



ACCESS AND INCLUSION PLAN

2009-2012

Our Vision, Mission and Values

Our Vision

The Rural City of Wangaratta *“the ultimate in liveability.”*

Our Mission

We will provide the leadership necessary to

- ensure the long term financial security of the Council
- deliver quality Council services
- facilitate a growing and sustainable economy and employment base
- promote a cohesive, dynamic Rural City of Wangaratta community
- maintain open communication and consultation
- preserve and enhance our heritage and environment

Our Values

Excellence:

We aim to achieve the highest standard in everything we do.

Trust:

We have confidence in the ability and commitment of others and ourselves

Respect:

We see all people as being valuable acknowledging individuality, opinions, needs and abilities.

Openness:

We foster community engagement in our decision making process and encourage honest communication in all dealings.

Fairness:

We treat all colleagues and customers fairly and consistently. We promote equality and ensure resources are allocated according to need.

Enjoyment:

We promote a harmonious and productive workplace by celebrating achievement in an environment where everyone feels they belong

About the Rural City of Wangaratta

Located in North East Victoria, the Rural City of Wangaratta encompasses the valleys of the lower Ovens and King Rivers. The municipality has a population of approximately 27,000 residents, and with continuing growth in industrial, retail and tourism sectors, is one of Victoria's most progressive provincial centres.

Wangaratta is the principle centre, with a population of 18,000. It is a leading regional city providing a range of education, health, recreation and welfare services for all ages. It is the regional headquarters for several government agencies and its diverse industry provides a range of employment. Major employers are the retail sector, community services and government, manufacturing, agriculture, transport and finance. Other townships and villages in the municipality include Everton, Glenrowan, Oxley, Milawa, Moyhu, Peechelba, Springhurst, Whitfield, Whorouly and Eldorado.

The Rural City of Wangaratta's scenic location, its gourmet food and wine and heritage areas make it a popular tourist destination.

Background to the Access and Inclusion Plan

The federal Disability Discrimination Act (1992) requires all government agencies, including councils, to actively remove discrimination on the basis of disability. One of the strategies used to achieve this is the development and implementation of a Disability Action Plan (or its equivalent).

In 2006, the Victorian Government enacted the Disability Act 2006. This Act made the development of a Disability Action Plan (or its equivalent) mandatory. The Disability Action Plan is prepared for the purpose of:

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

The Plan is required to be registered with the Human Rights and Equal Opportunity Commission (HREOC) and its implementation reported on in Council's annual report.

Council's first Disability Action Plan was adopted in 1999. The scope of this Plan was ambitious in terms of timelines and resources available. While change was slow initially, significant progress has occurred more recently with approximately 87% of actions completed or almost completed and enhanced awareness of disability issues among staff.

Across Victorian local governments, there has been significant learning from the development and implementation of the first round of Disability Action Plans. A review undertaken by the Municipal Association of Victoria (MAV) in 2006 identified the following issues.

- Progress was slow initially, but significant development has occurred especially in organisational awareness of the issues.
- Barriers still exist in many organisations.
- The focus of the initial plans has been on addressing specific individual issues, rather than strategic direction and organisational change.
- Many plans were so broad that they could not be achieved within the resources and timeframe available.
- Many plans included action on issues which were not primarily Council's responsibility.
- A number of councils have broadened the focus of their plans to include discrimination against other groups who are often identified as disadvantaged, such as people from culturally and linguistically diverse backgrounds. However, people living with disabilities continue to be a major focus.

The current environment

There has been some significant change since the Disability Discrimination Act became law in 1992 and since Council developed its initial Disability Action Plan. As more organisations adopt Disability Action Plans, there is much greater community awareness of access issues and disability rights. Significant events such as the Sydney Paralympics have focussed the community on the abilities and achievements of people with disabilities.

There has also been an increased awareness of other groups who may suffer discrimination or have difficulty participating fully in community life. Barriers to participation may be physical, economic, social or cultural. People may experience discrimination because of their race, religion marital status. They may have difficulty participating because English is not their first language, because of age and frailty or because they are the carers of very young children or are geographically isolated.

