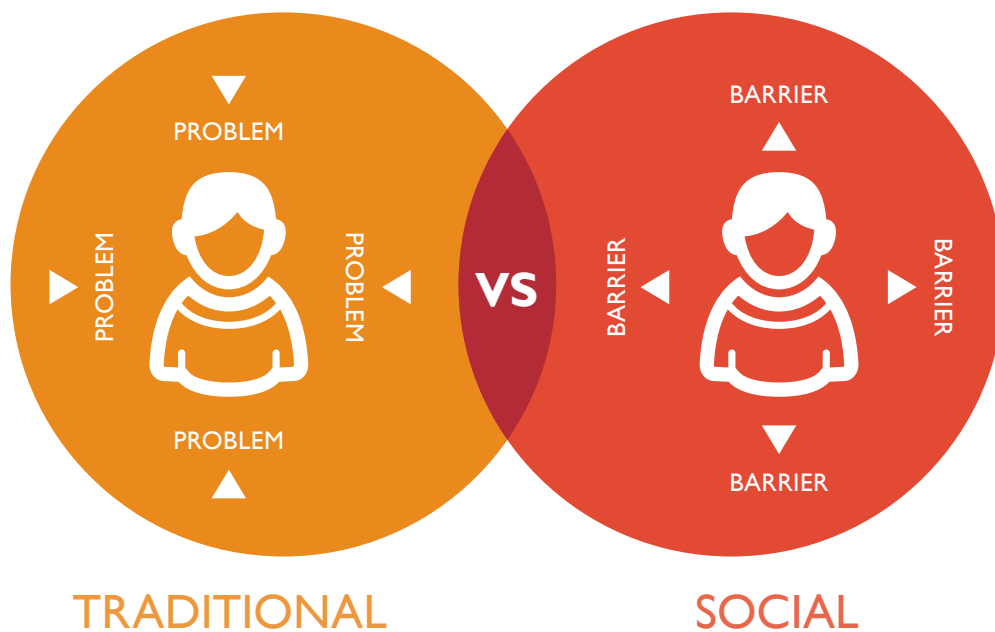
LEADERSHIP	Council will lead by example in regards to services, employment, access, volunteer opportunities and participation for people with disabilities.
PARTNERSHIP	Council will work in partnership with our community, local businesses, service providers, people with disabilities, their families and carers to ensure views of people with disabilities are taken into account and barriers to inclusion and participation are minimised.
ADVOCACY	Council will advocate for people with disabilities to ensure that they have the same access and opportunities as people living without disabilities.
PLANNING	Council will ensure its strategies, actions and behaviours support access and inclusion for people with disabilities.

1.4 A framework for access and inclusion

Council has used the *Social Model of Disability* to guide the development of this *Plan*.

The *Social Model of Disability* is based on the understanding that disability is caused by barriers to participation in community life, rather than by a person's own impairment. It places the person at the forefront and highlights that it is the environment or negative attitudes that are disabling for a people with disabilities. Its emphasis is on dignity, independence and choice.

Utilising the *Social Model of Disability* directs Council's focus toward addressing barriers created by attitudes, practices and structures which limit the opportunities for people with disabilities to fully participate in community life.



I.5 Understanding disability

The term ‘disability’ is an umbrella term which covers many different conditions.

For the purpose of this *Plan*, Council will use the World Health Organisations definition of disability which covers impairments, activity limitations, and participation restrictions.

“An 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”.¹

This definition recognises that disability is a complex phenomenon, describing the interaction between features of a person’s body and features of the society in which he or she lives. Overcoming the difficulties faced by people with disabilities therefore requires interventions to remove environmental and social barriers.

Disability affects people of all ages, cultures and backgrounds. The programs and services offered by Council aim to consider the diverse needs of people with disabilities in our community.



¹ <http://www.who.int/topics/disabilities/en/>

02 Policy context for access and inclusion:

The *Glen Eira Disability Action Plan 2017–2021* is guided by State, Commonwealth and International policies.

The *Disability Act 2006* requires all councils to develop disabilities action plan focused on:

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

The *Local Government Act 1989* requires councils to provide a range of environmental, economic and social services and ensuring resources are used effectively to meet the needs of the local community.

In addition to meeting the legislative requirements of both the *Disability Act 2006* and *Local Government Act 1989*, the *Plan* also commits to the principles of the *Equal Opportunity Act 2010*, *Disability Discrimination Act 1992*, *Disability Act 2006*, *Victorian Charter of Human Rights and Responsibilities* and the *United Nations Convention on the rights of Persons with Disabilities*. This is best achieved through provision of dignified access to services, facilities, programs, planning, communications and employment processes. (For more details on the legislation, see Appendix one).

The *Plan* also takes into account the *Victorian State Disability Plan 2017–2020* that provides the overarching framework to support mainstream services and environments improve the lives of people with disabilities. The key priorities and actions of the *Victorian State Disability Plan 2017–2020* are incorporated under four pillars:

Inclusive communities: ‘I feel included’ — The experience of inclusion is central to social interaction, sharing information and having everyday experiences. For this experience to be possible we need accessible public and social infrastructure, including buildings, public transport and communications to be in place.

Health, housing and wellbeing: ‘I live well’ — Having a stable home and good health and wellbeing are fundamental to a satisfying everyday life. We know there needs to be a significant improvement in access to suitable, affordable housing. Provision of quality, person-centred disability supports, healthcare and other community services is also important.

