



Clarence...  
a brighter place

# ACCESS PLAN

2014–2018



**access**  
clarence

*leading the way*

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## **This plan can be accessed in alternative formats.**

In development of this Plan, Council and the Disability Access Advisory Committee have adhered to and referenced the 'Guidelines for providing accessible information products – Clarence City Council' including size and choice of font, colour palette, format and spacing. If you do need to access an alternative format, please contact Council or National Relay Service for further information.

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## BACKGROUND

In 2007 Council endorsed the Disability Access Plan 2007 – 2011 which was developed in response to an internal review of Council's Disability Discrimination Act (DDA) Action Plan 1999. The review was conducted with Council's Access and Facilities Advisory Committee, Aldermen and Council staff.

## KEY STATEMENT

**ALL RESIDENTS AND VISITORS TO THE CITY OF CLARENCE WHO HAVE A DISABILITY OR MOBILITY ISSUE HAVE THE RIGHT TO EQUAL ACCESS AND OPPORTUNITY TO FULLY PARTICIPATE IN AND CONTRIBUTE TO THE SOCIAL, ECONOMIC AND CULTURAL LIFE OF THE CITY.**

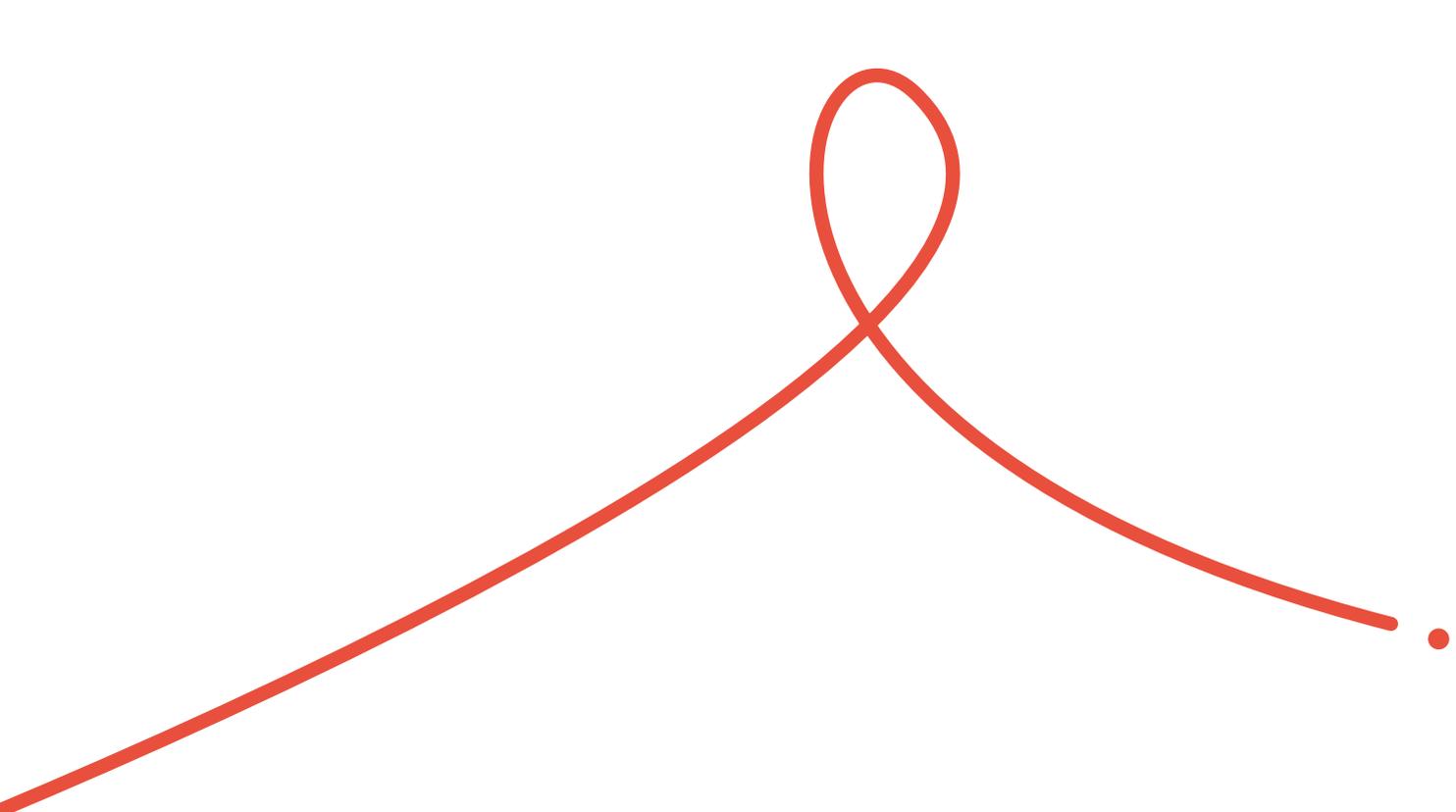
Addressing the needs of people with disabilities has been the focus of the Plan. Over the last six years Council has placed critical importance on ensuring that the organisation strengthened its capacity to respond and provide for infrastructure, services and facilities for people with disabilities in a coordinated and planned way.

Council's Disability Access Advisory Committee (DAAC) has been instrumental in assisting to oversee this process. The DAAC has undergone constitutional changes, including a name change, and focused on providing local advice and meaningful input into enhancing Council's services and programs for people with disabilities.

Together with Council staff, Aldermen and community organisations, DAAC have generated a substantial amount of positive direction and achievements, particularly in relation to new works and renewals of critical infrastructure across the City.



**“Better access on and off kerb ramps”**



## REVIEW

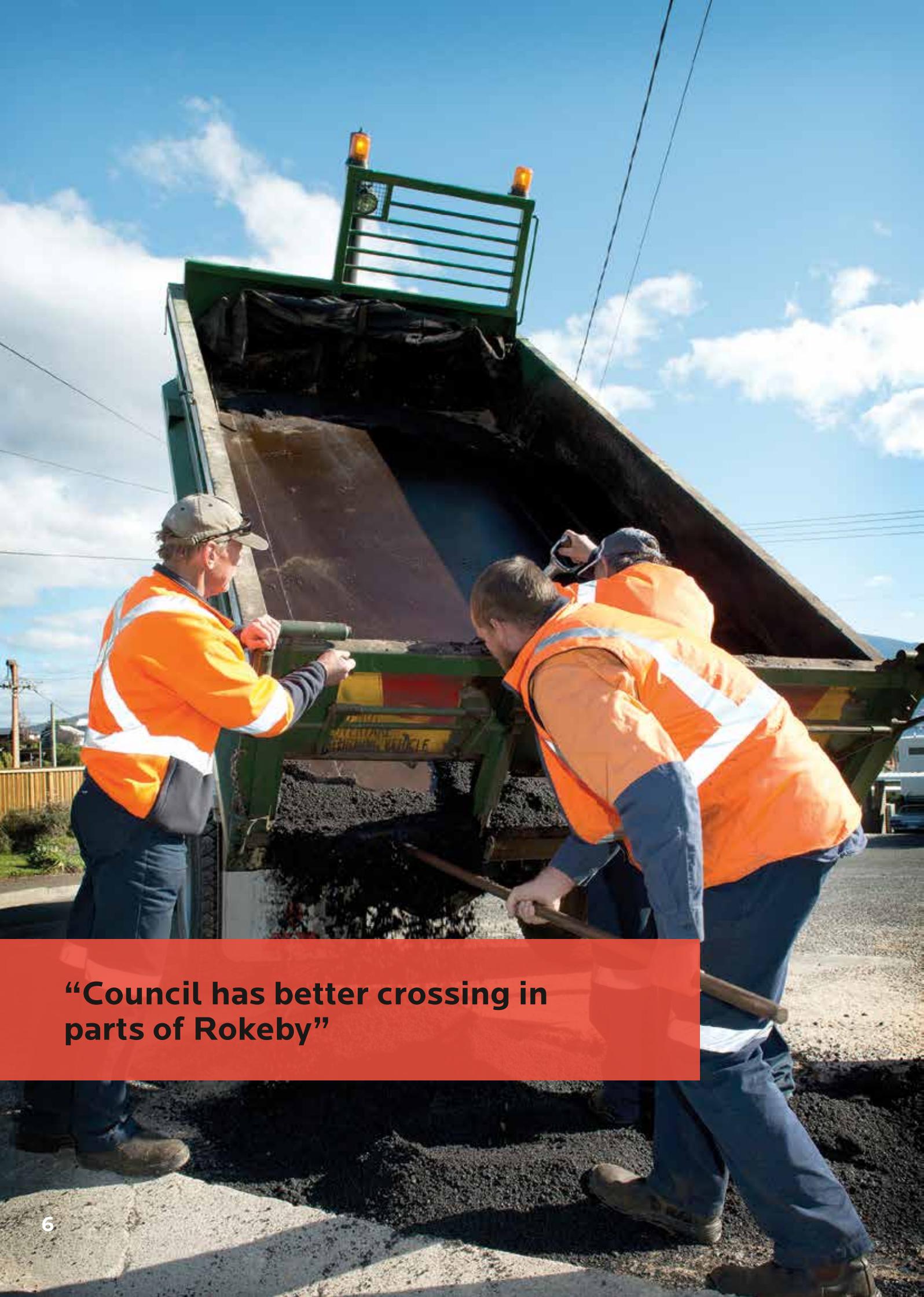
The DAAC took a lead role in facilitating the review process for the Plan. Regular progress reports were generated during the life of the Plan which contributed to being able to clearly evaluate what had been achieved and identify areas for improvement.

