



DISABILITY INCLUSION PLAN 2020-2025

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1 Introduction

The Disability Inclusion Plan supports the Devonport City Council's commitment to build an engaged community which promotes and values diversity and equity¹.

A **disability** is any continuing condition that restricts everyday activities. The Tasmanian Disability Services Act 2011 defines 'disability' as meaning a disability:

- which is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- which is permanent or likely to be permanent;
- which may or may not be of a chronic or episodic nature;
- which results in substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support services².

Persons with disabilities include *those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others*³.

Inclusion is a long-term goal that involves removing or reducing the barriers to participation so that every person who wishes to can access and participate fully in all aspects of community life. Inclusive practices can create a more cohesive and liveable community. The aim of the Plan is to ensure that the full range of Council information, services and facilities are available to all community members.

1.1 Methodology

Development of this plan has involved:

1. Data collection, analysis and review including analysis of demographic and social data, as well the policy context.
2. Review of best practice to identify best practice examples at the state, national and international levels. Recommendations from the Australian Local Government Associations' 'Disability Inclusion Planning – A Guide for Local Government' were also considered.
3. Community consultation in the form of workshops and surveys to identify key activities.
4. Development of outcomes, actions and targets based on community input.

2 Policy Context

The Disability Inclusion Plan shares the reform agenda across all levels of government to shift community attitudes and practice to support people with disability to participate fully in civic life.

¹ Devonport City Council, 2009, *Strategic Plan 2009-2030*, revised 2019, Outcome 4.7, p.12.

² Tasmanian Government, 2011, *Disability Services Act 2011*, <https://www.legislation.tas.gov.au/view/html/inforce/current/act-2011-027>

³ United Nations, 2006, *Convention on the Rights of Persons with Disabilities*, p.3

2.1 International Participation

Australia ratified the United Nations Convention on the Rights of Persons with Disabilities (CRPD) in 2008. The CRPD⁴ provides a framework for all nations, describing the rights of persons with disabilities and setting out processes and expectations to maintain and secure these rights. Although the CRPD does not create new rights, it specifically prohibits discrimination against people with disability in all areas of life.

2.2 Australian Government

The vision of the *National Disability Strategy 2010-2020*, developed by the Council of Australian Governments (COAG), is for an inclusive Australian society that enables people with disability to fulfil their potential as equal citizens. The Strategy covers six policy areas:

- Inclusive and accessible communities;
- Rights protection, justice and legislation;
- Economic security;
- Personal and community support;
- Learning and skills; and
- Health and wellbeing⁵.

2.3 State Government

Accessible Island: Tasmania's Disability Framework for Action 2018-2021 aims to ensure that all government departments implement socially just policies and practices for Tasmanians with disability. It also acknowledges that many challenges faced by people with disability are not due to the functional limitations of individuals but rather, by the failure of society to meet their needs. The plan outlines various actions aligning with the six policy areas of the *National Disability Strategy 2010-2020*⁶.

2.4 Devonport City Council

This Plan represents Devonport City Council's approach to address disability inclusion. In delivering the Plan, Council will draw on its various roles and responsibilities, as follows:

- Provider - delivering services, programs and events;
- Funder - funding other organisations to deliver services;
- Regulator - regulating some activities through legislation;
- Partner - working collaboratively and in partnership with other;
- Facilitator - bringing groups and interested parties together to act; and
- Advocate - promote community priorities to other decision-makers and influencers.

3 Current Context

Although disability is usually associated with health conditions (physical, mental, or emotional conditions) or events (such as injuries), the functioning, health, independence, and civic engagement of people with disabilities can vary depending on several factors:

⁴ United Nations, 2006, *Convention on the Rights of Persons with Disabilities (CRPD)*,

<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>

⁵ Commonwealth of Australia, 2011, *National Disability Strategy 2010-2020*, p.10.

⁶ Tasmanian Government, 2018, *Accessible Island: Tasmania's Disability Framework for Action 2018-2021*.

- Severity of the underlying impairment;
- Social, political, and cultural influences and expectations;
- Aspects of the natural and built environment;
- Availability of assistive technology and devices; and
- Family and community support and engagement.