Fairness and safety: ‘I get a fair go’ — We want to create opportunities for all Victorians. Our responsibility for measures relating to protecting rights and preventing violence, abuse, neglect and exploitation form part of this pillar.

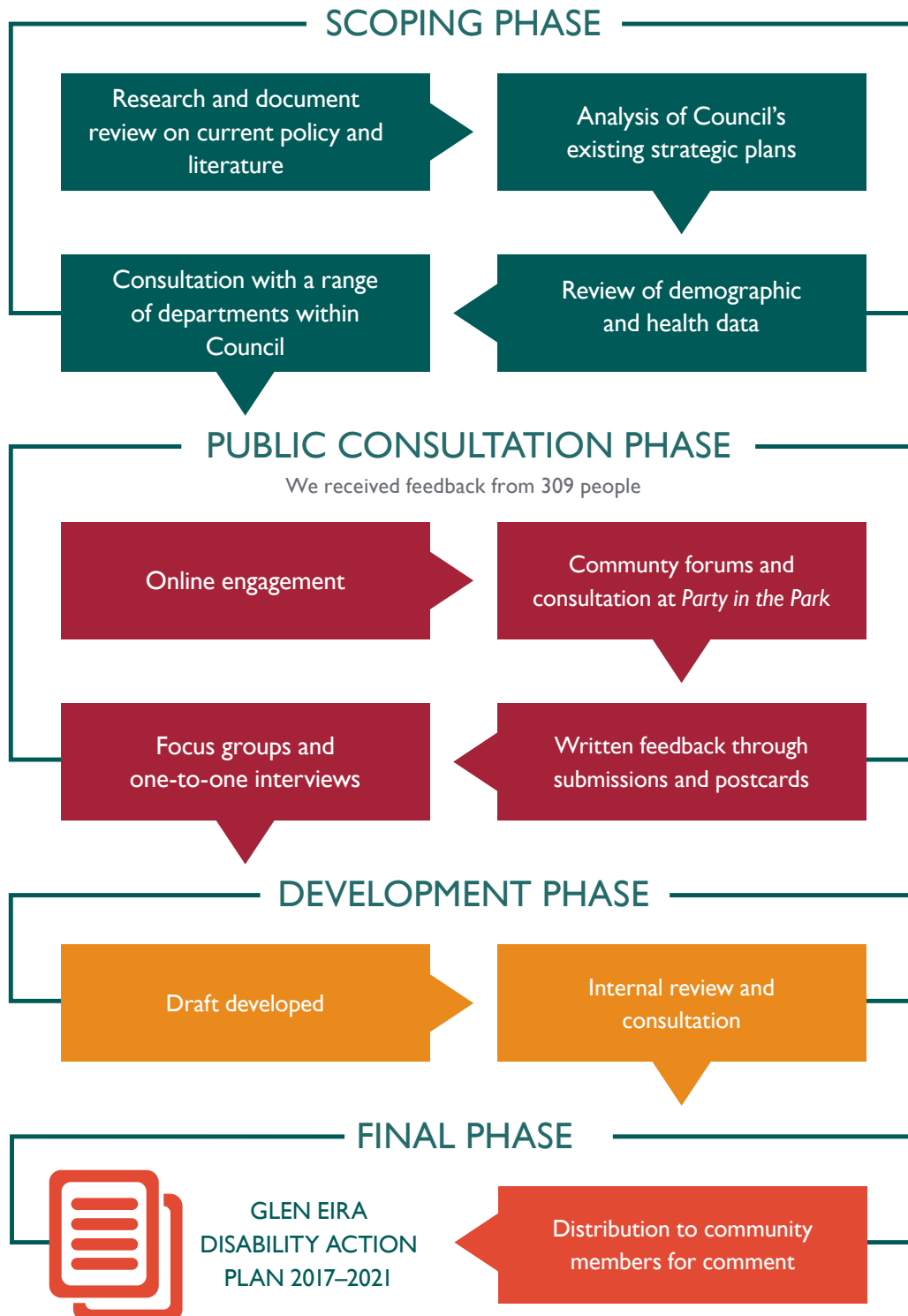
Contributing lives: ‘I contribute’ — We want to ensure people with a disability can participate easily in education, training, community participation and decision making. This pillar also includes access to employment and all aspects of the economy.

Council's *Disability Action Plan 2017–2021* has been developed in accordance with the vision of Council's *Community Plan* — to have an active and involved community with a strong sense of belonging and connection. It also meets the strategic objective identified in the *Plan* for Services to the Community — to maintain high quality service standards and deliver universal services that support the community, particularly the needs of families, youth, senior citizens and people with disabilities'.

The *National Disability Insurance Scheme (NDIS)* will be introduced across Australia by 2018 with the City of Glen Eira to commence in April 2018. This is designed to support people with permanent and significant disability. The *NDIS* supports people over their lifetime, and focuses on giving people with disabilities control over the kind of support they need and when they need it.



