AUSTRALIAN LOCAL
GOVERNMENT ASSOCIATION

Disability Inclusion Planning – A Guide for Local Government

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Contents

Foreword

In 2009 the Australian Government began a collaborative process, in partnership with all States and Territories and Local Government, to develop a ten year national strategy for improving the lives of people with disability, their families and carers. The National Disability Strategy 2010-2020 (NDS) was developed under the auspices of the Council of Australia Governments (COAG) to be a shared vision for an inclusive Australian society which enables people with disability to fully participate in their communities. The Strategy aims to improve the planning, design and delivery of policies, services and infrastructure under six key policy outcome areas. Each of these policy outcome areas - inclusive and accessible communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing - have relevance to Local Government.

The Australian Local Government Association is pleased to support the Disability Inclusion Planning - A Guide for Local Government. This Guide will be a valuable resource for councils across Australia, by not only assisting them to respond to the requirements of state, territory and Commonwealth legislation and policy, but also to proactively address the cultural change in relation to disability issues, encouraged by the National Disability Strategy 2010-2020 (NDS) and the introduction of the National Disability Insurance Scheme.

Local Government plays and important role in creating an environment which is inclusive of all people, through its planning role and through its involvement in many community activities and services.

The National Disability Strategy has changed the way we look at disability, moving away from a compliance focus, to a holistic way of responding and providing people with disability the opportunity to fully participate in all aspects of society.

The Guide encourages councils to put a disability lens over all planning and activities, conscious that small changes can have a big impact on people with disability. The Guide also highlights the benefits of an inclusive society – social, economic and legal. However, the most important aspect is that people with disability deserve the same treatment and opportunities as anyone else in the community.

The Guide is designed not as a prescriptive document, but to provide councils with the tools they need to set priorities and goals in partnership with their communities. It contains case studies, templates, checklists and a wealth of information for councils to either prepare their first Disability Access and Inclusion Plan, or to update an existing Disability Access and Inclusion Plan.

I urge councils to consult the specific requirements and legislation in their jurisdiction and material prepared by their respective State or Territory Governments. The Guide supplements this information with details on Commonwealth requirements, as well as case studies, templates, checklists and useful resources.

I encourage all councils to develop a Disability Access and Inclusion Plan, even if their jurisdiction does not yet require it. Developing a Plan using this online Guide will help councils create more inclusive and accepting communities.

I commend the Guide to all councils.

Mayor Troy Pickard
President ALGA

About this guide

For the first time in Australia's history, the National Disability Strategy 2010-2020 (NDS) is bringing together all levels of government in a unified, national approach to improving the lives of people with disability. Disability Inclusion Planning – A Guide for Local Government is a resource to help councils navigate this chapter in Australian social policy.

At the very heart of the NDS is the belief that people with disability should be supported to maximise their individual potential and that there is a need for a community-wide shift in attitudes towards people with disability.

A 2011 inquiry by the Productivity Commission found that the existing disability support system was *"underfunded, unfair, fragmented, and inefficient, and gives people with a disability little choice and no certainty of access to appropriate supports".* [1] To further support the NDS, the Productivity Commission recommended the establishment of the National Disability Insurance Scheme (NDIS) to fund long-term high quality care and support for people with disability.

The NDS and the NDIS are both fundamental changes in the way that Australia views disability and provides support to people with disability. By setting an expectation that disability is a natural part of human diversity, communities are required to fully include people with disability in all aspects of life.

This Guide provides advice for councils to respond to these changes and integrate disability inclusion planning within your organisation. Councils are often at the vanguard of change and communities look to local government to provide innovative solutions to respond to local issues. This document builds on the vast experience of councils' existing achievements in disability inclusion planning. It provides information on the relevant legislative and policy context across Australia and within each State and Territory, and provides guidance on good disability inclusion practice and planning. A template for producing a Disability Inclusion Action Plan (DIAP) is also provided and a list of useful examples and resources to assist in planning and implementing disability inclusion actions has also been included.

ALGA encourages all councils in Australia to develop or update their disability inclusion plans in light of the current changes being driven by the NDS. Planning for disability inclusion benefits not only people with disability but also councils as organisations and employers, and the wider community.

In some states and territories there are specific legislative and policy requirements regarding disability inclusion planning and councils should consult these specific requirements for their jurisdiction in the first instance. The Guide aims to complement existing resources to provide practical information and examples of good disability inclusion practice within councils.

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1   (Productivity Commission, 2011, p. 2)

The case for inclusion

Ensuring Australia is an inclusive society for people with disability means acknowledging the social model of disability. This model recognises that societal attitudes, practices and structures, rather than an individual's impairment, can restrict and prevent people with disability from economic participation, social inclusion and equality.

Communities, organisations and individuals should view impairment as an expected part of human diversity and accommodate it accordingly. This will result in an enabling environment for people with disability that empowers them to participate in society to the same extent as people without disability.

The social case for inclusion

All Australians should enjoy participation in ordinary life, regardless of differing levels of ability. However, lack of access to services and facilities, social exclusion and isolation are pressing issues that need to be addressed for people with disability from all age groups. As noted in Australia's National Disability Strategy:

> *"People with disability want the same things as everyone else, whether that is forming personal relationships, having a family, taking part in continuous learning or enjoying retirement. Young people with disability have the same aspiration to grow up, get a job and leave home as other young people – and they deserve the same opportunity."*[2]

Councils can also play a key role in working towards an inclusive society. Their unique position in communities enables councils to identify barriers to inclusion and develop and implement more inclusive policies and practices. Councils can reflect their community priorities by providing local solutions for improved inclusion and social cohesion.

Councils have a role to play in increasing awareness of the positive contribution that people with disability bring to society and local communities as participants, organisers and leaders.[3] To do this, facilitating access to mainstream services is critical, as well as removing obstacles that prevent people with disability fully participating in their local environment.

2 (Commonwealth of Australia, 2011)
3 *(ibid)*

The business case for inclusion

An inclusive society empowers and enables people with disability as customers and service users, which supports the local economy. When barriers to inclusion are removed, local communities and businesses enjoy the benefits of a larger customer base - people with disability as customers but also their families, carers and friends. Research has shown that people with disability are likely to travel with two or more others, clearly demonstrating the economic benefit of providing accessible communities and tourism experiences. [4]

Further widening the customer base, societies that are inclusive for people with disability are also likely to be inclusive for older people with mobility requirements, people with young children in prams and people with short-term physical injuries. It is estimated that around 31 percent of the Australian population at any one time may have accessibility requirements, [5] so catering to the needs of people with disability has much wider positive impacts across the community.

By implementing and communicating disability inclusion initiatives to the community, councils can increase their reputation as leaders within their community. Research tells us that people of all ages and backgrounds prefer organisations that are inclusive and socially aware, especially when there is alignment with their personal values. [6]

In 2010 Australia ranked 21 out of 29 OECD countries in employment participation of people with disability. To put this in perspective, the top eight OECD countries have disability employment participation rates of nearly 70%, compared to 53% in Australia. [7] It has been estimated that if Australia achieved a similar disability employment rate as the top eight OECD countries, this could lead to at least $31 billion in additional GPD by 2050. [8] Councils across Australia employ over 187,000 people [9] and attracting new staff with diverse skills and experience will help ensure they continue to provide high quality services to their community. They can also play a key role in inclusion of people with disability by ensuring that their workforce reflects and represents people with disabilities in their local communities.

The legal and policy case for inclusion

People with disability are more likely to experience discrimination and social exclusion than people without disability. As described in *Shut Out: The National Disability Strategy Consultation Report* in 2009, discrimination against people with disability can be systemic resulting from the everyday practices of government, businesses, community groups and individuals. [10]

The *Disability Discrimination Act 1992 (Cth) (DDA)* makes it illegal to discriminate against a person because of disability when providing goods, services or facilities, or access to public premises. All levels of government, including councils, have obligations under the DDA. By undertaking disability inclusion planning councils will identify potential

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4   (CRC for Sustainable Tourism, 2008)
5   (Darcy & Dickson, 2009)
6   (The Return of Disability Company, 2013)

7   (PricewaterhouseCoopers, 2011)
8   *(ibid)*
9   (Australian Bureau of Statistics, 2015c)
10 (Australian Government, 2009)

barriers to equal access by people with disability and reduce the likelihood of complaints under the DDA.

The National Disability Strategy 2010-2020 sets an expectation that councils will not only plan for compliance to the DDA but will engage with their community, including people with disability to fully understand the issues that need to be addressed, and to work towards sustainable and appropriate outcomes.

Further information on the Legislative and Policy Context within Australia is provided later in this guide.
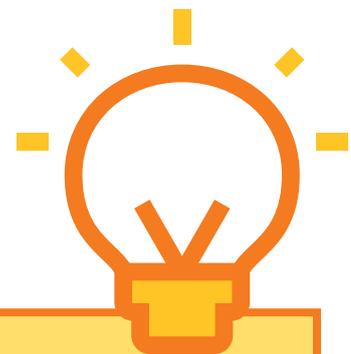
Beyond physical access

Local councils are involved in various initiatives around Australia to promote social inclusion for people with intellectual disability. Some examples include:

- Sensory Friendly Films provide an appropriate and safe environment for people with intellectual disability to visit a movie screening. During the movie screening, lighting and sound is adjusted, and silence during the movie isn't enforced. Councils can encourage this initiative by engaging with local cinemas, and by consulting with people from the community to assess their needs.

- Providing training to staff working with children who have developmental delays and disabilities that affect communication and behaviour. Ku-ring-gai Council in NSW provides Inclusion Support Training to empower staff with the knowledge and confidence to engage and appropriately communicate with children with conditions such as Autism, ADHD, anxiety disorders and developmental delays. Goals of the training, which is provided and funded by

Lifestart, include increasing awareness of the challenges faced by children with disabilities, educating staff on effective communication strategies that enable inclusion and providing guidance on best practice tools and techniques. The Council provides training for Ku-ring-gai Wildflower Garden staff who provide tours and workshops for various groups, landscape architects, local aquatic and fitness centre staff and staff who run a range of community events and programs.

- The use of quiet rooms in public spaces such as shopping strips, community facilities or parks enhances social inclusion and accessibility of public spaces. This space provides a calming and soothing sensory environment when individuals experience overstimulation from their surroundings. Knowing that a quiet room is available can have a positive impact on anxiety and stress levels for parents and their children prior to leaving the house, and it provides them with improved opportunities to visit public spaces.

Disability in Australia
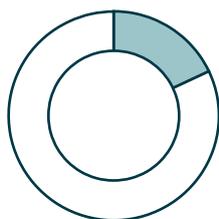
18% of all Australians were people with disability

1 in 3 people with disability have a profound or severe disability which impacts their mobility, ability to communicate or self–care

Almost **90%** of disabilities are 'invisible' disabilities such as chronic pain disorders, diabetes or depression

People with disability are more likely to be underemployed with nearly **one-third** of people with disability working part-time wanting to work more hours

People with disability have a lower labour force participation rate

53% People with disability are employed or seeking employment

compared to **83%** of people without disability

65+

51% of Australians aged 65 and over live with disability

35% of women and **28%** of men aged 15 years and over with disability have avoided situations because of their disability

11, 12, 13

11   (Australian Bureau of Statistics, 2015a)
12   (Leedon, n.d.)
13   (Australian Bureau of Statistics, 2015b)

Inclusion Principle: Active Citizenship

Engaging people with disability in disability planning, development, implementation and review of inclusion initiatives is at the very heart of the social model of disability and disability inclusion itself.

Disability Advisory Committees provide councils with a forum for gathering ongoing feedback and engagement and are a strong supporting factor of successful disability inclusion action planning and practice.