Disability in the Rural City of Wangaratta

Current statistics indicate that approximately 20% of the Australian community have some degree of disability. Approximately one in ten of these individuals are living with a severe or profound disability meaning that they cannot live independently. It should be noted that almost everyone experiences living with a disability during their lifetime, usually temporarily (for example, as a result of an injury).

There are limited statistics on the incidence of disability in the Rural City of Wangaratta and the statistics available do not specify the type of disability – physical, intellectual, sensory or acquired brain injury, each of which has different needs.

In the 2006 Census, 1372 people (or 5.3%) of the population indicated that they have a level of disability that means they need assistance with the tasks of daily living. This is slightly above the average for regional Victoria (4.8%). Almost 47% of these people were aged 75 years and over. In contrast, 2359 people (11.4% of the population) stated that they provided regular unpaid assistance to a family member or other person aged over 15 years of age who had some level of disability. Even allowing for multiple carers, this data suggests that more people are receiving assistance than report it.

The national data suggests approximately 5,400 people in the Rural City can be expected to have a degree of disability that impacts on their life in some way. Of these approximately 540 are likely to have a level of disability that requires ongoing care.

The incidence of disability increases substantially with age. Statistics indicate that 20% of the population aged over 60 years have a disability that impacts on their ability to undertake the routine activities of daily life. By 70 years, this is over 40%; by 80 years, this is over 60% and by 90 years this is predicted to be over 90%.

The population of the Rural City is predicted to age substantially in the coming decades, with over half the population projected to be aged 55 years and over by the year 2031. Some of the most rapid growth is occurring in the number of people aged over 80 years. Between 1976 and 2001, the number of people aged over 80 years increased from 450 to 1100.

Victoria in Future (2004) projects the population of the Rural City increasing by 10% between 2001 and 2031. It predicts the number of people aged over 80 years increasing as follows:

2001	2011	2021	2031
1100	1700 (35%)	2300 (26%)	3350 (31%)

The proportion of the over 80s age group aged 85 years and over is projected to increase.

	2001	2011	2021	2031
80 years and over	1100	1700	2300	3350
85 years and over	500 (45%)	800 (47%)	1500 (65%)	1742 (52%)

This increase of the very old has the potential to mean an increased level of disability within the population which will require Council to have a strong focus on access issues.

Cultural Diversity in the Rural City of Wangaratta

In the post war period and, again, in the past few years, with the introduction of the Regional Skilled Migration Program, the municipality has attracted residents from culturally diverse background.

Post-war migrants were likely to come from the United Kingdom, southern and eastern Europe and have reached an age where they are retired or in later working life. Almost 79% of overseas born residents state that they came to live in Australia before 1991.

More recent migrants are likely to come from Asia or Africa to be in a younger age group and to have different cultural or religious beliefs to those of existing residents,

The 2006 Census indicates that 2137 (8.2% of the population) were born overseas. Of these, 1260 (4.8% of the total population) come from non-English speaking backgrounds. The most common countries of birth are as follows:

Country of birth	Number of residents	Percentage of population
United Kingdom	617	2.4%
Italy	460	1.8%
Germany	153	0.6%
New Zealand	149	0.6%
Netherlands	126	0.5%
Philippines	55	0.2%
United States of America	50	0.2%
Greece	41	0.2%
South Africa	32	0.1%
Former Yugoslavia	27	0.1%
Malaysia	26	0.1%
India	23	0.1%

In addition to these, residents nominate a further 56 countries of birth, covering Europe, Asia and the Pacific, with some countries in Africa and North and South America represented.

Data from the Census also indicates that 131 people (6.2%) of overseas born residents arrived in Australia in the years 2002 to 2006

Disadvantage in the Rural City to Wangaratta

The SEIFA Index of Relative Socio-Economic Disadvantage (IRSED) measures attributes such as low income, low educational attainment, high unemployment and jobs in relatively unskilled occupations to determine areas of disadvantage.