03 How this Disability Action Plan was developed

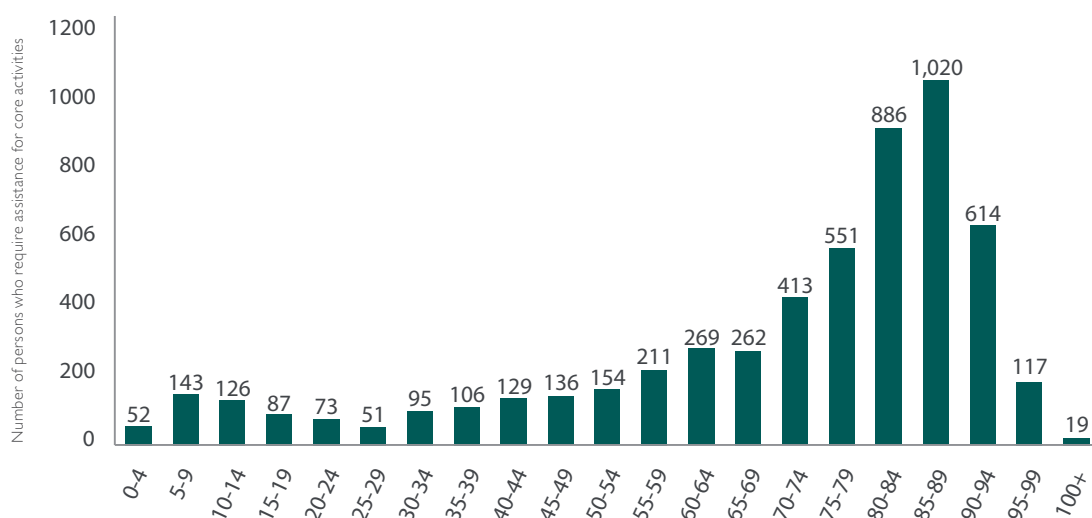


04 People with disabilities in Glen Eira

The 2012 Australian Bureau of Statistics survey on disability, ageing and carers found that across Australia, 18.3 per cent of the population, or one in five persons, reported having a disability. The survey defined disability as any limitation, restriction, or impairment which restricts everyday activities and has lasted or is likely to last for at least six months.²

Profound or severe disability was measured in the 2011 Census by the need for daily assistance with core activities of self-care, mobility and communication. In Glen Eira, 5,574 persons (4.3 per cent of the population) reported requiring daily assistance. The graph shows the distribution across age groups.

Graph 1: Persons in Glen Eira who require assistance for core activities by age group



Source: Australian Bureau of Statistics, Census 2011

The higher proportion of older adults who require daily assistance highlights the need for services to support older people with disabilities and activities to minimise social isolation. The link between ageing and disability, coupled with Glen Eira's ageing population, suggests that the proportion of residents with disabilities in the future will increase.

² <http://www.abs.gov.au/AUSSTATS/abs@.nsf/Latestproducts/A813E50F4C45A338CA257C21000E4F36?opendocument>

³ 2011 Census of Population and Housing, Australian Bureau of Statistics

4.1 What we know about people with disabilities in Glen Eira

- There are 1,140 people with disabilities living in lone person households³.
- 83 per cent of these residents are aged 65+ and 77 per cent are female³.
- 8.2 per cent of people with disabilities are unemployed. The unemployment rate is lower in Glen Eira than the State average (12.8 per cent). This is in line with Glen Eira having a lower unemployment rate (5.6 per cent) and labour force participation rate (6.1 per cent) than the rest of the state (6.9 per cent and 8.0 per cent)³.
- 2,764 Glen Eira residents depend on the Disability Support Pension with the rate of disability increasing with age⁴.
- 12,401 people in Glen Eira (approximately nine per cent of the population) provide unpaid care, help or assistance³.
- Almost two thirds (63.4 per cent) of carers are aged between 45 to 64 years with many in this group providing unpaid assistance on a daily basis³.
- Women with disabilities are more likely to experience violence (compared to women without disabilities) and for more extended periods of time. Women with disabilities face many barriers that prevent them from seeking help, including reliance on the abuser, fear and service gaps in disability/women's agencies⁵.
- LGBTI (Lesbian, Gay, Bisexual, Transgender and Intersex) people with disabilities can face discrimination and exclusion both within and outside LGBTI communities, which further impacts their ability to participate in community activities⁶.
- People with disabilities are more likely to face discrimination. The 2012 survey of disability, ageing and carers found:
 - Men and women reported similar rates of discrimination.
 - Young people with disabilities were much more likely to report discrimination than older people (20.5 per cent compared to 2.1 per cent).
 - Young people were more likely to avoid situations because of their disability than older people.
 - 35.1 per cent of women and 28.1 per cent of men had avoided a situation because of their disabilities.
 - One in 12 people with disabilities in Australia experienced discrimination because of their disability.
 - People with disabilities were significantly less likely to be employed than people without disabilities. Almost half of full-time workers and unemployed people said that they had faced discrimination from an employer, while for part-time workers; just over one-third reported discrimination.

⁴ Centrelink benefits and pensions, 2015

⁵ <https://www.betterhealth.vic.gov.au/health/healthyliving/domestic-violence-and-women-with-disabilities>

⁶ NSW Gay and Lesbian Rights Lobby and City of Sydney, Uncloseting Discrimination: Consultation Report on the Intersections of Discrimination (2012)

05 Meeting the needs of people with disabilities in Glen Eira

Developing a *Plan* to meet the diverse needs of people with disabilities in our community has many challenges. People in Glen Eira live with different impairments, limitations and restrictions including physical, sensory and intellectual with each posing different challenges around access and inclusion. The varied needs of people with disabilities along with the diversity of our population, requires Council to balance needs and provide good governance for all.