What was evident to DAAC was the substantial improvement in coordination and allocation of resources for accessible infrastructure, including increased collaboration from across the organisation through the attendance of key Council Officers to DAAC meetings, providing the opportunity to connect on major projects and discuss access and inclusion issues.

For this reason, DAAC felt the time was right to build on successes to date and proceed with wider community consultation for the development of a third Council plan.

## WHAT WE ARE DOING WELL

The review process indicated that over the past few years Council has made many visible and beneficial improvements. The aim is to build on these improvements and continue to provide accessible infrastructure which is connected and inclusive.



**“Council has better crossing in parts of Rokeby”**

## **SOME EXAMPLES OF THE OUTCOMES ACHIEVED SINCE 2007**

- Produced an Access and Mobility Map
- Re-leased a Council Community Bus with accessible seating
- Purchased portable hearing loops for Council offices to complement the permanent audio loop in Council Chambers
- Established a complimentary program together with the Clarence Community Volunteer Service (Home and Community Care) called 'Planting Ahead' focusing on low maintenance easy access gardening for eligible clients
- Became a Companion Card Program affiliate
- Reviewed the constitution of and re-named the Disability Access Advisory Committee
- Held an inaugural event in Clarence for International Day of People with Disability – and have continued this partnership with TasCare, Hobart and Glenorchy City Councils
- Commissioned and provided Accessible Information Guidelines for Council including establishing an access register and producing a 'large print' Council newsletter for those residents who have registered
- Streamlined Council's Capital Works Program of retrofitting and new developments by working collaboratively with residents with disabilities and across Council on the annual prioritising and allocation of funds for accessible and inclusive infrastructure and facilities
- Provided feedback and input on major developments and standard engineering plans that are open to the public

## **COUNCIL SERVICES AND PROVISIONS FOR PEOPLE WITH DISABILITIES**

**COUNCIL PROVIDES A WIDE RANGE OF FACILITIES, SERVICES AND PROGRAMS FOR THE CLARENCE COMMUNITY, MANY OF WHICH ARE ACCESSIBLE AND INCLUSIVE OF PEOPLE WITH DISABILITIES WHILE NOT BEING SPECIFICALLY TARGETED AS SUCH.**

In addition, Council also provides some services to directly meet the needs of people with disabilities. They include:

- Being a Companion Card affiliate enables people with a disability who have a companion card, to access facilities, programs and events with their carer, where the carer enters at no cost. For example, the card holder when booking or purchasing a ticket at a venue such as the Aquatic Centre, will issue the cardholder with a second ticket for their companion at no charge.
- The enforcement of parking permits in areas specifically designated for accessible parking.
- The Clarence Community Volunteer Service which provides a coordinated volunteer service to the frail aged and younger residents with disabilities of the Clarence community, including people with mental illness.
- A sharps disposal and sharps container replacement service for people with a medical condition e.g. diabetes
- Practical assistance to residents who have a health and/or disability issue preventing them from taking out their rubbish bins
- Provision of portable accessible toilets available for outdoor events
- Provision of a large print Council newsletter on request
- Provision of portable hearing loops located in Council Offices
- Providing access to the National Relay Service for people who are deaf or have a hearing or speech impairment
- Support for children with disabilities in Council childcare programs
- Support and promotion for exhibitions of artwork displayed at Council's Gallery from disability organisations



**“Council has responded well when told of paths and sight-lines blocked by vegetation”**

## **IMPORTANCE OF AN ACCESSIBLE AND INCLUSIVE COMMUNITY**

**THERE ARE LEGAL, SOCIAL AND ECONOMIC REASONS FOR ENSURING PEOPLE WITH DISABILITIES ARE NOT ISOLATED OR EXCLUDED FROM BEING ABLE TO REACH THEIR FULL POTENTIAL.**

Anyone may be born with, acquire or develop a disability during their lifetime. This can be temporary i.e. due to ill health or injury, or it can be permanent and lifelong.

Examples include:

- Vision or hearing loss
- Brain injury
- Stroke
- Intellectual, Autism, Asperger's
- Psychiatric or mental health – Depression, Anxiety, Schizophrenia
- Physical/Mobility – loss of or impairment of limbs; or quadriplegia
- Chronic disease or disorder/auto immune/genetic – Diabetes, Cystic Fibrosis
- Degenerative – Multiple Sclerosis, Dementia
- Musculoskeletal – arthritis, back problems
- Genetic



## “Updated park toilets”

The Tasmanian Disability Framework for Action 2013 – 2017 describes a rights-based social model of disability which recognises rights set out in the *United Nations Convention on the Rights of Persons with Disabilities*. This approach focuses on the needs of people with disabilities to ensure inclusion, and highlights why it is so important to have accessible and inclusive communities.

“I have an *impairment*...but the barriers I face within our society *disable* me.”

Often, it is not until you have had some experience yourself, know or care for someone with a temporary or permanent disability, that an appreciation develops for the challenges many people face in being able lead fulfilling and meaningful lives.

The simple things in life that we can take for granted, such as being self-sufficient; by being able to walk or travel from one place to another; see or hear what is going on around us; feel safe and accepted; and have the same opportunities to access education, participate in work, social, recreational and cultural life, can suddenly or gradually become diminished.



**“Building awareness  
and understanding”**

## **DRIVERS OF FUTURE DEMAND**

Policy shifts away from medical and institutional models of care toward social and community approaches, have shaped the future direction of Australia as an inclusive society.

The Productivity Commission Inquiry Report into Disability Care and Support in July 2011 clearly identified that the current system of funding disability support arrangements was inequitable, underfunded, fragmented, and inefficient.

This report provided the backdrop for the introduction of a National Disability Insurance Scheme (NDIS) by the Commonwealth Government. People with permanent and significant disability in Tasmania aged 15–24 years as at 1 July 2013 were able to access the scheme during the first stage of the NDIS.

Over the next three years, young people with significant and permanent disability will be able to access the scheme when they turn 15 years old. From July 2016, the NDIS will progressively roll out in Tasmania and by July 2019, all eligible residents will be covered.

## THE COUNCIL OF AUSTRALIAN GOVERNMENTS (COAG) NATIONAL DISABILITY STRATEGY 2010 -2020 AND THE TASMANIAN DISABILITY FRAMEWORK FOR ACTION 2013 – 2017, SET OUT THE SAME KEY AREAS FOR ACTION:

- **Inclusive and accessible communities**—the physical environment including public transport; parks, buildings and housing; digital information and communications technologies; civic life including social, sporting, recreational and cultural life
- **Rights protection, justice and legislation**—statutory protections such as anti-discrimination measures, complaints mechanisms, advocacy
- **Economic security**—jobs, business opportunities, financial independence, adequate income support for those not able to work, and housing
- **Personal and community support**—inclusion and participation in the community, person-centred care and support provided by specialist disability services and mainstream services; informal care and support
- **Learning and skills**—early childhood education and care, schools, further education, vocational education; transitions from education to employment; life-long learning
- **Health and wellbeing**—health services, health promotion and the interaction between health and disability systems; wellbeing and enjoyment of life



**“More kerb ramps... noticeable improvements”**

## **THE ROADMAP FOR NATIONAL MENTAL HEALTH REFORM 2012 – 2022 SETS OUT SIX KEY PRIORITY AREAS:**

- Promote person-centred approaches
- Improve the mental health and social and emotional wellbeing of all Australians
- Prevent mental illness
- Focus on early detection and intervention
- Improve access to high quality services and supports
- Improve the social and economic participation of people with mental illness

The incidence of disability and its relationship with ageing (the rate of disability increases with age) is also an important factor in ensuring an accessible and inclusive community. Clarence has a high rate of population ageing, and people are living longer, increasing the importance of planning for people of all ages that may have disabilities, and in particular the children of ageing carers.

## PEOPLE WITH DISABILITY – A SNAPSHOT

**PEOPLE WITH A DISABILITY MAKE UP A SIGNIFICANT PART OF OUR SOCIETY. IT IS IMPORTANT TO ACKNOWLEDGE THAT WE ARE NOT JUST PLANNING FOR A MINORITY FEW BUT, RATHER A SUBSTANTIAL NUMBER OF PEOPLE.**

Statistics provide a picture of how many people are identifying as being a person with a disability, and also have a need for assistance. However, it is important to remember that not all people require assistance who identify as having a disability.

Four million people in Australia or 18.5% reported having a disability in 2009, according to the results of the Survey of Disability, Ageing and Carers (SDAC). Of this number:

- 38.5% are aged 65+ years
- 54.3% are aged 15-64 years
- 7.2% are aged 0-14 years

In Tasmania, Australian Bureau of Statistics data from 2011 identify nearly 6% of the population as having a disability with a need for assistance.

Clarence follows closely with nearly 5.5% of our City population identifying as having a disability. Of this number:

- 53.9% are aged 65+ years
- 39.4% are aged 15 -64 years
- 6.7% are aged 0-14 years

Additionally, 12% of people in the City are providing unpaid assistance to a person with a disability, well above the State and National level of 10.9%.



**“Bellerive and Rosny areas with ramps and footpaths, absolutely brilliant”**

## **THE ROLE OF COUNCIL IN SUPPORTING AND PLANNING FOR AN ACCESSIBLE AND INCLUSIVE COMMUNITY**

**THE REVIEW OF THE PLAN ALLOWED FOR ANALYSIS OF THE CONTINUING IMPLICATIONS FOR COUNCIL IN RESPONDING TO THE KEY DRIVERS OF FUTURE DEMAND.**

It was clear to DAAC that a set of new key themes and areas of priority were required for Council to continue its role of planning for and providing for the social, economic and environmental needs of residents and visitors.

