DISABILITY INCLUSION PLAN

2026 - 2031

DEVONPORT

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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 equity[1].

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 services[2].

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. Process

Development of this plan has involved:

- Data collection, analysis and review including analysis of demographic and social data, as well the policy context.
- 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.
- Consultation with the Access and Inclusion Group and internal Council staff to review the existing Plan and actions to add or carry forward.
- Development of outcomes, actions and targets based on this input.

2. Relevant Policies

This plan helps governments support people with disability to fully participate in community life.

2.1. International Participation

Australia formally agreed to the United Nations Convention on the Rights of Persons with Disabilities (CRPD) in 2008. The CRPD[4] 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

Australia's Disability Strategy 2021-2031(ADS) is a national framework that all Australian governments have signed up to. It sets out a plan for continuing to improve the lives of people with disability in Australia over ten years. ADS replaces and builds on the first National Disability Strategy 2010-2020.

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[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
[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

There are seven outcome areas that people with disability identified as important to achieve the Strategy's vision:

- employment and financial security
- inclusive homes and communities
- safety, rights and justice
- personal and community support
- education and learning
- health and wellbeing
- community attitudes.

2.3. State Government

Tasmania's Disability Strategy (2025-27) draws on principles from the United Nations Convention of the Rights of Persons with Disability, agreed to by the Australian Government and put into proactive in ADS.

The vision for the strategy is to build a fully inclusive society that values and respects all people with disability as equal and contributing members of the community. This will happen when people with disability:

- Can pursue their personal goals free from discrimination;
- Are included in a community that is welcoming and accessible;
- Have their needs met;
- Have their independence recognised and can make choices about decisions which impact on their lives;
- Can participate in the development of policy and legislation that affect them; and
- Can participate in the development of policy and legislation that affect them.

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 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/Background:

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

- 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 and Carers in Tasmania and Australia

Recent data from the Australian Bureau of Statistics (ABS) shows that disability affects around **21.4% of Australians (5.5 million people)**, an increase from 17.7% in 2018. [abs.gov.au]

While Tasmania continues to have one of the highest prevalence rates in Australia, more recent ABS data indicates rates are broadly aligning with the national trend of approximately **1 in 5 people living with disability**. [abs.gov.au]

Carers continue to play a critical role in supporting people with disability. Across Australia, there are approximately **3.0 million carers (11.9% of the population)**, including **1.2 million primary carers**, many of whom (43.8%) also live with disability. [abs.gov.au]

Local Context – Devonport (2021 Census)

In Devonport, the 2021 Census shows a growing and ageing population of **26,150 residents**, with a median age of 43 years [abs.gov.au].

Consistent with national and state trends:

- A proportion of residents require assistance with core activities due to disability, reflecting ongoing demand for accessible services and infrastructure[abs.gov.au].
- Many people continue to provide unpaid care and support to family members, friends, and others in the community [abs.gov.au].

(Note: Devonport-specific percentages for severe/profound disability and carers vary by dataset and are best drawn directly from detailed ABS tables if required for precision reporting).

3.1.1. Education, Employment and Income

People with disability continue to experience lower participation in education and employment:

- In Australia, around 48% of people aged 15–64 with disability are employed, compared with around 80% of people without disability [aihw.gov.au].
- Employment rates are significantly lower for people with severe or profound disability [aihw.gov.au].
- People with disability are also more likely to work part-time and have lower incomes than those without disability [aihw.gov.au].

These gaps highlight the ongoing barriers to workforce participation and economic inclusion.

3.1.2. Living Arrangements

Most Australians with disability live within the community:

- The majority of people requiring assistance live **in private dwellings, often with family**, with a smaller proportion living alone or in supported accommodation [abs.gov.au].

This reinforces the importance of accessible housing, community services, and support networks.

3.1.3. Community Participation

Barriers to full participation in community life remain:

- Some people with disability continue to experience difficulty accessing transport and community spaces, limiting participation in social and economic activities;
- A proportion of people with disability report limited participation in social or community activities; and
- Experiences of **discrimination and disadvantage** persist across different life stages.

(Note: Recent ABS releases focus more on national indicators; older percentage figures have been updated to broader evidence-based statements to avoid using outdated 2015 statistics).

3.2. Consultation – Key Themes

The below consultation was completed for the initial drafting of the Disability Inclusion plan in 2019.

This consultation was comprehensive and identified issues and opportunities for Council to address in the action plan of this document.

From 2020-2025, ongoing consultation with the Access and Inclusion Group ensured that the priority list remained relevant.

Consultation with members of the disability community was undertaken in December 2025 at the Mission Australia Day of Disability event where participants were asked to choose from a list of four priorities and discuss with team members what would make their life in Devonport better. This consultation found that the issues and opportunities raised in 2019 are still relevant now.

To re-ask the community the same questions could give the impression that action is not being taken, rather Council is continuing to consult. Therefore, the consultation phase will include drawing on the engagement and priorities identified with the Access and Inclusion group to date, and consulting with the Access and Inclusion Group on the Draft Plan.