5.1 Our progress to date

Over the past decade, much progress has been made towards making Glen Eira an accessible and welcoming community for all. Some achievements include:

- The introduction of disability awareness training on an ongoing basis to all staff across Council, including Glen Eira Sports and Aquatic Centre (GESAC) staff and volunteers.
- The development of strong partnerships with local disability support services.
- Regular inclusion of articles in *Glen Eira News* promoting positive stories of people in the community with disabilities and promoting inclusion of children with disabilities.
- The introduction of Braille and Auslan *StoryTime* sessions in libraries.
- A successful trial of accessible technology in Carnegie Library and Community Centre resulting in the purchase of a desk top magnifier.
- The completion of Physical Access Audits in Council buildings.
- The updating of mobility maps, posted on Council's website.
- A refurbishment program implemented to improve accessibility of Council buildings based on the Physical Access Audits.
- The rollout of the disability awareness program delivered in primary schools.

(For a more detailed summary of achievements from the *2013–2016 Disability Action Plan*, see Appendix two).

5.2 What our community told us

This *Disability Action Plan 2017–2021* was developed through widespread consultation with the community, including people with disabilities; parents, family members and carers of people with disabilities; Council staff; and local disability service providers.

Discussion was based around identifying important issues that impact people with disabilities in our community and included access to Council services; community attitudes and barriers; and what would make people with a disability feel more included in community life.

More than 300 people participated in the consultation process. The most prominent themes they identified were:

- more opportunities for social connection, involvement and inclusion;
- accessible buildings, shops, facilities, amenities and transport;
- the need to change community attitudes through awareness raising,
- training/education and making people with disabilities more visible in the community;
- more opportunities for employment, volunteering and ongoing education;
- accessible information about services, events and activities available in a range of formats;
- more designated accessible parking and better monitoring of designated accessible parking; and
- stronger Council leadership in promoting the value of people with disabilities.

The approach to incorporating ideas expressed by the community focuses on action within Council's realm of responsibility as the conduit for information, provider of services and advocate for the local community.



“Everybody belongs”

“The community needs to see and hear about people with disabilities making contributions to our community.”

“We use home support services but the hours are limited. We use other agencies to fill the gaps but have found that Council provide the highest level of quality care — consistent, well trained workers.”

“More promotion and inclusion of people with non-visible disabilities.”

“Everyone needs to be treated with kindness. Full stop!”

“We are all the same.”

“Build relationships so people see a person not a disability.”

“I like art and going to activities where I can do things together or with others as I don’t make friends easily.”

“Isolation is a problem as you get older.”

“Glen Eira City Council hiring people with disability and having them in public facing position.”

“People with disabilities need opportunities to be heard.”

“I like spending time with family.”

“Going out and doing fun things.”

“We need more community transport options to help people get to activities.”

“Integration of inclusive and mainstream programs.”

“Be able to access the community with help.”

“It is important to have access to services if you can’t drive.”

“I like knowing people in the community.”

5.3 Where do we want to be?

This *Plan* is designed to guide how Council will ensure people with disabilities are provided with opportunities to fully participate in all aspects of community life in Glen Eira.

Drawing on what we know from research and from what the Glen Eira community have told us, this *Plan* sets out key priority areas for action within Council's realm of influence. The *Plan* commits to advocate on behalf of the community on issues which are beyond Council's control.

Council recognises that many of the difficulties experienced by people with disabilities arise primarily from the attitudes, structures and practices that prevent people with disabilities from experiencing equal status, economic participation and social inclusion. This *Plan* aims to assist people with disabilities to have greater access and involvement in community life including social, employment and volunteering opportunities. In order to achieve this, the *Plan* will include activities to raise awareness of the challenges people with disabilities face, as well as building the capacity of organisations and the broader community.

The built environment is a key factor in enabling or inhibiting a person's ability to engage with their community and access social, health and wellbeing services. As a provider of community infrastructure, Council can continue to provide and maintain accessible footpaths, roads, crossings, car parking, street furniture, community centres, sport and recreational facilities.

In order for people with disabilities, their families and carers to make informed decisions and to have full access to the services, supports and opportunities available to them, it is important that information is available in a range of accessible formats.

With a large proportion of the community requiring assistance and much of this assistance provided by unpaid carers, it is important that the needs of this group are also considered in this *Plan*. By providing respite, relevant information and health and wellbeing activities Council can help to support those who support others.



06 How do we get there?

This *Disability Action Plan* will build on the achievements and outcomes of Council's two previous disability action plans, whilst incorporating emerging issues, themes and current best practice frameworks.

Council's vision for Glen Eira to be an active and involved community, with a strong sense of belonging and connection is reflected in this plan. Council promotes inclusion at all levels and recognises the rights and specific needs of Aboriginal and Torres Strait Islander people, culturally and linguistically diverse communities, people with disabilities and LGBTI community members in all priority areas and strategies contained in the *Plan*.

Priorities

The *Disability Action Plan* identifies four key priorities, which will incorporate a range of activities where Council can influence the health and wellbeing and participation in community life of people with disabilities. Its focus will be on minimising the challenges and needs that have been identified through research and community consultation.

The *Plan* will provide opportunities for people with disabilities, their carers and families to achieve the best possible outcomes within an inclusive and supportive community.