Disability inclusion means understanding the relationship between the way people function and how they participate in society and making sure everybody has the same opportunities to participate in every aspect of life to the best of their abilities and desires. While not extensive, the disability community profile and community feedback has informed the development of this Plan.

3.1 Community Profile

Disability affects one in four Tasmanians - 25.8% of the population or 131,700 people. This is the highest rate of disability in Australia, compared to 18% nationally⁷. In addition, 84,300 Tasmanians identify as carers (16.6%), with 28,300 people (5.6%) aged 15 years and over identified as primary carers⁸. Some of these carers also live with disability.

In Devonport, in 2016⁹:

- 1,984 residents or 8.0% of residents, had a severe or profound disability¹⁰. This was an increase from 5.9% in 2006.
- 2,505 people aged over 15 years (12.4%) provided unpaid assistance to a person with a disability, with 84 people aged 15-19 providing assistance.

People with disabilities experience significant disadvantages when it comes to employment, education, and health and well-being, as demonstrated by these 2015 statistics of the Tasmanian population.

Education, Employment & Income¹¹

- More than half of those with disability aged 15 to 64 years participated in the labour force (54.3%), which is considerably fewer than those without disability (83.3%).
- Young adults with a disability are more likely to have left school before completing Year 12 (65.5%) than people without a disability of the same age (56.5%).
- The average gross weekly income among residents with a disability was \$430 – about half (56%) the income of residents without a disability (\$769).
- In Devonport, 8.3% of people with a disability are in paid work, compared with 56% of others¹².

^{7,8} Australian Bureau of Statistics (ABS), 2015, *Disability, Ageing and Carers, Australia: Summary of Findings*, <https://www.abs.gov.au/ausstats/abs@.nsf/0/C258C88A7AA5A87ECA2568A9001393E8?Opendocument>

⁹ ABS, 2017, *2016 Census of Population and Housing General Community Profile*, Cat. No. 2001.0.

¹⁰ Profound disability - A person's need for help or assistance in one or more of the three core activity areas of self-care, mobility and communication, because of a disability, long term health condition (lasting six months or more) or old age.

^{11,12,14} Australian Bureau of Statistics (ABS), 2015, *Disability, Ageing and Carers, Australia: Summary of Findings*, <https://www.abs.gov.au/ausstats/abs@.nsf/0/C258C88A7AA5A87ECA2568A9001393E8?Opendocument>

¹² ABS, 2016, *Census of Population and Housing, Working Population Profile Based on Place of Work*, Cat No. 2006.0.

Living arrangements¹³

- 96.7 % or 127,400 residents with disability live in private dwellings, with the rest in non-private settings, such as nursing homes or other age accommodation.
- Among people with a disability living at home, one in five (23.5% or 30,000) live alone.
- Rates of home ownership among residents with a disability are similar (66.9%) than for people without a disability (69.9%).

Civic Life¹⁴

- 1 in 3 people (32.3%) have difficulty or inability using public transport.
- 1 in five Tasmanians aged 5-64 years with a disability (20.1%) did not participate in any social or community activities away from home in the previous 12 months.
- Almost one in 10 Tasmanians with disability (10,300 people or 9.7%) reported they had experienced discrimination or unfair treatment because of their disability.
- Young people with disability (aged 15 to 24 years) were 16 times more likely to report the experience of discrimination (38.5%) than those aged 65 years and over (2.1%).

3.2 Consultation – Key Themes

The Disability Inclusion Plan draws on community input raised through three main avenues:

1. Community Survey – resident and broader community survey closed 6 October 2017 (45 responses); additional 8 online submissions received.
2. Devonport City Council Staff Survey – closed 2 August 2019 (37 responses).
3. Community Workshops – 5 workshops (46 participants).

The main findings are summarised below. Refer to the Consultation Outcomes Report for unedited comments.

