

Glenorchy City Council



Access Action Plan

2016 – 2021

**Making Glenorchy the Best Place in Tasmania for
People with Disability to Live, Work and Play**

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Our Thanks to:

The people we listened to and learnt from:

- Members of Glenorchy City Council Access Committee
- Members of Glenorchy City Council Youth Task Force
- Staff at Claremont College and Guilford Young College
- Employees from all the departments across Glenorchy City Council
- Participants in our Community Consultation forum – Hon. Elise Archer MP, Anti-Discrimination Commissioner, individuals from our community, and representatives from the Office of Scott Bacon MP, Department Premier and Cabinet, Anglicare, Carers Tas, Disability and Community Services, Eureka Clubhouse, Glenview, Hobart City Mission, Life Without Barriers, Glenorchy LINC, National Disability Coordination Officer, Bapcare, National Disability Insurance Agency, Oak Tasmania, STAR/Cosmos, TadPac, Wise Employment, Metro Tasmania, Guardian Network, The Parkside Foundation and Volunteering Tasmania.

Publications and resources we read and learnt from:

- Australian Government: Shut Out: The Experience of People with Disabilities and their Families in Australia (2009)
- Australian Government: National Disability Strategy 2010-2020
- City of Charles Sturt: Community Wellbeing Monitor
- City of Clarence: Access Plan 2014-2018
- City of Hobart: Equal Access Strategy 2014-2019
- City of Gold Coast: Accessible and Inclusive City Action Plan 2014-2019
- Tasmanian Government: Framework for Action 2013-2017
- Australian Bureau of Statistics: , Census of the Australian Population (2011) and 2015 Survey of Disability, Ageing and Carers

Alternative Formats

This plan can be provided in alternative formats. If you need this plan electronically, in a larger print format or in easy English, or if you would like to talk to someone about this plan please contact the Glenorchy City Council

Phone 6216 6800 Email gccmail@gcc.tas.gov.au

Welcome

Welcome to the City Of Glenorchy's Access Plan.

This plan will guide Council in improving opportunities for people with disability to participate as equal members of our community. We want people with disability to feel welcome, valued, and respected.

Glenorchy City Council has an important role in giving people with disability the information, services and facilities in ways that meets their needs. We also want to be a leader in promoting a better community for all.

Our **City of Glenorchy Community Plan 2015-2040** is helping us create a city where people with disability will be able to easily access all public areas and have public facilities to support them. There will be services and programs to make lives better for people of all ages and abilities.

The **Glenorchy City Council Strategic Plan 2013-2018** is a guide to create Glenorchy to be the best place in Tasmania to live, work and play, both now and into the future.

We want a caring community, where each person can make a positive contribution, and where the rights and opinions of everyone are heard, valued and respected.

The experiences and aspirations of people with a disability within our municipality need to be an important part of these visions.

Glenorchy will be a participating, active, healthy and vibrant community.

People in our community feel safe, connected, care for and are willing to give and share with others.

City of Glenorchy Community Plan
2015-2040

“It is always fantastic to see the art works of people with disability on display and the deserved recognition they get as artists.

They are artists first.”

Moonah Arts Centre

What We Want to Achieve with Our Access Plan

We want the Glenorchy municipality to be the best place in Tasmania for people with disability to live, work and play.

To do this, the Glenorchy City Council will be a leader in creating opportunities for people with disability, their families, and carers to participate as valued members of the social, cultural, economic, political, and environmental life of the community.

What does this look like?

- **Social** – people with disability interact, give and get support from others, participate with others in positive activities, have friends and a circle of people who are important in their lives.
- **Cultural** – people with disability attend and participate in a range of events or activities, such as music, arts, dance, theatre and sports.
- **Economic** – people with disability gain and maintain paid or voluntary work, or are engaged in meaningful enterprise activities.
- **Political** – people with disability can take part in debates, discussions and making decisions about issues that directly affect them as well as broader political issues.
- **Environmental** – people with disability can experience and care for our natural environment, parks and wildlife.



“On Fridays we walk down to the YMCA to practise our fitness routines and play games. We see others using the service. Everyone is using it to keep fit. It belongs here.

We belong here.”

Participants from Oak Tasmania

The Disability Experience

The experience of disability is much more than what a person's body or mind is able to do or not do. It is a complex interaction between a person's ability and the society in which they live. The environment, buildings, transport, information, the way we organise and do things, what we expect others to do and our attitudes can play a large part in the disability experience.

We can change our social structures and attitudes so people with disability can participate more easily in our community.