The four priorities of the *Disability Action Plan 2017–2021* are:



6.1 Theme one

Council provides a comprehensive range of quality, accessible and community building programs and services to meet the needs of people with a disability in Glen Eira (Appendix three). Local opportunities and choices for social connection, involvement and inclusion are essential for people with disabilities to actively participate in community life.

01

STRATEGIC OBJECTIVE

To deliver inclusive and accessible programs and events which are responsive to the needs and aspirations of people with disabilities, their families and carers and encourage and enable social connections within the community.

Promote inclusion and participation

Strategies

- 6.1.1 Promote inclusion and raise awareness of issues of discrimination experienced by people with disabilities, including people with disabilities who identify as Aboriginal, Torres Strait Islander people, culturally and linguistically diverse communities and LGBTI (Lesbian, Gay, Bisexual, Transgender and Intersex).
- 6.1.2 Ensure that Council events are accessible to all members of the community.
- 6.1.3 Ensure that key Council information and publications are accessible and available in a range of formats.
- 6.1.4 Identify opportunities for partnerships with local networks, service providers and community groups around activities for social connection and inclusion.
- 6.1.5 Develop strategies to ensure information about local support services, activities and events reaches people with disabilities in Glen Eira.

6.2 Theme two

People with a disability want to be accepted and included in a respectful and welcoming community which celebrates diversity.

Awareness raising and education initiatives increase staff and community awareness around inclusive practices and promote acceptance within the community.

02

STRATEGIC OBJECTIVE

To promote positive attitudes within the community and increase community awareness around issues faced by people with a disability.

Increase awareness and help shape community attitudes

Strategies

- 6.2.1 Provide training and education for Council staff and volunteers and raise awareness of the barriers people with disabilities may face and strategies to support them.
- 6.2.2 Provide training and education for the community around accessibility, communication and general disability awareness.
- 6.2.3 Engage local businesses to be more aware of access and inclusion.
- 6.2.4 Recognise and promote the abilities of people with disabilities and the contribution that they make to the community.

6.3 Theme three

Well maintained infrastructure such as roads, footpaths and parklands make it easier and safer for people with disabilities to move about the community. People need to be able to get to and move around in buildings, places and spaces in order to be able to study, work, enjoy leisure, use shops and services, and visit family and friends.

03

STRATEGIC OBJECTIVE

To create inclusive and accessible places, spaces and services which are responsive to the needs and aspirations of people with disabilities, their families and carers.

Create accessible places, spaces and services

Strategies

- 6.3.1 Improve the accessibility of Council buildings and facilities.
- 6.3.2 Ensure access is embedded in all Council planning and building initiatives.
- 6.3.3 Provide and promote equitable access to Council services and programs, which are responsive to the needs of people with disabilities, their families and carers.
- 6.3.4 Provide opportunities for people with disabilities to contribute to Council's planning processes and to raise issues.
- 6.3.5 Improve accessible parking options around shops and services for people with disabilities in Glen Eira.

6.4 Theme four

Many people with disabilities would like to work but face barriers securing employment. Employment as well as volunteering, provides an opportunity to make friends, develop networks, build confidence and a sense of self, acquire new skills and contribute to society.

Council is in a strong position to influence and advocate for the needs of people with disabilities in Glen Eira. By leading by example and providing community awareness, Council can help to change community attitudes and ensure Glen Eira is a welcoming and inclusive community for all.

04

STRATEGIC OBJECTIVE

To enhance opportunities for people with disabilities in Glen Eira to participate in employment and volunteering and enhance opportunities that improve their sense of belonging, connection and value within the community.

Enhance opportunities for participation in civic life

Strategies

- 6.4.1 Be a role model employer, introducing strategies to increase the representation of people with disabilities across Council's workforce.
- 6.4.2 Support and encourage local opportunities in employment and economic participation for people with disabilities in Glen Eira.
- 6.4.3 Enhance volunteering opportunities for people with disabilities within Council.
- 6.4.4 Advocate for the needs of people with disabilities to reduce barriers to participation, such as housing and infrastructure development.
- 6.4.5 Facilitate and participate in networks which strengthen Council's ability to identify and respond to issues.





Appendices

Appendix one

Policy context

Appendix two

Achievements of the *Disability Action Plan 2013–2016*

Appendix three

Council services that support people with disabilities

Appendix one

Policy context

The *Glen Eira Disability Action Plan 2017–2021* is guided by the following policies and legislation:

International

The United Nations Convention on the Rights of Persons with Disabilities

The United Nations Convention on the Rights of Persons with Disabilities protects the rights of all people with a disability around the world. The *Convention* identifies the human rights of people with disabilities and the obligation of countries that are signatories to the Convention to promote and protect these rights. Australia was one of the first countries to sign the *Convention* when it was opened for signature on 30 March 2007, and ratified the Convention on 17 July 2008.

The Convention is guided by the following principles:

- respect for inherent dignity, individual autonomy including the freedom to make one's own choices and independence of persons;
- non-discrimination;
- full and effective participation and inclusion in society;
- respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
- equality of opportunity;
- accessibility;
- equality between men and women; and
- respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.



Commonwealth

Disability Discrimination Act 1992

The Disability Discrimination Act 1992 covers all levels of Government in Australia and makes it unlawful to discriminate against people with a disability. The Act also makes it unlawful to discriminate against people who are an associate of a person with a disability such as a friend, partner, carer or family member of the person.