Size and frequency

The number of people on a Committee will vary with the size of councils but it is suggested that the Committee contains between 8 and 16 members. Most Committees meet on a monthly or bi-monthly basis with the ability to seek ad hoc advice through other avenues outside of meeting times. The meeting time should be negotiated with members of the Committee bearing in mind caring duties or the availability of care assistance.

Terms of reference

Clearly defining the role of the Committee will provide clarity on the role and authority of the Committee. Establishing the Committee as a strategic resource within council can provide a strong mandate for the Committee to provide advice and influence decision making. Committee members are often appointed for a set period of time, such as two years to assist in articulating the commitment expected from members.

Personnel

It is essential that people with disability or people with a lived experience of disability are represented on Committees. Committee members may be people with disability who have made complaints to council, be nominated from disability service providers or located via advertisements in local newspapers and the council website. People interested should be interviewed to ensure they are clear on their role and to assess their suitability for the Committee. As much as possible, Committee members should represent a wide range of disabilities and lived experience including physical, intellectual, learning and psychosocial disabilities.

Elected council officials should also be represented on the Committee to provide legitimacy to the Committee and direct access to decision makers. Council staff should represent different areas within council such as community development, planning and capital works. Local service providers or volunteers could also be invited onto the Committee to provide insight into the community and what initiatives are planned or currently being delivered to avoid duplication.

Recognition

The importance of the Committee should be recognised through scheduling meetings in council chambers (provided chambers are accessible), providing Committee members with business cards and providing details of the Committee on the council's website. Council may also pay for travel costs or provide monetary reimbursement for recognition of the time given by Committee members in their role.

Role

The role of the Committee should be defined in the terms of reference at its establishment. While some functions of the Committee will differ from council to council, at a minimum Advisory Committees should provide leadership and feedback on the development of the disability inclusion action plan, engagement with various areas of council in planning and capital works from initial scoping through to launch and evaluation and advice and leadership regarding consulting with people with disability on council initiatives.

Other functions of the Committee may include reviewing council job descriptions prior to recruitment, providing feedback on the wording and accessibility of council documents and websites, involvement in disability awareness training and providing advice on accessibility and inclusion for council events.

Defining disability

The term 'people with disability' is defined in the National Disability Strategy (NDS) as:

"People with all kinds of impairment from birth or acquired through illness, accident or the ageing process. It includes cognitive impairment as well as physical, sensory and psycho-social disability". [14]

The *Disability Discrimination Act 1992* provides the legal definition of disability:

"Disability, in relation to a person, means:

- *total or partial loss of the person's bodily or mental functions; or*
- *total or partial loss of a part of the body; or*
- *the presence in the body of organisms causing disease or illness; or*
- *the presence in the body of organisms capable of causing disease or illness; or*
- *the malfunction, malformation or disfigurement of a part of the person's body; or*
- *a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or*
- *a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;*

and includes a disability that:

- *presently exists; or*
- *previously existed but no longer exists; or*

- *may exist in the future (including because of a genetic predisposition to that disability); or*
- *is imputed to a person.*

To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability." [15]

The definition above provides a legal definition of disability. It is important to remember in the current Australian context councils should not limit themselves to legal compliance. Instead, councils should consider disability inclusion more broadly, acknowledging the social model of disability and the rights-based requirement to involve and accommodate people with disability in all aspects of community life.

The Pet Project

Whitehorse City Council in Victoria worked with the local RSPCA to take dogs that would otherwise have been put down and house them as pets in housing facilities for people with disability. The Council funded the lifetime registration fees for the dogs and assisted in doing inspections of the housing facilities to ensure that they were suitable for a dog. In this win-win situation dogs got a new life and people with disability found furry friends and companionship.

14   (Australian Bureau of Statistics, 2015a)

15   (Commonwealth of Australia, 2011)

Legislative context

| Disability Discrimination Act 1992 |

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| Disability (Access to Premises – Buildings) Standards 2010
Disability Standards for Accessible Public Transport 2002
Disability Standards for Education 2005 |

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| State legislation, plans and strategies |

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| Local government disability inclusion action plans |

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Strategic and policy context

| UN Convention on the Rights of Persons with Disabilities (UN CRPD) |

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| National Disability Strategy (NDS) |

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| National Disability Insurance Scheme (NDIS) |

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Inclusive local government organisations and communities

Legislative and policy context

Worldwide

The United Nations Convention on the Rights of Persons with Disabilities

The United Nations (UN) Convention on the Rights of Persons with Disabilities (CRPD) was adopted in 2006. It provides a broad definition of disability and states all people with disability must enjoy equal rights and fundamental freedoms. [16]

The Convention presents eight general principles to guide governments in improving disability inclusion:

- *"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*
- *respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities."* [17]

These principles create obligations on countries that ratify the CRPD to ensure that measures (including legislation, policies and programs) are put in place to uphold the principles. Australia ratified the CRPD in 2008 setting a new direction for inclusion policy nationally.

Australia

Disability Discrimination Act 1992

The *Disability Discrimination Act 1992 (DDA)* protects individuals across Australia from unfair treatment in many parts of public life. The DDA makes disability discrimination unlawful and promotes equal rights, opportunities and access for people with disability.

Aims

The DDA aims to:

- eliminate discrimination against people with disability
- ensure the legal equality of people with disability
- promote recognition and acceptance within the community that people with disability have the same rights as the rest of the community.

The DDA makes it unlawful for any person or organisation to directly or indirectly discriminate against a person with disability.

Direct discrimination occurs when a person or organisation treats, or proposes to treat, a person with disability less favourably than they would have if the person did not have a disability. This includes not making, or proposing to make, reasonable adjustments for the person with disability. For example, refusing access to a community centre to someone who has a guide dog, or not allowing parents to enrol their child in a childcare facility because their child has a learning disability.

Indirect discrimination occurs when a person or organisation requires a person to comply with a requirement that, because of their disability, the person is not able to comply with, which causes the person with disability to be disadvantaged. For example, not providing necessary information, such

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16   (United Nations, n.d)
17   (United Nations, n.d, Article 3)

as a rates notice in a format that someone who is blind or has low vision can access, or having the only entrance to a library being via stairs so someone with a wheelchair or walking aid is unable to access the facility.

Application

The DDA applies to all organisations in Australia (both public and private organisations) and all individuals. All services, amenities and policies provided by councils are covered by the DDA including:

- planning approval processes
- recreation and cultural facilities
- community services (such as childcare, aged care or accommodation)
- parking facilities
- infrastructure (such as local roads, bridges, footpaths and waste collection)
- public toilet facilities.

The DDA also provides specific detail around the requirement to not discriminate within:

- employment and other work
- education
- access to premises
- the provision of goods, services and facilities
- accommodation
- land
- clubs and incorporated associations
- sport
- Commonwealth laws and programs.

Action plans

An action plan, as defined within the DDA, is a strategy that documents the policies and programs that council will implement to achieve the aims of the DDA outlined previously. Development of an action plan will include:

- a review of current practices (and planned future practices) to identify areas of possible discrimination
- setting of goals and targets to ensure the plan is achieving the aims of the Act
- how the policies and programs identified in the action plan will be evaluated
- allocation of responsibilities for implementing the policies and programs identified in the action plan.

The guide to action planning and the template for an action plan provided later in this document take into account the requirements of the DDA and also reflect the wider Australian strategic and policy context.

Unjustifiable hardship

While the DDA aims to eliminate discrimination, it does acknowledge there may be some occasions where it may be too difficult for councils not to discriminate, or where the cost of making an adjustment outweighs the benefit to the person with disability or the community. This is called unjustifiable hardship.

The individual circumstances of each case will influence if unjustifiable hardship is an acceptable reason for not complying with the DDA. The relevant factors that need to be taken into account include:

- the benefits of the adjustment to the person with disability and other members of the community
- the disadvantages of the adjustment for other members of the community
- the effect a person's disability has on them and the adjustments they need
- the cost of the adjustment
- any financial or other assistance that a council is receiving or is eligible to receive
- actions outlined in an action plan.[18]

Australian Human Rights Commission (AHRC)

The DDA identifies that the AHRC will promote understanding and compliance with the DDA as well as receive and publish action plans. The Commission can also receive complaints of discrimination under the DDA. When the Commission receives a complaint under the DDA it may investigate the complaint and try to resolve it by conciliation. The Commission is not a court and cannot determine that discrimination has happened. If a complaint is not resolved by conciliation, the complainant may take the matter to the Federal Court of Australia or the Federal Circuit Court.

Disability Standards

The application of the DDA is supplemented by Disability Standards and Guidelines which provide further detail on the rights of people with disability and the responsibilities for equal access and opportunity in specific areas. The Standards are legally binding regulations which provide detail on the rights and responsibilities under the DDA and assist compliance. Further detail on each of the current Standards is provided in the sections following.

Guidelines or advisory notes are issued by the AHRC to assist organisations to understand their rights and comply with their responsibilities under the DDA and accompanying Standards but are not legally binding. The complete list of current Standards and Guidelines is available on the AHRC website.

Relationship with state or territory laws

Some states or territories also have laws that prohibit the same type of discrimination as the DDA. These laws, including any exemptions, may apply in slightly different ways to the DDA. More specific information on the relevant state or territory legislation is provided in the following section but it is important that both the DDA and relevant state or territory legislation are referenced when working out obligations in this area.

Disability (Access to Premises – Buildings) Standards 2010 (Premises Standards)

Aims

The Premises Standards aim to ensure *"dignified, equitable, cost-effective and reasonably achievable access to buildings, and facilities and services within buildings, is provided for people with a disability"*.[19] Furthermore providing access to premises in accordance with the Standards reduces the likelihood of complaints under the DDA.

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18   (Australian Centre for Disability Law, 2011)

19   (Australian Government, 2010)

Application

Any new premises or upgrade of existing premises is required to reflect these Standards. They do not apply to existing buildings that are not undergoing any building work, some building fitout features (such as reception desks, drink fountains or moveable furniture) or public footpaths, parks and recreation areas.[20] It should be noted that public transport buildings also have provisions under the Disability Standards for Accessible Public Transport 2002 which is covered in the following section.

The Premises Standards apply to people with responsibility or control over the building approval process and the design and construction of a building. Property owners, lessees, facility managers and operations staff responsible for the ongoing management of a building must also comply with the Standards.[21] Importantly, the AHRC considers the Standards to be minimum requirements and encourages design beyond the minimum.[22]

The Premises Standards incorporate the following Australian Standards by reference:

- AS 1428.1:2009 General requirements for access – New building work (and Amendments 2010)

- AS/NZS 1428.4.1:2009 Means to assist the orientation of people with vision impairment – Tactile ground surface indicators (and Amendments 2010)

- AS/NZS 2890.6:2009 Off-street parking for people with disabilities.

The AHRC has produced Guidelines on the Application of the Premises Standards to assist councils to understand the application of the Standards as well as an Advisory Note on streetscape, public outdoor areas, fixtures, fittings and furniture.

Disability Standards for Accessible Public Transport 2002 (Transport Standards)

Aims

The Transport Standards set the framework for public transport operators and providers to remove discrimination against people with disability to access public transport services.[23] Similar to the Premesis Standards, compliance with the Transport Standards reduces the likelihood of complaints under the DDA.

The Transport Standards are also supported by Guidelines that outline mandatory performance outcomes. These increase accessibility of public transport services and facilities through a compliance timetable for new or upgraded conveyances, premises and infrastructure and requirements to which new items will comply.