The Rural City has an IRSED of 987.3, which ranks it close to the state average at 28 (i.e. the residents are less disadvantaged than those in 55% of Victorian councils.). Figures indicate that there are pockets of disadvantage within the municipality. Parts of Wangaratta and the Moyhu postcode have been identified as disadvantaged in the Jesuit survey of disadvantage. *Profile-ID* identifies Wangaratta South (which incorporated Yarrunga and the Rangeview Avenue area as disadvantaged). The Wangaratta South IRSED score of 883.7 is below that of the most disadvantaged municipality in the state.

Profile-ID also indicates that the rural areas of the Rural City generally have higher SEIFA scores (are less disadvantaged) than the urban area. However, there are still cases of disadvantage. Small rural townships tend to attract low income families because housing is often cheaper. The prolonged drought is also continuing to have an impact on many farming families and on many small businesses.

Gender

Statistics indicate that women in the Rural City of Wangaratta:

- are likely to earn less than men, with 54% of women earning \$400 a week or less, compared to 36% of men;
- have only one third the superannuation;
- do more unpaid domestic work, with 42% undertaking 15 hours a week or more, compared to 15% of men;
- comprise 71% of the primary carers of older people and people living with disabilities; and
- head 72% of single parent families.

Other vulnerable groups

There is very limited local information on other vulnerable groups and their experience of social exclusion in the local area. Discrimination may occur on the basis of parental or marital status, sexual orientation, health status, physical features or responsibility as a carer. Within Victoria, a number of important civil and political rights are protected by the Charter of Human Rights and Responsibilities (2007).

Principles of Social Inclusion

Social inclusion describes a situation where individuals feel valued and can participate in community activities and decision making that affects their lives, allowing them to improve their overall wellbeing.

The Rural City of Wangaratta is committed to:

- Recognising and valuing diversity within our community;
- Acknowledging that all residents have the right to participate in community life with its attendant rights and responsibilities;
- Ensuring that no groups are treated less favourably;
- Recognising that every person has the right to live life without discrimination; and
- Undertaking actions that are responsive to the aspirations of its community and contribute to the wellbeing of residents.

The next steps

The time has come for Council to review its Disability Action Plan. Acknowledging what has been learnt from past experience and the current environment, this Plan will differ in several ways.

- While there is a strong focus on disability access, the actions identified in the Plan include a wider awareness of social inclusion and will be called the *Rural City of Wangaratta Access and Inclusion Plan*.
- The Plan focuses on a strategic approach to Council's activities rather than specific issues.
- The Plan aims to be achievable and focus on actions that are within Council's area of responsibility.
- This first draft still has a focus on disability issues, but it is intended that wider issues of social inclusion will be incorporated as it is reviewed and as Council develops stronger relationships with other agencies and community groups as part of its social planning role.
- Council has established a Community Wellbeing Committee which will monitor the implementation of this and other social plans and make recommendations to Council.

List of Abbreviations

CBD	Central Business District
CRC	Community and Recreation Coordinator
CMT	Corporate Management Team
DBS	Director – Business Services
DHCS	Director - Human and Cultural Services
DIS	Director - Infrastructure Services
EMED	Executive Manager – Economic Development
EMSP	Executive Manager - Social Planning
EOTD	Executive Officer – Tourism Development
MBPS	Manager - Business Planning and Systems
MCM	Manager – Communications and Marketing
MCR	Manager – Customer Relations
MDS	Manager – Development Services
ME	Manager - Environment
MHR	Manager – Human Resources
MIS	Manager – Information Services
MFOS	Manager – Facilities and Open Spaces
MTS	Manager – Technical Services
MWO	Manager – Works and Operations
RP	Recreation Planner
VMWPAC	Venue Manager – Wangaratta Performing Arts Centre

