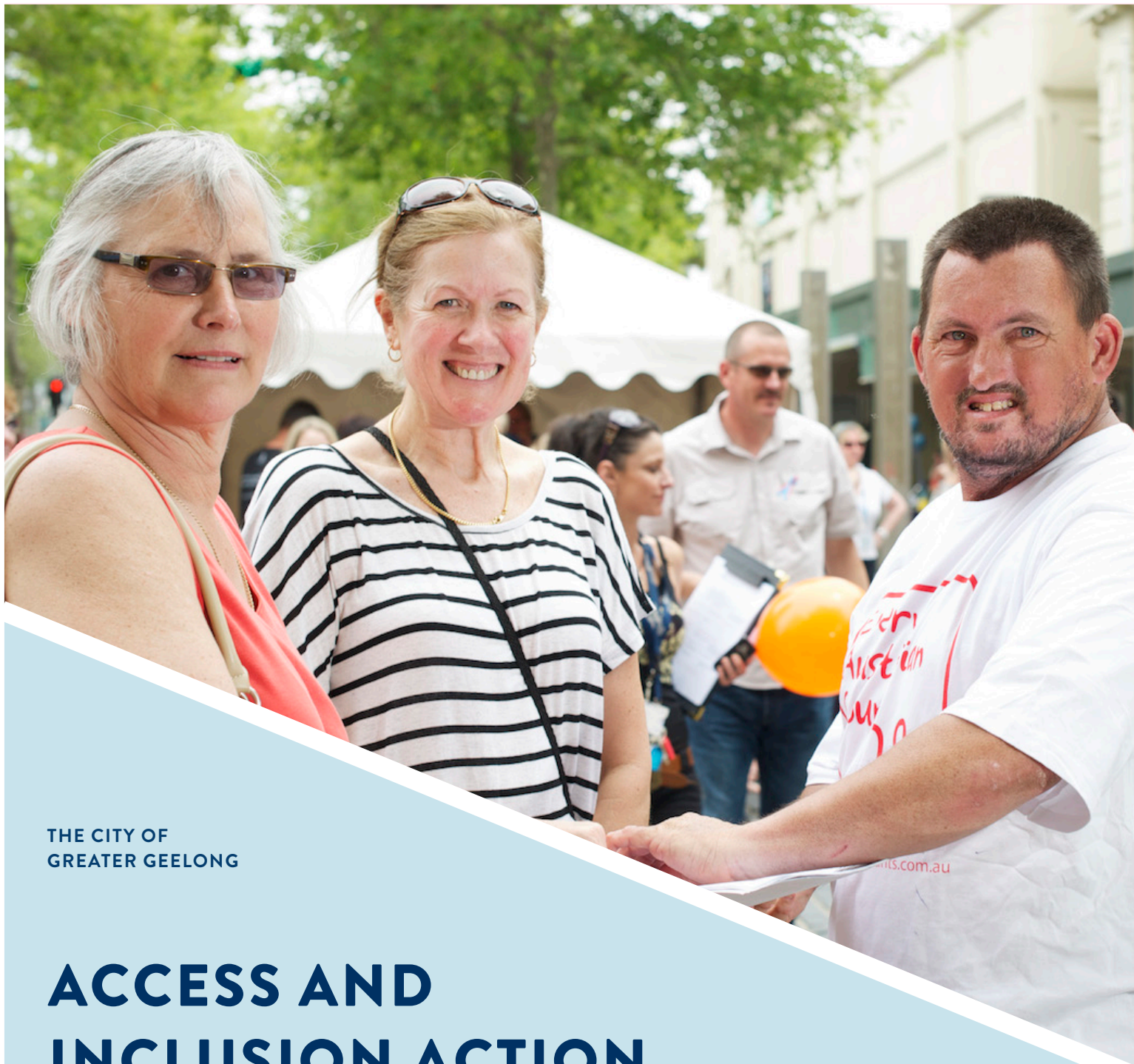




THE CITY OF
GREATER GEELONG

ACCESS AND INCLUSION ACTION PLAN 2018–22

DISABILITY ACCESS AND INCLUSION –
A MORE ACCESSIBLE COMMUNITY
FOR EVERYONE



CONTENT

Executive summary	3
1. Introduction	4
2. Vision	5
3. Action plan drivers	6
3.1 Upholding human rights	6
3.2 Identifying and addressing discrimination	6
4. Legislative and policy context	7
5. Guiding principles: Universal Design and best practice	8
6. The benefits of accessibility and inclusive practices	9
7. Current Situation	10
7.1 People with disability in our region	10
7.2 National Disability Insurance Scheme (NDIS)	11
7.3 Support for carers	11
7.4 Accessibility of public areas	12
7.5 Improving access to business	13
7.6 Creating a more inclusive community	13
7.7 Transport	14
7.8 Housing	14
7.9 Employment	15
8. Priorities	16
9. Strategic Priority Goals and Measures	18
9.1 Access	18
9.2 Inclusion	20
9.3 Employment	21
9.4 Inclusive Attitudes	22
10. How we will deliver and evaluate our Plan	22
Appendix A: Achievements from the previous Plan	23
Appendix B: Measures of Success	25

FOREWORD

The community has a clever and creative aspiration to create an inclusive, diverse, healthy and socially connected community.

This is a strong validation of Council's commitment to working towards full equality for people with a lived experience of disability.

In the Greater Geelong region, over 14,000 people need help in their day-to-day lives due to disability and this figure will only grow with an ageing and increasing population.

We must become a leader in accessibility by making sure everyone in our community has access to goods, services and facilities and can participate in community life in a region that has overwhelmingly inclusive attitudes.

This is important because when we improve the opportunity for everyone to participate and be included, we have a stronger community.

This plan includes practical priorities including improving access to council buildings and better roads and footpaths. We need to offer multiple options for communication and increase connectivity, availability and accessibility of public transport. Community events also have an important role to play in bringing the community together, so we must make sure everyone is aware of events and able to access them.

We're determined to help shape Greater Geelong as a place where people with a lived experience of

disability are empowered to be active contributors in our society. There is no limit to what can be achieved when our community is equitable, inclusive and accessible to all.



A stylized, handwritten signature in black ink. The signature is fluid and cursive, with the first letter 'B' being particularly large and prominent.

Mayor Bruce Harwood
City of Greater Geelong

1. INTRODUCTION

Representing the voices of more than 16,000 members of our community, Greater Geelong: A Clever and Creative Future is our community's vision to guide government, community organisations, businesses and anyone wanting to make a genuine contribution to our city-region. Council Plan 2018–22 represents the City of Greater Geelong's contribution to delivering on the vision over the next four years.