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20 (Australian Human Rights Commission, 2013)

21 *(ibid)*

22 *(ibid)*

23 (Department of Infrastructure and Regional Development, 2015)

Application

The Transport Standards apply to public transport conveyances (including community bus hail-and-ride services), premises (such as airport terminals) and infrastructure (such as bus stops or taxi ranks). The 2015 review of the Transport Standards acknowledged the important role played by local government, especially through providing accessible bus stops.[24]

The Standards currently prescribe certain sections of AS 1428.1 for transport premises, infrastructure and conveyances as well as prescribing additional requirements in the same areas for the following:

- AS 1428.1 Supplement 1 Design for access and mobility. Part 1: General requirements for access — Buildings

- AS 1428.2 Design for access and mobility. Part 2: Enhanced and additional requirements — Buildings and facilities

- AS 1428.4 Design for access and mobility. Part 4: Tactile ground surface indicators for the orientation of people with vision impairment

- AS 1735.12 Lifts, escalators and moving walks. Part 12: Facilities for persons with disabilities

- AS 2899.1 Public information symbol signs. Part 1: General information signs

- AS/NZS 3856.1 Hoists and ramps for people with disabilities — Vehicle-mounted

- Australian Design Rule 58 Requirements for omnibuses designed for hire and reward, as amended to include Road Vehicle (National Standards) Determination.

Guidelines for promoting compliance of bus stops is available on the AHRC website.

Inclusion Principle: Whole-of-Journey Planning

The 2015 Review of the Transport Standards found that whole-of-journey accessibility is "vital to make public transport systems accessible to people with disability". As many public transport journeys involve use of several modes of transport, whole-of-journey accessibility "means having integrated accessibility, including accessing timetable and service information, moving around stops, stations, wharves or terminals and accessing conveyances". The Review encourages councils and other public transport facilities and service providers to avoid isolated infrastructure upgrades and to coordinate works across a whole network. New accessible bus shelters surrounded by inaccessible footpaths, or no footpaths at all was provided as an example of isolated infrastructure works. The Department of Infrastructure and Regional Development is currently developing Whole-of-Journey Guidelines to assist public transport planners to create accessible public transport journeys for people with disability and intends to make the Guidelines available to councils when finalised.[25]

25   (Department of Infrastructure and Regional Development, 2015)

24   (ibid)

Disability Standards for Education 2005

Aims

The Education Standards "clarifies the obligations of education and training providers and seeks to ensure that students with disability can access and participate in education on the same basis as other students".[26]

Application

The Education Standards apply to education providers, including councils, that provide preschool or kindergarten services. Childcare facilities are not covered by these Standards. They set out the rights of people with disability to access education services, the legal obligations and responsibilities of education providers, and the measures that can be implemented to comply with the requirements. The obligations of councils that provide education services are to:

- consult with a student with disability (or their families) to understand the impact of their disability and to determine any adjustments or changes that need to be made to assist them
- make reasonable adjustments to assist the student with disability to participate on the same basis as other students
- eliminate harassment and victimisation of students with disability.[27]

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26   (Department of Education and Training, 2016)
27   (Department of Education and Training, n.d)

National Disability Strategy 2010-2020

The National Disability Strategy 2010-2020 (NDS) is the main strategic framework driving inclusion policy and service provision across Australia.

Aims

The NDS sets out a national plan for improving the life of Australians with disability, their families and carers so that they may fulfil their potential as equal citizens.[28]

The NDS is the framework in place to ensure Australia fulfils its obligations following the ratification of the UN Convention on the Rights of Persons with Disabilities.

The purpose of the NDS is to:

- establish a policy framework to guide government activity across both mainstream and disability-specific areas
- drive improvements in how mainstream services deliver outcomes for people with disability
- provide visibility to disability issues and make certain they are included when public policy impacting people with disability is developed and implemented
- provide national leadership towards inclusion of people with disability.[29]

Application

The NDS includes six policy areas which all have relevance to local government.

Inclusive and accessible communities

This area aims to create accessible and well designed places and communities that include people with disability in all areas of life. Local government has a key role to play including:

- the physical environment – working towards council facilities (parks, libraries and council chambers) that are able to be accessed in the same way by all members of the community, including those who have accessibility requirements. The principles of Universal Design can assist councils to reduce the barriers faced by people with disability and create spaces that the whole community can enjoy.

- digital information and communications technologies – ensuring that council websites are compliant with Web Content Accessibility Guidelines 2.0 AA level which enables people using assistive technology to access information on websites. Alternate versions of documents should also be available and may include large print, Easy English, braille and Australian Sign Language (Auslan). Councils also need to investigate ways that people with limited communication can contact the council including awareness and use of the National Relay Service and developing multiple ways for people to provide feedback.

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28   (Commonwealth of Australia, 2011)

29   *(ibid)*

- civic life – councils play a vital role in community activities and can have a strong influence on the way that activities are developed, promoted and administered to help ensure that they are inclusive of all members of the community. When running community consultations it is important that not only the venue is accessible to people with disability but also the content and format is inclusive. The Case Study – Building on Existing Initiatives provides some examples of how councils have worked with existing community groups to promote inclusive activities.

Rights protection, justice and legislation

This area promotes the rights of people with disability, including increasing awareness of those rights outlined in the DDA and removing community barriers to participation for people with disability in civic life. There is also a need to ensure that people with disability can advocate for their requirements, either directly as an elected member of council or as part of council consultations. Inclusion Principle – Active Citizenship provides some guidance to councils on how to facilitate successful Disability Inclusion Advisory Committees.

Economic security

People with disability in Australia are underemployed and this area aims to help increase access to employment opportunities to provide economic security to people with disability. As an employer, councils can work with disability employment organisations to target this largely untapped workforce as well as review internal policies and provide training and support to management. Further details on the work that councils are doing in this area are outlined in Case Study – Employment.

Personal and community support

This area aims to put in place a range of supports to help people to live independently and be involved in their communities. The implementation of the National Disability Insurance Scheme (NDIS) is an outcome of this area as it encourages mainstream services to meet the needs of people with disability. The level of involvement that councils may have in this area will vary depending on the services that they offer. Further details on the NDIS is provided in the next section.

Learning and skills

Access to ongoing education to help people with disability reach their full potential is the aim of this area. The role that councils will have in this area will vary depending on what, if any educational services or facilities councils operate. This includes ensuring children with disabilities have access to early childhood education services and facilities. As an employer, councils also need to work with employees with disabilities to provide them with opportunities for lifelong learning.

Inclusion Principle: Priority Populations

The NDS makes note that the personal circumstances of people with disability are diverse and that there are some groups of people that may experience multiple disadvantages or intersectional problems because of their sex, ethnic or cultural background, location or age. While the demographic profile of each council will be different, it is important that the following populations are taken into account when planning for disability inclusion:

- women
- Aboriginal and Torres Strait Islander people
- people from culturally or linguistically diverse (CALD) backgrounds
- people living in rural or remote areas
- children.

Council areas with a high proportion of people within priority populations may face additional challenges in responding to the needs of people with disability within these groups. This Guide will provide some assistance to respond to these needs but councils should also seek additional, targeted support to assist them in meeting the needs of these populations.

Many councils will have existing diversity and inclusion initiatives that target these populations. Disability inclusion planning should work with and build on these initiatives to ensure that people with disability are represented within these priority populations and that the relevant priority populations are represented within the disability inclusion plan.

Being mindful of the diversity of people with disability and working with the community to provide inclusive, safe and relevant events, facilities, services and supports will assist councils to implement the inclusive agenda of the NDS.

Health and wellbeing

Councils can play a role in helping people with disability attain health and wellbeing outcomes. This may include specific health promotion or prevention activities or campaigns for people with disability that include them at design and implementation stages. Councils may also be able to initiate or support activities that encourage social participation and community relationships which will assist the wellbeing of people with disability.[30]

"Local government plays an important and unique role in driving the objectives of the strategy. Local councils are responsible for delivering a range of federal, state and territory government policies and programmes. Being so close to the communities they serve, they often engage more comprehensively to identify barriers to access and inclusion and can respond more sensitively to the expressed and specific needs of their communities.

An increasing number of local councils have developed and worked to disability access and inclusion plans. This has resulted in the implementation of a range of innovative and radical measures to improve outcomes for people with disability."[31]

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30   *(ibid)*
31   (Department of Social Services, 2014)

National Disability Insurance Scheme

Aims

The National Disability Insurance Scheme (NDIS) is one of the largest and most influential shifts ever seen in the delivery of social services in Australia.

Building on the shared vision of the NDS, the NDIS establishes a new way of providing support to people with disability. The NDIS is based upon the premise that a lifetime approach to investing in people with disability early will improve their outcomes later in life.

The NDIS moves away from a service-focussed delivery model to a person-centred model where people with disability are provided with individualised assistance to manage the support they receive in line with their goals and needs. [32]

The NDIS is being developed and implemented by the National Disability Insurance Agency (NDIA). The NDIA aims to:

- *"help empower and inform people with disability to be confident consumers*

- *provide information and referrals, links to services and activities, individualised plans and where necessary, funded support to people with disability over a lifetime*

- *provide service providers with clarity and transparency so they can grow their business and respond to need*

- *raise community awareness and encourage greater inclusion and access for people with disability to mainstream services, community activities and other government initiatives".* [33]

Application

The NDIS is being rolled out in stages across Australia between 2016 and 2019 with a view to 460,000 Australians accessing individualised support through the Scheme. The NDIS is an agreement between the Commonwealth and the States and Territories. The impact that the NDIS will have on local government will vary depending on the role councils play in service provision and whether they provide services that are covered by an NDIS Agreement.

While the specific impact of the NDIS on councils will differ, the Scheme is influencing the way the community looks at inclusion and the expectations of councils as service providers and influencers within the community. One of the keys to successfully adapting to this new environment is to embed the strategic framework and principles of the NDS in council planning.

National Standards for Disability Services

Aims

The Standards for Disability Services aim to assist in the promotion and implementation of a nationally consistent approach to improving the quality of disability services. It is important to note these Standards are not related to the DDA but apply to all organisations offering services to people with disability. While the Standards are not legally binding, compliance is a requirement for NDIS service providers.

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32   (National Disability Insurance Scheme, n.d)
33   *(ibid)*

Direct responses

The inclusion initiatives councils undertake are often a direct response to the specific needs of people with disability in their local area, such as:

- providing portable hearing augmentation devices for council events to support people with hearing loss (City of Mandurah in WA)

- the RECHARGE Scheme to provide charge points for people who use electric mobility scooters and wheelchairs

- a Lego Club for children with autism or other learning difficulties. The club is staffed by volunteers with the council supporting the initiative by purchasing the Lego, supporting the volunteers and promoting the club (Golden Plains Council in Victoria)

- matting and specialist wheelchairs that are made available for people with disability to access the beach and waterfront areas.

The six National Standards are:

- "rights - the service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence

- participation and inclusion - the service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society

- individual outcomes - services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals

- feedback and complaints - regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement

- service access - the service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way

- service management - the service has effective and accountable service management and leadership to maximise outcomes for individuals".[34]

Application

If a council currently is or plans to become a NDIS service provider, it will be required to meet these Standards. The six Standards outline the rights provided to people with disability as well as the outcome and standard of service that people with disability can expect. It is worth noting that the following sections provide details of the states which have implemented complementary but separate service standards.

Fair Work Act 2009

Aims

The *Fair Work Act 2009 (Cth)* governs the employee/employer relationship in Australia and provides guidance to prevent and redress discrimination in employment. The Act protects employees (or potential employees) with disability from discrimination by prohibiting adverse actions because of their disability.[35]

Application

Councils across Australia employ over 187,000 people[36] and therefore have requirements to not discriminate against employees because of certain attributes, including disability. Discrimination because of disability may occur to someone applying for a job as an employee, to a new employee before they start work and to an employee during their employment.[37]

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35   (Australian Human Rights Commission, 2016)

36   (Australian Bureau of Statistics, 2015c)

37   (Fair Work Ombudsman, n.d.)