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Council

No	Actions	Timeline	Responsible Officer	Budget	Performance Measures
1.1	Ensure all new and existing Council plans, strategies, policies and contracts include formal consideration of access and inclusion issues.	December 2009 and ongoing	CMT	Existing resources	All new plans, strategies, policies and contracts ensure access and inclusion issues have been identified and addressed prior to adoption by Council. All existing plans, strategies and policies have been reviewed.
1.2	Ensure all new councillors, employees and volunteers receive information on Council's Access and Inclusion Policy and the requirements of the Disability Discrimination Act 1992 and the Disability Act 2006 (Victoria) and resources available to them as part of their induction.	December 2009 and ongoing	CMT	Existing resources	Councillor, staff and volunteer induction includes reference to Council's Access and Inclusion Policy and the requirements of the Disability Discrimination Act 1992.
1.3	Ensure an integrated approach to access and inclusion issues throughout Council including: <ul style="list-style-type: none"> • Development and adoption of an access and inclusion policy; • Nomination of an officer to take overall responsibility for coordinating Council's response and promoting access and inclusion to staff and the community. 	February 2010 January 2010 and ongoing	EMSP CEO	Existing resources Existing resources	Policy adopted by Council. Responsible officer nominated and reporting mechanism developed.

1.4	<p>Each department to nominate an officer who will take responsibility for:</p> <ul style="list-style-type: none"> • promoting disability and inclusion information within the department; • updating staff on disability and inclusion issues on a regular basis; • Ensuring disability and inclusion issues are reported to senior managers for further consideration/action. 	February 2010	CMT	Existing resources	<p>Staff responsible for disseminating disability and inclusion related information are clearly identified and undertaking their role.</p> <p>Disability and inclusion related information is included on the agenda of all at departmental meetings on a regular basis and actions recorded.</p>
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Built Environment
Development and Building

No	Actions	Timeline	Responsible Officer	Budget	Performance Measures
2.1	<p>Ensure all plans for the development or upgrading of community infrastructure, including parks and open spaces, are audited for disability access prior to works commencing; This may occur through:</p> <ul style="list-style-type: none"> • Being identified as a requirement in the tender process; • Appointment of an access auditor to review plans for all significant works; • Ensuring staff are appropriately trained to undertake access audits for minor works. 	January 2010 and ongoing	DIS	Existing resources	<p>Works consistently meet or exceed access standards as determined by:</p> <ul style="list-style-type: none"> • Australian Standards for Access and Mobility • Independent access audit • Council's agreed practice. <p>All plans are signed off for disability access prior to works commencing.</p>

2.2	Ensure a minimum of two staff from appropriate areas of the organisation undertake accredited training in identifying access issues and auditing buildings. These staff will have the role of auditing minor works and promoting physical access information to other staff.	September 2009 and ongoing	CMT	\$3000	Staff able to undertake access audits are available within the organisation. An ongoing strategy to retain this knowledge within the organisation is identified and implemented.
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Footpaths and Roads

No	Actions	Timeline	Responsible Officer	Budget	Performance Measures
3.1	Review the status of the works listed in the existing Disability Access Audit of the CBD Develop a plan to address any outstanding issues.	June 2010	MTS	Existing resources	Implementation Plan prepared and reported to Council for action.
3.2	Review the footpath hierarchy to ensure priority pathways link the CBD, community hubs, key community facilities and any areas where there is a higher concentration of older adults.	June 2010	MTS	Existing resources	Priority pathways identified, including te works needed to address any access issues..
3.3	Work in partnership with the community to address hazards or barriers to mobility for people with disabilities within Council's ongoing maintenance program. This includes: <ul style="list-style-type: none"> • Foliage at roundabouts and intersections; • Branches overhanging footpaths; • Uneven surfaces on footpaths. • 	March 2010 and ongoing	MFOS	Existing resources	Publicity prepared and information circulated to appropriate staff and the wider community.