Disability is a fact of life that touches most of us to some degree. It can happen at birth or anytime in our lives. It can be due to a health condition. Sometimes it happens in a flash when something goes terribly wrong while we're in our cars, or on the footy field or doing some renovations. Sometimes it's more gradual as we age - over half of people aged over 65 years have a disability. These experiences can make it difficult to do many things that most of us take for granted.

“When I visit places where all public transport is accessible I know I can travel anywhere at any time. I feel ordinary – just like anyone else.”

Patrick – Access Committee



A Snapshot of Disability in Glenorchy

The City of Glenorchy is Tasmania's fourth largest city, with a population of just under 46,000 people. It is spread over an area of 121 km², nestled between the Wellington Ranges and the western shore of the Derwent River in Southern Tasmania.

Just over 3000 people who live in Glenorchy municipality report needing some assistance with their essential daily activities.

We have more people with disability living in our area than other Council areas in Southern Tasmania - 6.9% of people in the Glenorchy region compared to 5.4% in the Greater Hobart region.

Also there are 4267 people in our area who are providing unpaid care to someone with a disability or aged. This is 11.8% of the population.



Why We Need an Access Plan

There are many reasons why we should work to increase the participation and inclusion of people with a disability.

Human rights: The United Nation Conventions on the Rights of People with Disabilities calls all countries to ensure that people with disability enjoy all human rights and fundamental freedoms. These include:

- Respect for their dignity and independence
- Be free from discrimination against them
- Able to fully participate and be included in society
- Respect for difference and acceptance of people with disability as part of the diversity of humanity
- Have equal opportunities
- Able to access public spaces, buildings and information

Social: People and communities are healthier, happier and stronger when everyone has the opportunity to participate and feel included. It is important that people with disability can feel that they belong, can connect with others, and have independence and choice over their lives.

Economic: There are very good reasons and business cases for employing people with disability. However, people with disability are much more likely to be unemployed and be poorer than people without disability.

Australia compares poorly to other countries that are very similar to us. For our track record in employing people with disability, we are ranked 21 out of the 29 Organisation for Economic Cooperation and Development (OECD) countries. And people with disability in Australia are twice as likely as to live in or near poverty (45% compared to the OECD average of 22%).

Legal: The Australian Government **Disability Discrimination Act 1992** (see Appendix 1) makes it illegal to discriminate, harass or bully someone because of their disability. Disability discrimination happens when people with a disability are treated less fairly than people without a disability. Disability discrimination also occurs when people are treated less fairly because they are family, friends, carers or associates of a person with a disability.

“We need to ditch the ‘dis’ in disability. It is ability that matters”

Community Stakeholder Forum Group

What Other Levels of Government are Saying

The Australian Government **National Disability Strategy 2010-2020** and the **Tasmanian Government Framework for Action** outline six areas of actions to improve the experiences of people with disability in our community.

1. **Inclusive and accessible communities** – public transport, parks, buildings and housing, computer-based information and communication, social, sporting, recreational and cultural life.
2. **Rights protection, justice and legislation** –stopping discrimination, following up on complaints made about unfair treatment, standing up for yourself and others, voting, and being fairly represented and treated in law courts.
3. **Economic security** – jobs, business opportunities, financial independence, adequate income support and housing.
4. **Personal and community support** –providing care and support based on the person’s goals, needs and interests to increase their opportunities to participate in the community.
5. **Learning and skills** – learning throughout life, including early childhood education and care, schools, further education, vocational education and moving from education to employment.
6. **Health and wellbeing** – health services and health promotion to increase wellbeing and enjoyment of life.

Governments at all levels have a responsibility to ensure inclusion, accessibility and connection across levels of government in all matters affecting the interests of people with disability.

National Disability Strategy
2010 - 2020

“Eureka’s annual mental health week breakfast is a great way to network and tell stories and break down walls between people, as everyone is one, at the same level.”

Anita – Community Forum participant

Building on Our Strengths

We will build on the strengths, capacity and assets within the Glenorchy City Council and the wider Glenorchy community to improve opportunities for participation of people with disability.

These include:

- The Glenorchy City Council Access Committee has been established for twenty years. Members value the opportunity to work in partnership with Council to make improvements in the community that benefit everyone.
- Our Disability Awareness Training program provides employees with great insight and appreciation of the experience of disability.
- The City of Glenorchy Community Plan 2015-2040 provides an exciting vision and guide to create a city that supports and celebrates diversity, builds positive image and pride and makes lives better.
- Our community is abundant with people and organisations that are committed to improving ways people can participate in and feel part of our society.