The objectives of the Act are to eliminate, as far as possible, discrimination against persons on the grounds of disability in the areas of:

- work, accommodation, education, access to premises, clubs and sport;
- the provision of goods, facilities, services and land;
- existing laws;
- the administration of Commonwealth laws and programs;
- to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and
- to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

Australian Standards

The Australian Standards is the nation's peak non-Government standards organisation. It is charged by the Commonwealth Government to meet Australia's need for contemporary, internationally aligned standards and related services.

Building Code of Australia

The *Building Code of Australia (BCA)* is produced and maintained by the Australian Building Codes Board on behalf of the Australian Government and State and Territory Governments.

The *BCA* regulates access to and within buildings and it is uniform throughout Australia. The *BCA* regulations are a minimum requirement only and are not sufficient to ensure that premises are accessible to everyone. The *BCA* states broad requirements for access and refers to Australian Standards for detail of the technical specifications.

State

The Disability Act 2006

The *Disability Act 2006* is the new legislation for people with disabilities in Victoria and provides for:

- a stronger whole-of-government, whole-of-community response to the rights and needs of people with a disability; and
- a framework for the provision of high quality services and supports for people with a disability.

The *Disability Act 2006*, Section 38 states that:

1) A public sector body must ensure that a disability action plan is prepared for the purpose of:

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

- 2) Any plan lodged by a public sector body or a council with the Human Rights and Equal Opportunity Commission in compliance with Part 3 of the *Commonwealth Disability Discrimination Act 1992*, is to be taken to be a disability action plan prepared by that public sector body or council for the purposes of this section.
- 3) A public sector body must report on the implementation of their disability action plan in its annual report.
- 4) If a council determines to prepare a disability action plan, the disability action plan should be consistent with this section.
- 5) If a council determines not to prepare a disability action plan, the council must ensure that the matters referred to in sub-section (1) are addressed in the council plan prepared under the *Local Government Act 1989*.

The Victorian State Disability Plan 2017–2020

Absolutely everyone

The *Victorian State Disability Plan 2017–2020, Absolutely everyone* outlines State Governments vision for an inclusive Victoria, which supports people with disabilities to live satisfying everyday lives.

The *Plan* contains a range of actions for achieving greater inclusion, working in partnership with the community and tackling negative attitudes and barriers that people with a disability deal with on a daily basis.

The *Plan* sets out the Victorian Government’s priorities and actions for achieving inclusion, which are incorporated under four key pillars:

- inclusive communities;
- health, housing and wellbeing;
- fairness and safety; and
- contributing lives.

The *Plan* focuses on key areas to drive change, including adopting a universal design approach, changing attitudes, working with community to address barriers to participation, increasing access to affordable housing, public transport, schools and jobs. It also outlines how the Victorian Government will continue to support people with disabilities, regardless of whether or not they are *National Disability Insurance Scheme* participants.

Equal Opportunity Act 2010

The *Equal Opportunity Act 2010* took effect in August 2011. This new *Act* replaces the *Equal Opportunity Act 1995* and strengthens discrimination laws in Victoria. The objectives of the *Equal Opportunity Act 2010* are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progression of equality. It is unlawful to discriminate against a person on the basis of various attributes such as impairment, in services provided by a government department, State owned enterprise or municipal councils.

Victorian Charter of Human Rights and Responsibilities

The Victorian *Charter of Human Rights and Responsibilities* is to protect and promote human rights through:

- setting out the human rights that Parliament specifically seeks to protect and promote;
- ensuring that all statutory provisions, whenever enacted, are interpreted so far as is possible in a way that is compatible with human rights;
- imposing an obligation on all public authorities to act in a way that is compatible with human rights;
- requiring statements of compatibility with human rights to be prepared in respect of all Bills introduced into Parliament and enabling the Scrutiny of Acts and Regulations Committee to report on such compatibility;
- conferring jurisdiction on the Supreme Court to declare that a statutory provision cannot be interpreted consistently with a human right and requiring the relevant Minister to respond to that declaration.

Local Government

Local Government Act 1989

Local Government in Victoria is administered under the *Local Government Act 1989*. Local Government is responsible for providing a range of environmental, economic and social services and ensuring resources are used efficiently and effectively to meet the needs of the local community.

Specifically the role of Council includes:

- acting as a representative government by taking into account the diverse needs of the local community in decision-making;
- providing leadership by establishing strategic objectives and monitoring their achievement;
- maintaining the viability of Council by ensuring that resources are managed in a responsible and accountable manner;
- advocating the interests of the local community to other communities and governments;
- acting as a responsible partner in government by taking into account the needs of other communities; and
- fostering community cohesion and encouraging active participation in civic life.

