

# **Golden Plains Shire Council**



## **Access and Inclusion Plan**

### **Part B**

**Key actions for the next three years to address access and inclusion**

## Contents

Introduction .....	3
AAIP Summary.....	4
1.Getting Around – Natural and Built Environment.....	5
2. Getting Involved – Services and Programs .....	9
3.Getting Informed – Information and Communication .....	14
4.Council Operations.....	18

## Introduction

The Access and Inclusion Plan (AAIP) 2016 - 2019 as a whole comprises four separate documents:

1. AAIP Background Paper
2. AAIP Consultation Report
3. AAIP Part A – Introduction and Overview
4. AAIP Part B – Key actions for the next three years to address access and inclusion.

The four documents provide a simple approach to understanding the AAIP, how it is going to be implemented and what has contributed to its development. Different groups will be interested in different parts of the documents and the overall AAIP.

This document is focused on the specific actions that are recommended for the implementation of the AAIP for the next three financial years of Council. Included in the AAIP are specific budget requirements so that these can be allocated in the coming financial years, providing confidence that the actions will be prioritised and if funded, will be implemented, coordinated and reported on annually. The actions identified as ‘contingent’ require additional funding resources to be made available in order to be completed. Further information about the relevant consultation, research, demographics and the activities that contributed to the development of the AAIP can be found in the other three documents listed above.

## AAIP Summary

The key aim of the AAIP is to build on current effective practice and create a more comprehensive and consistent approach to addressing access and inclusion for everyone, with particular emphasis on people with disabilities.

Utilising the information gathered as a result of stakeholder consultation processes with community and staff, the AAIP identifies what Golden Plains Shire Council plans to do to improve access and promote inclusion across all areas of the organisation.

These actions have been grouped under the following four strategic directions. Each action identifies a key aim and a lead team as well as projected budget implications and timing for implementation.

1. Getting Around – Natural and Built Environment
2. Getting Involved – Services and Programs
3. Getting Informed – Information and Communication
4. Council Operations

## 1. Getting Around – Natural and Built Environment

Aim: To plan, create and deliver natural and built environments that support access and inclusion for everyone.

We will	What is important to community
<ul style="list-style-type: none"> <li>Systematically review and audit our buildings and facilities to improve access</li> </ul>	<ul style="list-style-type: none"> <li>Being able to visit and utilise Council’s buildings and facilities</li> </ul>
<ul style="list-style-type: none"> <li>Seek opportunities to develop new accessible playground options and improve access to recreation reserves</li> </ul>	<ul style="list-style-type: none"> <li>Having playgrounds and recreation reserves that can be accessed and enjoyed</li> </ul>
<ul style="list-style-type: none"> <li>Design and plan for access and inclusion in all our projects</li> </ul>	<ul style="list-style-type: none"> <li>Projects are planned and designed with all members of community in mind</li> </ul>
<ul style="list-style-type: none"> <li>Work with community and stakeholders to provide and advocate for accessible transport and road infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Being able to get around the Shire safely and with confidence</li> </ul>

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
<b>Council buildings</b>					
1.1	Continue to focus on the priorities from the audit of public toilets and implement upgrade actions.	Rural Access Works	Staff time \$20,000	Staff time \$ 20,000	Staff time \$ 20,000
1.2	Identify other key Council buildings and facilities that require access auditing in order to identify access barriers and implement upgrades as budgets allow.	Works Rural Access		Staff time Access Consultant \$10,000 - Contingent	Staff time Access Consultant \$10,000 - Contingent
1.3	Develop an access audit checklist to support staff when	Rural Access		Access	Staff time

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
	developing plans for retrofitting older buildings.	Works		Consultant \$5,000 - Contingent	
1.4	Upgrade the surface of the Bannockburn Cultural Centre car park to improve accessibility.	Works		\$48,000 Contingent	
1.5	Investigate and recommend temporary access supports. Provide a list of suppliers that can facilitate improved physical access to Council buildings for events and meetings. Consider ramps, accessible toilets, temporary and accessible parking bays and communication supports.	Rural Access	Staff Time	Staff Time	Staff time
<b>Recreation facilities, playgrounds and natural environment</b>					
1.6	Undertake an access audit of all playgrounds as part of the development of the Play Space Facilities Plan.	Works Recreation Rural Access		Staff time Access Consultant \$3000 - Contingent	Staff time
1.7	Investigate options for development of new accessible playgrounds or spaces, particularly in the north of the Shire.	Recreation Rural Access	Staff time	Staff time	Staff time
1.8	Undertake an assessment of accessible car parking and pathways to clubrooms at key recreation reserves and sporting clubs to identify access barriers and solutions.	Recreation Rural Access		Staff time Consultant \$5,000 - Contingent	