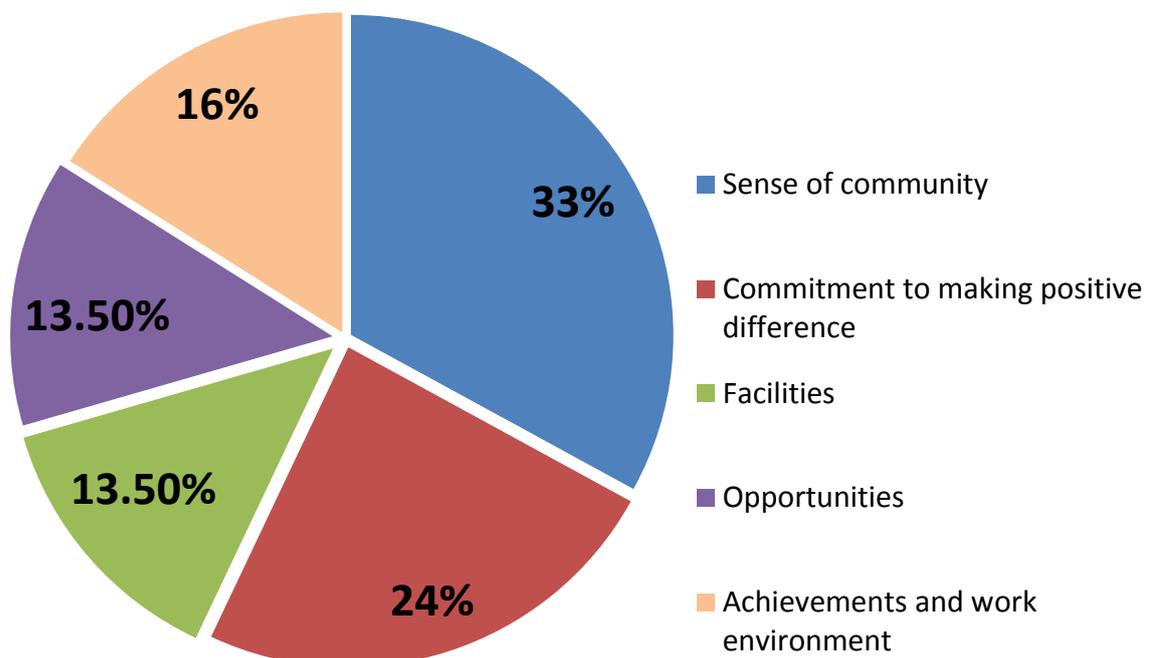


Tapping into What We Value

The aim of this plan is to **'Make Glenorchy the best place in Tasmania for people with disability to live, work and play'** and we wanted to know what people value now about living, working and playing in Glenorchy.

We asked many people in our community this question – people with disability, people who work with people with disability, schools, businesses, council departments, and other government departments (see page 1 for a full list). This is what they told us:

- 33% valued a sense of community – connecting with others, friendships, feeling welcomed and accepted, and the diversity of people living in our region.
- 24% valued a commitment to making a positive difference in people's lives – supporting and caring for people, working towards an inclusive community, and contributing to making positive changes for all.
- 16% valued their achievements and work environment – problem solving, diversity in their role, and job satisfaction.
- 13.5% valued the opportunities – to learn, try new ways of doing things, have new experiences, and a sense that exciting things are happening in our City.
- 13.5% value the facilities available in our City – good shopping centres, easy to get around, and the range of services and businesses.



Factors for Successful Participation

We know that participation happens continuously, every day people are participating in the social, economic, cultural, political and environmental aspects of our community. What makes this possible? What are the enablers for this participation? We explored what factors all people use to participate in our community, and will use these to create further opportunities for participation of people with disability.

Some key factors for successful participation are:

- Awareness of people's needs.
- Determination and perseverance.
- Focusing on people's strengths.
- Openness and willingness to see others' viewpoints.
- Clear policies and processes.

See Appendix 2 for the full list of the factors for success participation we discovered.

How We Will Know it is Working

We will review and track our progress towards the Access Plan outcomes annually.

However, ultimately we want to know if our Access Plan is making differences to the experiences of people with disability in the community.

We will therefore find ways to measure the social wellbeing of people with disability by seeking answers to the following questions:

- Do people with disability feel they have more opportunities to participate in our community?
- Is their general sense of wellbeing and feeling included in the community improving?
- Do they feel like Glenorchy is a better place for people with disability to live, work and play?

We will work closely with key stakeholders to find ways to measure the wellbeing of people with disability in the Glenorchy region.



“A community with a high level of wellbeing is one where people are connected and engaged, are empowered to build on their strengths, and use opportunities to lead happy, meaningful and prosperous lives.”