Issues	Opportunities
Activities / information	
Finding information about Council services and activities	Simplify website
DCC Website - complicated, not accessible for diversity disabilities	Deliver more and improve accessibility of activities– e.g. consider transport
Getting to an event/activity – barriers	Mobility map / information
Lack of specialised equipment	Financial incentives
Lack of accessible activities prevents inclusion	Improved marketing re options to get involved
	Activities for young carers
Engagement/consultation	
May not be accessible to all	Access & inclusion committee / group
	Consider accessibility in design of engagement process
Employment/volunteering	
Lack of awareness of opportunities	Promotion
Lack education/training opportunities	
Community Awareness	
Discrimination, stigma	Change culture/perception - promotion, education
Exclusion / isolation	Disability liaison/contact staff (DCC)

Issues	Opportunities
Medium understanding legislative requirements (DCC Staff)	Education/awareness – staff and community
Economic security	
Financial hardship, poverty	
Parking / Public Transport	
Parking – improve location and number of; multistorey carpark confusing Bus shelters - Lack of, kerb height/slope	Parking bays – improve proximity to destination, e.g. Splash, wider bays More accessible buses, free shuttle bus
Facilities / infrastructure	
Kerbing - heights and crossover location difficult to navigate / distance to destination Footpaths – uneven, hazards, poor visibility / lack indicators, non-continuous on one side of the road paranple centre & arts centre – parking proximity, lack of shelter, distance to travel to access counters, no closed loop audio in Theatre Playgrounds – lack of accessible spaces, equipment, lack of barriers for containment Amenities – increase amount in public and private locations, design issues such as confusion if experiencing dementia, no adult change facilities/hoist, lack of unisex amenities Lack of sheltered accessible picnic tables Design - Lack of whole systems thinking in design e.g. – accessible beach ramps good but how to allow movement on sand Legislative requirements - codes/standards do not always meet the needs of a range of disabilities Crowded shops Excessive stimuli	Public education to reduce hazards on nature strip Amenities – adult change table, hoist, increase number of accessible toilets Playgrounds - 'Cognitive containment' options in play spaces – landscaping, seats, etc; play equipment for adults Dementia friendly signage / wayfinding / community Sheltered (and more) seating in CBD / parks etc Consider quiet rooms Accessible shops – uncluttered, ramps etc

4 Guiding Principles

The following principles, outlined in the National Disability Strategy, will guide Devonport City Council's approach in the delivery of actions outlined in this plan.

- Involvement of people with disability - the views of people with disability are central to the design, funding, delivery and evaluation of policies, programs and services which impact on them, with appropriate support and adjustment for participation.
- Community engagement - a whole-of-community change effort is required to remove barriers and support inclusion of people with disability in the life of their communities.
- Universal approach - products, services, environments and communities are accessible and usable by all people to the greatest extent possible without the need for specialised modification.
- Interconnectivity - governments (and non-government organisations) work together to ensure interconnectivity of policies and programs.

5 Focus Areas

The Disability Inclusion Plan provides a framework for the Devonport City Council to advocate for and provide access to quality services, facilities, information and activities that celebrate and promote diversity and harmony which supports engagement, participation and inclusivity.

The Plan focuses on actions identified by people with disability, community stakeholders and the Devonport City Council, grouped into four focus areas.

These are:

1. Participation and Inclusion
2. Communication and Awareness
3. Buildings and Facilities
4. Parking and Mobility

A detailed action plan is provided in Appendix 1.

5.1 Focus Area 1. Participation and Inclusion

Physical activity, the arts, community events, employment and education opportunities benefit people's physical, emotional and mental wellbeing. People with disabilities experience barriers to participation in these areas due to a range of factors, including transport, cost, issues with the built environment, and attitudes or awareness. Considering access and inclusion in the planning and delivery of activities and events will ensure they can be enjoyed by the whole community. Meaningful employment further contributes to economic security, independence, social interaction, improved mental health, and other life opportunities.

Council has a strong role in supporting, encouraging, facilitating and advocating for community participation opportunities to enable greater inclusion. Council also has a role in advocating on behalf of people with a disability to ensure that the community is inclusive and has an awareness of the issues facing people with a disability.