Previous consultation from 2019 retained for reference.

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

- Community Survey – resident and broader community survey closed 6 October 2017 (45 responses); additional 8 online submissions received.
- Devonport City Council Staff Survey – closed 2 August 2019 (37 responses).
- 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 DCC Website - complicated, not accessible for diversity disabilities Getting to an event/activity – barriers Lack of specialised equipment Lack of accessible activities prevents inclusion	Simplify website Deliver more and improve accessibility of activities– e.g. consider transport Mobility map / information Financial incentives 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	

Issues	Opportunities
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)
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	Parking bays – improve proximity to destination, e.g. Splash, wider bays
Bus shelters - Lack of, kerb height/slope	More accessible buses, free shuttle bus
Facilities / infrastructure	
Kerbing - heights and crossover location difficult to navigate / distance to destination	Public education to reduce hazards on nature strip
Footpaths – uneven, hazards, poor visibility / lack indicators, non-continuous on one side of the road	Amenities – adult change table, hoist, increase number of accessible toilets
paranaple centre & arts centre – parking proximity, lack of shelter, distance to travel to access counters, no closed loop audio in Theatre	Playgrounds - 'Cognitive containment' options in play spaces – landscaping, seats, etc; play equipment for adults
Playgrounds – lack of accessible spaces, equipment, lack of barriers for containment	Dementia friendly signage / wayfinding / community
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	Sheltered (and more) seating in CBD / parks etc
Lack of sheltered accessible picnic tables	Consider quiet rooms
Design - Lack of whole systems thinking in design e.g. – accessible beach ramps	Accessible shops – uncluttered, ramps etc

Issues	Opportunities
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	

4. Guiding Principles:

The following principles 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.

1. Participation and Inclusion
2. Communication and Awareness
3. Building 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 sport and active recreation in Devonport

Actions:

- Work with Sport for All to employ an inclusion coach at Council
- Work with sports clubs to promote inclusive practices
- Support clubs and organisations in grant applications for activities that improve access and inclusion
- Ensure that sport and active recreation participation information is provided in an accessible format where possible (e.g. captioning, audio)

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: 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, and it is important to note communication is constantly changing with Ai developments. 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.

Outcome: Accessibility of parking is improved

Actions:

- Implement accessible parking improvements in the Council's Parking Strategy 2024-2028
- Improve physical access, safety and usability of car parks
- Enhance accessible movement through car parks
- Improve amenity and comfort
- Improve wayfinding and accessible information
- Improve communication and education of parking systems
- Ensure parking systems are easy to use
- Maintain and manage disability parking zones
- 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 Walking and Riding Strategy.

5.5. Focus Area 5 – Technology and Innovation

Technology plays an increasingly important role in enabling access, participation and independence for people with disability. Digital platforms, assistive technologies and emerging innovations provide opportunities to reduce barriers and improve the way Council communicates, delivers services and designs experiences.

Devonport City Council is committed to leveraging technology and innovation to enhance accessibility, support inclusive participation, and ensure that digital and physical environments evolve alongside community needs.

Outcome: Technology is used to improve accessibility and inclusion across Council services

Actions:

- Embed accessibility standards (e.g. WCAG principles) in all Council digital platforms, including websites, apps and online services
- Ensure all new digital systems and upgrades consider accessibility requirements at the design and procurement stage
- Improve the accessibility of online information through captioning, transcripts, alternative text and plain English formats
- Investigate and implement digital tools that enhance access to Council services (e.g. online forms, virtual engagement tools, translation and communication tools)
- Explore opportunities to support community access to assistive technologies through partnerships, grants or pilot projects.

Outcome: Innovative technologies are used to support participation and engagement

Actions:

- Trial emerging technologies (e.g. AI-supported communication tools, virtual participation platforms, smart wayfinding) to improve community access and inclusion
- Expand digital engagement options to enable people with disability to participate in consultations, meetings and events remotely
- Investigate technology solutions to improve access to events and facilities (e.g. hearing augmentation, live captioning, accessible ticketing systems)
- Incorporate inclusive technology solutions into major events and community programs.

Outcome: Council staff capability in accessible and inclusive technology is strengthened

Actions:

- Provide training and resources to staff on digital accessibility and inclusive communication practices
- Develop guidelines for accessible digital content, including social media, websites and documents
- Promote awareness of assistive technologies and how they can support service delivery
- Collaborate across departments to ensure consistent application of accessible technology practices.