34   (Department of Social Services, 2013)

New South Wales

Disability Inclusion Act 2014 (NSW)

Aims

The *NSW Disability Inclusion Act 2014* aims to:

- *"acknowledge that people with disability have the same human rights as other members of the community and that the State and the community have a responsibility to facilitate the exercise of those rights*

- *promote the independence and social and economic inclusion of people with disability*

- *enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports and services*

- *provide safeguards in relation to the delivery of supports and services for people with disability*

- *support, to the extent reasonably practicable, the purposes and principles of the United Nations Convention on the Rights of Persons with Disabilities*

- *provide for responsibilities of the State during and following the transition to the National Disability Insurance Scheme."*[38]

The Act is supported by the Disability Inclusion Regulation 2014 which provides further detail and clarification on the implementation and detail of the Act.

Application

The Act requires each council to have a Disability Inclusion Action Plan by 1 July 2017. Councils are required to consult with people with disability and relevant parties when developing plans.

Guidelines for NSW Councils on Disability Inclusion Action Planning are available on the Local Government NSW website.

NSW Disability Inclusion Plan

Aims

The *NSW Disability Inclusion Plan* was launched in 2015 and supports the *Disability Inclusion Act 2014*.

"The NSW Disability Inclusion Plan supports the NSW Government's commitment to remove systemic and attitudinal barriers so that people with disability have a better opportunity to live a meaningful life and enjoy the full benefits of membership in the community. Achieving an inclusive society is a long term vision that will require consistent efforts from government and the wider community."[39]

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38   (New South Wales Government, 2014)

39   (NSW Department Family and Community Services, 2015)

Northern Territory

Anti-Discrimination Act 2015 (NT)

Application

The Plan sets out four focus areas around which Disability Inclusion Action Plans need to be based. These are:

- developing positive community attitudes and behaviours
- creating liveable communities
- supporting access to meaningful employment
- improving access to mainstream services through better systems and processes.[40]

Each of these focus areas have related actions, many of which involve local government including the establishment of the Liveable Communities grants program and a disability planning forum that includes both state and local governments.

Further guidance on the focus areas and actions in the plan is available on the Local Government NSW website.

Other

The Anti-Discrimination Act 1977 (NSW) makes discrimination based on disability (amongst other attributes) unlawful. The requirements of this Act are similar to DDA.

Aims

The NT *Anti-Discrimination Act 2015* came into force in October 2015. It aims *"to promote equality of opportunity in the Territory by protecting persons from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct, to provide remedies for persons discriminated against".*[41]

Application

The Act applies to service providers including councils. While the Act covers many areas of discrimination, the requirements in the Act not to discriminate against people with disability (listed as people having an impairment in the Act) are similar to those in the DDA. The Act specifies certain areas where discrimination is prohibited including education, employment, accommodation, goods, services and facilities and clubs.

Other

The Ministerial Advisory Council on Disability Reform was established in 2014 to assist the NT Government to provide strategic advice on the issues faced by people with a disability in the NT. Some councils have utilised the Advisory Council to provide advice on inclusion initiatives.

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40   *(ibid)*

41   (Northern Territory of Australia, 2015)
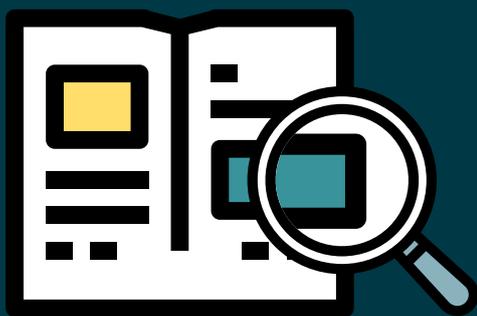
Building on existing initiatives

Building on existing community initiatives provides local councils with opportunities to expand their role in disability inclusion policy and strategy, and to deepen their understanding of local needs. New opportunities can be created in various and often simple ways and can have powerful and tangible outcomes.

Involvement of local councils in existing community programs, initiatives, groups and events can range from promoting or endorsing local initiatives, facilitating, coordinating or funding programs and services. Through these different forms of relationships, local councils can foster inclusion policy areas including:

- working with sporting organisations to promote a 'have a go' event where children with disability can try various sports to encourage their involvement. Councils have provided the facilities, worked with several organisations to coordinate the event or promoted the event in the community. The result may be the establishment of an all-abilities team or competition, or the involvement of children with disabilities in existing competitions.

- the Dementia Friendly Kiama Project is being undertaken in partnership with the University of Wollongong, Alzheimer's Australia and the Kiama Municipal Council in NSW. The Project is based around two main groups, the Advisory Group (made up exclusively of people with dementia and/or their care partners) and the Alliance (a broad coalition of individuals and organisations who have an interest in dementia). The Advisory Group is at the heart of the project and is actively involved in all aspects from design through to delivery, putting into practice their catch cry... "Nothing for us without us". The project is piloting strategies to create a dementia-friendly community including raising awareness of dementia and promoting social engagement opportunities for people with dementia.

- Maroondah Council in Victoria worked with their local community to create a walking group for carers to help provide peer support in an informal exercise setting. The group also hosts 'guest walkers' from community support services which allows carers to access information on the support available to them in a relaxed and casual environment. The group is now run by carers, with local businesses providing free coffee and food for the group after their walk. The council provides background support to the initiative including promotional material and feedback and assistance to the carers organising the group.

- several councils have developed relationships with disability support services to help produce accessible resources for their community, including maps outlining accessible amenities and venues. In many cases these projects were initiated and organised by the support services with councils providing access to existing contacts and information.

Queensland

Anti-Discrimination Act 1991(Qld)

Aims

The Act aims to *"promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct".* [42] The Act prohibits discrimination based on 16 attributes, including disability (listed as impairment in the Act).

Application

The Act applies to service providers including councils. The requirements of the Act are very similar to the DDA and include details of specific relevance to local government including education, the provision of goods and services, accommodation, club membership and affairs and local government members.

The Act establishes the Anti-Discrimination Commission Queensland which resolves complaints received under the Act and promotes human rights within the community. The Anti-Discrimination Commission Queensland website includes case studies of actions that have been bought under the Act.

Disability Services Act 2006 (Qld)

Aims

The *Disability Services Act 2006* aims to ensure that people with disability have choice and control in accessing relevant disability services, that those services are accountable and able to respond to the needs of people with disability, and to regulate the use of restrictive practices. [43]

Application

The Act is relevant to councils which provide services to people with disability including community support services and community access, advocacy or respite services. It is important to note that a service provider is defined not only as a provider of services specifically to people with disability but also more *"generally to people in the community, including people with disability".* [44] This means many councils will be required to comply with the Act, including the following service delivery principles:

- focus on the development of the person with disability and enhancing their opportunity for quality of life
- provide opportunities for people with disability to participate in the planning and operation of services
- ensure services are appropriate for the age of the person with disability and align as close as possible to what would be expected within the general community. [45]

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43 (Queensland Government, 2006)

44 *(ibid)*

45 *(ibid)*

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42 (Queensland Government, 1991)

Other

The _Local Government Act 2009 (QLD)_ outlines the constitution, responsibilities and powers of local government. The role that local government plays in inclusion is presented as one of the five local government principles - _"democratic representation, social inclusion and meaningful community engagement"._ [46]

The _Guide, Hearing and Assistance Dogs Act 2009 (QLD)_ provides every person with disability who relies on a certified guide, hearing or assistance dog the same access rights as any other person. [47]

A helping hand

The City of Stirling in Western Australia provides people with disability or other mobility issues assistance with their weekly rubbish collection. If someone has difficulty moving a wheelie bin out onto the verge, and there is no one else in the house to assist, they can call the City to register and a staff member will pick up their bin, empty it and put it back to enable them to access this vital amenity.

South Australia

Equal Opportunity Act 1984 (SA)

Aims

This Act promotes the equality of opportunity for all people and aims to prevent discrimination based on several grounds, including disability _"to facilitate the participation of citizens in the economic and social life of the community"._ [48]

Application

The Act applies to services provided by councils and provides detail on the actions that are prohibited on the grounds of disability including:

- unfavourable treatment because of a person's disability
- failing to provide access to facilities to people with disability
- unfavourable treatment of a person with an assistance animal
- unfavourable treatment of someone associated with a person with disability because of that person's disability. [49]

The requirements of the legislation are in line with those outlined in the DDA. The Act deals specifically with discrimination by employers, associations, educational authorities, land, goods, services and accommodation providers – all or some of which may be applicable to councils.

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46   (Queensland Government, 2009b)
47   (Queensland Government, 2009a)

48   (Government of South Australia 1984)
49   _(ibid)_

Disability Services Act 1993 and related amendment (SA)

Aims

This Act provides principles and objectives for organisations providing disability services. The Act lists 13 service areas that may be provided to people with disabilities including accommodation, information services, recreation services, education and transport. The *Disability Services (Rights, Protection and Inclusion) Amendment Act 2013* references the UN CRPD and includes provisions around the right to choice and decision-making and complaints.[50]

Application

The principles outlined in the Act are in line with the UN CRPD and include the right of people with disability to assistance and support to exercise their rights and responsibilities, have a quality of life and have a right to choose between services and ensure that the services are provided in a way that takes into account their individual needs.[51]

Strong Voices

Aims

Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012-2020) was prepared by the South Australian Social Inclusion Board and contains 34 recommendations that aim to *"bring people with disability and their families and carers to the forefront in determining how they live their lives, pursue aspirations and contribute to our society."*[52]

Application

While the Strong Voices report is not policy of the SA Government, it does provide possible actions for councils, based on community feedback. These actions include the creation of Access and Inclusion Plans and the use and implementation of Universal Access design principles.

Other

The Department of Communities and Social Inclusion has created two resources to assist councils with inclusion planning and activities: The South Australian Government Universal Access and Inclusion Guidelines were created as a tool for departments to assess policies, processes and organisational culture to support access and inclusion. The Disability Access and Inclusion Plan Tool Kit and Guidelines provide a comprehensive resource to assist councils in South Australia with creating Action Plans.

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50   (Department of Communities and Social Inclusion, n.d.)
51   (Government of South Australia, 1993)

52   (Government of South Australia, 2011)

Tasmania

Anti-discrimination Act 1998 (Tas)

Aims

The *Anti-Discrimination Act 1998* prohibits direct and indirect discrimination across 22 different attributes, including disability. The requirements outlined in the Act are in line with those of the Commonwealth DDA.

Application

The Act applies to discrimination in the following areas of activity applicable to councils:

- employment
- education and training
- provision of facilities, goods and services
- accommodation
- membership and activities of clubs
- awards, enterprise agreements or industrial agreements.[53]

The Act empowers the Anti-Discrimination Commissioner to promote the recognition of acceptable attitudes and to investigate and seek to resolve complaints. Equal Opportunity Tasmania is the office of the Anti-Discrimination Commissioner and provides resources and training on the Act.

Disability Services Act 2011 (Tas) and Disability Services Regulations 2015

Aims

The Act relates to the funding of specialist disability services and provides a set of principles and standards to be applied to organisations, including councils that provide funded disability services.

The *Disability Services Regulations 2015* align Tasmania with the National Standards for Disability Services and provide a regulatory framework for the design, administration and provision of specialist disability services.[54]

Application

Councils that provide specialist disability services to support people with disabilities including recreation services, community visitor services and transport services are bound by this legislation. The Act sets out 10 principles including promoting of the needs and best interests of people with disability, consulting with people with disability and ensuring people with disability have the right to make their own choices and are given an opportunity for full and effective participation in society.