Outcome: Improve accessibility of Council's events

Actions:

- Identify and promote opportunities to people with disability to attend, perform, participate in planning, or volunteer at public events (e.g. Jazz Festival, New Year's Eve event, Food and Wine Festival).
- Update Event Application Pack for community event managers to include accessibility when planning and holding events.
- Ensure that event information is provided in an accessible format where possible (e.g. captioning, audio).
- Investigate providing free admission to council events and programs for the companion of any person holding a valid Companion Card.

Outcome: Programs tailored to be inclusive of all abilities

Actions:

- Deliver or support activities and events celebrating community diversity.
- Facilitate the provision of supportive equipment for people with disability to trial new activities.

- Seek to attract major sporting and cultural events involving participants with a disability (to increase community awareness about opportunities and achievements of people with disability).

Outcome: More people with disability engaged in decision making processes

Actions:

- Establish an access and inclusion working group comprising stakeholders representing a range of disability.
- Seek representation on Council's Special Committees to ensure people with a disability are directly involved in decision-making.
- Promote Local Government elections to disability service providers to encourage involvement and participation.
- Increase accessibility of consultation (e.g. consider need for interpreters, accessible venues, accessible information formats etc).

Outcome: Increase accessibility of employment, education and training

Actions:

- Continue to provide work and volunteer opportunities within Council for people of all abilities including work placement.
- Work with organisations to identify volunteering opportunities for people with a disability.
- Advocate to State and Federal Government service providers for accessible education and training opportunities for people with a disability.

5.2 Focus Area 2: Communication and Awareness

The ability to access information is vital for everyone in the community but for people with a disability, they can face specific barriers to gaining and understanding information.

Accessible information means different things to different people – large print font, audio descriptions, braille, screen readers, images, sign language, communication boards - as well as the wide variety of print, social and other media that we are used to. It is imperative to consider how we communicate to different audiences and the need to be creative and innovative, which can result in better outcomes for the entire community.

In addition, disability awareness is vital in creating a City where people with disability are valued and included. Many people with disability experience discrimination and stigma, often primarily associated with society's misconceptions about their ability.

Outcome: Improve Council staff capacity to understand and engage with all community members

Actions:

- Provide anti-discrimination training to Council staff and elected members, consider including volunteers
- Provide specific training tailored for staff in different areas, such as communication for front counter staff, accessible information for web /social media designers.
- Develop database of key disability contacts and services to assist Council staff to build a network of support.



Outcome: Improve availability of Council information in accessible formats

Actions:

- Include a statement on Council's website and public documents to encourage people to contact Council if they need an alternative means of communication (e.g. face to face, phone, Auslan, Email, interpreters).
- Provide support materials, and training where required, for staff to prepare all public documents and correspondence in plain English.
- Develop a guide to assistive technology and accessible format services, such as AUSLAN, Hearing Loop availability, captioning, audio description and Easy Read document providers.
- Produce an Easy English guide to living in Devonport (includes essential information, uses colours and images to make information clear).

Outcome: A community culture that embraces people of all abilities is fostered

Actions:

- Support community groups and organisations with disability awareness raising activities/events.
- Advocate for the rights of people with a disability through any consultation with Commonwealth Government, State Government, transport operators, building developers and business owners as required.
- Review the representation of the City's diverse population in Council's marketing material and activities.
- Investigate formal recognition of community organisations and local businesses that recognise and celebrate access and inclusion.

5.3 Focus Area 3: Buildings and Facilities

Council's role in ensuring an accessible physical environment is to monitor new developments and upgrades at design stage, and regularly monitor and review existing facilities for modification where necessary. Access to buildings, streetscapes, parks, playgrounds and bushland is important to the whole community and there is a clear expectation that Council will continue to play a role in this area.