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
1.9	Town maintenance schedule to include trimming trees surrounding footpaths and pathways to ensure they are kept free from overhanging foliage, which create barriers and impede access.	Works	Staff time	Staff time	Staff time
<b>Built environment – planning and managing</b>					
1.10	Present the draft Municipal Planning Scheme review to the Disability - Access and Inclusion Advisory Committee to ensure appropriate access and equity issues are considered, and it facilitates enhanced accessibility for all land uses.	Planning Rural Access	Staff time		
1.11	Major assets and infrastructure projects are designed in line with relevant access standards and incorporate Universal Design Principles and, where appropriate, qualified and accredited Access Consultants are engaged to provide advice.	Works Rural Access Recreation	Staff time	Staff time Consultant \$5,000 - Contingent	Consultant \$5,000 - Contingent
1.12	Ensure that Council's asset management plans and systems incorporate access components to assist with identifying barriers, maintenance and replacement. Key areas include: <ul style="list-style-type: none"> <li>• pedestrian crossings and kerb ramps</li> <li>• footpaths and pathways</li> <li>• playgrounds</li> <li>• street furniture</li> <li>• Council car parks</li> <li>• bus stops, and;</li> <li>• tactile ground surface indicators.</li> </ul>	Works Building	Staff time	Staff time	Staff time

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
1.13	Review type and location of outdoor seating in key public areas to ensure enough is available and to support accessibility for users.	Works Recreation		Staff time	Staff time
<b>Parking, pedestrians and transport</b>					
1.14	Explore capacity to develop a Golden Plains ‘missing links’ budget in order to address the disconnect and inaccessibility that exists between some existing infrastructure and Council/community facilities.	Works	Staff time	Staff time	Staff time
1.15	Identify strategies to improve access and safety of pedestrians around high traffic areas. Include consideration of: <ul style="list-style-type: none"> <li>• signal crossing at Bannockburn shopping centre</li> <li>• improving railway station crossing and pedestrian access</li> <li>• speed limits on major roads and facilitating safe entry to community facilities and shopping areas</li> <li>• improved footpaths, kerb and ramps, and;</li> <li>• working with relevant government and private stakeholders to advocate for changes to improve pedestrian and car safety.</li> </ul>	Works	Staff time	Staff time	Staff time
1.16	Undertake an assessment and review of accessible parking in key locations – shopping precincts, sporting clubs and community facilities – to improve availability, function, location, design, monitoring and use.	Works Rural Access		Staff time Consultant \$3,000 - Contingent	

**Golden Plains Shire Council – Access and Inclusion Plan – Part B**

.....

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
1.17	Advocate for improvements to public transport in the Shire in terms of availability, service level, frequency and duration.	Rural Access	Staff time	Staff time	Staff Time

## 2. Getting Involved – Services and Programs

Aim: To have accessible and inclusive programs and services that create opportunities for everyone to participate and engage in community life.

We will	What is important to community
<ul style="list-style-type: none"> <li>• Provide and support program opportunities that increase community participation and involvement</li> </ul>	<ul style="list-style-type: none"> <li>• To be able to participate and get involved in a range of local activities, programs and events</li> </ul>
<ul style="list-style-type: none"> <li>• Provide, co-ordinate and advocate for a range of services that support people with disability and their carers</li> </ul>	<ul style="list-style-type: none"> <li>• People feel included and are not disadvantaged by where they live, their age or their ability</li> </ul>
<ul style="list-style-type: none"> <li>• Work with community and our Disability Access and Inclusion Committee to raise awareness and support access and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Supportive attitudes about access and inclusion are fostered and interests of people with access challenges are well represented</li> </ul>
<ul style="list-style-type: none"> <li>• Work with our business community on the benefits of good access being good for business</li> </ul>	<ul style="list-style-type: none"> <li>• Everyone can shop and do business in the Shire free of access barriers</li> </ul>