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53   (Government of Tasmania, 1998)

54   (Department of Health and Human Services, n.d.)

Disability Framework for Action 2013-2017

Aims

The Framework is a whole-of-government policy that enables people with disability to enjoy the same rights and opportunities as other Tasmanians.[55] The Framework uses the same six areas for action as outlined in the National Disability Strategy 2010-2020.

Application

The Framework provides specific actions that are a priority for the Tasmanian Government and there is an expectation that the Framework will be implemented, in part, by working with local government.

Victoria

Disability Act 2006 (Vic) and Disability Regulations 2007

Aims

The Act aims to provide *"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"*.[56] It recognises that in order to achieve this all areas of government and the community are required to be involved.[57]

Application

The Act outlines a series of principles reinforcing that people with disability have the same rights as other members of the community, including in specific areas such as active participation in decision-making, access to information, appropriate communication and support for quality of life. The principles also include 18 areas where services which provide specific support for people with disability are expected to be compliant.

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55   (Department of Premier and Cabinet, n.d.)

56   (Department of Human Services, n.d.)
57   (Victorian Government, 2006b)

The Act also requires public sector bodies, including councils, to:

- reduce the barriers to goods, services and facilities for people with disability
- reduce the barriers for people with disability to employment
- promote inclusion and participation of people with disability
- change attitudes and reduce discrimination against people with disability. [58]

Councils can elect to prepare a Disability Action Plan to outline how they will meet these requirements and the State government has produced a guide on producing Disability Action Plans. The Municipal Association of Victoria has also created a strategic framework for creating a more inclusive community for people with disability.

Equal Opportunity Act 2010 (Vic) and Charter of Human Rights and Responsibilities Act 2006 (Vic)

Aims

These two Acts aim to eliminate discrimination and promote human rights. The *Equal Opportunity Act 2010* prohibits discrimination based on certain attributes including disability (which is referenced as impairment) [59] while the *Charter of Human Rights and Responsibilities Act 2006* recognises *"that all people are born free and equal in dignity and rights".* [60]

Application

The *Equal Opportunity Act 2010* applies to services provided by a council as well as access and use of public places, including council facilities.

The *Charter of Human Rights and Responsibilities Act 2006* also applies to councils, councillors and members of council staff. It outlines 20 rights for all Victorians, including the right to take part in public life and protection from degrading treatments.

Other

The Department of Health and Human Services has provided funding for the Community Building Program which supported the creation of the RuralAccess, MetroAccess or deafaccess officer positions for the past several years.

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58   *(ibid)*

59   (Victorian Government, 2010)
60   (Victorian Government, 2006a)

Western Australia

Disability Services Act 1993 (amended 2004) (WA)

Aims

The Act established the Disability Services Commission and the Ministerial Advisory Council on Disability as well as providing funding for disability services and the objectives of those services. The amended Act (2014) establishes the WA National Disability Insurance Scheme (WA NDIS) which is the WA Government's alternative model of the National Disability Insurance Scheme and provides the legislative framework for the Disability Services Commission to administer the WA NDIS trials.

Application

The Act provides a framework for a whole-of-government and whole-of-community approach to enable people with disability to actively participate in the community. The Act's 10 principles establish that people with disability have *"the right to be respected for their human worth and dignity and have the same human rights as other community members, regardless of the degree and nature of their disability"*.[61]

The Act requires councils to develop and implement a Disability Access and Inclusion Plan (DAIP) to reflect principles of the Act. Councils are required to renew their DAIPs every five years, with progress reported annually to the Disability Services Commission.

DAIPs are required to reflect seven outcome areas:

1. access to services and events
2. access to buildings and other facilities
3. information is provided in a suitable format
4. quality of service
5. opportunities to make complaints
6. opportunities to participate in public consultation
7. opportunities to obtain and maintain employment.[62]

Further information on Disability Access And Inclusion Plans is available on the Disability Services Commission website.

Other

The *Local Government Act (1995) (WA)* requires councils to report on the DAIPs as part of the Council's Annual Report. It also requires councils to develop a Strategic Community Plan. Some councils are starting to use this framework to report on the DAIPs.

Count Me In Disability Future Directions was launched in 2009 to guide the implementation of the National Disability Strategy in WA. The strategy focuses on tangible community outcomes under the key themes of economic and community foundations, participation and contribution and personalised supports and services.

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61   (Government of Western Australia, n.d.)

62   (Disability Services Commission, 2015)
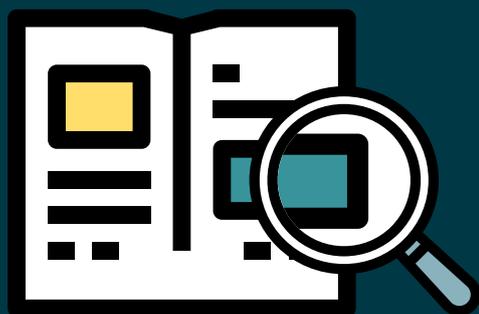
Changing Places

Changing Places was established in the UK in 2005 to provide people with disability and their carers with appropriate public toilets, leading to over 700 public facilities across the UK by 2015. In 2012, the program was introduced in Australia by a consortium called 'Changing Places Victoria', initially led by the Maroondah City Council, and later by the Association for Children with a Disability. Many councils' across Australia have since installed Changing Places.

Changing Places addresses the needs of people with severe and profound physical disability and their carers that mainstream accessible toilets do not provide, such as hoisting assistance to lift individuals out of a wheelchair to a toilet, or extra physical space for individuals who need to be changed with the help of a carer.

Without these facilities people with physical disability and their carers and families may have to be changed whilst lying on the floor of a public toilet, or avoid public spaces and mainstream services completely, resulting in social isolation. The difference a Changing Places facility can make is highlighted by the experience of Angela, whose daughter has cerebral palsy. Changing Places provided Angela, her daughter and the entire family with an opportunity to feel genuinely included in their community.

> ".... two weeks ago we went to the Melbourne Zoo having heard that a Changing Places toilet had just been opened. Well, we felt like a normal family for a change. We didn't have the worry of our daughter not drinking too much before we went out, we didn't have to leave our family gathering early, we didn't have to strain our backs lifting her onto a toilet. What we did do was have a fantastic time knowing we could access a clean, fully equipped toileting facility with ease when we needed to."

The Changing Places initiative aims to provide information and resources to assist councils to install adjusted toilet facilities in community spaces across Australia. Examples of relevant community spaces include: parks; civic centres; major sporting and recreational complexes; shopping centres; public transport facilities and major cultural facilities and tourist attractions.

Many councils around Australia are working with their community to develop Changing Places facilities that suit their needs. This has included running planning workshops with members of the community, including people with severe and profound disabilities and their carers to plan and develop the facilities and surrounds. There are currently around 45 Changing Places open or currently in planning and development across Australia.

The Victorian and WA State Governments have both provided significant funding to build Changing Places across their states. Several councils have worked closely with State Government to build these facilities within their communities. Other sectors, such as entertainment venues and shopping centres are now also investigating providing these facilities.
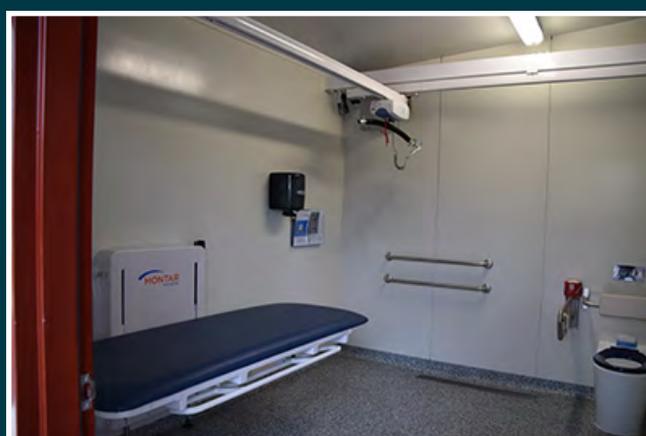
The Changing Places website provides local councils, designers and architects with relevant information for the development and implementation of Changing Places facilities, such as:

- an Information Toolkit
- design options
- information on the Changing Places Technical Advisory team and contact details
- examples of existing Changing Places toilets
- personal stories of carers and people with disability as users of Changing Places toilets.

Further details on building Changing Places in Western Australia is available on the Disability Services Commission website.

Content including imagery, personal story and background courtesy of Changing Places.[63]
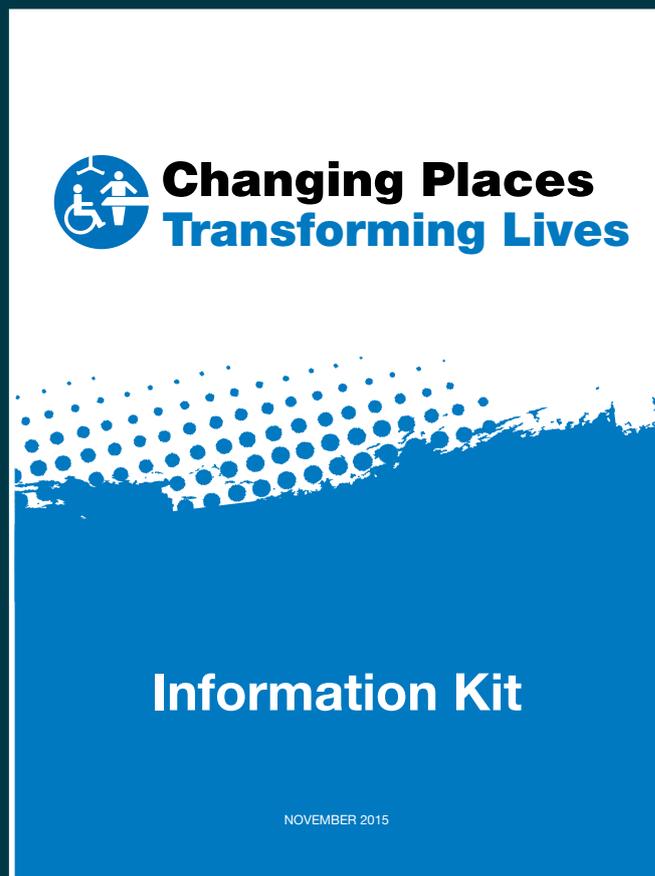
63 (Changing Places, 2015, n.d.)

Good disability inclusion practice in local government

Integrate disability inclusion actions with other policies and strategic plans	Including disability inclusion actions within other council strategies or plans gives visibility to these actions and requires all areas of council to be responsible for undertaking work in this area. It will also assist in being able to plan more holistically across different areas of council. Engaging all areas of council will also assist in educating council staff and elected officials in disability inclusion practice and build momentum, practical knowledge and networks.
Disability inclusion is a process not a project	Acknowledging that disability inclusion is an ongoing process rather than a project to be delivered within a certain timeframe helps support the principles of inclusion.
Consult with people with disability in a meaningful and ongoing way	Consultation with people with disability and people with a lived experience of disability is critical to disability inclusion practices reflecting the needs of the community. Consultation at all stages of planning, implementation and reporting allows for issues and ideas to be raised and discussed and provides transparency in decision-making. Consultation with people with a range of abilities and impairments is essential to gain insight into how services or facilities are used and to help plan for them to be as inclusive as possible. This also allows for discussion around competing priorities and resource constraints to identify priority actions.
Establish and foster an Advisory Committee	An Advisory Committee can provide invaluable insight and assistance to councils. The inclusion of people with disability and people with a lived experience of disability on the Committee gives councils access to an ongoing source of feedback and insight. It also empowers people with disability to be involved in decision-making and to give them a voice within council. Further detail on best practice around Advisory Committees is covered in Active Citizenship.
Leadership and support of elected officials and senior staff	Support and visibility of disability inclusion practice at a senior level within council provides an authorising environment and an expectation that all of council has a role to play.