3.4	<p>Undertake an audit of the identified priority pathways and identify any works needed to ensure accessibility, including:</p> <ul style="list-style-type: none"> • Kerb ramps; • Street crossings, traffic islands; • Access to pedestrian operated traffic signals; • Minimum width to ensure scooter access. 	December 2010	MTS	To be determined	Audit undertaken and works identified.
3.5	Develop a plan, including timelines, for the installation of tactile ground surface Indicators to the requirements of AS 1428.4 prioritising the central activities area (CAA) and identified key community hubs	December 2010	MD	Existing resources	Plan and timelines developed and presented to Council for endorsement.
3.6	Review location, type, height and condition of seats in CAA, parks, and community hubs and along priority paths and walking tracks, identifying any gaps.	May 2011	MFOS	To be determined	Review undertaken.
	Develop a plan prioritising installation of seating with height, backs and arm rests that comply with Australian Standards.	December 2011	MFOS	Existing resources	Program developed.
3.7	Develop a strategy and prioritise actions to maintain a continuous path of accessible travel for pedestrians in Wangaratta shopping precincts including:				
	<ul style="list-style-type: none"> • Undertake an audit of street furniture to identify obstructions to the path of travel 	August 2010	MTS	To be determined	Audit completed and reported to Council.

	<p>and highlight potential hazards.</p> <ul style="list-style-type: none"> • Develop and implement a strategy to work with traders to provide information and promote an accessible community for all, including education on issues related to placement of “A” frame boards, displays or café chairs & tables • Review Local Law 1 to consider inclusion of a ‘Trading Zone’ 1500mm from the building line, a ‘Pedestrian Zone’ from the building line for 1500mm and a ‘Kerb Zone’ for 600mm from the kerb (to ensure safe use of doors for cars parked in on-street parallel bays). • Provide regular written information to all traders on access requirements of Local Law 1. • Ensure ongoing compliance with the access requirements of Local Law 1. 	<p>October 2010</p> <p>October 2010</p> <p>November 2010 and ongoing</p> <p>Ongoing</p>	<p>EMSP</p> <p>DBS</p> <p>EMED</p> <p>MDS</p>	<p>Existing resources</p> <p>Existing resources</p> <p>Existing resources</p> <p>Existing resources</p>	<p>Strategy adopted by Council and implemented.</p> <p>Council’s policy on footpath trading determined and integrated into Local Law 1..</p> <p>Information provided to traders annually.</p> <p>Infringement notices issued as appropriate.</p>
3.8	Develop information for the public on the need to report issues and hazards, including a strategy for ongoing circulation and awareness of Council’s Customer Action Request System.	February 2010 and ongoing	EMSP	Existing resources	Information prepared and strategy available.

Buildings and Facilities

No	Action	Timeline	Responsible Officer	Budget	Performance Measures
4.1	Review status of the works listed in the existing access audits of the: <ul style="list-style-type: none"> • former Council Offices (now Wangaratta Government Centre) • Wangaratta Indoor Sports and Aquatic Centre 	September 2010	MFOS	To be determined	Implementation Plan prepared and reported to Council for action.
	Develop a plan to address any outstanding issues.	December 2010	MFOS	To be determined	Plan developed.
4.2	In conjunction with an access auditor, determine an appropriate design standard for the development of designated accessible toilets Ensure this standard is adhered to in all new facilities as they are developed and in facilities undergoing substantial modification.	July 2010	MTS	\$1000	All new facilities include a unisex designated accessible toilet which meets or exceeds Australian Standards for access, size, layout and signage, including AS 1428.
4.3	Identify all Council owned buildings used for Council service delivery that do not have disability access, including the animal pound.	October 2010	MFOS	Existing resources	All facilities identified.
	Develop a plan with timelines prioritising how access issues will be addressed.	December 2010	MFOS	Existing resources	Plan developed and reported to Council.

4.4	Identify all Council buildings and facilities (including toilet blocks) without designated accessible toilets.	May 2010	MFOS	Existing resources	Buildings identified,
	Develop a plan with timelines prioritising installation of unisex designated accessible toilets in these facilities.	July 2010	MFOS	Existing resources	Plan developed and implementation commenced.
	In areas where additional accessible toilets are needed, explore opportunities to work together with the owners of buildings to identify options to make existing toilets not owned by Council accessible to people with disabilities..	December 2011	MFOS	To be determined	Investigation undertaken and reported to Council.
4.5	Undertake an access audit of the Performing Arts Centre	August 2010	VMWPAC	To be determined	Audit undertaken and plan to address any issues identified developed.