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
<b>Programs and activities</b>					
2.1	<p>Explore options for increasing provision of local social, arts, recreation and sports-based programs that support people with a disability. This can include:</p> <ul style="list-style-type: none"> <li>• supporting existing community programs to be more inclusive or expanding program opportunities</li> <li>• investigating options to link in with existing private providers</li> <li>• identifying funding that can support new activity-based programs led by Council and community</li> <li>• exploring regional partnerships with Ballarat and Geelong</li> <li>• seasonal or travelling programs that can potentially reach isolated individuals, and;</li> <li>• provision of accessible community transport to facilitate attendance and participation.</li> </ul>	Rural Access Aged and Disability Health and Wellbeing Recreation Community Development Child and Family services	Staff time	Staff time	Staff time
2.2	<p>Review Council’s event planning information and guides to incorporate and further support planning for access and inclusion. Consider checklists, templates, useful contacts and Council support available.</p>	Executive Unit - Events	Staff time	Staff time	Staff time
2.3	<p>Review Council’s annual community grants program funding and criteria to further support inclusive approaches to community initiatives.</p>	Recreation Rural Access	Staff time	Staff time	Staff time

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
<b>Service and community support</b>					
2.4	Advocate for improved respite services in the Golden Plains region.	Aged and Disability	Staff time	Staff time	Staff time
2.5	Explore options for mobile services to support isolated, disadvantaged people in geographically dispersed communities.	Aged and Disability Rural Access	Staff time	Staff time	Staff time
2.6	Undertake further investigation into the impacts and issues associated with lack of access to services within small townships in the Shire.	Community Services	Staff time	Staff time	Staff time
2.7	Facilitate and support the dissemination of relevant information to community and staff regarding the impacts and opportunities of NDIS and increase understanding.	Aged and Disability Rural Access	Staff time	Staff time	Staff time
2.8	Identify funding that can support new activity-based programs led by Council and community.	Rural Access Aged and Disability Recreation Health Wellbeing	Staff time	Staff time	Staff time
2.9	Encourage and support community groups to be inclusive and provide good access. This can include: <ul style="list-style-type: none"> <li>• training and education on the benefits of access and inclusion</li> <li>• provision of templates or checklists to support accessible approaches and planning, and;</li> </ul>	Rural Access Recreation Volunteer Coordinator	Staff time	Staff time Training Providers \$1500 - Contingent	Staff time Training Providers \$1500 - Contingent

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
	<ul style="list-style-type: none"> <li>funding assistance and grants that create new accessible program and service opportunities.</li> </ul>				
<b>Community promotion of access and inclusion</b>					
2.10	Further develop opportunities to recognise and celebrate community groups, services and events that proactively support and promote access and inclusion. This can include: <ul style="list-style-type: none"> <li>Council involvement and support of International Day of People with a Disability, Seniors Festival and Carers' Week, and;</li> <li>Recognition of local disability services and organisations.</li> </ul>	Rural Access Health and Wellbeing Aged and Disability	Staff time \$1,000	Staff time \$1,000 - Contingent	Staff time \$1,000 - Contingent
2.11	Utilise the Golden Plains Gazette, social media and community newsletters to promote programs and events, highlight good news access stories and profile opportunities that address access and inclusion.	Rural Access Executive Unit-Communication and Marketing	Staff time	Staff time	Staff time
2.12	Continue to support, profile and build capacity of the Disability – Access and Inclusion Advisory Committee to grow their role in raising community and Council awareness of issues and opportunities. Focus on: <ul style="list-style-type: none"> <li>recruitment and succession planning</li> <li>profile of members and achievements in Gazette</li> <li>identification of local leaders in disability and support</li> <li>identification of projects and outcomes for the committee to work on</li> </ul>	Rural Access Executive Unit-Communication and Marketing	Staff time \$1,000	Staff time \$1,000	Staff time \$1,000

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
	<ul style="list-style-type: none"> <li>• ensuring regular contact and feedback between Council and committee and,</li> <li>• providing opportunity to input and review all major Council projects.</li> </ul>				
2.13	Identify opportunities to incorporate access and inclusion into the local community planning processes.	Community Development Rural Access	Staff time	Staff time	Staff time
<b>Local business</b>					
2.14	Investigate options to develop initiatives that encourage, support and raise the awareness of good access being good for business. Options can include: <ul style="list-style-type: none"> <li>• delivery of Good Access is Good Business seminars on strategies and approaches to achieving accessible and inclusive businesses</li> <li>• local recognition of specific initiatives that support access and inclusion</li> <li>• inclusion of access information in any business directories or tourist guides, and;</li> <li>• provision of access checklists to key industry groups, e.g. retail, tourism and hospitality, cafés and restaurants.</li> </ul>	Rural Access Economic Development		Staff time \$2500 - Contingent	Staff time \$2500 - Contingent

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

.....