Outcome: New Council developments are accessible

Actions:

- Ensure accessibility compliance of new infrastructure as per relevant legislation, standards and codes.
 - Ensure consultants/contractors address access/inclusion in planning design and construction.
- 

Outcome: Access to existing Council infrastructure continually improves

Actions:

- Incorporate universal design principles in upgrades of buildings, toilets, streetscapes, parks, play spaces, fitness equipment stations, signage, and public spaces.
- Include accessibility/inclusion as part of criteria when assessing projects for renewal.
- Identify and promote appropriate, accessible recreation routes / pathways; seek funding for enhancements.
- Investigate best practice way-finding principles to allow everyone to safely access buildings and streetscapes in accordance with Council's Signage Strategy.
- Ensure emergency evacuation procedures for Council buildings (and for city-wide emergencies) include safeguards and management of people with disability.

5.4 Focus Area 4: Parking and Mobility

Difficulties with accessing suitable parking and transport are situations that people with a disability can face on a day to day basis. The inability to attend appointments or events, go shopping or access important services can cause major problems. Other issues include a perception of a shortage of accessible parking spaces throughout the City and a dependence on public transport. Limited mobility can lead to social isolation and related health conditions such as heart disease and poor mental health.

In the past few years Council has made several improvements to increase parking accessibility. For instance, Devonport residents receiving an aged, service or disability pension who is also the registered owner of a vehicle, are entitled to a free parking permit. Disabled parking bays have also been upgraded in accordance with Australian Standards.

Outcome: Accessibility of parking is improved

Actions:

- Implement accessible parking improvements in the Council's Parking Strategy 2016-2021:
 - Review pricing for disabled parking bays.
 - Continue to ensure that an adequate provision of disabled parking bays is provided in convenient locations.
 - Review of bus shelters in Devonport for compliance and prioritisation of improvements.
- Ensure the provision of adequate accessible parking spaces (including drop off/pick up zones) at all Council and large community events.

Outcome: Public transport and mobility options have expanded

Actions:

- Work with a range of stakeholders to improve public transport options for people with disability.
- Provide information on the accessibility of Council facilities and services (e.g. via an online map) to assist trip planning for residents and visitors.
- Identify and remove known infrastructure barriers to accessibility (e.g. stairs, narrow or steep paths etc), in line with the Pedestrian Strategy.

6 Implementation

Devonport City Council will be responsible for facilitating the implementation of the Plan. Ongoing involvement with people with disability, disability advocacy organisations and service providers is an essential component of the Plan.

Review of Strategic Focus Areas and Actions will occur as required by the proposed access and inclusion working group. The group will review current actions, identify changing issues, and needs and plan for future and upcoming directions.

Progress of the plan will be reported to Council annually and to the wider community via a range of Council communication mediums.

7 Appendices

1. Action Plan

Note - Definition of Resources: The level of human or financial resources required:

- A-OPEX: Annual operational expenditure by Council – staffing or operational resources allocated as part of the annual plan.
- F-OPEX: Future operational expenditure by Council – increased requirements for future consideration during annual budget process.
- F-CAPEX: Future capital expenditure – no current allocation, would need to be considered in future capital budget.
- External: Cash or resources sourced outside of Council, e.g., grants, sponsorships, in-kind support from partners.

Action Plan

Disability Inclusion Plan

No.	Action	Year Planned					Priority	Resources	Outputs / Targets	Responsible Department
		2020/21	2021/22	2022/23	2023/24	2024/25				
1. Participation and Inclusion										
Outcome: Improve accessibility of Council's events										
1.1	Identify and promote opportunities to people with disability to attend, perform, participate in planning, or volunteer at public events (e.g. Jazz Festival, New Year's Eve)						H	A-OPEX	Increase in participation by performers/volunteers by 10% in 2024/5 from 2020/21 levels	Community Services
1.2	Update Event Application Pack for community event managers to include accessibility when planning and holding events						H	A-OPEX	Revised Event Application Pack available	Community Services
1.3	Ensure that event information is provided in an accessible format where possible (e.g. captioning, audio)						H	A-OPEX	Minimum of two large city-wide events promoted in accessible formats by June 2022	Community Services
1.4	Investigate providing free admission to council events and programs for the companion of any person holding a valid Companion Card						H	F-OPEX	Report presented to Council by June 2022	Community Services
Outcome: Programs tailored to be inclusive of all abilities										
1.5	Deliver or support activities and events celebrating community diversity						H	F-OPEX	At least one event held per annum	Community Services
1.6	Facilitate the provision of supportive equipment for people with disability to trial new activities						L	External	Work with range of stakeholders to facilitate acquisition of supportive equipment as required	Community Services