Appendix two

Achievements of the Disability Action Plan 2013–2016

There were some positive achievements that the *Disability Action Plan 2013–2016* delivered to improve inclusion and accessibility in Glen Eira. The highlights according to each priority area include:

Promoting dignity and respect

- Disability awareness training introduced on an ongoing basis to all staff across Council, Glen Eira Sports and Aquatic Centre and all volunteer staff. Training focusses on raising awareness on the rights of people with a disability and the daily barriers they may face. Job-specific training is also delivered to certain staffing groups.
- All front counter customer service staff resourced on disability services and information to relay to community members on the accessible features of Council facilities.
- Strong partnerships developed with local disability support services, including Marriott Support Services, Scope, Yooralla, Marillac and Jewish Care.
- An average of four articles per year in *Glen Eira News* featuring the services and programs of disability support partner organisations and another four articles promoting positive stories of community members with disabilities.
- Annual celebration of *International Day of People with Disabilities*, involving a Come and Try Day at Glen Eira Sports and Aquatic Centre.
- Accessible sensory friendly movies for people with autism commenced in 2014 and continue to be run regularly.
- Braille and Auslan *StoryTime* sessions introduced at Carnegie Library and Community Centre and Bentleigh Libraries.
- *Access for All* information provided to local businesses and exemplar businesses recognised for their accessibility with an *Access 4 All Award*. Nineteen businesses awarded in 2014 and 21 in 2015.
- The *Missed Business Guide* updated, disseminated to local businesses and promoted.

Service delivery and social inclusion/connectedness

- More than 50,000 meals delivered annually to frail older residents and residents with disability unable to prepare a meal on their own behalf.
- More than 27,000 hours of Social Support provided annually to frail older residents and residents with disability.
- An 'accessible events checklist' developed, and distributed widely across Council and community groups to assist in the convening of events and activities that are accessible to all.
- Ongoing engagement with the community to improve Council's understanding of the accessibility of Council services and buildings to identify opportunities for improvement. A community survey held in 2014 and consultations with community houses in 2014, Community Access Network in 2015 and a survey of Council's Community Care clients in 2015.
- A successful trial of accessible technology in Carnegie Library and Community Centre.
- Approximately 48,000 maternal and child health visits conducted over the life of the Plan to improve early identification of children's development needs.
- Thirteen articles published in *Glen Eira News* over the life of the Plan promoting the inclusion of children with disabilities and providing information on the services available.
- An audit of the accessibility of Council's Family Day Care services conducted in December 2013, exceeding National Standards in all quality areas.
- All Maternal and Child Health Centres in the municipality audited for accessibility.
- Ongoing engagement with disability employment organisations to promote people with disabilities into the workforce. Engagement of people with disabilities in Council programs as volunteers at events and presenters in the *Disability Awareness in Schools Program*.

Information and communication

- The National Relay Service utilised since 2013, staff trained in its use and service promoted.
- A disability services resource list for community developed and posted on Council's website.
- The *Companion Card Scheme* now accepted at Glen Eira Sports and Aquatic Centre and Council's arts programs. The *Scheme* is promoted on Council's website, in *Glen Eira News* and on events brochures.
- A mobility map of the municipality developed, updated in an accessible format and posted for community members on Council's website.
- Council services listed on the *Villa Maria* app, launched in December 2013.
- Four *Connect* newsletters produced annually and disseminated to community groups/networks, featuring articles designed to assist community groups to ensure events are accessible.

Accessible built environments

- A rolling program of Physical Access Audits undertaken with approximately 20 conducted annually to ensure Council infrastructure is accessible to the whole community.
- A refurbishment program to improve accessibility across Council buildings: some improvements include an access compliant toilet at Godfrey Street Community House; accessible ramps and handrails at the Glen Eira Toy Library; new handrails and tactile ground surface indicators to stairs and decking at Caulfield Recreation Centre; and improved physical access at Bentleigh Senior Citizens Centre and Murrumbeena Family Centre.
- Buildings and Properties staff trained in understanding disability access legislation and standards.
- Processes put in place to ensure building works meet *Disability Discrimination Act* standards.
- More than 200 footpath trading inspections conducted and audits undertaken on footpaths and accessible parking bays.
- Evacuation and emergency plans for Council facilities reviewed and updated to ensure the needs of workers and visitors with disability are met.
- Council's engagement strategy updated to recognise the need to offer multiple avenues for feedback to cater for the inclusion of people with disabilities.

Leadership and advocacy

- Facilitation of Glen Eira Community Services Disability Reference Committee, six times a year.
- Successful advocacy for and securing of, more than \$400,000 from State and Federal Governments for road safety and taxi rank improvement.
- Participation in the *Inquiry into Social Inclusion and Victorians with Disability 2013*, the State disability action plan consultation and consultation around grade separation works in the municipality to champion the interests of community members with disability.
- Engagement with community groups to assist in capacity and leadership development:
 - To design and implement the *YouMeUs* program for Glen Eira's four community houses.
 - To run an ongoing fitness program for carers in partnership with Caulfield Recreation Centre.
 - To deliver a succession of school visits under the *Disability Awareness in Schools Program* in partnership with local schools (eight schools in 2014, 10 schools in 2015).
 - To assist in the expansion of the *Ambassador* program in partnership with Marriott Support Services.



Appendix three

Council services that support people with disabilities

Council offers a range of services that support the local community and provide people with disabilities with a sense of inclusion and belonging.

MetroAccess Disability Program

MetroAccess is a community building program that promotes equal access and inclusion of people with disabilities. A Council project officer is responsible to assist the community to include people with disabilities and their families and carers by developing and implementing responses to community priorities, to support service providers to assist accessibility and inclusiveness for people with disabilities and help improve community understanding. A *MetroAccess Plan* is developed that sets out actions and strategies to address barriers to equitable participation by people with disabilities.

Disability Reference Committee

Glen Eira City Council facilitates a Disability Reference Committee that is made up of 10 members.