**Council within its role and capacity will need to remain connected to the outcomes and challenges that the introduction of new national disability reforms will bring, along with the key priority areas for disability and mental health reform.**

## **AIMS OF THE NEW ACCESS PLAN 2014 – 2018**

The aim of the Plan is for Council to provide a sustainable and collaborative strategic direction to meet the needs of its residents and visitors through effective use of its resources and by working with others to address the impact and meet the needs and aspirations of people with disabilities living, working or visiting in Clarence.

## **ASSETS IN CLARENCE**

Apart from Council's infrastructure, information and programs, we are fortunate to have a number of valuable assets located in the City, including:

- Southern Support School in Howrah
- Accommodation and services for people with or living with Dementia
- Supported Accommodation for people with disabilities
- Support Services located in and servicing the City
- Various Aged Care Accommodation located across the City
- Integrated Care Centre (ICC) Rosny
- Community Health Centres – Clarence Plains and Risdon Vale
- Child and Family Centre in Clarendon Vale
- Four Community Neighbourhood Centres in Warrane Mornington, Risdon Vale, Rokeby and Clarendon Vale.

Vital to the successful implementation of this plan, is the acknowledgement of these community assets, and ongoing and increased partnerships with these and other groups and organisations in and servicing Clarence.

**“More programs for getting people out and about”**



# WHAT WE NEED TO IMPROVE ON

## WHAT PEOPLE WITH DISABILITY TOLD US....

"Absolutely brilliant what is there now – however would like to see beach access as well – not just look at the beach"

"Information on what is happening"

"Building awareness and understanding...not focus on the 'dis' but the ability"

"The more education and awareness there is in the community, the more secure, respected and supported an individual will feel in being part of the community"

"Quality of life and facilitating an inclusive community is about also including work – paid and unpaid"

"More parking...projecting for future demand...as demand will continue to grow"

"More programs for getting people out and about"

"Critical shortage of supported accommodation available"

"Community transport for people with higher needs"

"It is important to build infrastructure....not create segregation but inclusion"

"More connectivity to infrastructure linkages"

"Having regular forums with youth with disabilities on what they need, see and want. Asking their opinion is vital"

The Disability Access Plan (2007-2011) has provided valuable and strategic direction guiding action and outcomes that are practical, collaborative and meaningful across the community.

The review of the plan helped identify where further attention and ongoing action is required. Key areas Council will need to continue to collaborate strategically to ensure an accessible and inclusive community for people of all ages include:

- Investing in and providing infrastructure and inclusive environments
- Encouraging and providing accessible information
- Working with others to enhance personal and community support
- Helping to build awareness and understanding



# ACCESS AND INCLUSION ACTIONS



The Disability Access Advisory Committee (DAAC) decided on the use of a signpost image as a symbol of 'leading the way' – in many positive directions.

The Access Clarence logo is based upon the idea of a positive, upward leading path (maybe not always in a straight line) and it is also a stylised 'A' to link to and emphasise 'access'.

During the consultation process **FOUR KEY THEMES** were identified to support a range of **STRATEGIES** which build on the work Council is achieving and highlight future areas for action. The local themes reflect National and State key areas for action.

### **THEME 1: PLANNING FOR, INVESTING IN, AND PROVIDING INFRASTRUCTURE AND INCLUSIVE ENVIRONMENTS**

- Ensure that Council facilities, footpaths, physical environment, and other assets are accessible and inclusive for people with disabilities and mobility issues
- Ensure that the community and health services that Council provides are also accessible to people with disability and mobility issues
- Ensure that building requirements and planning decisions take into account the needs of people with disabilities
- Encourage Council to lead the way as an 'employer of choice' for people with disabilities

### **THEME 2: ENCOURAGING AND PROVIDING ACCESSIBLE INFORMATION**

- Continue the implementation of Council's Accessible Information Guidelines across the organisation
- Work with others to ensure that there are multiple avenues through which people with disabilities can access information

### **THEME 3: WORKING WITH OTHERS TO ENHANCE PERSONAL AND COMMUNITY SUPPORT**

- Provide opportunities for people with disabilities and their carer's to feel valued, make contributions and participate in decisions which affect them
- Work in partnership with other organisations, groups and schools by sharing information and connecting on possible projects

### **THEME 4: HELPING TO BUILD AWARENESS AND UNDERSTANDING**

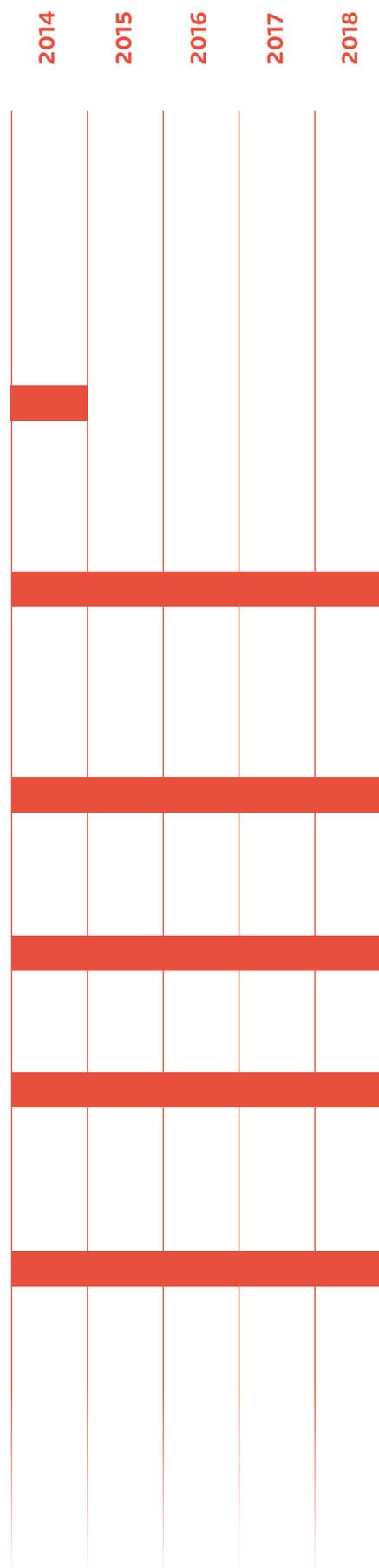
- Work with others to raise the profile and support of people with disabilities
- Ensure Aldermen and staff are confident in providing a service to all people in the community and raising awareness of the needs of people with disabilities



# PLANNING FOR, INVESTING IN, AND PROVIDING INFRASTRUCTURE AND INCLUSIVE ENVIRONMENTS

## ENSURE THAT COUNCIL FACILITIES, FOOTPATHS, PHYSICAL ENVIRONMENT, AND OTHER ASSETS ARE ACCESSIBLE AND INCLUSIVE FOR PEOPLE WITH DISABILITIES AND MOBILITY ISSUES

- Develop a broader overlay of technology that ensures a planned approach to all new works or investments and capital renewals of Council facilities and other assets.
- Through continuing to engage with DAAC, ensure that annual and strategic capital renewal and investment in infrastructure is adequately resourced.
- Continue to implement and review the progress of the Road Asset Management Plan and Footpath Audit Plan every second year where it is practice to audit infrastructure such as guideposts and street signs.
- Continue the process of allocating funding for Priority One defects in footpaths.
- Ensure the continuation of a flexible approach to the allocation of kerb ramp funding which allows for strategic and annual requests from the community.
- Continue cross committee liaison with Council's Tracks and Trails Committee to ensure that trails networks are identified and developed recognising access requirements.