Build strong partnerships with community organisations and service providers	By developing strong partnerships with community organisations or service providers, councils can access disability inclusion knowledge and resources. This also allows councils to support existing initiatives that help the community without necessarily having to drive or provide substantial resources to the initiative. Building on existing initiatives provides examples of councils partnering with organisations to help deliver inclusive initiatives for their communities.
Train council staff to encourage inclusive practice	It is important that council staff and elected officials are supported with training and education to understand inclusion and give staff confidence in their dealings with people with disability.
Develop formal and informal networks between councils	Formal or informal networks of staff that work on disability inclusion initiatives across councils provide a forum for ideas and knowledge sharing. Networks provide an important sounding board for ideas and questions and may even result in pooling of resources to achieve similar outcomes. Council Networks provides some examples of how different council networks have functioned.
Disability inclusion aims to go beyond compliance	While compliance with legislation such as the DDA is imperative, it is important that disability inclusion is not exclusively based on legislative compliance but seeks to meet the needs of people with disability through consultation and enables them to fulfil their potential as equal citizens.[64]
Develop 'SMART' disability inclusion actions and goals	Ensuring that disability inclusion planning produces goals that are specific, measurable, agreed upon, realistic and time-based will provide structure and allow for meaningful reporting on actions.
Involve people with disability within council – as employees, volunteers and elected members	Councils have an opportunity to provide leadership to their community by encouraging involvement of people with disability within council. Further details on how to encourage involvement of people with disability in employment is outlined in Employment.
Implement access audits	Access audits provide a useful starting point for working towards equal access to facilities for people with disability. Access audits conducted by specialist consultants or an Advisory Committee can identify issues and help councils to prioritise works.

[64]

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64   (Commonwealth of Australia, 2011)

Council networks

Several councils across Australia have established formal or informal networks with other councils to share information on inclusive practice and, in some cases, pool resourcing. These networks provide council staff with exposure to different ideas and initiatives and encourage collaboration between councils, especially where community needs are similar between council areas.

Smaller councils in particular have found that regular contact with staff from other councils working in disability inclusion has assisted them by providing someone to bounce ideas off and provide mutual peer support. They can also provide a valuable point of comparison to encourage action as well as a collective voice to assist in raising the profile of inclusion within communities.

Some councils with similar demographic profiles have chosen to work together and pool resources to undertake initiatives that would otherwise have not been possible for one council alone. This may involve delivering joint projects (such as region-wide initiatives including external service providers and community organisations or access projects), joint training of council staff (including technical training for planners and designers or disability awareness training for management or staff) or community consultation (such as benchmarking surveys or consultation workshops) across the council areas.

Networks may take various formats including:

- face-to-face meetings
- email
- teleconference
- Skype
- Facebook
- LinkedIn.

Guide to disability inclusion action planning

The following section provides a step-by-step guide for councils to understand disability inclusion action planning. A robust planning process is vital to ensure the commitments councils make in an action plan are reflective of the needs of the community and are able to be implemented.

The Guide draws on the existing resources in NSW, SA, Victoria and WA. Given the specific requirements for disability inclusion action planning in these states, councils are advised to refer to their state resources in the first instance.

1. Allocate responsibility

Senior leadership support and guidance is imperative to the success of disability inclusion action planning. It assists to support a whole-of-council approach and provides executive level accountability for planning, implementation and resourcing. Senior leadership also provides legitimacy to the planning process.

Council funding for disability inclusion activities also needs to be allocated. Due to the timing of council planning and budgetary processes it may not always be possible to identify the exact resources available at the start of the planning process, but it is essential that funding and resources are allocated as early as possible. Other avenues of funding such as grants or state government assistance can also be investigated.

Councils should appoint a senior staff member such as a Mayor, Councillor, Chief Executive or another executive level position to sponsor the action planning and implementation process. This will also assist in securing the ongoing support of senior management.

A project manager or lead officer should then be appointed to manage the action planning process. This person should have a strong understanding of disability inclusion. If this knowledge does not currently exist within council, the appointed project manager or lead officer should be provided with disability awareness training.

A working group with representation across the different operational and service areas should also be established. This group could also include people with disability from within the community or disability service providers. This group will be responsible for working with the project manager or lead officer to implement the planning process and to draft the action plan.

2. Consultation with the community and staff

Consultation with council staff, people with disability and the wider community early in the planning process will help ensure that both the process and the plan reflect the needs of staff and the community. The development of a consultation plan at this early stage will help identify opportunities for co-design and collaboration throughout the entire process, rather than being a forum for reviewing a final document.

Community consultation, especially consultation with people with disability, takes time and may require additional resourcing such as alternative formats. This should be reflected in a consultation plan to ensure that sufficient time is provided to the community. A consultation plan should also include details of ongoing consultation with the community and staff to assist in monitoring, evaluating and reporting on the action plan. It should also outline the mechanisms through which members of the community can provide feedback. This will need to include various methods of communication to ensure accessibility to people with varying communication requirements. Several useful resources are available to assist councils to plan and deliver inclusive consultations.

3. Map your operating environment

An action plan should reflect the functions of council and how the community accesses those functions. Each member should be responsible for preparing a list of their areas' functions, facilities, services (including contracted operations), communication avenues and service user pathways. This should also include a summary of current area-specific priorities and planning cycles.

Councils can consult with the community to provide feedback on how they access the functions, and with staff to provide feedback on the council as an employer.

This mapping exercise supports a whole-of-council approach and will help identify existing disability inclusion initiatives and practices. It may also help identify service providers and community organisations that are also operating in this space.

Councils should also include demographic information in this mapping exercise. This can provide insight into the profile of the community living within the council area. An effort should also be made to include how people with a disability outside the council area may access council services (such as tourism or recreational facilities).

The outcome of the mapping exercise should be the identification of opportunities for improved inclusion and further consultation.

4. Determine governance and accountability

Strong governance arrangements provide clear expectations around the planning process and accountability for development and implementation of the plan. The development of governance arrangements at this stage of the process, before priorities and actions are decided, encourages a whole-of-council approach and encourages those responsible to engage in the planning process and be clear what is expected of them regarding implementation and reporting.

Each of the council areas identified in the mapping exercise should have a staff member or role identified as being responsible for the implementation of actions. It is recommended that final accountability is allocated to senior managers or executives to help build senior support for inclusion initiatives.

5. Develop strategies and actions

The development of disability inclusion strategies and actions should reflect consultation with the community and the outcomes of the mapping exercise. In order to achieve efficiencies and encourage a whole-of-council approach, it is strongly advised that the development of an action plan is integrated within existing planning cycles.

Consultations with the community and particularly people with disability are imperative to help inform this process. Specific actions can be organised into the six priorities areas of the NDS to ensure alignment with the Strategy.

Snap Send Solve

Each strategy or action identified should be supported by:

- a description of the strategy or action
- the aim and expected outcome
- the target population or audience
- the timeframe for action
- who is responsible
- the resources required for implementation, including any external partnerships
- the specific and measurable indicators to assess performance
- any possible risks or challenges in implementation and mitigation strategies
- reporting requirements.

While all these factors should be agreed and recorded it is not necessary to communicate them all in the final action plan. For clarity and brevity it is suggested that the final action plan include, as a minimum the action, the aim and expected outcome and timeframe for action.

Councils may wish to also include case studies or personal stories to support and bring the strategies and actions in the plan to life. Consideration may also be given to possible risks within the overall design and implementation of the action plan and mitigation strategies.

A template for a disability inclusion action plan is provided in the following section.

'Snap Send Solve' is a mobile app that enables all members of a community to communicate local incidents with public authorities, including councils. Amongst other uses, the app empowers individuals to identify improvements within their local environment, such as tree roots in footpaths that would prevent people in wheelchairs to enter specific public spaces, or adjustments in signage to improve accessibility in public spaces for people with visual impairments or low literacy.

Key strengths of the app are that it enables an individual to take action 'on the spot', and that it creates a direct dialogue with council. An individual can take a picture of a specific issue, upload it with a voice memo or text and send it directly to the council. The council can then provide feedback responding to the issue.

Ultimately, the app creates opportunities for local councils to engage and communicate directly with people with lived experience with disability, and to address the specific needs in their local areas.

Inclusion Principle: Universal Design

Universal design is an approach to intentionally designing and delivering programs, services and facilities to remove barriers to access. While universal design helps ensure inclusion of people with disability it is seen as good design practice that ensures that programs, services and facilities are designed to meet the needs of all people who wish to access them.[65]

Universal design is based on 7 principles:

1. **Equitable use.** Providing identical programs, services or facilities where possible and where this is not possible, ensuring equivalent access. This avoids highlighting impairment and assists with safety for all users.
   Example: accessible seating at sports stadiums is integrated and dispersed rather than a special designated area for people using wheelchairs.

2. **Flexibility in use.** Providing users with choice in how they would like to use the program, service or facility and ensure that the design can adapt to different levels of accuracy and pace.
   Example: several avenues are provided for people to give feedback on a service including an online form, in writing or over the phone using a relay service, if required.

3. **Simple and intuitive to use.** Reducing complexity and supporting use of intuition to accommodate varying literacy and language skills.
   Example: a directory sign in the foyer of a building that includes icons as well as text.

4. **Perceptible information**. Information is communicated effectively regardless of where it is or the user's sensory abilities.
   Example: a new employee induction training video includes captioning.

5. **Tolerance for error.** Encourages design that minimises hazards and poor outcomes or accidental or unintended actions.
   Example: a floating jetty includes perimeter edging to avoid people in wheelchairs rolling off the edge into the water.

6. **Low physical effort.** Design does not require undue effort and can be used efficiently.
   Example: a speaker at an event is provided with a lapel microphone so they do not have to hold the microphone causing fatigue in their hands.

7. **Size and space for approach and us**e. Requires a clear line of sight to important elements for people standing and seated and enough space for any assistive technology.
   Example: the top shelf in a library can be reached by a person seated in a wheelchair.[66]

Further resources regarding universal design are provided in Useful Resources.

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65   (Centre for Excellence in Universal Design, 2014b)

66   (Centre for Excellence in Universal Design, 2014a; The Center for Universal Design, 1997)

6. Develop a monitoring, evaluation and reporting strategy

A monitoring, evaluation and reporting strategy builds on the indicators to assess performance outlined in action planning. The strategy will support council by providing a clear framework for how progress against the action plan will be demonstrated and communicated.

The strategy should include the data sources required to monitor each action. If an existing data source does not exist the strategy will need to outline how the data will be collected. Consultation with the Disability Advisory Committee or the wider community should also be included. The strategy should also clearly define the process, responsibility and timeframe for reporting and establish the expectation of continual improvement.

This will assist council to:

- respond to progress in a timely way and support or amend actions
- ensure transparency and accountability
- maintain momentum and ensure that the action plan drives change.

## 7. Publish, promote and implement the plan

Once the action plan has been approved by all levels of council it should be published and promoted both throughout council and in the wider community.

The action plan should be made available in an accessible format, such as an accessible Word document as well as large print, audio, easy English, braille or Auslan as required.

Previous engagement of council staff in the development of the plan provides a strong foundation to promote and implement the plan internally.

To facilitate the implementation of certain actions, especially those that require coordination of several stakeholders across council areas, a working group may be established. This will assist with coordination and accountability of implementing these tasks.