City of Charles Sturt: Community Wellbeing Monitor



Focus Areas for Action

The dreams and actions identified in our consultation can be grouped into five areas of Council responsibility:

1. Communication and Information

2. Public Spaces

3. City Services and Events

4. Our People and the Way We Work

5. Leading and Working with Others

Each focus area outlines:

- Some factors for successful participation that relate to this area.
- The community dream – what people told us they want.
- And what our actions will mean to you if you have a disability.

AND

- The outcomes we want to achieve.
- Our actions – so we can work towards our outcomes.
- Our targets – so we can measure our progress.
- The Department within Council responsible for the actions – so we know who will do what.

Explaining the Action Plan

Abbreviations of Council departments used in this plan:

Abbreviation	Department
BF	Business and Finance
CCC	Child Care Centres
CD	Community Development
CI	Community Inclusion
CS	Customer Service
DEC	Derwent Entertainment Centre
ED	Environment and Development
GR	Governance and Risk
ICT	Information, Communication and Technology
IED	Infrastructure, Engineering and Design
LP	Legal and Property
PS	People and Safety
SED	Strategy and Economic Development
WK	Works
WS	Waste Services

Some key terms used in this plan:

Plain English: Is a way of presenting information in clear language that helps someone to understand it the first time they read or hear it. It allows them to get the information they need, understand it easily and act if they need to.

Easy English: Is a way of presenting information with words and images for people who do not have functional literacy. It allows them to get the information in a way they need, understand it easily and act if they need to.

Universal Housing Design: Is designing houses with easy and safe living features to suit anyone who lives there including: people with disability, older people, people with temporary injuries, and families with young children. They should be easy to enter; easy to move around in; easy to adapt at low cost; and are designed to change with the possible changing needs of everyone who may live there.

Focus Area 1: Communication and Information

Factors for Successful Participation

- Listening to people's experiences
- Being aware of people's needs
- Valuing people's right to information and decision making

Community Dream

- All information to be written in Plain English
- Communication in a variety of formats
- Use the experience of disability to advise and inform what we do

What will this mean?

- You can easily read and understand our letters and factsheets
- You can find and read information on our website
- You can talk with the Access Committee

Outcomes

- 1.1 Communication from the Glenorchy City Council is clear and accessible to people with a broad range of abilities.
- 1.2 The Glenorchy City Council website is engaging, easy to navigate, relevant and accessible to all users.
- 1.3 Glenorchy City Council listens and acknowledges the experiences of people with disability within our community to guide us to improve access and participation.

Outcome 1:1

Communication from the Glenorchy City Council is clear and accessible to people with a broad range of abilities.

	Action	Target	Dept
1	Update the Glenorchy City Council Accessible Information Procedures	Updated by 2017 and reviewed 2020	CD
2	Update and maintain a Glenorchy City Council Inclusive Meeting procedure	By 2017	CD
3	Develop a user-friendly Accessibility guide and check list on the Glenorchy City Council staff intranet site for staff to use when preparing public documents and flyers	Resource available to all staff by 2017	CD & ICT
4	Write our public documents and correspondence in plain English and without jargon	70% of our public documents are available in plain English by 2021	All
5	Work with people with disability and service providers to review the accessibility of our existing documents	All existing documents reviewed by 2021	CD
6	Make public written information available electronically and in screen reader friendly formats where practical	All relevant documents by 2018	All
7	Establish a process to check accessibility for Word and PDF public documents before making them available to the public	All documents checked by 2017	CD & ICT
8	Train staff in Plain English writing	All relevant staff trained by 2021	CD & PS
9	Investigate options for providing all our print documents, including general rates notices and fines in alternative formats (large print, braille, electronically) upon request	Proposal completed by 2018	BF
10	Include National Relay Service training into the Corporate Training Calendar	All customer service staff can use NRS	PS
11	Deliver emergency situation announcements and evacuation centre advice verbally, in writing and through Auslan interpreters if required	All advice provided in alternative ways	CD
12	Provide Auslan interpreters at council meetings, special committees and community events when requested	Always provided upon request	All
13	Install, maintain and promote hearing loops at the DEC, MAC and Council Chambers	By 2017	DEC MAC GR

Outcome 1.2

The Glenorchy City Council website is engaging, easy to navigate, relevant and accessible to all users.

	Action	Target	Dept
1	Develop and maintain the GCC website to comply with current WCAG.2 accessibility guidelines	New website meets guidelines by 2018	CD
2	Use Plain English and images on Website menus and content	By 2018	CD
3	Provide clear website navigation trees on all web pages	By 2018	CD
4	Provide accessible validation measures in multiple formats	By 2018	CD
5	Get feedback from people with a range of print disabilities during the development of the new website	Four consultations held by 2018	CD



Outcome 1.3

Glenorchy City Council listens and acknowledges the experiences of people with disability within our community to guide us to improve access and participation.