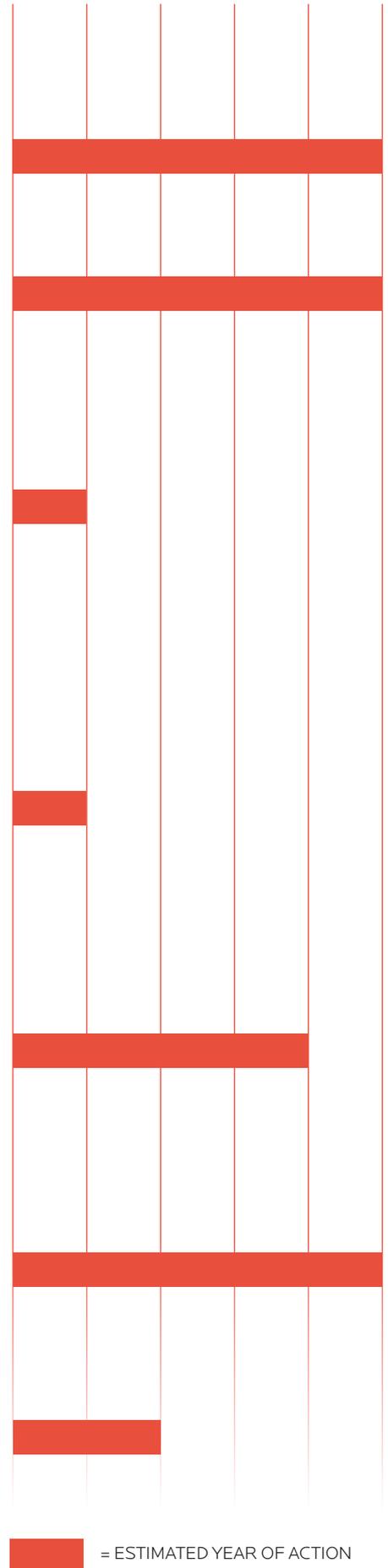


 = ESTIMATED YEAR OF ACTION

**PLANNING FOR, INVESTING IN, AND PROVIDING INFRASTRUCTURE AND INCLUSIVE ENVIRONMENTS**

2014 2015 2016 2017 2018

- As part of the planned approach for all new investments and inclusive environments:
  - Plan and resource for increased yellow indicators on kerb ramps in areas where the level changes.
  - Plan for, resource and create multi-purpose pathways at a 2.5m width congruent with policies and procedures.
  - Prioritise the 'Howrah precinct' containing the Southern Support School, Howrah Primary School, Child Care Centre and E-Learning School, as a high priority for planning and constructing multi-purpose pathway connections across the learning hub, and wider recreational spaces.
  - As part of the future design and staged components of a connecting multi-purpose pathway from the Fairway Rise Lifestyle Village, plan for and resource pathways that ensure connectivity between this facility, Rosny LINC, Eastlands Shopping Centre, and Kangaroo Bay.
  - As part of the future design and staged components of a connecting multi-purpose pathway from the Olive Grove Retirement Living development in Risdon Vale, plan for and resource pathways that ensure connectivity between this and the Risdon Vale central hub.
  - Plan for, resource and develop multi-purpose facilities, infrastructure, equipment, and materials that can be used by everyone (e.g. non slip tiles and surfaces, colour contrasting materials etc.).
  - Plan for, resource and create appropriate beach access that can be used by everyone.

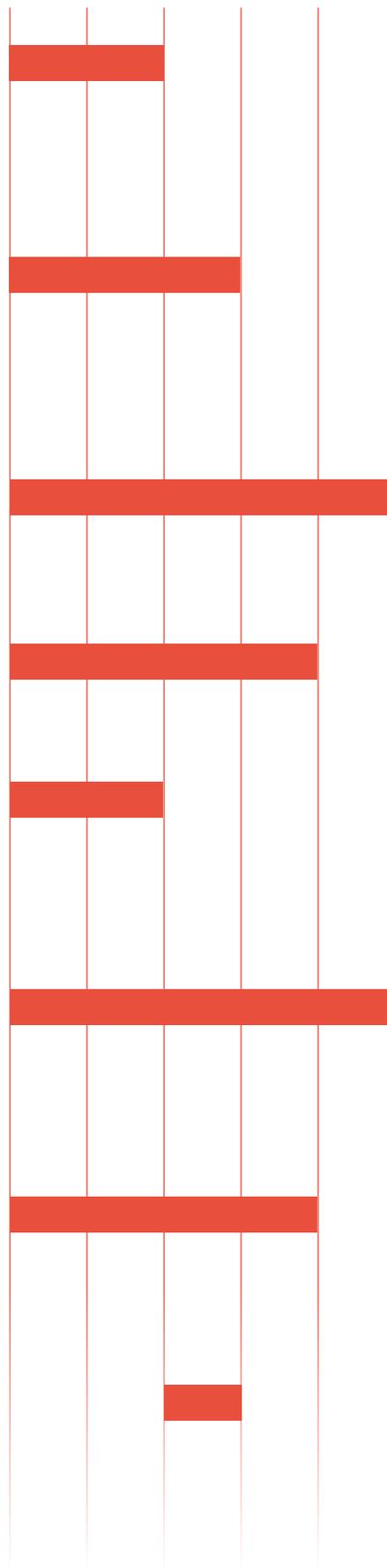


**PLANNING FOR, INVESTING IN, AND PROVIDING INFRASTRUCTURE AND INCLUSIVE ENVIRONMENTS**

2014 2015 2016 2017 2018

- Refurbish the end of the ramp at Little Howrah Beach in Howrah, to improve long term access from the amenities building to the beach.
- Plan for, resource and allocate, increased parking spaces, including reviewing the length of spaces to accommodate larger vehicles, for people with disability and mobility issues, their carers or volunteers, including advocating for other non-Council facilities to do the same.
- Plan for, resource and create inclusive environments within Council Offices, Chambers and satellite offices, including accessible meeting spaces and use of available technology.
- Plan for and resource signage on buildings that ensures accessibility for people who are visually impaired.
- Resource the design and purchase of an accessible ramp for the Bellerive Boardwalk stage.

- As part of the development of the Parks Asset Plan and in conjunction with the Public Open Space Policy, work collaboratively on developing strategic and needs based criteria for inclusive environments including: connectivity, accessible toilets, tactile/sensory/auditory requirements.
- As part of the refurbishment of Simmons Park in Lindisfarne, ensure that an "all abilities" playground is a feature of the staged development.
- As part of Council's Reserve Activity Plans for bushland and parks, develop an approach to ensure good outcomes and balance between creating inclusive environments and keeping communities safe.

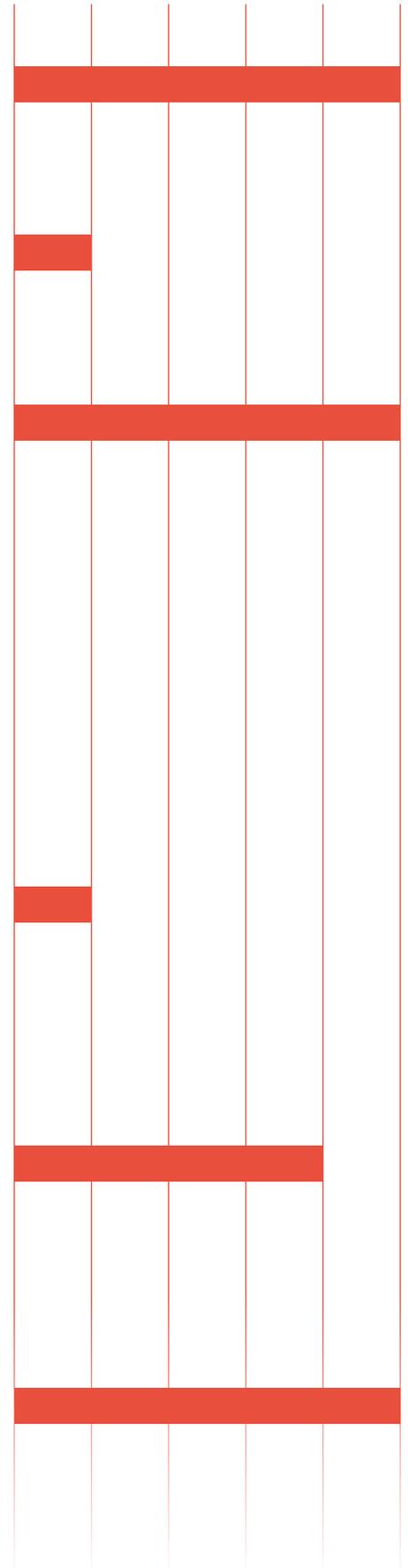


 = ESTIMATED YEAR OF ACTION

**PLANNING FOR, INVESTING IN, AND PROVIDING INFRASTRUCTURE AND INCLUSIVE ENVIRONMENTS**

- Continue the cataloguing of trees in public spaces to identify hazards, only plant appropriate trees to the environment and give advice to the community about planting appropriate trees.
- Build on Council's Memorandum of Understanding with Metro to address the improvement of public transport facilities and services in the City.
- Continue to work with other agencies, organisations and Councils to address the improvement of transport facilities and services, especially in respect of people who have more complex support requirements.

2014      2015      2016      2017      2018



**ENSURE THAT THE COMMUNITY AND HEALTH SERVICES THAT COUNCIL PROVIDES ARE ALSO ACCESSIBLE TO PEOPLE WITH DISABILITY AND MOBILITY ISSUES**

- Update Council's Waste Management Policy, consolidating the guidelines for the provision of practical assistance to residents who have a health and/or disability issue which prevents them from taking out their rubbish bins.
- Work with Council's Economic Development and Media and Communications, on promoting the advantages of Clarence to tourists holidaying, as an accessible City for people with disabilities and mobility issues, for example, through the provision of a list of accessible accommodation and other visitor services for people with disabilities and their carers.
- Continue to work collaboratively with Council's Arts and Events in supporting activities, programs and initiatives that are inclusive of people with disabilities, including investigating partnerships with Arts Tasmania: Arts and Disability Program.