Planning Checklist	Completed
1.1 Senior staff sponsor appointed	☐
1.2 Lead officer or planning project manager appointed	☐
1.3 Working group established	☐
2. A consultation plan is developed and implemented throughout the process	☐
3. Working group prepares a map of the operating environment	☐
4.1 Governance arrangements developed and communicated	☐
4.2 Accountability for implementation is agreed and communicated	☐
5.1 Consultation to identify actions	☐
5.2 Supporting information on each action identified, agreed and recorded	☐
6.1 Develop a monitoring, evaluation and reporting strategy	☐
7.1 The action plan is approved by all levels of council	☐
7.2 The action plan is made available to the community, including accessible versions	☐
7.3 The action plan is promoted within council and to the community	☐
7.4 Implement the action plan	☐
7.5 Monitoring, evaluation and reporting is executed	☐
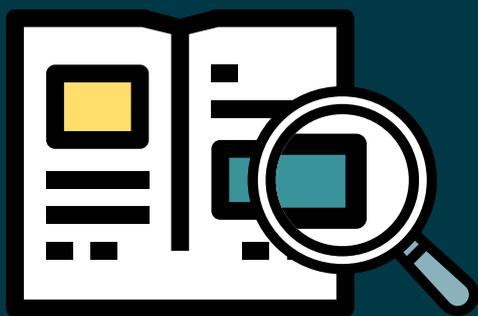
Employment

The former Holroyd City Council (now part of the Cumberland Council) in New South Wales partnered with the National Disability Recruitment Coordinator and the Australian Network on Disability to review recruitment practices and to implement changes to ensure their recruitment and employment systems and processes did not provide barriers to people with disability applying for, or gaining employment with, the council.

This process was led by the council's Human Resources and Aged and Disability teams and has involved several initiatives including:

- job descriptions being provided as accessible documents
- reviewing job descriptions to ensure the essential requirements or skills listed are not unknowingly discriminatory
- potential job applicants being provided with several options for submitting their application
- partnering with Disability Employment Service providers to provide training and employment opportunities for people with disability
- providing a case study of a person with disability in council employment on the council's website
- introduction and application of a Reasonable Adjustment Policy to guide council staff in the requirement to provide necessary adjustments or aids to ensure people with disability can perform their employment duties
- the establishment of a Disability Employee Champion Network across council to encourage and support inclusive employment practices
- working with Job Access to provide reasonable adjustment support for employees

- providing Disability Awareness Training sessions for Council staff.

Disability awareness training was also delivered to managers across council. This provided an opportunity for managers to have an open discussion and raise questions they may have had around employing people with disability.

Other initiatives undertaken by councils to encourage inclusive employment practice include:

- Disability Advisory Committees reviewing council job descriptions to provide feedback on possible exclusionary wording or requirements
- people with disability employed to run disability awareness training. These individuals are provided specific training on presentation and communication skills as well as the general council induction training
- partnerships with disability support, youth and education services to run hospitality courses for young people with disability. One course utilised a council's community centre, which included a commercial kitchen giving students experience in catering for large events held at the community centre. Another course was held within an existing education facility with the council providing funding assistance and management advice. Students graduated with a qualification in hospitality that helped them to acquire work within hospitality.

The Australian Human Rights Commission has produced a report on good practice examples for employers from the National Inquiry into Employment Discrimination Against Older Australians and Australians with Disability.

A template for a disability inclusion action plan

The following section provides a template for councils to use when developing a disability inclusion action plan.

The template draws on the existing resources in NSW, SA, Victoria and WA. Given the specific requirements for disability inclusion action planning in these states, councils are advised to refer to their state resources in the first instance.

The National Disability Strategy 2010-2020 (NDS) has been used to define the focus areas for action. Councils may also choose to reference state legislation, policy, strategies and focus areas as applicable.

Introduction / vision

This section provides an introduction to disability inclusion and states the council's commitment to disability inclusion action planning. Many councils may choose to present this section as a message from the mayor to provide the document with legitimacy. If the Disability Advisory Committee has been heavily involved in the development of the plan, this section could also be written by the Committee.

The information contained in the previous section The Case For Inclusion could be referenced to provide detail on the social model of disability and how this has influenced the council in developing the action plan. Other council plans and strategies could also be mentioned to provide clear alignment of priorities.

This section could also include some guiding principles, a statement of policy or commitment.

Council and community overview

This section provides council with an opportunity to highlight their role within the community and promote the service, functions and facilities provided by the council. The outcome of the operating environment mapping exercise will be useful to provide content that reflects the inclusion planning process. This section should also provide an overview of the council as an employer.

The community overview should provide a demographic snapshot of the community in which the council operates. This may include current and projected population statistics, household profiles, remoteness or population density and the local Aboriginal and Torres Strait Islander people groups.

The community overview should also profile disability in the community. If statistics are available for the council area these should be included otherwise regional or state information available on the Australia Bureau of Statistics (ABS) website can be used.

Legislative and policy context

This section provides council with an opportunity to reflect the importance of the policy context and the imperative for change (the 'why' of disability inclusion) as well as outlining the relevant legislation or policies (the 'what' of disability inclusion).

This guide provides an overview of the relevant legislation and policy at a global, national and state/territory level.

Development of the plan

The process taken to develop the plan should be outlined and mention should be made of the areas of council and the community that were involved. Highlighting the role of consultation in the development of the plan can be achieved through detailing the consultation process and listing those involved (if they have provided their permission to be included). The role of consultation in the ongoing monitoring and evaluation of the plan should also be included and councils may choose to provide the details of feedback mechanisms within this section.

Reference can be made to previous achievements, action plans or initiatives to assist in providing context to the planning process. Details of alignment with other council plans and evidence of integrating disability inclusion into other areas of council can also be provided.

Actions

Actions may be organised within the framework of current council master plans or strategies, guiding principles, the NDS strategy areas or state policy priority areas.

The table on the following page provides an example of how actions may be communicated within an Action Plan.

Action	Vision (aim and outcome)	Details	Timeline	Alignment
Ensure that the council website meets Web Content Accessibility Guidelines (WCAG) 2.0 AA level	People with disability are able to access information and participate in civic life the same way as people without disability	• an audit of the existing website • a web accessibility consultancy will be engaged to design and deliver a new website • council IT staff will be trained in WCAG to maintain the website	Audit – 30 June 20xx New website –20 Dec 20xx Training – existing staff by 31 May 20xx and ongoing	NDS priority area: Inclusive and accessible communities
Develop inclusive employment practices and opportunities within council	People with disability feel confident to apply for jobs within council and once employed are supported and included. Council practices actively encourage and include people with disability	• a review of existing HR policies and job descriptions • a reasonable adjustment policy is developed • consultation with people with disability regarding job description templates and recruitment processes	Review – 30 Aug 20xx Policy – 31 Nov 20xx Consultation – Jan-May 20xx and ongoing	NDS priority area: Economic security
Undertake an access audit to guide prioritisation of capital works to improve accessibility of council facilities	Council facilities are accessible to people with various accessibility requirements	• access audit undertaken by expert/consultant and Disability Inclusion Advisory Committee • results of audit will be workshopped within council to establish draft priority list of works • consultation with Disability Inclusion Advisory Committee to provide guidance on priority list • resource requests to be tabled at council for priority works	Audit – 27 July 20xx Draft list – 30 Sept 20xx Consultation – Oct 20xx Resource request – 21 Dec 20xx	NDS priority area: Inclusive and accessible communities

Monitoring, evaluation and reporting

Describing the governance and accountability arrangements around the actions in the plan will provide transparency to the community and legitimacy to the plan.

A summary of the monitoring, evaluation and reporting strategy should be included and the expectations for reporting both within council and publicly should also be outlined. Details on the resources (including staff and, if appropriate, funding) committed to the actions in the plan should also be provided to support the accountability arrangements.

From complaints to consultation

Utilising the information in access and inclusion complaints can assist councils to identify key themes and also provide access to community members willing to take part in ongoing consultation.

Monitoring and reporting on the nature of complaints during the inclusion planning process can assist councils to identify priority areas and also provide strong feedback to the community that while not everything can be fixed immediately, steps are being taken to remedy issues.

A council may also wish to approach people that lodge complaints to ask them if they wish to provide ongoing feedback to council on specific issues, or become a member of the Disability Inclusion Advisory Committee. This will assist council to gain access to people with lived experience and also allow the community member to provide ongoing feedback as a valued contributor to council.
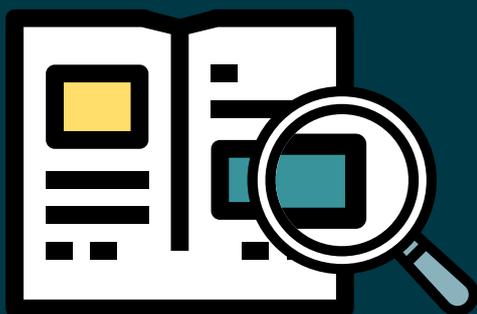
Getting business on board

Several councils have developed initiatives to work with local business to raise awareness of the importance of inclusion, to provide support and information on implementing inclusion initiatives and to build a network of inclusive businesses.

The City of Melville in Western Australia surveyed shoppers in a large local shopping centre and found that 28% of people aged over 55 shopped at the centre four or more times a week. They also accessed data showing that the Local Government area of Melville had the second highest number of people living with dementia in the state. The City established Melville's Age-Friendly Accessible Businesses Network (MAFAB) for businesses within the shopping centre.

The project aimed to:

- encourage businesses to implement initiatives to support the older population and people with disabilities
- raise awareness of accessibility requirements among the business community
- assist the council to build ongoing relationships with businesses
- support businesses to have access to basic training and support around dementia and accessibility.

The City collaborated with AMP Capital Shopping Centres (Garden City) to produce a booklet for 280 retailers which included tips on how they can implement more inclusive practices, within the physical environment such as: colour contrast, clear signage and wide aisles and customer service and communication. In partnership with Alzheimer's Australia WA they also provided facilitated training to retail network members, security, customer service, cleaning and the management team of the shopping centre and established a Monthly Memory Café at local Coffea Fine Espresso – a Garden City retailer and MAFAB member.

The MAFAB Network supports businesses through providing an understanding of their customer base, sharing information on inclusive practice and providing access to council and other organisational resources e.g. Alzheimer's Australia WA. Many of the retailers have joined the network, including several large, national retailers e.g. Apple, Priceline and Prouds Jewellers. These businesses have benefited from being members of the network whilst also addressing their corporate social responsibility programs. The MAFAB network continues to grow both within Garden City Shopping Centre and to external businesses located within the City of Melville.

Other councils have also engaged businesses to encourage them to promote their businesses as accessible using a checklist developed by the council. This not only helps build awareness within the business community and makes it easier for people with disability to find accessible services, but also helps the council to promote their local area as accessible to visitors outside of the council area. Some councils also run accessibility or inclusion awards for local businesses to encourage action and to assist businesses to promote their initiatives in this area.

The role of councils in these initiatives may vary from funding and driving the initiative through to providing feedback on resources and promoting the initiative within existing business networks.

City of **Melville**

Melville's Age-Friendly Accessible Businesses

Practical Tips for Businesses

Communication and Customer Service

- Offer assistance (but don't assume that it's always required) using open body language and a friendly smile
- Be prepared to communicate with pen and paper (**only** if required/requested)
- Speak clearly facing your customer (some people may rely on lip-reading for communication)
- Focus and communicate with the person and not their disability or their carer/support person
- If a shopper has difficulty hearing, background noise can be an extra challenge – consider alternatives when possible
- Let people know your business is age-friendly and accessible and is following the best dementia design principles
- Use large clear font (eg Arial typeface and 12pt) wherever possible

Accessible Signage

- Use terms such as – "Accessible Toilet/Parking/Entry" rather than focusing on the disability and leading with "Disabled…"
- Apply easily recognisable symbols and pictures
- Ensure signage is clear, easily visible, with good colour contrast – pictures help reinforce information
- Lead people on a pathway to their destination
- Keep signage and information easy to read, clear of clutter and at eye level

**Restrooms
Baby Change**

6

7

Useful resources

Please note that the listings below aim to provide useful disability inclusion resources and information to councils. Any products or services listed are not affiliated with, or endorsed by ALGA.