Lighting and Signage

No	Action	Timeline	Responsible Officer	Budget	Performance Measures
5.1	<p>Undertake an audit of street and signage lighting in the CAA, community hubs, parks and along priority pathways to ensure compliance with the Community Safer Design Code. The audit is to include:</p> <ul style="list-style-type: none"> • Location; • Level; • Type; • Operation • Appropriate lighting for people with low vision. 	March 2011	MBPS	\$5000	Audit undertaken and action plan developed.
5.2	<p>Review (by access auditor) of Council signage policy to ensure compliance with Australian Standards for Access and Mobility.</p> <p>Undertake an audit of signage and develop a priority plan for replacement of inappropriate signage, including installation of Braille signage in key buildings, CAA, community hubs and along priority paths.</p>	<p>September 2010</p> <p>January 2012</p>	<p>MBPS</p> <p>MBPS</p>	<p>To be determined.</p> <p>\$10,000</p>	<p>Policy adopted by November 2010</p> <p>Audit completed and plan developed.</p>
5.3	Develop & commence implementation of a plan to provide a contrast factor on posts and poles throughout the CBD.	December 2012	MTS	\$10,000	Plan developed and implementation commenced

5.4	Work with people with disabilities and service providers to identify key locations for Easy English/pictorial signs and develop a plan to install these.	May 2011	EMSP	Existing resources	Plan developed and implementation commenced.
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Environment

Parks and Open Spaces

No	Action	Timeline	Responsible Officer	Budget	Performance Measures
6.1	Review status of the works listed in the existing access audits of Merriwa Park and King George V Memorial Gardens. Develop a plan to address any outstanding issues.	March 2010	MFOS	Existing resources	Implementation Plan prepared and reported to Council for action.
6.2	Undertake an access audit of Apex Park and neighbourhood playgrounds and parks, developing priorities for action.	July 2012	MFOS	\$20,000	Audit completed and action plan developed and reported to Council.
6.3	Ensure all new picnic tables/facilities comply with accessibility standards	January 2010 and ongoing.	MFOS	Existing resources	All picnic tables/facilities installed comply with accessibility standards
6.4	Ensure a focus on accessibility is included in any proposal to develop a regional playground.	Ongoing	DHCS	Existing resources	Regional playground strategy reviewed and future options considered.

6.5	Work with the Department of Sustainability and Environment to identify key bushland walking trails and picnic areas, review accessibility and develop a plan to provide access to at least two bushland areas.	December 2011	ME	\$10,000	Tracks and sites identified, audit completed.
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Community and People

Accessible Parking and Transport

No	Action	Timeline	Responsible Officer	Budget	Performance Measures
7.1	Monitor and report on the operation of the Disabled Persons Parking Scheme on a regular basis including: <ul style="list-style-type: none"> • Distribution of permits • Usage of or demand for specific parking bays • Need for additional parking bays. 	February 2010 and ongoing	MRS	Existing resources	Annual report to Council.
	Provide regular information to the public on the impact of non-permit holders using designated accessible parking bays.	May 2010 and ongoing	EMSP	Existing resources	Information circulated annually.

7.2	Complete an audit of designated accessible parking bays on Council owned land to ensure compliance with Australian Standard 2890.1 & 5	December 2010	MTS	\$20,000	Audit completed.
	Develop an action plan to prioritise any issues identified.	February 2011	MTS	Existing resources	Action plan developed and reported to Council.
7.3	Ensure ongoing maintenance of signage and painting of yellow lines around designated accessible parking bays	October 2010 and ongoing	MWO	Existing Resources	Ongoing maintenance plan developed and implemented.
7.4	Work with VicRoads to ensure bus stops on public transport routes in the municipality comply with the <i>Disability Standards for Accessible Public Transport (2002)</i> and amendments.	Ongoing	MTS	Existing Resources	All new bus stops comply with the standards.
	Audit existing bus stops and develop a plan identifying priorities for modification.	September 2012	MTS	\$10,000	Plan developed and implementation commenced.
7.5	Work with V/Line to enhance access, mobility and safety around the station area including <ul style="list-style-type: none"> • reviewing the development of a bike and scooter path between the station, the CBD and the rail trail • explore opportunities to establish end of trip facilities and make recommendations to Council. 	June 2010 and ongoing	MTS	Existing resources	Access issues identified and a plan developed to address these.