 = ESTIMATED YEAR OF ACTION

**PLANNING FOR, INVESTING IN, AND PROVIDING INFRASTRUCTURE AND INCLUSIVE ENVIRONMENTS**

2014 2015 2016 2017 2018

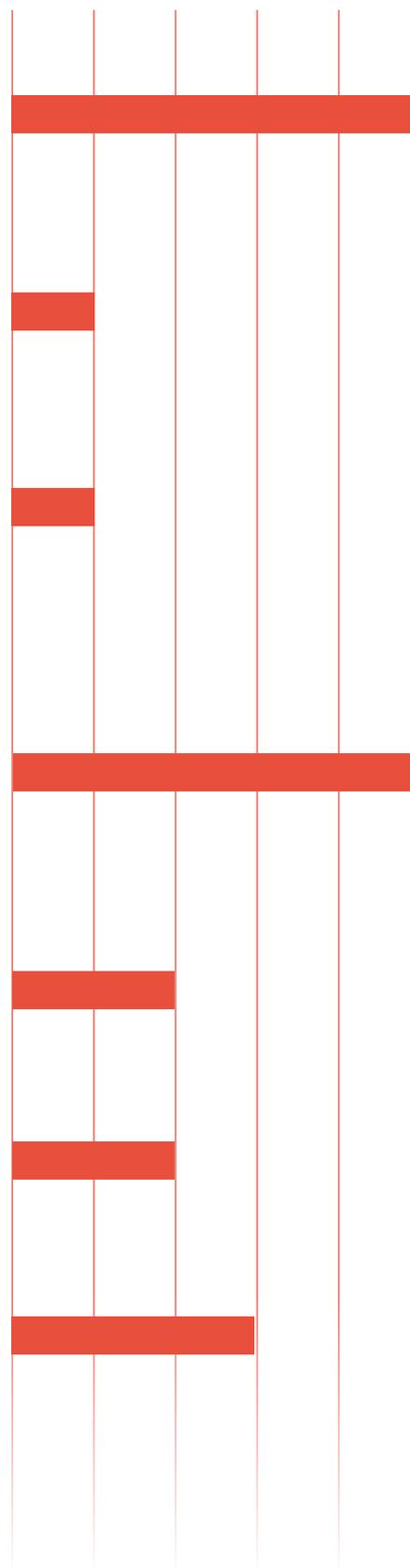
□ Continue to regularly review inclusion and support policies and procedures as standard practice for Children’s Services: Family Day Care, Rosny Child Care Centre and Outside School Hours and Holiday Care.

- As part of the review, ensure that National Relay Service and Interpreter Services are located on the Children’s Services Website.
- For Outside School Hours and Holiday Care; that leasing arrangements with the Education Department take into account access and inclusion requirements for children with disabilities.
- That Council continues to participate in discussions with other stakeholders and communities in respect of any future provision of outside school hours and holiday care for children with disabilities who require a high level of care support.

□ Review the access and inclusion policies and procedures of the Youth Service Program, including a full audit of the Youth Centre.

□ Review the access and inclusion policies of the Clarence Community Volunteer Service, including the use of the Home and Community Care HAAC standard assessment form for disability status.

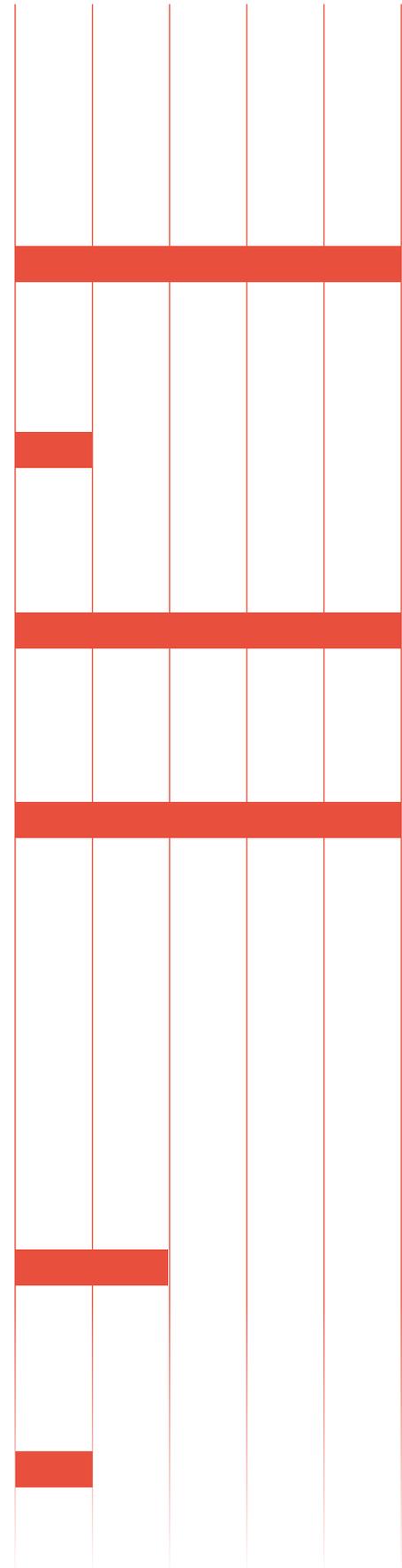
- As part of this review, identify indicators that may be preventing younger people with disabilities from accessing the service.



 = ESTIMATED YEAR OF ACTION

### ENSURE THAT BUILDING REQUIREMENTS AND PLANNING DECISIONS TAKE INTO ACCOUNT THE NEEDS OF PEOPLE WITH DISABILITIES

- Continue to ensure that information is provided on the building code, legislation and access premises standards when applying for a building and development permit.
- Broaden information on the Council’s website under ‘Building: Designing and Construction for Access’ to include relevant information on accessible home modifications.
- Work with Economic Development and Planning, to facilitate the identification of suitable land for future supported housing developments for people with disabilities.
- Continue to ensure that Planning work with Council’s DAAC so they can provide their advice and recommendations in the design and location of all major development projects including streetscape designs and master plan developments across the City.



### ENCOURAGE COUNCIL TO LEAD THE WAY AS AN ‘EMPLOYEE OF CHOICE’ FOR PEOPLE WITH DISABILITIES

- Increase partnerships with Employment agencies that support the inclusion of people with disabilities in the workplace through recruitment practices, paid and voluntary work placements and training.
- Review workplace facilities and arrangements to ensure, where possible and practical, that Council’s workplaces are accessible to people with disabilities or mobility issues, including employees with disabilities or mobility issues.

= ESTIMATED YEAR OF ACTION

## HOW WE SHALL MEASURE THE PLANS SUCCESS:

That a broader overlay of **technology** is developed which demonstrates an increased approach to planning for all new works or investments in capital renewals of Council's facilities and other assets.

That there are demonstrated **improvements** in areas where new and refurbished assets are built.

All new multi-purpose **pathways are a standard 2.5m width**.

Multi-purpose **pathway connections** have been constructed in the 'Howrah precinct' learning hub near the Southern Support School.

That access to **key beaches** has begun to be planned for and constructed.

**Increased disabled parking spaces** have begun to be planned for and there is a demonstrated increase in their number.

That an **accessible ramp** has been purchased and installed at the **Bellerive Boardwalk stage**.

That **strategic criteria** has been developed for **inclusive environments**.

That **stronger connections** have been established with **Metro** through their attendance at DAAC meetings and that there are visible improvements to transport services and facilities across the City.

That a **partnership or project** has begun which practically assists residents with more **complex transport requirements**.

That Council's **Waste Management Policy** has been reviewed.

An exploration and possible partnership or project has begun with Arts Tasmania: **Arts and Disability Program**.

**Reviews of policies** within the Clarence Community Volunteer Service, Children's and Youth Services have occurred, which identify areas for future action.

That Council's **website** contains a broader set of information regarding **access and inclusion**, in particular for home modifications.

A strategic development of identification for **land suitable for future supported accommodation** has been identified.

That there has been an increase in **collaboration** between **Planning** and DAAC on **major development projects and plans** across the City.

That **workplace facilities and arrangements** for access and inclusion have been **reviewed**.

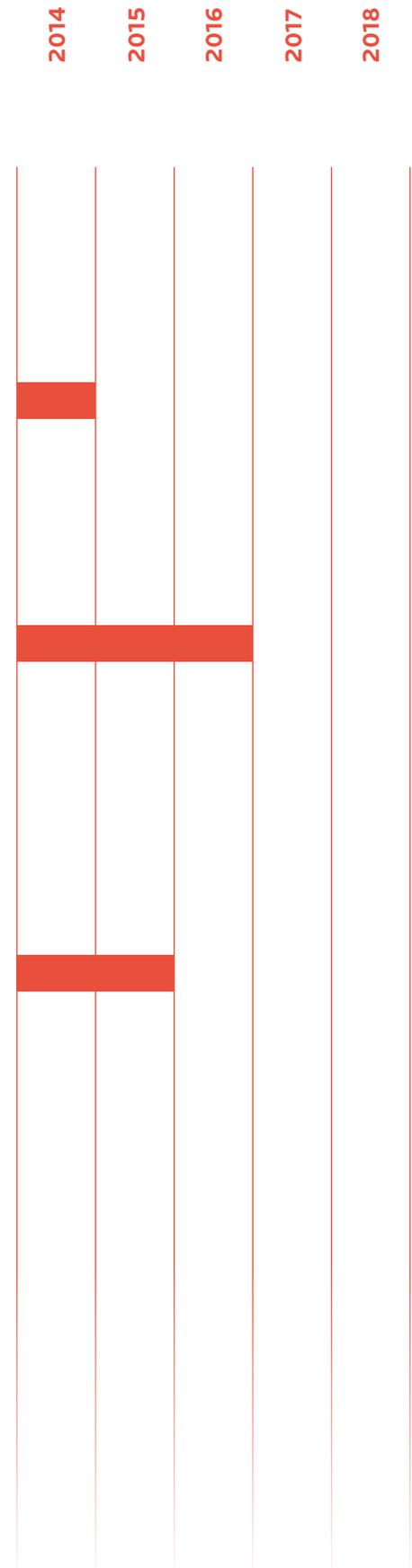
There has been at a minimum, one **placement at Council through a specialist Employment agency**, of a person who is seeking voluntary or paid work or work experience.