No.	Action	Year Planned					Priority	Resources	Outputs / Targets	Responsible Department
		2020/21	2021/22	2022/23	2023/24	2024/25				
1.7	Seek to attract major sporting and cultural events involving participants with a disability (to increase community awareness about opportunities and achievements of people with disability)						M	F-OPEX	Two major events held by 2024/25	Community Services
Outcome: More people with disability engaged in decision making processes										
1.8	Establish an access and inclusion working group comprising a range of disability stakeholders						H	A-OPEX	Expressions of Interest sought; Working Group with Terms of Reference established; first meeting held by 30 June 2020	Community Services
1.9	Seek representation on Council's Special Committees to ensure people with a disability are directly involved in decision-making						H	A-OPEX	Increase in membership on Special Committees by 10% in 2024/25 from 2019/20 levels	Community Services
1.10	Promote Local Government elections to disability advocates and service providers to encourage involvement and participation						H	A-OPEX	Increase in nominations by people experiencing disability	Organisational Performance
1.11	Increase accessibility of consultation (e.g. consider need for interpreters, accessible venues, accessible information formats etc)						H	A-OPEX	Engagement planning tools developed by 30 June 2021	Community Services
Outcome: Increase accessibility of employment, education and training										
1.12	Continue to provide work and volunteer opportunities within Council for people of all abilities including work placement						M	A-OPEX	Forge closer relationships with disability service and employment providers	Organisational Performance
1.13	Work with organisations to identify volunteering opportunities for people with a disability						M	A-OPEX	Liaise with Volunteering Tas and	Community Services

No.	Action	Year Planned					Priority	Resources	Outputs / Targets	Responsible Department
		2020/21	2021/22	2022/23	2023/24	2024/25				
								other stakeholders as required		
1.14	Advocate to State and Federal Government service providers for accessible education and training opportunities for people with a disability						M	A-OPEX	Advocate as required	General Management
2. Communication and Awareness										
Outcome: Enhance Council staff capacity to understand and engage with all community members										
2.1	Provide anti-discrimination training to Council staff and elected members, consider including volunteers						H	A-OPEX	Training provided every two years	Organisational Performance
2.2	Provide specific training tailored for staff in different areas, such as communication for front counter staff, accessible information for web /social media designers						M	F-OPEX	Training provided when required	All Departments
2.3	Develop database of key disability contacts and services to assist Council staff to build a network of support						H	F-OPEX	Database developed and regularly updated	Community Services
Outcome: Expand availability of Council information in accessible formats										
2.4	Include a statement on Council's website and public documents to encourage people to contact Council if they need an alternative means of communication (e.g. face to face, phone, Auslan, Email, interpreters)	2020-21					H	A-OPEX	Standard statement confirmed and website, public document templates updated	Organisational Performance
2.5	Provide support materials, and training where required, for staff to prepare all public documents						M	F-OPEX	Materials prepared and shared with staff. Training delivered as required.	Corporate Services

No.	Action	Year Planned					Priority	Resources	Outputs / Targets	Responsible Department
		2020/21	2021/22	2022/23	2023/24	2024/25				
	and correspondence in plain English									
2.6	Develop a guide to assistive technology and accessible format services, such as AUSLAN, Hearing Loop availability, captioning, audio description and Easy Read document providers						M	A-OPEX	Guide developed and shared with staff. Public written information available electronically and in 'easy read' formats where practical	Corporate Services
2.7	Produce an Easy English guide to living in Devonport (includes essential information, uses colours and images to make information clear)						M	External	Guide developed and promoted	Community Services
Outcome: A community culture that embraces people of all abilities is fostered										
2.8	Support community groups and organisations with disability awareness raising activities/events						H	A-OPEX	Increase in number of events/activities supported	Community Services
2.9	Advocate for the rights of people with a disability through any consultation with Commonwealth Government, State Government, transport operators, building developers and business owners as required						H	A-OPEX	Advocate as required	General Management
2.10	Review the representation of the City's diverse population in Council's marketing material and activities						H	A-OPEX	Increased representation of diversity in publications	Organisational Performance
2.11	Investigate formal recognition of community organisations and local businesses that recognise and celebrate inclusion						M	F-OPEX / External	Report prepared for consideration	Community Services
3. Buildings and Facilities										