7.6	Work with older people, people with disabilities and their carers to identify any specific pedestrian safety issues at crossings.	December 2010	EMCP	Existing resources	Report to Council on findings.
7.7	Investigate the possibility of establishing a pedestrian safety program, such as <i>Walk With Care</i> .	September 2010	MRCDC	Existing resources	Report to Council on the establishment of a program.
7.8	Work with other agencies to ensure residents have access to information on safe mobility scooter use, including provision of a kit and/or regular information sessions.	May 2010 and ongoing	DHCS	Existing resources	Record of information provided.
7.9	Investigate options for scooter parking and recharging points in Wangaratta.	December 2012	MTS	To be determined	Report to Council.

8.2	<p>Ensure staff use appropriate strategies when dealing with members of the public with hearing impairment including:</p> <ul style="list-style-type: none"> • approaches on <i>Better Hearing</i> Counter Cards • pen and paper • body language • using an interpreter. • National Relay Service. 	July 2010	MCR	To be determined	Counter staff trained in appropriate techniques for dealing with members of the public with hearing impairment or communication difficulties.
8.3	<p>Review and update the mobility map to include:</p> <ul style="list-style-type: none"> • Designated accessible parking bays, toilets and accessible public telephones; • Priority pathways for users of scooters, wheelchairs and other mobility aids users within the urban area; • Accessible playgrounds and parks. <p>Update this map and extend to include all community hubs in the municipality.</p>	<p>July 2010 and ongoing</p> <p>July 2011 and ongoing</p>	<p>MCR</p> <p>MCR</p>	<p>\$2000</p> <p>To be determined</p>	<p>Map developed and circulated to disability groups and made available at key locations including the Wangaratta Government Centre, Wangaratta Branch Library, Tourist Information Centre and rural stores.</p>
8.4	<p>Develop a resource kit and a list of contacts to ensure Council information is available in other formats and languages as required, that a clear process is available to access this and that the availability of this information is promoted to staff and the community.</p>	March 2010 and ongoing	MCM	Existing resources	Resource kit developed and requests for information in other formats provided in a timely manner.

8.5	Develop standards for font sizes, styles and colours on Council publications to ensure information is accessible to all residents and ensure that all publications comply with these.	December 2010 and ongoing	MCM	Existing resources	Standards for Council publications are developed and promoted to staff and community.
	Develop guidelines for the use of sign language and other interpreters at community meetings.	February 2011	MCM	Existing resources	Guidelines developed.
	Ensure direction on the use of appropriate language and symbols is integrated into Council's Style Guide.	July 2011	MCM	Existing resources	Style Guide includes information on appropriate language and symbols.
8.6	Review Council's website including compliance with guidelines for accessible websites as set out in the <i>Victorian Government Accessibility Toolkit</i> (July 2007).	June 2011	MCM	Existing resources	Website is compliant with <i>Victorian Government Accessibility Toolkit</i> (July 2007) standards.
8.7	Seek expert advice and Install permanent hearing loops for use in:				
	<ul style="list-style-type: none"> • Council Chambers • Performing Arts Centre 	August 2011 August 2010	MIS MIS	\$10,000 Existing resources	Hearing loops installed and operating effectively.
	Ensure a portable hearing loop is available for use at all public meetings. Staff trained in use of hearing loops.	August 2011 Ongoing	DHCS DHCS	\$10,000	Portable hearing loop available. Key staff trained in use of hearing loops.