	Action	Target	Dept
1	Continue to support and facilitate Access Committee membership and meetings as per their Terms of Reference	Five Access Committee meetings held each year	CD
2	Seek the advice of the Access Committee on relevant policies, strategies, and planning applications	Members consulted on all relevant policies	CD
3	Ensure attendance of relevant Council staff at Access Committee meetings	Attendance at meetings	CD & IED & LP
4	Encourage Access Committee members to be active in communicating information to and from their networks	Increase feedback from networks	CD
5	Review Council Service Agreements with the Access Committee	All Service Agreements reviewed by 2021	CD & All
6	Provide an Access page on the Glenorchy City Council internet site, with details of Access Committee members and the Access Plan	By 2018	ICT & CD
7	Seek representation from people with disability on Council Special Committees	At least one rep on each committee	All



Focus Area 2: Public Spaces

Factors for Successful Participation

- Being out in the community
- Feeling capable and confident
- Being determined

Community Dream

- Safe footpaths and crossings
- Great facilities to enjoy
- More homes built to universal housing design

What will this mean?

- You will know where and how our buildings, halls and parks are accessible
- Your concerns about pavements, parks and public spaces will be heard and considered

Outcomes

- 2.1 People with disability confidently use footpaths, cycleways and crossings to travel safely throughout our city.
- 2.2 People with disability independently access and enjoy the built and natural assets of our city.

Outcome 2.1

People with disability confidently use footpaths, cycle ways and crossings to travel safely throughout our city.

	Action	Target	Dept
1	Prioritise access issues in engineering and works projects	Access included on all project checklists	IED
2	Review our systems to ensure we continue to maintain a list of potential access projects through concerns raised by members of the community	100% identified concerns are placed on access project list	IED & CD
3	Continue to seek advice from the Access Committee to assist determine and prioritise access projects within the allocated budget	Annually review and set projects	IED & CD
4	Photograph, document and promote to the community on when and where we have exceeded disability standards	All exemplary examples are known to community	IED & CD
5	Undertake an audit across the city to determine the number and location of current public disabled parking bays	Audit completed by 2018	CD
6	Establish guiding principles for the number and location of disability parking spaces across the city	Principles included in parking strategy by 2018	CD
7	Undertake an access audit of the cycleway to identify access issues and an access maintenance plan	Audit and plan complete by 2017	WK
8	Seek advice from the Access Committee and the broader disability sector on the Glenorchy Central Business district (CBD) redesign	Consultations held with people with disability by 2018	IED & CD
9	Continue to challenge and seek collaboration with other utility providers to address footpath access issues caused by their infrastructure	Repairs undertaken by providers	WK
10	Provide regular direct on-site reviews of infrastructure with community members as identified by access committee	Biannual direct onsite reviews with community members	CD & IED
11	Take requests from Access Committee for projects that fall outside access project budget to be considered within the general infrastructure budget	100% considered and Access Committee informed of outcome	CD & IED
12	Install new signage that is accessible by the broad range of disability experience – plain English, international symbols, appropriate colour contrast, appropriate height	All new signage is accessible and meets standards	LP
13	Applications for planning for public developments will be circulated to Access Committee for comment	All relevant plans circulated	CD & ED

Outcome 2.2

People with disability independently access and enjoy the built and natural assets of our city.

	Action	Target	Dept.
1	Consider accessibility in new and refit projects	100% compliance with standards	LP
2	Adopt inclusive playground equipment in playgrounds throughout our municipality that is fun, challenging and is available on the same basis as other play equipment	Inclusive play equipment is installed in all precincts	LP
3	Investigate options for providing an accessibility map to our City to include key places of interest, facilities, services, disability parking and toilets	Report and proposal completed by 2018	CD & ICT
4	Investigate options for providing a park that provides fun play experience for young adults	Options explored by 2021	LP
5	Explore options for establishing a sensory community garden in our City	Proposal developed by 2021	LP & CD
6	Encourage the establishment of wheelchair/scooter recharge stations in businesses and services across the City	Recharge station available in each main shopping area	CD& DB
7	Improve footpath access from the Tolosa St Reserve bus stop to the Tolosa St reserve entrance	Upgrade by 2021	LP
8	Provide additional accessible toilet facilities at the Tolosa St reserve	Upgrade by 2021	LP
9	Update the Hall and City Rooms for Hire pamphlet to include information on accessibility (e.g. parking, toilets, entries & exits)	Completed by 2017	CS
10	Have clear emergency evacuation procedures and instructions for situations when a number of people with disability are in GCC buildings	Procedures available by 2017	PS
11	Establish an additional secure off-lead dog exercise area that is user-friendly for people who use assistance dogs	Area established by 2021	LP
12	Explore using incentives, such as rate rebates to encourage properties built to universal housing design specifications	Increased universal housing by 2021	BF & ED & CD

Focus Area 3: Our Services and Events

Factors for Successful Participation

- Equality and access for all
- Feeling welcome
- Having fun and enjoying life

Community Dream

- Being part of community events
- Easy access to and from events
- Opportunities to connect with old friends and meet new ones

What will this mean?