# ENCOURAGING AND PROVIDING ACCESSIBLE INFORMATION

## CONTINUE THE IMPLEMENTATION OF COUNCIL'S ACCESSIBLE INFORMATION GUIDELINES ACROSS THE ORGANISATION

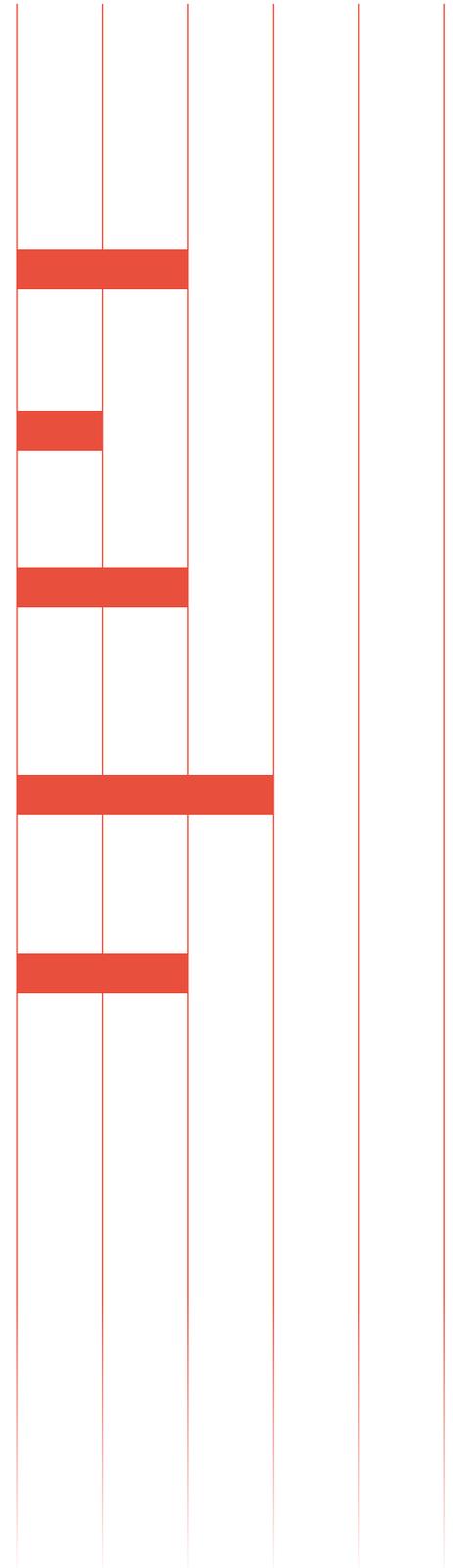
- As part of the practical action plan for the implementation of the guidelines, work with Council's DAAC and relevant staff to develop a focus plan and communication strategy.
- DAAC involvement in Council's National Broadband Network (NBN) based project, under the federal government's Digital Local Government Program which will provide the opportunity to enhance accessible customer service by introducing a video conferencing facility between members of the public, council staff and service providers.
- As part of the Council's Information Technology:
  - Investigate the viability of resourcing a roll out of all electronic forms and permits on the Pathway system, and all Council information and literature, in more accessible and readable fonts.



 = ESTIMATED YEAR OF ACTION

**WORK WITH OTHERS TO ENSURE THAT THERE ARE MULTIPLE AVENUES THROUGH WHICH PEOPLE WITH DISABILITIES CAN ACCESS INFORMATION**

- Expand the availability of Council's large print format newsletter to residents by increasing promotion of the register for access.
- Work with Council's Clarence Positive Ageing Advisory Committee CPAAC, to explore innovative ways to produce access and inclusion information.
- Develop a regular local information newsletter using the new 'Access Clarence' brand/logo to be distributed locally and amongst networks.
- Review Council's mobility map and as part of the development of a new resource, investigate alternative options for inclusion of all suburbs in Clarence, through partnering with other organisations and using technology
- Ensure that access to sign language interpreters and the National Relay Service is widely promoted.



## HOW WE SHALL MEASURE THE PLANS SUCCESS:

That there is a **focus and communication plan** developed for the long term implementation of Council's **Accessible Information Guidelines**.

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That there is greater **use of technology** that increases access and inclusion for our community.

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That a wider variety of information and literature which Council produces is more **accessible and readable**.

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That there is an increase in the number of registered users for the **large print newsletter**.

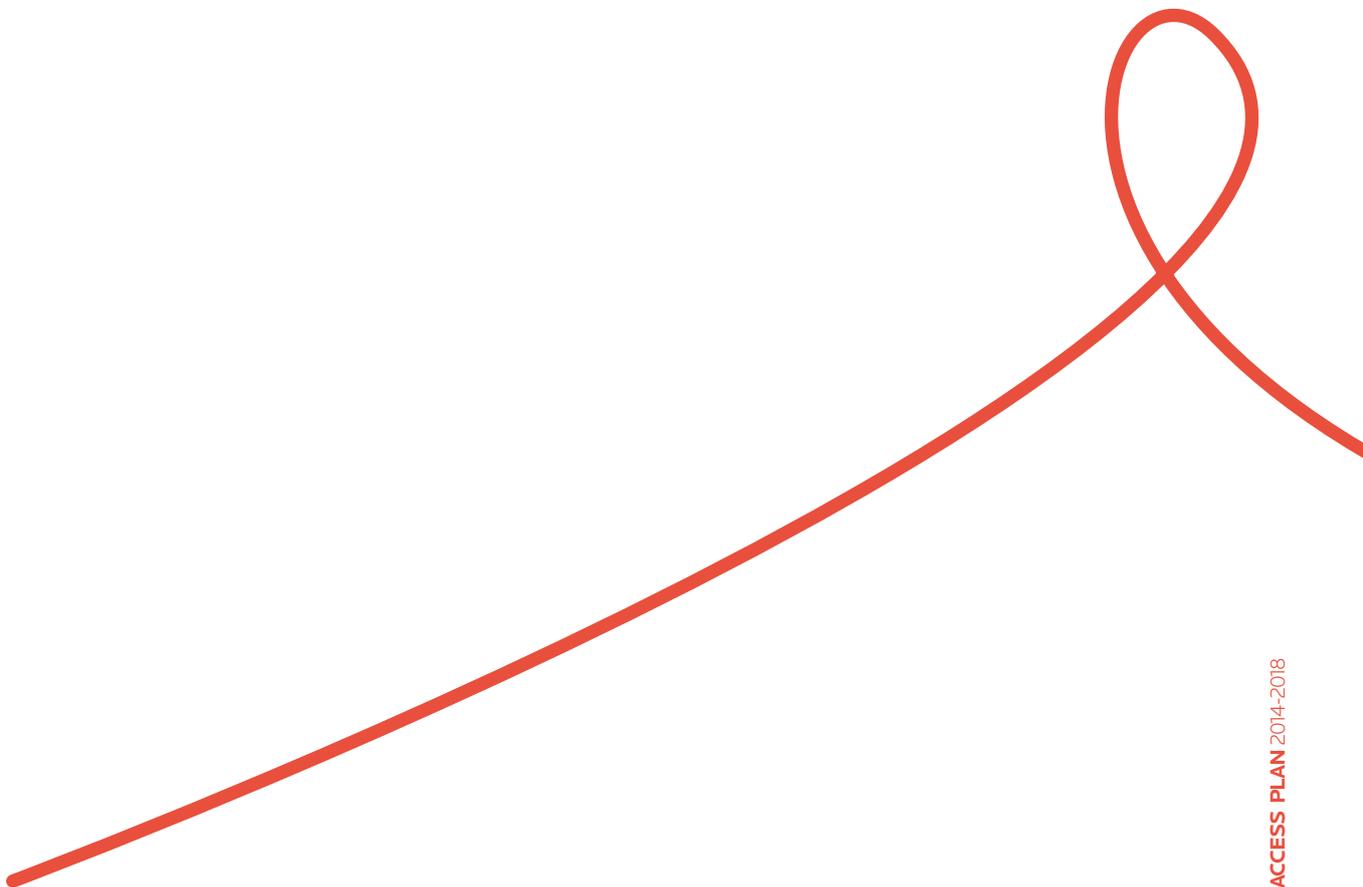
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That a **new mobility/access/inclusion resource** has been developed.

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That the **promotion of available resources** which help the inclusion of people with disabilities has been increased.

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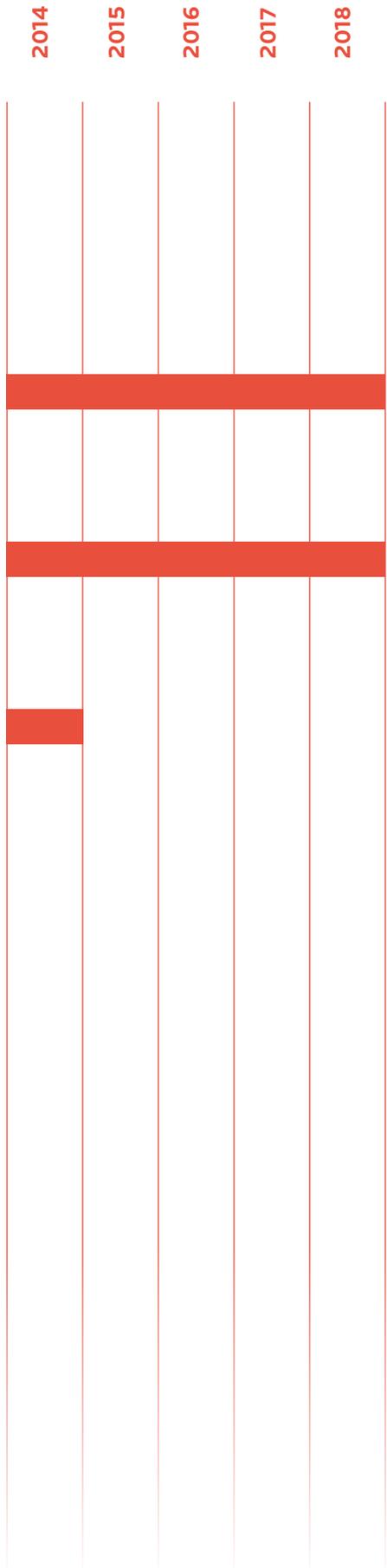