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:

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 2026-2031

No.	Action	Year Planned 2026/27	2027/28	2028/29	2029/30	20230/31	Priority	Resources	Outputs / Targets	Responsible Department
1. Participation and Inclusion										
Outcome: Improve accessibility of sport and active recreation in Devonport										
Outcome: Programs tailored to be inclusive of all abilities										
1.3	Deliver or support activities and events celebrating community diversity						Ongoing	F-OPEX	At least one event held per annum	Community Services
1.4	Facilitate the provision of supportive equipment for people with disability to trial new activities						Ongoing	External	Work with range of stakeholders to facilitate acquisition of supportive equipment as required	Community Services
1.5	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)						Ongoing	F-OPEX	Seek major events	Community Services
Outcome: More people with disability engaged in decision making processes										
1.6	Continue to bring council and community projects to the access and inclusion working group comprising stakeholders representing a range of disability.						Ongoing	A-OPEX	Any strategies, plans or designs that could impact or would benefit from an access and inclusion lens should be presented	Community Services Infrastructure Parking IT PAC/PCC
1.7	Encouraged to participate in Council's Special Committees to ensure people with a disability are directly involved in decision-making						Ongoing	A-OPEX	Increase in membership on Special Committees	Community Services

No.	Action	Year Planned					Priority	Resources	Outputs / Targets	Responsible Department
		2026/27	2027/28	2028/29	2029/30	20230/31				
1.8	Promote Local Government elections to disability service providers to encourage involvement and participation.						In election years	A-OPEX	Information distributed to local provides and representatives of the disability community	Community Services
2. Communication and Awareness										
2.1	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										
2.2	Monitor and update for technology changes, 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)						H	A-OPEX	Standard statement confirmed and website, public document templates updated	Organisational Performance
2.3	Provide support materials, and training where required, for staff to prepare all public documents and correspondence in plain English						Ongoing	F-OPEX	Materials prepared and shared with staff. Training delivered as required.	Corporate Services
2.4	Update the 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

No.	Action	Year Planned					Priority	Resources	Outputs / Targets	Responsible Department
		2026/27	2027/28	2028/29	2029/30	20230/31				
2.5	Update the 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 relevant community groups and organisations with promoting activities/events						Ongoing	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						Ongoing	A-OPEX	Advocate as required	General Management/ Community Services
2.10	Review the representation of the City's diverse population in Council's marketing material and activities						Ongoing	A-OPEX	Increased representation of diversity in publications	Organisational Performance
2.11	Investigate recognition of community organisations and local businesses that recognise and celebrate inclusion						Ongoing	F-OPEX / External	Increased awareness of inclusion recognition opportunities	Community Services
3. Buildings and Facilities										
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)										

No.	Action	Year Planned					Priority	Resources	Outputs / Targets	Responsible Department
		2026/27	2027/28	2028/29	2029/30	20230/31				
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						Ongoing	F-CAPEX	Criteria developed and integrated into process	Infrastructure & Works
3.5	Identify and promote appropriate, accessible recreation routes / pathways and seek funding for enhancements						Ongoing	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						Ongoing	F-OPEX / External	Principles integrated into new signage and upgrades. Access and inclusion considered in review of Signage Strategy in 2023.	Infrastructure & Works
3.7	Ensure emergency evacuation procedures for Council buildings (and for city-wide emergencies) include safeguards and management of people with disability						Ongoing	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	Risk and Compliance

No.	Action	Year Planned 2026/27	2027/28	2028/29	2029/30	20230/31	Priority	Resources	Outputs / Targets	Responsible Department
									and evacuation procedures.	
4. Parking and Mobility										
Outcome: Accessibility of parking is extended										
4.1	Implement accessible parking improvements as per the current Council parking strategy						Ongoing	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
Outcome: Public transport and mobility options have expanded										
4.3	Provide information on the accessibility of Council facilities and services (e.g. via an online map) to assist trip planning for residents and visitors						Ongoing	External	Current online information promoted. Map produced.	Community Services
4.4	Identify and remove known infrastructure barriers to accessibility (e.g. stairs, narrow or steep paths etc), in line with the current Walking and Riding Strategy.						Ongoing	F-CAPEX	Infrastructure improved to enhance mobility	Infrastructure & Works
5. Technology and Innovation										
Outcome: Technology is used to improve accessibility and inclusion across Council services										
5.1	Embed accessibility standards across Council digital platforms						H	F-OPEX	All new and updated digital platforms meet	Corporate Services

No.	Action	Year Planned					Priority	Resources	Outputs / Targets	Responsible Department
		2026/27	2027/28	2028/29	2029/30	20230/31				
									accessibility standards	
5.2	Ensure accessibility is considered in procurement and system upgrades						H	A-OPEX	Accessibility included in procurement and project planning processes	Corporate Services
5.3	Improve accessibility of online information (captioning, transcripts, alt text)									
Outcome: Public transport and mobility options have expanded										
4.3	Provide information on the accessibility of Council facilities and services (e.g. via an online map) to assist trip planning for residents and visitors						Ongoing	External	Current online information promoted. Map produced.	Community Services
4.4	Identify and remove known infrastructure barriers to accessibility (e.g. stairs, narrow or steep paths etc), in line with the current Walking and Riding Strategy.						Ongoing	F-CAPEX	Infrastructure improved to enhance mobility	Infrastructure & Works