- We will make our events more accessible
- We will offer and encourage you to come along and be part of our events
- We will get back to you when you raise an issue or concern with us

Outcomes

- 3.1 People with disability feel welcome in using our services, and are encouraged to request additional services where required.
- 3.2 People with disability have the opportunity to create memorable moments by being part of our events and activities.

Outcome 3.1

People with disability feel welcome in using our services, and are encouraged to request additional services where required.

	Action	Target	Dept
1	Produce an Easy English guide to living in Glenorchy that includes information on key Council services and facilities	Available from 2018	CD
2	Explore options for creating a lowered customer service reception area	Design and costings by 2021	LP
3	Review our customer service complaints and response processes to ensure customers get feedback on progress of their reported access issues when required	Feedback will be provided as required	CS & WK
4	Include a statement on website and council public documents to encourage people to let us know if they need alternative methods of communication (face to face, phone, National Relay Services, Auslan, Communication Board, Email, interpreters)	Information Included by 2017	ALL
5	Explore early childhood disability awareness best practice programs to inform the development of educational programs in our child care centres	Program developed and delivered by 2018	CC & CD
6	Continue to explore opportunities for collaboration with service providers to support children with additional needs in our childcare centres	Additional services are used where required	CC & CD
7	Promote the driver collect waste service for people with disability on the Glenorchy City Council website	By 2018	WS
8	Develop an easy to read waste services calendar and advice flyer	By 2018	WS & CD
9	Explore options for providing larger waste bins at no extra charge for households with disability who require this service	By 2019	WS & CD



Outcome 3.2

People with disability have the opportunity to create memorable moments through accessing, enjoying and being an integral part of our events and activities.

	Action	Target	Dept
1	Determine the number of wheelchair seating to be provided at events at the Derwent Entertainment Centre	By 2017	DEC
2	Continue to Incorporate the reserved wheelchair seating in venue maps and plans to promoters and event organisers	By 2017	DEC
3	Continue to accept and promote the Companion Card Scheme at all our events and venues	Free entry of companion card holders	DEC MAC
4	Update our events checklist to consider accessibility when planning and holding events	Developed and used for all major public events by 2017	CI
5	Identify and promote opportunities to people with disability to attend, present, perform, participate, or volunteer at our major public events (for example Moonah Taste of the World, Carols by Candlelight)	All our major events have involvement of people with disability	CI & MAC
6	Provide accessible staging at our major events	All our major events have accessible stages	CI
7	Develop volunteer training packages in Plain English for Glenorchy City Council event volunteers	Available by 2017	PS & CI
8	Develop volunteer training packages in Easy English for Glenorchy City Council event volunteers	Available by 2017	PS & CI
9	Trial the use of social media to inform and engage people about local events and activities, and Council news	Platform implemented by 2017	CD



Focus Area 4: Our People and the Way We Work

Factors for Successful Participation

- Being open and willing to see other's viewpoints
- Having a positive attitude and support
- Having clear policies and processes

Community Dreams

- More disability awareness in community
- More people with disability employed
- Glenorchy City Council to lead the way in employing people with disability

What will this mean?

- There will be more employment opportunities
- Our staff will be more aware of the impact of disability in getting around the city
- Our staff will consider how their work can make it easier for people with disability

Outcomes

- 4.1 Our inclusive work environment will encourage and support people with disability to be a valued and respected part of our paid and volunteer workforce.
- 4.2 GCC staff will have a high level of awareness of disability and will work in a culture that considers the disability experience across all roles, functions and activities.

Outcome 4.1

Our inclusive work environment will encourage and support people with disability to be a valued and respected part of our paid and volunteer workforce.

	Action	Target	Dept
1	Map the number of current staff who identify (non-mandatory) as having a disability that has an impact on their daily activities at work.	Review practices end 2017	PS
2	Review recruitment processes to allow for inclusive practices and language, and provision of reasonable adjustments to attract employees with disability to GCC	Processes reviewed by 2018	PS
3	Develop a process to provide a school-based traineeship to a young person with disability under the Ticket to Work Program	One traineeship hosted per year from 2018	PS & CD
4	Provide approved work placement to VET students with disability that matches their current and aspirational skill development	Host one work placement per year	PS & CD
5	Include disability awareness in the information provided to contractors	By 2017	PS & CD



Outcome 4.2

GCC staff will have a high level of awareness of disability and will work in a culture that considers the disability experience across all roles, functions and activities.