Legislation, strategies and plans

Worldwide

The United Nations Convention on the Rights of Persons with Disabilities
http://www.un.org/disabilities/convention/conventionfull.shtml

Legislation and Policy Context – Australia

Disability Discrimination Act 1992
https://www.legislation.gov.au/Details/C2016C00763

Disability (Access to Premises – Buildings)
Standards 2010
https://www.legislation.gov.au/Details/F2010L00668

Disability Standards for Accessible Public Transport 2002
https://www.legislation.gov.au/Details/F2005C00261

Disability Standards for Education 2005
https://www.legislation.gov.au/Details/F2005L00767

National Disability Strategy 2010-2020
https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/government-international/national-disability-strategy

National Disability Insurance Scheme
https://myplace.ndis.gov.au/ndisstorefront/index.html

National Standards for Disability Services
https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services

Fair Work Act 2009
https://www.legislation.gov.au/Details/C2016C00785

Legislation and Policy Context – NSW

Disability Inclusion Act 2014
http://www.legislation.nsw.gov.au/#/view/act/2014/41

NSW Disability Inclusion Plan
https://www.facs.nsw.gov.au/reforms/developing-the-nsw-disability-inclusion-plan

Anti-Discrimination Act 1977
http://www.legislation.nsw.gov.au/#/view/act/1977/48

Local Government NSW resources
http://www.lgnsw.org.au/policy/disability

Legislation and Policy Context – NT

Anti-Discrimination Act 2015
http://www.austlii.edu.au/au/legis/nt/consol_act/aa204/

Disability Services Act 2012
http://notes.nt.gov.au/dcm/legislat/legislat.nsf/linkreference/DISABILITY%20SERVICES%20ACT?opendocument

Legislation and Policy Context – Queensland

Anti-Discrimination Act 1991
http://www.austlii.edu.au/au/legis/qld/consol_act/aa1991204/

Disability Services Act 2006
http://www.austlii.edu.au/au/legis/qld/consol_act/dsa2006213/

Local Government Act 2009
https://www.legislation.qld.gov.au/legisltn/current/l/localgova09.pdf

Guide, Hearing and Assistance Dogs Act 2008
https://www.legislation.qld.gov.au/LEGISLTN/ACTS/2009/09AC004.pdf

Legislation and Policy Context – SA

Equal Opportunity Act 1984
http://www.austlii.edu.au/au/legis/sa/consol_act/eoa1984250/

Disability Services Act 1993 and related amendment
https://www.legislation.sa.gov.au/LZ/C/A/DISABILITY%20SERVICES%20ACT%201993.aspx

Strong Voices
https://www.dcsi.sa.gov.au/services/disability-sa/disability-sa-publications/strong-voices

Government of South Australia Disability Access and Inclusion Plan Tool Kit
https://www.dcsi.sa.gov.au/__data/assets/word_doc/0017/16145/disability-access-and-inclusion-toolkit-guidelines-2014-05.doc

Legislation and Policy Context – Tasmania

Anti-discrimination Act 1998
http://www.austlii.edu.au/au/legis/tas/consol_act/aa1998204/

Disability Services Act 2011
http://www.dhhs.tas.gov.au/disability/tasmanian_disability_services_act_2011

Disability Services Regulations 2015
http://www.dhhs.tas.gov.au/disability/projects/tasmanian_disability_regulations_2015

Disability Framework for Action 2013-2017
http://www.dhhs.tas.gov.au/about_the_department/our_plans_and_strategies/dhhs_disability_action_plan_2013-2017

Legislation and Policy Context – Victoria

Disability Act 2006
http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/0B82C05270E27961CA25717000216104/$FILE/06-023a.pdf

Disability Regulations 2007
http://www.austlii.edu.au/au/legis/vic/consol_reg/dr2007230/

Equal Opportunity Act 2010
http://www.austlii.edu.au/au/legis/vic/consol_act/eoa2010250/

Charter of Human Rights and Responsibilities Act 2006
http://www.austlii.edu.au/au/legis/vic/consol_act/cohrara2006433/

Victorian Government Guide to Disability Action Plans
http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/reports-publications/adapting-to-disability-a-guide

Municipal Association of Victoria framework for creating a more inclusive community for people with disability
http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/reports-publications/adapting-to-disability-a-guide

Legislation and Policy Context – WA

Disability Services Act 1993 (amended 2004)
https://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_267_homepage.html

Local Government Act 1995
https://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_551_homepage.html

Disability Services Regulations 2004
https://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_267_subsidiary.html

Equal Opportunity Act 1984
https://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_305_homepage.html

Disability Services Commission Information on Disability Access and Inclusion Plans
http://disability.wa.gov.au/business-and-government1/business-and-government/disability-access-and-inclusion-plans/

Checklists and guides

Access

Accessibility starter kit
http://www.aarts.net.au/wp-content/uploads/2016/04/Checklist-AccessibilityStarterKit-2016.docx

Transport and accessible parking
http://www.aarts.net.au/wp-content/uploads/2016/04/Checklist-Venue1TransportandParking.docx

Building maintenance
http://www.aarts.net.au/wp-content/uploads/2016/04/Checklist-Venue2BuildingMaintandAccess.docx

Ticketing, seating and services
http://www.aarts.net.au/wp-content/uploads/2016/04/Checklist-Venue4TicketingSeatingandServices.docx

Improving access for consumers with disability
https://www.humanrights.gov.au/our-work/disability-rights/publications/access-all-improving-accessibility-consumers-disability-2016

Communication

http://www.disability.wa.gov.au/Global/Publications/Understanding%20disability/words_that_work_media_guide.pdf

http://www.aarts.net.au/wp-content/uploads/2016/04/Checklist-MarketingandCommunications.docx

http://www.aarts.net.au/wp-content/uploads/2016/04/Checklist-Venue3SignageandCommunciations.docx

http://www.mediaaccess.org.au/research-policy/guides/disabilitycare-service-providers-accessibility-guide

Events

http://www.meetingsevents.com.au/downloads/Accessible_Events_Guide.pdf

http://www.dhs.vic.gov.au/__data/assets/pdf_file/0004/598468/dis_act_2006_access_eventsguidelineschecklist_pdf_0610.pdf

http://www.and.org.au/pages/event-checklist.html

http://www.disability.wa.gov.au/Global/Publications/Understanding%20disability/Built%20environment/Creating%20accessible%20events.doc

www.addc.org.au/documents/resources/cbm-inclusive-events-checklist-26-08-10_524.doc

http://www.corangamite.vic.gov.au/images/One_and_All_Inclusive_Events_Program_Information.pdf

http://www.disability-resource.org.au/

Inclusive playspaces

http://touchedbyolivia.com.au/

https://thefield.asla.org/2016/07/21/designing-for-all-children/

Universal design

http://universaldesign.ie/what-is-universal-design/the-7-principles/the-7-principles.html

http://www.ncaonline.org/resources/index.shtml

http://sport.vic.gov.au/design-for-everyone-guide/overview-of-universal-design

http://www.liveablehomes.net.au/ (WA)

http://www.nyc.gov/html/ddc/downloads/pdf/udny/udny2.pdf (NYC)

Global age-friendly cities: a guide
http://www.who.int/ageing/publications/age_friendly_cities_guide/en/

Open Space Landscape Infrastructure Manual (LIM)
https://www.sunshinecoast.qld.gov.au/Development/Development-Tools-and-Guidelines/Infrastructure-Guidelines-and-Standards/Open-Space-LIM (Sunshine Coast Council)

Web Content Accessibility Guidelines (the WCAG 2.0)
https://www.w3.org/WAI/intro/wcag.php

Training and services

Disability awareness

http://www.youmeus.info/

http://www.and.org.au/pages/training.html

http://www.marriott.org.au/disability-awareness/disability-awareness-training

https://www.ombo.nsw.gov.au/training-workshops-and-events/our-workshops/access-and-equity-training/disability-awareness-training (NSW)

http://www.pwd.org.au/training/disability-awareness.html

http://www.acedisability.org.au/resources-for-providers/training-options.php (VIC)

http://www.disability.wa.gov.au/understanding-disability1/understanding-disability/accessibility/access_training/ (WA)

https://www.salearningcentre.com.au/ (SA)

http://www.ttc.tas.gov.au/training_panels/disability_awareness_panel_and_workshops/access_solutions_national_pty_ltd,_melbourne

http://equalopportunity.tas.gov.au/training (TAS)

Web accessibility

http://www.visionaustralia.org/business-and-professionals/digital-access-consulting/training

http://www.mediaaccess.org.au/digitalaccessibilityservices/services/education-and-training/pcwa/

https://www.w3.org/WAI/training/Overview.html

Access training
http://www.accessauditsaustralia.com.au/iata.aspx

Inclusive consultations

Snap, send, solve app
http://www.snapsendsolve.com/

Inclusive Consultation Guide
https://www.dss.gov.au/sites/default/files/documents/05_2012/ic.pdf

http://www.urbis.com.au/accessible-consultations

Making consultation processes accessible
http://www.qld.gov.au/web/community-engagement/guides-factsheets/people-disabilities/accessible-consultation-processes.html (Qld)

Inclusive consultation and communication with people with a disability
http://www.daru.org.au/wp/wp-content/uploads/2013/05/Inclusive-Consultation-and-Communication-with-People-with-a-Disability_04.pdf (VIC)

Consultation and people with a disability
http://www.disabilitycouncil.nsw.gov.au/__data/assets/pdf_file/0008/258416/Consultation_and_pwd.pdf (NSW)

IAP2's Public Participation Spectrum
https://www.iap2.org.au/Tenant/C0000004/00000001/files/IAP2_Public_Participation_Spectrum.pdf

Increasing civic participation and improving consultation with people with a disability
http://www.mav.asn.au/policy-services/social-community/ageing-disability/disability/relateddocuments/
Increasing%20civic%20participation%20and%20improving%20consultation%20with%20people%20with%20a%20
disability.doc (VIC)

Framework for engagement with people with disability
https://www.sprc.unsw.edu.au/media/SPRCFile/DSARI_5.pdf (QLD)

Employment

Disability Employment Resource Hub
http://www.eoc.sa.gov.au/eo-resources/disability-employment-resource-hub

Disability Employment Toolkit
http://www.disability.wa.gov.au/business-and-government1/business-and-government/employing-people-with-
disability----disability-services-commission-disability-wa/disability-employment-toolkit/

Job Access
https://www.jobaccess.gov.au/

Australian Network on Disability
http://www.and.org.au/

Australian Human Rights Commission
https://www.humanrights.gov.au/our-work/disability-rights/publications/willing-work-good-practice-examples-
employers-2016

Other

Access consultants
https://www.access.asn.au/index.php/find-an-access-consultant

Access symbols
https://www.graphicartistsguild.org/tools_resources/downloadable-disability-access-symbols

Assistive beach matting
http://www.replas.com.au/products/assisted-beach-access-modular/

http://pushmobility.com.au/catalogue/beach-matting-by-mobimat/

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nsf/0/56C41FE7A67110C8CA257FA3001D080B?Opendocument

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mf/4433.0.55.006nsf/0/56C41FE7A67110C8CA257FA3001D080B?Opendocument

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