The 10 members consist of six community representatives who are either residents with disabilities, or a family member or carer of people with disabilities; two community representatives from disability service organisations within the Glen Eira municipality; and two Council officers representing Glen Eira City Council.

The Disability Reference Committee meets bi-monthly and the purpose of the committee is:

- to represent the interests of people with disabilities, their family and carers at the local level;
- to provide advice to Council to enable a considered response to issues affecting people with disabilities who live, work, undertake recreation or study within the Glen Eira community; and
- to act as a resource to Council on matters relating to inclusion and access for people with disabilities, their family and carers.

Social Support Program

Council's *Social Support Program* provides frail aged and people with disabilities opportunities for friendship and social activities in a supportive environment. Run by skilled and experienced staff, the Program encourages people to participate in a variety of activities, depending on individual interests. Activities include exercises, relaxation, music therapy, creative art, outings, cooking and gardening.

Respite Care

Respite Care aims to provide carers of children with disabilities with a break from their caring role. Respite Care can be provided as planned regular respite, emergency respite or occasional respite (including evenings and weekends). The Service can be provided in the home or if preferable, the person being cared for can be taken out into the community for an activity.

Home Support

The *Home Support Program* provides basic maintenance and support services, which are cost effective and meet the needs of individuals so they can remain living in the community. Council contributes significant funds and resources to Home Support services, and consumers pay a minimal fee.

In Home Support

Council's In Home Support Service assists residents with essential house cleaning tasks required to maintain a comfortable and healthy home environment. It also includes a personal care service for residents, providing practical assistance with daily living tasks, which are personal in nature and which a person is unable to do on their own behalf, including showering, toileting, eating and mobility.

Council's In Home Support Service currently provides more than 94,000 hours of assistance annually to frail, elderly seniors and people with disabilities.

Property Maintenance

The Property Maintenance Service provides more than 5,000 hours of assistance to residents to help maintain a safe, secure and healthy living environment by undertaking handyman tasks. This Service is available to frail older people and people with disabilities.

Delivered Meals Service

This Service, sometimes referred to as meals on wheels, provides home-delivered meals to residents who, because of frailty, disability or ill health, are unable to prepare a meal on their own behalf. Council currently delivers more than 75,000 meals to frail, older adults living in Glen Eira.

Community Grants Program

Glen Eira City Council's *Community Grants Program* supports and assists not-for-profit community based groups to implement projects and activities that meet identified priorities and strengthen the Glen Eira community. High priority is given to applications that are accessible and inclusive and support people who have disabilities to participate in community life.

Family, Youth and Children's Services

Council's Maternal and Child Health Service is available for all families with children from birth to school age. Services include home and early childhood education centre visits focused on prevention, health promotion, early detection and intervention. Council identifies children and families who require further assessment, intervention, referral and/or support and links them to appropriate services and programs.

Council's Early Learning Centres and Family Day Care programs provide families and children access to high quality care and education in a small group environment. Educators are supported by the Victorian Inclusion Agency to provide individualised, supported and inclusive programs for children with disabilities.

Glen Eira's Youth Services offer a diverse range of accessible, supported and inclusive programs for children 10–25 years old, including *Plugged In*, *Press Start* and holiday programs.

Libraries and Learning Centres

Glen Eira's four Libraries and Learning Centres offer a range of programs and resources which cater for the diverse needs of the community, including the Home Library Service which brings the library's resources into the homes of frail, older people and people with disabilities who are unable to access the branches (residents of Glen Eira only).

Glen Eira Sports and Aquatic Centre (GESAC)

GESAC is a highly accessible facility for all members of the community to enjoy. Accessible features included ramp access; beach or pool hoist access to all pools; change rooms with overhead hoist facilities; and elevator access to the first floor.

Council and Marriott Support Services received a \$500,000 grant from the Department of Human Services to develop GESAC into a highly accessible venue for people with disabilities. This includes the provision of a range of special needs programs across all areas of the facility for any persons to be able to participate and comprehensive disability training for all of the GESAC staff.

The programs include:

Swim School Unlimited

GESAC's *Swim School Unlimited* program has been specially designed to cater for people with special needs who wish to learn vital swimming and water safety skills in a welcoming environment. A large focus of the program is inclusion. Wherever possible, participants are taught within the mainstream lessons creating a social and educational environment for all swimmers. All GESAC aquatic education teachers undertake disability awareness training as part of their employment.

Group Fitness Unlimited

Group Fitness Unlimited is a low impact, low-medium intensity freestyle workout available for people with a physical or intellectual disability. The workout is flexible and can be adapted to accommodate people of all-abilities in a fun and friendly environment.

Currently there are two types of exercise sessions available as part of the *Group Fitness Unlimited* program. The '*Fast and Furious*' sessions consist of boxing exercises, running, repetitive weights and some spin, treadmill and gym equipment use. The *Hot Wheels* class is mainly suited to people who use a wheelchair and want to work on strength, co-ordination and flexibility.

Sports Unlimited

In partnership with Marriott Support Services, GESAC runs a basketball program that is a combination of training and competition with a social program that allows participants with special needs to build new skills. The basketball games are modified and adapted to suit all abilities and promotes fun, fitness and a team sport culture.

Building permits

All building permit applications for commercial works are assessed to ensure compliance with the *Building Code of Australia 2007: Part D3 — Access* for people with disabilities.







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