	Action	Target	Dept
1	Report on targets and measures for implementation of GCC Access Action plan	Included in every annual plan	CD
2	Be accountable for our progress by reviewing our access plan with the Access Committee	Annual review	CD
3	Provide disability awareness training to members of our paid and volunteer workforce	100% staff by 2021 50% staff trained in first 6 months of their employment	CD
4	Provide a short introduction to Disability Awareness Training as part of the staff induction program	Implemented by 2017	PS & CD
5	Provide Disability Awareness Training to all Elected Members as part of their induction	Training completed	GR & CD
6	Conduct annual Disability Awareness refresher course for Council employees	Course provided annually	CD
7	Introduce the use of a catch phrase (as we do for Health and Safety) for employees to consider how their projects impact on people with disability	Phrase used consistently by 2021	CD
8	Encourage greater consultation by Council departments with the Access Committee members where direct advice is required	Increase consultations between departments and Access Committee by 50%	CD
9	Research best practice procurement practices in other government jurisdictions to establish a minimum standards for procurement from businesses that can demonstrate inclusive practices	Procurement policy established by 2017	LP
10	Seek quotes and tenders for goods and services from local disability enterprises wherever and whenever relevant	Increased usage of disability enterprise goods and services	LP

Focus Area 5: Leading and Working with Others

Factors for Successful Participation

- Challenging assumptions and perceptions
- Focusing on people's strengths
- Creating opportunities

Community Dream

- Strong disability leaders and champions
- Celebrating the diversity within our community
- Working with others to achieve better outcomes across the community

What will this mean?

- You will hear about the abilities and achievements of people with disability
- Your thoughts and feelings about living in Glenorchy City will be important to us
- We will be working alongside other services to find new and better ways of doing things

Outcomes

- 5.1 A greater level of disability awareness and consideration of needs throughout our community.
- 5.2 Glenorchy City Council recognises and fosters leadership, excellence, achievements and commitment of people with disability in our community.
- 5.3 Glenorchy City Council works openly and collaboratively with others to connect, share, learn, deliver, and develop innovative practices.

Outcome 5.1

A greater level of disability awareness and consideration of needs throughout our community.

	Action	Target	Dept
1	Promote our achievements and initiatives through the production of a media clip for our website and customer service area screen	Produced by 2021	CD
2	Provide an annual disability awareness training session to people in the community including local businesses, enterprises and community groups	Provided annually from 2016	CD
3	Work with other councils and the Department of Premier and Cabinet to increase understanding of disability access issues by builders, architects and surveyors	Awareness strategy provided By 2017	CD
4	Acknowledge the contribution that people with disability make to our community through nominations to appropriate awards	Nominations made annually	CD
5	Work with Glenorchy Business Association towards the establishment of annual Access-Friendly Business Awards	Award established by 2021	CD
6	Work with Northgate towards the establishment of annual Access-Friendly Business Awards	Award established by 2021	CD
7	Foster close working relationship with Metro to achieve best possible public transport options for people with disability	Meeting bi-annual	CD

Outcome 5.2

Glenorchy City Council recognises and fosters leadership, excellence, achievements and commitment of people with disability in our community.

	Action	Target	Dept
1	Continue to acknowledge the contribution, expertise and strengths of the Access Committee	Access Committee acknowledged annually	CD
2	Explore options with the disability sector to establish a Glenorchy City Council Annual Art Prize for People with Disability, to include an exhibition and award presentation	Options report by 2018	MAC & CD
3	Prepare and submit profile stories to the Glenorchy Gazette on the achievements of a person with disability or the disability sector	1 article per quarter	CD
4	Establish a citizenship mentoring program whereby elected members and management are available as mentors to people with disability interested in local government	1 mentor relationship per year	CD & GR
5	Explore ways the Human Library concept could work in our city to increase awareness of disability	Human Library session held by 2018	CD

Outcome 5.3

Glenorchy City Council works openly and collaboratively with others to connect, share, learn, develop and deliver innovative practices.