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
2.15	Work with shopping centre owners and new centre developers to ensure that the principles of Universal Design and access and inclusion are integrated into existing and new commercial developments.	Building Economic Development	Staff time	Staff time	Staff time

### 3. Getting Informed – Information and Communication

An informed community that can access news and information and engage with Council through a range of inclusive communication approaches.

We will	What is important to community
<ul style="list-style-type: none"> <li>• Work towards a website that is WC3 compliant and provides an accessible ‘first point of call’ for information</li> </ul>	<ul style="list-style-type: none"> <li>• Reliable, informative and easy to access website</li> </ul>
<ul style="list-style-type: none"> <li>• Provide tools and support to assist staff to deliver accessible and inclusive communications</li> </ul>	<ul style="list-style-type: none"> <li>• Availability of clear and consistent communications and sharing of information</li> </ul>
<ul style="list-style-type: none"> <li>• Improve how we engage with community by utilising a range of accessible practices and processes</li> </ul>	<ul style="list-style-type: none"> <li>• There is equal opportunity, they are listened to and receive feedback on their opinions and ideas</li> </ul>

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

.....

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
<b>Website</b>					
3.1	<p>Review website to determine level of WC3 World Wide Web compliance for accessibility, and develop an action plan for improvement where required. Priorities to include:</p> <ul style="list-style-type: none"> <li>• all internally generated documents on websites in PDF are also provided in a read-only text alternative suitable for access by people using screen reading software, and;</li> <li>• easily located statement on sites encouraging people to contact Council if they require information in alternative formats.</li> </ul>	Executive Unit-Communication and Marketing Rural Access	Staff time	Staff time	Staff time
3.2	<p>Enhance the availability of access related web information to support people’s decision making in visiting or utilising Council’s facilities and programs. information to include:</p> <ul style="list-style-type: none"> <li>• accessibility of Council’s halls and facilities</li> <li>• accessible parking locations at Council offices and community facilities</li> <li>• access supports at events and meetings</li> <li>• grants and funding</li> <li>• accessible transport options, and;</li> <li>• accessible programs and services and community support.</li> </ul>	Executive Unit-Communication and Marketing Rural Access Recreation	Staff time	Staff time	Staff time

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
<b>Communications</b>					
3.3	Prioritise implementation of recommendations from the review of Council's key communications.	Executive Unit-Communication and Marketing Rural Access	Staff time \$1000	Staff time \$1000	Staff time \$1000
3.4	Ensure that Council style or writing guides provide advice and information on preparation and delivery of accessible communications for staff and community. Include basic tools and checklists to guide staff, as well as the options for alternate accessible formats.	Executive Unit-Communication and Marketing Rural Access	Staff time	Staff time	Staff time
3.5	Consider inclusion of a standard 'access' clause in publications that promotes access information, accessible features and contact points, including access to information in alternative formats.	Publications and Advertising	Staff time	Staff time	Staff time
3.6	Use a variety of accessible communication channels to promote programs and services to the community.	Executive Unit-Communication and Marketing Rural Access	Staff time	Staff time	Staff time
3.7	Ensure information relating to a range of access challenges (to assist staff in communicating with people with a disability) is provided and made available to all staff, including customer service officers. Key elements include how to improve access for people with: <ul style="list-style-type: none"> <li>• physical and mobility disabilities</li> </ul>	Rural Access	Staff time	Staff time	Staff time

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
	<ul style="list-style-type: none"> <li>• intellectual disability</li> <li>• psychiatric disability</li> <li>• vision and hearing impairment, and;</li> <li>• Acquired Brain Injury (ABI).</li> </ul>				
<b>Engagement with community</b>					
3.8	Ensure that the processes for communicating and engaging with Council are clear and inclusive, and responses are provided in line with Community Engagement Strategy 2016 - 2020.	Executive Unit-Communication and Marketing Community Engagement	Staff time	Staff time	Staff time
3.9	Ensure that any engagement tools, templates and formal practices developed by Council as part of the Community Engagement Strategy consider the requirements and needs of people with a disability and other access challenges.	Community Engagement	Staff time	Staff time	Staff time
3.10	<p>Ensure consultations and Council meetings are conducted in accessible venues, and staff organising are aware of specific access considerations in their planning. This can include:</p> <ul style="list-style-type: none"> <li>• use of language in advertising</li> <li>• promoting positive images of people with disabilities</li> <li>• dissemination of information (availability of other formats)</li> <li>• accessible printed material</li> <li>• accessible signage</li> <li>• information in alternative formats</li> </ul>	Executive Unit-Communication and Marketing	Staff time	Staff time \$1,500 - Contingent	Staff time \$1500 - Contingent

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

.....