No.	Action	Year Planned					Priority	Resources	Outputs / Targets	Responsible Department
		2020/21	2021/22	2022/23	2023/24	2024/25				
Outcome: New Council developments are accessible										
3.1	Ensure accessibility compliance of new infrastructure as per relevant legislation, standards and codes						H	F-CAPEX	All new infrastructure in compliance	Infrastructure & Works
3.2	Ensure consultants/contractors address access/inclusion in planning design and construction						H	F-CAPEX	Incorporate in EOI and tender processes where relevant	Infrastructure & Works
Outcome: Access to existing Council infrastructure continually improves (for instance, annual maintenance and upon renewal)										
3.3	Incorporate universal design principles in upgrades of buildings, toilets, streetscapes, parks, play spaces, fitness equipment stations, signage, and public spaces						H	F-CAPEX	Improve processes	Infrastructure & Works
3.4	Include accessibility/inclusion as part of criteria when assessing projects for renewal						M	F-CAPEX	Criteria developed and integrated in to process	Infrastructure & Works
3.5	Identify and promote appropriate, accessible recreation routes / pathways and seek funding for enhancements						M	F-OPEX / External	Routes promoted, funding secured for improvements	Infrastructure & Works
3.6	Investigate best practice way-finding principles to allow everyone to safely access buildings and streetscapes in accordance with Council's Signage Strategy						H	F-OPEX / External	Principles integrated into new signage and upgrades. Access and inclusion considered in review of Signage Strategy in 2023.	Infrastructure & Works

No.	Action	Year Planned					Priority	Resources	Outputs / Targets	Responsible Department
		2020/21	2021/22	2022/23	2023/24	2024/25				
3.7	Ensure emergency evacuation procedures for Council buildings (and for city-wide emergencies) include safeguards and management of people with disability						H	F-OPEX	Emergency management staff (including fire wardens) trained in disability evacuation. Evacuation procedures considered in event/meeting planning and communicated to participants. Requirements incorporated into emergency management plan and evacuation procedures.	Development
4. Parking and Mobility										
Outcome: Accessibility of parking is extended										
4.1	Implement accessible parking improvements as per the Council's Parking Strategy 2016-21 - Review pricing for Disabled Parking bays - Continue to ensure that an adequate provision of disabled parking bays are provided in convenient locations - Review of bus shelters in Devonport for compliance and prioritisation of improvements						H	F-OPEX	Review of actions in line with the Parking Strategy review	Corporate Services
4.2	Ensure the provision of adequate accessible parking spaces (including drop off/pick up zones) at all Council and large community events						H	A-OPEX	Events Application Pack updated	Community Services

No.	Action	Year Planned					Priority	Resources	Outputs / Targets	Responsible Department
		2020/21	2021/22	2022/23	2023/24	2024/25				
Outcome: Public transport and mobility options have expanded										
4.3	Work with a range of stakeholders to improve public transport options for people with a disability						H	A-OPEX	Work with Mersey Link, Taxi services, Mersey community care, CHATS, YFCC	Community Services
4.4	Provide information on the accessibility of Council facilities and services (e.g. via an online map) to assist trip planning for residents and visitors						H	External	Current online information promoted. Additional map produced if insufficient/incorrect information and resources available.	Community Services
4.5	Identify and remove known infrastructure barriers to accessibility (e.g. stairs, narrow or steep paths etc), in line with the Pedestrian Strategy						M	F-CAPEX	Infrastructure improved to enhance mobility	Infrastructure & Works