# WORKING WITH OTHERS TO ENHANCE PERSONAL AND COMMUNITY SUPPORT

**PROVIDE OPPORTUNITIES FOR PEOPLE WITH DISABILITIES AND THEIR CARERS TO FEEL VALUED, MAKE CONTRIBUTIONS AND PARTICIPATE IN DECISIONS WHICH AFFECT THEM**

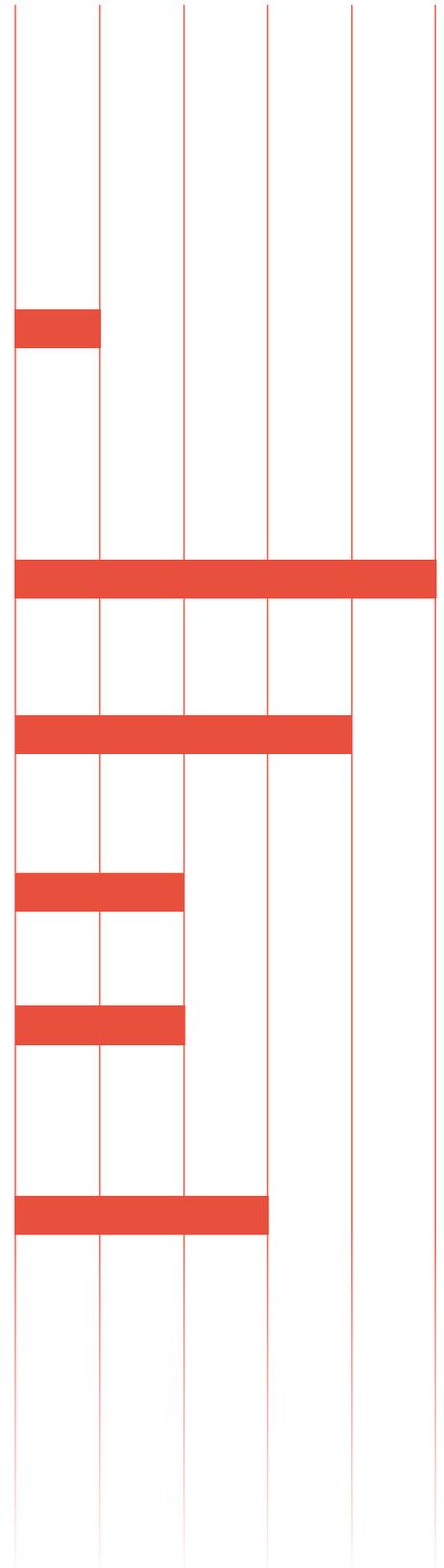
- Continue the regular meetings of the DAAC, consisting of residents across the City who have a disability or their carers, to oversee the implementation of the Council's plan.
- Continue to hold an annual Volunteer Recognition event acknowledging the achievements of people with disabilities.
- Provide mechanisms in the disability section of Council's website and in the new newsletter for individuals, groups and carers to give regular feedback on issues affecting them.



██████████ = ESTIMATED YEAR OF ACTION

**WORK IN PARTNERSHIP WITH OTHER ORGANISATIONS, GROUPS AND SCHOOLS BY SHARING INFORMATION AND CONNECTING ON POSSIBLE PROJECTS.**

- Facilitate the creation of a local community 'Clarence Access Network' (CAN). The network will help Council connect and share information with local community groups, organisations and schools, key service providers such as Royal Guide Dogs, Disability Care Australia etc.
- Utilise the CAN as one method of discussing practical, relevant, collaborative and sustainable projects and programs for people with disabilities and their carers locally.
- Investigate the possibility of the establishment of a 'Riding for the Disabled' Program in Clarence.
- Work with others to provide increased opportunities for participation in recreational, social and sporting programs for people with disabilities.
- Work with others to investigate opportunities for 'sensory gardens' to be planted as part of overall community garden designs.
- Promote Council's Community Grants Program to individuals, groups and organisations to help resource projects that increase access and inclusion.



## HOW WE SHALL MEASURE THE PLANS SUCCESS:

That at least **20 meetings** have been held of the Disability Access Advisory Committee **DAAC**.

That a **new newsletter** has been established for access and inclusion in Clarence.

That **5 Volunteer Recognition Ceremonies** have been conducted which recognise the contribution of people with disabilities.

That a **local network** has been established amongst access and inclusion groups and organisations.

Investigation has taken place about the establishment of **Riding for the Disabled** in Clarence.

That there are visible improvements and **new partnerships or projects** that address increased participation in recreational, social or sporting programs.

That a **sensory community garden** has been established in Clarence.

There has been a demonstrated increase in applications to Council for **community grants**.





# HELPING TO BUILD AWARENESS AND UNDERSTANDING

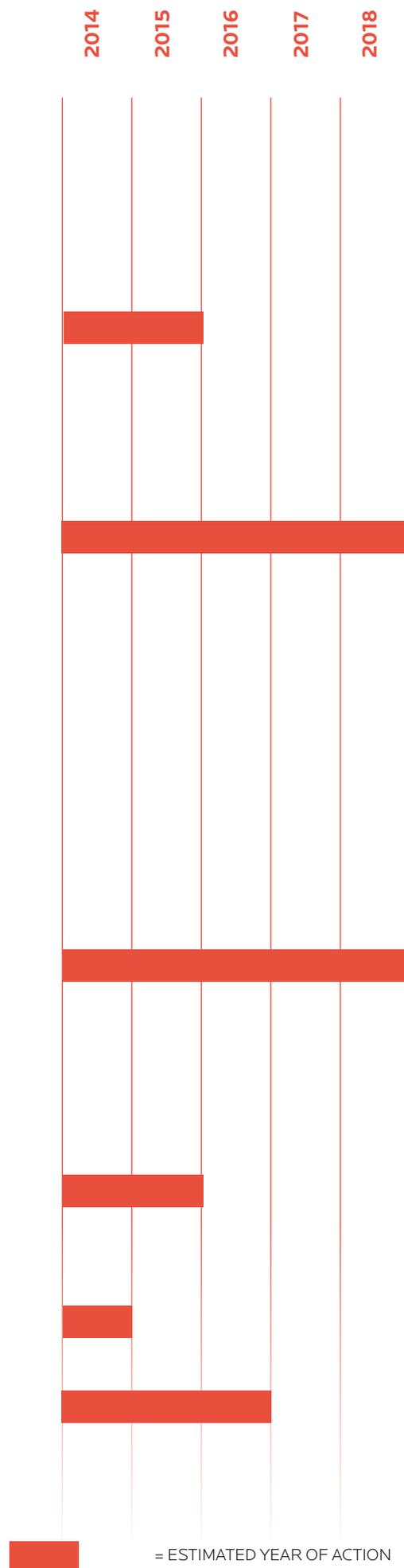
**WORKING WITH OTHERS TO ENHANCE PERSONAL AND COMMUNITY SUPPORT**

**WORK WITH OTHERS TO RAISE THE PROFILE AND SUPPORT OF PEOPLE WITH DISABILITIES**

- Initiate with DAAC, a “Did you Know?” Campaign highlighting facts and information about people with disabilities to help reduce the stigma associated with having a disability, and build greater awareness and understanding locally.
- Continue to work in partnership with TasCare and other Councils to resource, support and conduct an annual International Day of People with Disabilities event.

**ENSURE ALDERMEN AND STAFF ARE CONFIDENT IN PROVIDING A SERVICE TO ALL PEOPLE IN THE COMMUNITY AND RAISING AWARENESS OF THE NEEDS OF PEOPLE WITH DISABILITIES**

- Continue to provide ‘refresher’ Disability Awareness Training to staff as a part of Council’s ongoing induction program and within the workplace.
- As part of the above training:
  - Ensure that Building Surveyors contracted by Council are endorsing work that is of a high standard and accessible within the legislation, standards and codes.
  - Training and awareness is provided on the use of National Relay Service.
  - Plan for, resource and provide mental health training or ‘Mental Health First Aid’.



## HOW WE SHALL MEASURE THE PLANS SUCCESS:

That a **“Did You Know?” campaign** has been initiated across the City and become a standard feature in newsletters and media.

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That the **annual International Day of Disability event** has been held in Clarence at least twice, and that cross Council and organisational partnerships have continued.

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That specific **Disability Awareness Training** has been provided on Mental Health, and the National Relay Service, and that a refresher rollout of standard disability awareness training has occurred.

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# POLICY

## SCOPE

The context for the policy in Council providing for an accessible and inclusive community for people with disabilities is embedded in the previous two Council plans, but is also defined in the context of current National and State policies and frameworks.

Council will continue to implement the positive outcomes from its previous two plans and build on valuable partnerships with the community and other relevant groups and organisations, towards creating an accessible and inclusive community of people of all ages, including those with disabilities.