	Action	Target	Dept
1	Promote membership of Linkages to disability sector providers	Membership and attendance of disability providers increased by 20% by 2021	CD
2	Actively engage members of Linkages to share, collaborate and promote their services and events through the Linkages network	Increase promotion of disability events by 20 % by 2021	CD
3	Establish a network of people to share and explore ideas, possibilities and innovative solutions to improve the experiences of people with disability – the 'How-Can-We-collective'	Two meetings held per year	CD
4	Continue to work with TasCare and other local Government Access Officers to deliver an annual International Day of People with Disability Community Event	Event held annually	CD
5	Advocate for greater sharing between Local Government Access Officers within Tasmania and beyond	Part of mechanism to share practices	CD
6	Continue membership of the Local Government Access Working Party through the Department of Premier and Cabinet, and the Local Government Association to share and promote good practices	Working party through 2016/17	CD
7	Establish a working group to implement and establish a Glenorchy Community Wellbeing Measure for people with disability	Working group established by 2017	CD
8	Develop and implement a Glenorchy Community Wellbeing measure for people with disability	Measure conducted at least twice by 2022	CD
9	Promote and share our model of Disability Awareness Training to other local governments	By 2017	CD
10	Promote our model of Disability Awareness Training to State Government Departments upon request	Respond as required	CD

Appendix 1: Disability Discrimination Act

The Glenorchy City Council has legal requirements under the Australian Government Disability Discrimination Act (DDA) 1992.

The DDA provides protection for everyone in Australia against disability discrimination. This happens when people with a disability are treated unfavorably or less fairly than people without a disability.

The definition of 'disability' in the DDA is very broad and includes:

- Physical
- Intellectual
- Psychiatric
- Sensory
- Neurological
- Learning disabilities
- Physical disfigurement
- The presence in the body of disease

The DDA covers a disability which people:

- Have now,
- Had in the past (for example: a past episode of mental illness),
- May have in the future (eg: a family history of a disability which a person may also develop),
- Are believed to have (for example: if people think someone has AIDS).

The DDA also covers people with a disability who may be discriminated against because:

- They are accompanied by an assistant, interpreter or reader,
- They are accompanied by a trained animal, such as a guide or hearing dog, or
- They use equipment or an aid, such as a wheelchair or a hearing aid.

Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

The DDA encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.

Appendix 2: Factors For Successful Participation

Our aim for the GCC Access Plan is to create opportunities for people with disability, their families, and carers to participate as valued members in the economic, social, environmental, and cultural life of our community.

We all participate, including people with disability in our community some way, everyday.

We wanted to discover and tap into what factors enabled or encouraged this participation.

We asked people to tell us a story in as much details as possible about:

- An event or a process when they experienced people with disability participating as integral members of the community
- Or a memorable story of when they participated in the community.

We will use the factors of successful participation that we discovered as building blocks to create Glenorchy as the best place in Tasmania for people with disability to live, work and play.

Here is what we discovered.

Values and feelings	
Individual level	Community level
<ul style="list-style-type: none"> • Perseverance • Patience • Acceptance • Trust • Empathy • Sense of belonging • Encouragement • Willingness to help others • Valuing self-determination • Positive attitude • Feeling supported • Feeling capable • Increased self esteem • Feeling free to express yourself • Independence • Appreciate what's important in life 	<ul style="list-style-type: none"> • Welcoming • Perseverance • Empowering • Encouragement to get involved • Openness to listen and understand the viewpoints and concerns of others • Equity • Supportive

Thoughts and Approaches	
Individual level	Community level
<ul style="list-style-type: none"> • Changing perceptions • Having a flexible, can-do attitude • Fun – people enjoying life • Challenging assumptions • Consideration of needs • Disability awareness • Acknowledging potential • Willing to take a risk • Acceptance • Participation • Determination – no ‘can’t do’ • Increased awareness of peoples needs • Openness and willingness to see the viewpoints of others • Positive attitude and support • Respect 	<ul style="list-style-type: none"> • Equality & access for all • Acknowledging potential • Looking at people’s strengths • Challenging assumptions • Disability awareness • Creating opportunities • Respectful partnerships • Commitment to getting things done • Willingness to help others • Increased awareness of peoples needs

Actions	
Individual level	Community level
<ul style="list-style-type: none"> • Spending time with community members with disability to experience their access issues • Accessing services in the mainstream • Positive role models • Clear communication • Technology • Stepping out of comfort zone • Connections and friendships • Matching skills and abilities to jobs • Advocacy • Connecting with old friends and meeting new people • Being out in the community • Access playground equipment • Building confidence • Volunteering 	<ul style="list-style-type: none"> • Disability awareness training that is real, experiential and applicable to workplace • Early education • Leadership and teamwork • Creating opportunities • Shared decision making and ownership of issues and solutions • Real listening, acknowledgement and consultation with people with disability • Sharing experiences • Having inclusive events for all • Having strong access/change champions • Clear communication • Having documents and forms in plain English • Recognition of achievements • Positive role models • Getting involved in community events – broader than just disability • Policies and processes within Council • Finding resources and funding to implement programs • Networking • Giving and receiving for a good cause • Communicating benefits to everyone • Using the power of people through social media • Organisation and planning