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
	<ul style="list-style-type: none"> <li>• alternative communication systems, and;</li> <li>• timing and format of consultations.</li> </ul>				
3.11	Investigate options to support people who are deaf or with a hearing impairment to access Council offices, meetings and events.	Rural Access		Staff time \$10,000	

### 4. Council Operations

Aim: To have a positive culture of access with inclusive approaches that are understood and integrated in Council’s decision making.

We will	What is important to community
<ul style="list-style-type: none"> <li>• Provide clear policy and directions to support inclusive employment practices and work environment</li> </ul>	<ul style="list-style-type: none"> <li>• People with a disability have equitable access to employment opportunities at Council</li> </ul>
<ul style="list-style-type: none"> <li>• Commit to training our staff in disability and access</li> </ul>	<ul style="list-style-type: none"> <li>• Council staff are skilled and competent in the areas of access and disability and provide community leadership</li> </ul>
<ul style="list-style-type: none"> <li>• Integrate this plan in Council operations and key strategies</li> </ul>	<ul style="list-style-type: none"> <li>• Access and inclusion is always considered by Council</li> </ul>

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
<b>Employment</b>					
4.1	<p>Conduct a review of employment policies, practices and procedures to ensure consistent organisational approaches and incorporation of appropriate disability access requirements. Key considerations can include:</p> <ul style="list-style-type: none"> <li>• employment advertising and position application processes using a variety of accessible mediums</li> <li>• position descriptions provided in accessible formats on request</li> <li>• procedures and tools in relation to employing and supporting staff with disabilities are available, e.g. advertising, recruitment, training, workplace modifications, reasonable adjustment and performance management</li> <li>• explore potential partnerships with disability employment training and workplace agencies, and identification of suitable opportunities, and;</li> <li>• ensuring staff involved in recruitment and selection of employees are trained in disability access and awareness issues.</li> </ul>	Human Resources Rural Access	Staff time	Staff time \$3,000 - Contingent	Staff time
<b>Staff training</b>					
4.2	<p>A program of disability access awareness training and support is implemented across the Council. Key focus includes:</p> <ul style="list-style-type: none"> <li>• generic disability awareness training for all employees</li> </ul>	Rural Access		Staff time \$5000 - Contingent	Staff time \$5000 - Contingent

## Golden Plains Shire Council – Access and Inclusion Plan – Part B

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
	<p>and Councillors</p> <ul style="list-style-type: none"> <li>• targeted training for staff in high customer interfacing roles. For example, dealing with customers with communication challenges</li> <li>• targeted access awareness training for particular departments where specific access expertise is required, e.g. access auditing for planning and building staff</li> <li>• opportunities for online training and support through intranet and other resources</li> <li>• development of other resources including staff checklists, templates, Council and service provider contacts.</li> </ul>				
<b>Integration of access</b>					
4.3	Ensure that the AAIP is referenced in the Council Plan and linked to other strategic plans and documents.	FMT	Staff time	Staff time	Staff time
4.4	Consider the implementation costs of the AAIP in Council budget and allocate funds to support successful implementation.	Council	Staff time	Staff time	Staff time
4.5	Promote the availability and purpose of the AAIP to all Council departments and identify opportunities for incorporating action into department work plans.	Rural Access	Staff time	Staff time	Staff time
4.6	Investigate any external funding opportunities and partnerships to improve access and assist in implementing actions identified	Rural Access	Staff time	Staff time	Staff time

**Golden Plains Shire Council – Access and Inclusion Plan – Part B**

.....

No	Key Actions	Lead Team	Budget & Year 16/17	Budget & Year 17/18	Budget & Year 18/19
	in the AAIP: <ul style="list-style-type: none"> <li>• state and federal grants</li> <li>• sponsorship</li> <li>• regional approaches, and;</li> <li>• local services and organisations.</li> </ul>				
4.7	Monitor and evaluate the implementation of the AAIP and provide an annual report to Council in relation to the progress of implementation of actions identified in the AAIP including: <ul style="list-style-type: none"> <li>• achievements to date</li> <li>• areas still requiring action, and;</li> <li>• new areas requiring action.</li> </ul>	Rural Access	Staff time	Staff time	Staff time