## INTERPRETATION

### DISABILITY

In relation to a person, the Commonwealth *Disability Discrimination ACT 1992* means:

- total or partial loss of the person's bodily or mental functions
- total or partial loss of a part of the body
- the presence in the body of organisms causing disease or illness
- the presence in the body of organisms capable of causing disease or illness
- the malfunction, malformation or disfigurement of a part of the person's body
- 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 judgement or that results in disturbed behaviour; and includes a disability that:
  - presently exists
  - previously existed but no longer exists
  - may exist in the future (including because of a genetic predisposition to that disability) or
  - is imputed to a person.

## **IMPAIRMENT**

An illness, injury or congenital condition that causes, or is likely to cause, a long-term effect on physical appearance and/or limitation of function within the individual that differs from the commonplace. Some people may have more than one type of impairment.

## **ACCESSIBLE**

Services, functions and facilities that are open and available to people with disabilities which provide them the same opportunities, rights and responsibilities enjoyed by all other people in the community.

## **INCLUSION**

Inclusive communities can provide a sense of belonging and enable all people, not just people with disabilities, feel connected, valued and respected. This occurs when all people, regardless of age, gender, ability or cultural background are included or are able to be included. Full inclusion depends on attitudinal and institutional barriers being removed to ensure equitable participation – not just attendance.

## **DISCRIMINATION**

Treating people less favourably than people without a disability would be treated under the same circumstances. This can be directly or indirectly.

## **PROCESS/CONSULTATION**

### **2007**

In 2007 Council endorsed the Disability Access Plan 2007 – 2011 which was developed in response to an internal review of Council's Disability Discrimination Act (DDA) Action Plan 1999.

The review was conducted with Council's Access and Facilities Advisory Committee, Aldermen and Council staff.

Key findings from this consultation process identified that while a number of strategies had been completed from the 1999 plan, there were significant areas of improvement required in addressing barriers to access, new works and renewals, training for Council and supporting the advisory committee.

The resulting five year plan 2007-2011 was developed to strengthen the capacity of Council to meet these objectives.

In 2013 in consultation with Council, the Clarence Disability Access Advisory Committee (DAAC) decided that the time was right to embark on an extensive community consultation across Clarence in the review of the current plan.

## CONSULTATION 2013

### KEY STAKEHOLDERS

#### INTERNAL CONSULTATION

DAAC spent over one year prior to internal and public consultations working together with Council to plan the review process.

A Workshop was conducted with Aldermen, facilitated by DAAC representatives to discuss with elected members the review process and gain their input and advice.

A series of sessions were held with Council staff, facilitated by Council's Community Development Officer, to gain their input and feedback and to ensure that the content of the plan was relevant to their key areas.

#### PUBLIC CONSULTATION

The external consultation was designed to capture local needs and interests of residents and groups, which also included consulting with peak bodies and organisations which provide services to individuals, families and carers of people with disabilities in Clarence.

Key stakeholders were provided with multiple opportunities to ensure access to and participation in the review of the Plan. Methods included:

- An invitation to services, groups and individuals to have **face to face 'conversations'** with Council's Community Development Officer and DAAC representatives
- An open **community 'conversation' forum** conducted with DAAC representatives and facilitated by an external consultant
- An open **service provider 'conversation' forum** conducted with DAAC representatives and facilitated by an external consultant
- An extensive **mail out** to over 180 relevant groups, organisations, peak bodies and networks across the City providing information and the opportunity to give feedback and input through an open question **'reflections' survey**
- **Public displays** in Council Offices and Rosny LINC providing the opportunity for people to complete a **'reflections' survey**

## SUMMARY OF KEY FINDINGS

The content for the consultations was structured around asking key open questions as a 'reflections' survey from the community, and a series of 'conversations' with community, via one on one meetings and forums using the same questions as a focus.

Individuals and groups were provided with all background material; a summary of key outcomes from the last seven years; and a reflections survey. The **four questions** asked were:

- What improvements have you seen, know of, or experienced in Clarence regarding access and inclusion?
- How could life be improved for those who may have a disability living in or visiting Clarence?
- What would you like to see Council do in the following areas to ensure that Clarence is an accessible, safe and welcoming community for those who may have a disability?
  - Encouraging and providing accessible information
  - Investing in infrastructure and inclusive environments
  - Making it easier to access community support
  - Building awareness and understanding
- Who could Council work with to make these things happen? e.g. potential partnerships between Council and community organisations, other levels of government, the private sector.

The feedback and input received from Aldermen, Council staff and public consultations was in depth and thought provoking.

It confirmed that Council has made substantial progress since the endorsement of its second Plan in 2006 toward a more accessible and inclusive community, however there is still more work to be done in consolidating these efforts, and building more targeted community partnerships.

It has also provided a valuable insight into how to conduct future reviews and strategic plans beyond 2018, in that the majority of individuals and groups preferred the method of face to face and individual conversations. While this method is time intensive, it is worth the investment, and cannot be underestimated as one of the most valuable methods of obtaining relevant feedback on local needs and issues.

Providing the opportunity for reflections and holding conversations across the community helped to provide a clearer future focus for Council over the next five years.

The key findings of the consultations concluded that:

- There have been many noticeable access improvements across the City which Council can be proud of and build on
- Council needs to continue to invest in and provide infrastructure and inclusive environments
- That Council can build in on its commitment to encourage and provide accessible information
- Key partnerships with relevant groups and organisations will help enhance personal and community support and help build awareness and understanding

# STRATEGIC CONTEXT

## KEY STRATEGIC PLANS

The Access Plan operates in the context of the following plans:

### **STRATEGIC PLAN 2010 – 2015**

Social Inclusion: Community Safety and Wellbeing, Public Spaces and Amenity, Cultural and Social Activities, Access and Social Inclusion. Environment: Built environment, Natural Area Management, Energy and Waste Management, City Planning. Community Leadership: Community Participation and Engagement, External Relations, Future Planning

### **COMMUNITY HEALTH AND WELLBEING PLAN 2013 – 2018**

Enhancing Liveability; Promoting Health; Enhancing Connectivity, Community Participation and Lifelong Learning; Care for our Place; and Promoting and Enhancing Safety

### **CULTURAL ARTS PLAN 2012 – 2016**

Programs and Events, Facilities and Infrastructure, Promotions and Information Sharing, Support/Networking/Partnerships/Capacity building

### **CULTURAL HISTORY PLAN 2009 – 2013**

Capture and retell the stories of Clarence's rich and diverse living and evolving history; and Invoke a sense of identity and place in the community through encouraging the participation of the community (and visitors) in the cultural history of Clarence in meaningful and relevant ways

### **POSITIVE AGEING PLAN 2012 - 2016**

Keeping Involved; a Lifestyle with Choices; and Staying Connected

### **YOUTH PLAN 2008 - 2012**

Being Active and Engaged, Health and Wellbeing

## **OTHER PLANS AND POLICIES**

### **COUNCIL**

Asset (facilities and natural) and Recreational Planning  
Bicycle Plan  
Clarence Community Participation Policy 2010  
Community Grants Program  
Clarence Planning Scheme  
Clarence 2050: A Strategic Framework for the Future  
Events Plan  
Draft Marketing Plan  
Economic Development Strategies  
Social Policy  
Tracks and Trails Strategy

### **OTHER**

National and State Social Inclusion Policies  
National Disability Insurance Scheme NDIS

## **RELATED LEGISLATION**

### **INTERNATIONAL**

United Nations Conventions on the Rights of Persons with Disabilities

### **NATIONAL**

Federal Disability Discrimination Act 1992 (DDA)  
Access Premises Standards  
Building Code of Australia

### **STATE**

Tasmanian Disability Services Act (1992)  
Tasmanian Anti-Discrimination Act (1998)

### **LOCAL**

Local Government Act 1993

## PRINCIPLES

The policy, themes, objectives and actions contained in this Plan are underpinned by a range of principles reflecting Council's commitment to eliminate discrimination against people with disabilities of all ages.

They are:

- That all residents, workers, and visitors to the City of Clarence who have a disability or mobility issue have the right of equal access and opportunity to fully participate and contribute to the social, economic and cultural life of the City.
- That it is Council's moral and legal responsibility to ensure equity in provision and access to facilities and services throughout the City of Clarence.
- That Council has a responsibility to raise awareness through education and consultation in order to adequately provide access for the whole community and to ensure that barriers to access are addressed appropriately.

## IMPLEMENTATION MONITORING AND REVIEW

- The Access Plan is a five year plan and each action has clear review timelines.
- The strategies and actions will be implemented and funded through Council's Annual Plan and capital works program.
- It is the role of DAAC, to assist Council with the practical implementation and review of the Plan.
- Council will report each year on the progress of the Plan's implementation in its Annual Report.

## REFERENCES

- Australian Bureau of Statistics *Quick Stats and Community Profiles* 2012
- Australian Bureau of Statistics *Disability, Ageing and Carers, Australia: Summary of Findings*, 2009
- Commonwealth of Australia, Council of Australian Governments, *National Disability Strategy* 2010 – 2020
- Commonwealth of Australia, Council of Australian Governments *Roadmap for National Mental Health Reform* 2012 – 2022
- Commonwealth of Australia, Productivity Commission, *Disability Care and Support* 2011
- Tasmanian Government, *Disability Framework for Action* 2013 - 2017

## ACKNOWLEDGEMENTS

Clarence City Council would like to thank staff and community who took the time to contribute to the review of the Plan.

Many thanks to the hard work and dedication of all of the members of the Clarence Disability Access Advisory Committee DAAC, who contributed valuable voluntary time and energy toward supporting the review of the Plan; being involved in the consultation process; and for their continued support in being tireless advocates for the successful implementation of the Access Plan.







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