8.8	Investigate installation of a Personal Relay Service Telephone/National Relay Service.	April 2010	MIS	Existing resources	Investigation undertaken and report to Council.
	Promote the availability of the TTY telephone on all Council information and ensure Customer Service staff are trained in its use.	December 2010	MCS	\$1000	TTY is promoted to the public and Customer Service staff trained in its use.
8.9	Establish a dedicated mobile phone number for people with communication difficulties to text in.	April 2010	MIS	Existing resources	Mobile phone contact established.
	Promote email/internet site where people can type in questions for staff to respond to	April 2010	MCM	Existing resources	Internet and email access promoted.
8.10	Investigate options and develop a strategy for communicating, consulting and receiving feedback from people who have special needs on all concerning all service provision and Council activities.	December 2010	MCM	Existing resources	Strategies for communicating and consulting with people with disabilities, people from diverse cultural backgrounds and other identified groups with special needs are implemented.

Business and Tourism

No	Action	Timeline	Responsible Officer	Budget	Performance Measures
9.1	Develop and implement a comprehensive three year strategy, such as <i>Good Access is Good Business</i> , which encourages businesses and tourism operators to enhance accessibility.	July 2010	EMED	To be determined	Strategy developed and implemented. Local business and tourism operators demonstrate enhanced responsiveness to disability issues.

9.2	Develop an access guide for visitors with disabilities, including Council's updated mobility map and a descriptive listing of accommodation, dining facilities and tourist attractions.	October 2011	EOTD	\$10,000	Access guide for visitors with disabilities developed and promoted.
9.3	Work with tourism and business operators to ensure local promotional material contains information on accessibility and inclusion.	March 2010 and ongoing	CRCD	Existing Resources	Tourism and business operators are made aware of access and inclusion issues. Promotional materials developed which publicise the Rural City as an accessible and inclusive community.

Service Delivery

No	Action	Timeline	Responsible Officer	Budget	Performance Measures
10.1	Ensure all contracts include reference to compliance with Council's Access and Inclusion Policy, the Disability Discrimination Act 1992, Disability Act 2006 (Victoria) and Australian Standards for Access and Mobility.	October 2009 and ongoing	<i>MTS Contracts in other areas (DBS)</i>	Existing resources	All contracts require compliance with Council's Access and Inclusion Policy, the Disability Discrimination Act 1992, Disability Act 2006 (Victoria) and Australian Standards for Access and Mobility.
10.2	Display <i>Better Hearing</i> Counter Cards on all customer service counters.	December 2009 and ongoing	MCR	Existing resources	Counter cards displayed.

10.3	Work in partnership with the North East Multicultural Association and Central Hume Primary Care Partnership to develop a strategy to address cultural diversity issues.	September 2010	EMSP	Existing resources	Strategy developed and reported to Council.
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Advocacy

No	Action	Timeline	Responsible Officer	Budget	Performance Measures
11.1.	Work in partnership with the community to advocate for enhanced services, including public transport, education and employment opportunities.	January 2010 and ongoing	EMSP	Existing resources	Record of advocacy and service enhancement.
11.2	Work in partnership with community agencies to undertake at least one activity a year that promotes community awareness of disability and other social inclusion issues.	December 2010 and ongoing	CRC	\$1,000	One activity held per year that focuses on raising public awareness of social inclusion issues.

11.3	Information on access and inclusion to be developed and awareness of disability and equity issues to be promoted within the community	December 2009	EMSP	Existing resources	Information on disability access and social inclusion developed and circulated. To community groups and wider community.
	Information on access and inclusion to be circulated to community groups.	July 2010	CRC	\$500	Increased community awareness of disability and equity issues.
	Review possibility of including social inclusion as a consideration in allocation of community grants, sport and recreation grants and other Council funding.	July 2010	DHCS	Existing resources	Enhanced access to community resources for people with disabilities, people from culturally diverse backgrounds and groups identified as less advantaged. Reference to social inclusion as a criterion in assessing grant applications.

Sport and Recreation

No	Action	Timeline	Responsible Officer	Budget	Performance Measures
13.1	Work in partnership with contractors, sporting groups and other agencies to promote and develop sporting and recreational opportunities, including modified competitions, for people with special needs.	February 2010 and ongoing	RP	Existing resources	Increased participation in sport and recreation by people with disabilities, older people, people from culturally diverse backgrounds and other identified groups.