

PURPOSE

This policy outlines how the Glenorchy City Council aims to be an inclusive city that enables people of all abilities to access, participate and be included in our society, services, and facilities.

SCOPE

This policy applies to access and inclusion for all in Glenorchy:

- People of all abilities that live, work or visit our municipality;
- All of Glenorchy City Council's facilities, infrastructure, services, policies, processes and information provided for community.

STRATEGIC PLAN ALIGNMENT

Making Lives Better

Objective 1.1 Know our communities and what they value

Objective 1.3 Facilitate and/or deliver services to our communities

Valuing our Environment

Objective 3.1 Create a liveable and desirable City

Objective 3.2 Manage our natural environments now and for the future

RELATED DOCUMENTS

The Glenorchy City Council is bound by the *Disability Discrimination Act 1992 (Federal)* and the *Anti-Discrimination Act 1998 (Tasmania)*.

STATUTORY REQUIREMENTS

Acts	<i>Disability Discrimination Act 1992 (Federal)</i> <i>Fair Work Act 2009 (Federal)</i> <i>Anti-Discrimination Act 1998 (Tasmania)</i>
Regulations	<i>Building Code of Australia</i>
Australian/International Standards	<i>Accessible Island: Tasmania's Disability Framework for Action 2018-2021 (DFA)</i> <i>Australian Government National Disability Strategy 2010 – 2020*</i> <i>UN Declaration on the Rights of People with Disabilities 2006</i> <i>National Arts and Disability Strategy</i>

Related Supporting Documents

Document	Location
Premiers Disability Advisory Council – Tasmania	Premier's Disability Advisory Council – Communities Tasmania
Tasmanian Government Accessible Events Guidelines and Checklist	Accessible Events Guidelines and Checklists – Communities
Tasmanian State Service Diversity and Inclusion Policy and Framework 2017-2020	Diversity and inclusion - Department of Premier and Cabinet
Rethink Mental Health and Wellbeing: A Long-Term Plan for Mental Health in Tasmania 2015-2025	Rethink Mental Health 2020
Making documents accessible	https://glenorchy.sharepoint.com/sites/CommunityAndCustomerServices/SitePages/Access-and-Inclusion.aspx
26TEN Communicate Clearly – A Guide to Plain English	Communicate Clearly. A Guide to Plain English - 26TEN
Easy English Style Guide (Scope)	https://glenorchy.sharepoint.com/sites/CommunityAndCustomerServices/SitePages/Access-and-Inclusion.aspx
How to hold inclusive meetings	https://glenorchy.sharepoint.com/sites/CommunityAndCustomerServices/SitePages/Access-and-Inclusion.aspx
Access and Inclusion Assessment Toolkit	Access & Inclusion - City of Clarence
National Relay Service	National Relay Service Department of Infrastructure
Australian Human Rights Commission	https://humanrights.gov.au/

*the new Australia's Disability Strategy 2021-2023 will be released late 2021.

DEFINITIONS

Disability

Council's understanding of disability is defined by the World Health Organisation. Disability is an umbrella term, covering impairments, activity limitations, and participation restrictions.

An impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in carrying out a task or action; while a participation restriction is a problem experienced by an individual that makes it difficult to be involved in everyday life activities.

Impairment

Council's understanding of impairment is defined by the Disability Discrimination Act 1992 (s. 4) as:

- a. total or partial loss of the person's bodily or mental function
- b. total or partial loss of a part of the body
- c. the presence in the body of organisms causing disease or illness
- d. the presence in the body of organisms capable of disease or illness
- e. the malfunction, malformation, or disfigurement of a part of the person's body
- f. a disorder or malfunction which results in the person learning differently from a person without the disorder or malfunctioning
- g. a disorder illness or disease which affects a person's thought processes, perception of reality, emotions, or judgement or which results in disturbed behaviour
- h. the disability presently exists
- i. the disability previously existed but no longer exists
- j. the disability may exist in the future, and
- k. the disability is imputed to a person.

There are many different kinds of disability and they can result from accidents, illness, or genetic disorders. A disability may affect mobility, ability to learn things, or ability to communicate easily, and some people may have more than one. A disability may be visible or hidden, may be permanent or temporary and may have minimal or substantial impact on a person's abilities.

Access

Means there is attention given to the needs of people of all abilities to support equal access to where they want to go and have the information that they need.

Inclusion

Inclusion means making sure everybody has the same opportunities to participate in every aspect of life to the best of their abilities and aspirations, regardless of ability, race, gender, or age.

POLICY STATEMENT

Glenorchy City Council recognises the diversity in the Glenorchy community and that people of all abilities have a right to access, participate in, be free from discrimination and be included in all aspects of community life.

Access issues can affect any member of the community, including people with disabilities, people with prams and small children, people from non-English-speaking backgrounds, people with temporary illness or injury, or older people. People's learning ability, literacy and numeracy skills can prevent people from being socially included.

Council knows that not everyone has the same opportunities and understands some people require different supports to be included in their community, to move around the City and receive the information they need.

Council recognises that accessibility is everyone's responsibility, and we all have a role to play in providing an accessible and inclusive service to the community.

Council aspires to be known as the most accessible and inclusive Council in the state, one that works with community, talks, listens and asks before it acts. We will be open to new and innovative responses to access issues and concerns.

Council has connections with many services and groups of people with disabilities from a range of backgrounds. Staff will work with organisations, community groups, other councils, and levels of government to achieve fair outcomes for the community.

Council will prioritise and plan projects strategically, within geographical and budgetary constraints, to ensure that access and inclusion outcomes are delivered equitably to the community.

Under the Tasmania Anti-Discrimination Act 1998, it is discrimination when a person is treated less favourably than other people because they have a particular characteristic, such as their age, race, sex or disability. It is also discrimination when a person is disadvantaged compared to other people because they have a particular characteristic.

The Australian National Disability Strategy 2010-2020 calls on all levels of government to work towards an inclusive Australian society that enables people with disability to fulfil their potential as equal citizens. We are committed to playing our part in working towards an inclusive and accessible City.

To do this, Council will:

1. ensure that people of all abilities accessing our facilities and services are treated respectfully and as equal and independent persons
2. consider the needs of Aboriginal and Torres Strait Islander people (ATSI), children and people who are culturally and linguistically diverse (CALD) when planning for inclusion

3. provide easy and accessible services so that the community can reach us when and how they prefer
4. make our information simple, concise, and easy to understand
5. work with the community to help develop and implement priorities and actions that support Council's Community Strategy and other Council plans, to improve access and inclusion in the community
6. prioritise work that affects the community most, such as buildings, roads, footpaths, and services so they are accessible to people of all abilities
7. follow the building and universal design rules and go beyond these when possible
8. provide Disability Awareness sessions to staff and volunteers
9. talk and listen to people with all abilities to understand the needs and ideas of the community
10. follow up requests quickly and get back to people on how we dealt with their issue or need.
11. work with other authorities, agencies, and organisations to address access issues within the Glenorchy Local Government Area.
12. Provide opportunities for people of all abilities to work for Glenorchy City Council

DOCUMENT CONTROL

Version:	2.0	Adopted	27 September 2021	Commencement Date	28 September 2021
Minutes Reference	Item 11			Review Period	4 Years from adoption
Previous Versions:	19 December 2016, Item 9				
Responsible Directorate	Community and Customer Service		Controller:	Manager Community	
ECM Document No.:	Policies by Directorate				