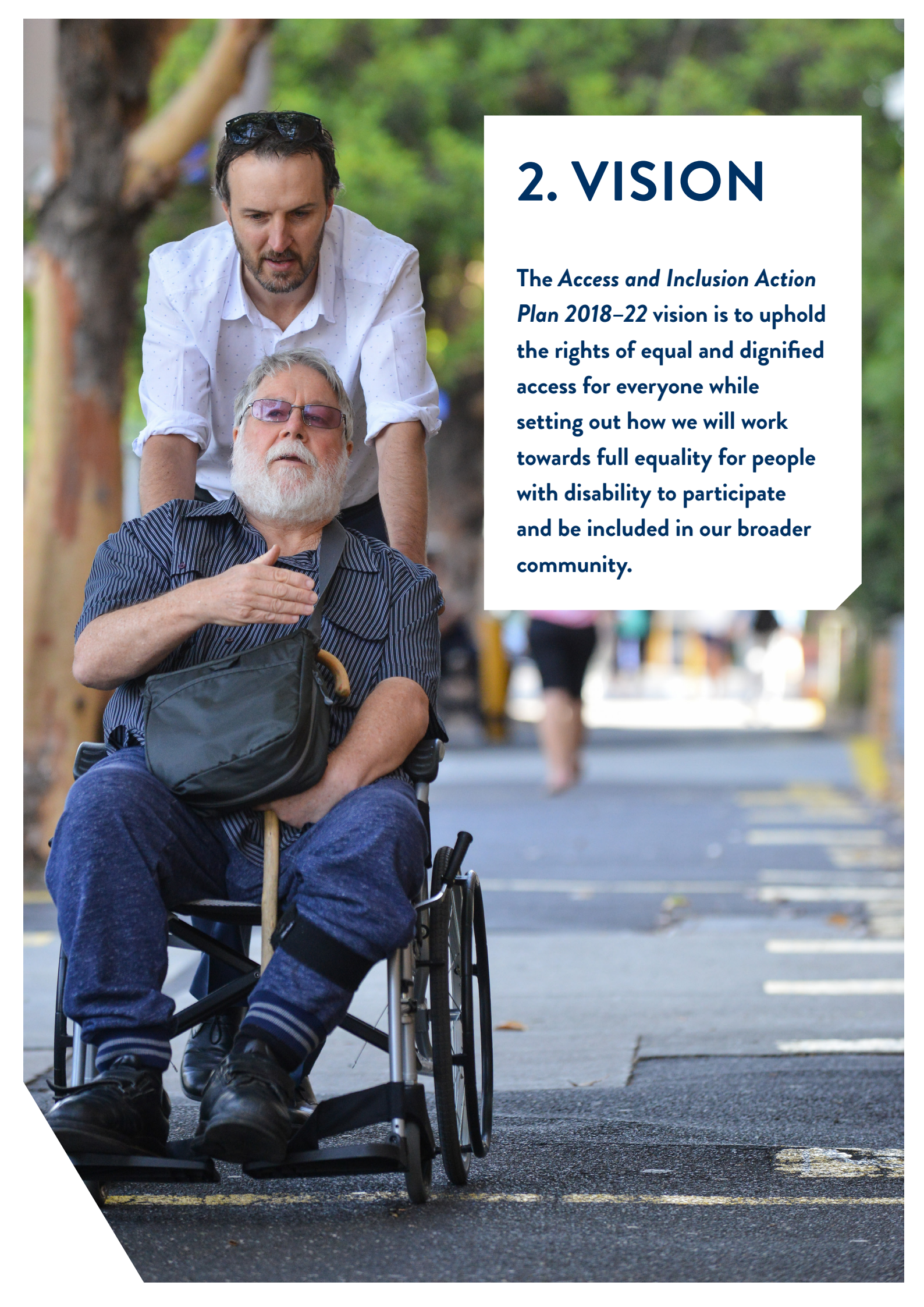
The Access and Inclusion Action Plan also contributes to and supports Geelong's UNESCO City of Design designation. This Action Plan supports Geelong's commitment to the UNESCO Creative City Network (UCCN) Sustainable Development Goal #11 – Sustainable Cities and Communities. The UCCN has a vision for a better more sustainable future, and we see this Action Plan as one of the City's commitments to delivering a better community, one in which all people have equal rights and access to the opportunities Greater Geelong can offer.

We are excited to present our *Access and Inclusion Action Plan 2018–22*. It links strongly to the above documents by:

1. delivering on the community aspiration to work towards 'An inclusive, diverse, healthy and socially connected community' by making sure that:
 - a. our public areas and local services are accessible to people of all levels of ability
 - b. we have a strong sense of community and support our vulnerable members
 - c. our city is designed for people
 - d. accessible transport options connect people within the city-region
2. developing a consistent approach to getting things done while working together to address our access and inclusion challenges and opportunities
3. promoting thinking and action focused on access, participation and inclusion for everyone
4. the opportunity to promote the Action Plan and collaborate with the members of the UCCN to help achieve strategic priority goals and measures.

This Action Plan outlines the background and legislative context, plus the review and consultation process we undertook in its development. It identifies priority areas for success and explains how we will measure our impact in each area.

The achievements of the previous Plan are included in Appendix A.



2. VISION

The Access and Inclusion Action Plan 2018–22 vision is to uphold the rights of equal and dignified access for everyone while setting out how we will work towards full equality for people with disability to participate and be included in our broader community.

3. ACTION PLAN DRIVERS

3.1 UPHOLDING HUMAN RIGHTS

Australia is a signatory to the United Nations Convention on the Rights of Persons with Disabilities 2006, ratified in 2008. The general principles of the convention include:

- respect for inherent dignity
- individual autonomy including the freedom to make one's own choices
- independence of persons, and full and effective participation and inclusion in society
- respect for difference
- acceptance of persons with disabilities
- accessibility.

The *Victorian Charter of Human Rights and Responsibilities Act (2006)* protects 20 fundamental human rights. These provide the foundation of an inclusive society that values human dignity, equality and freedom. The City of Greater Geelong considers all facets of human rights in our actions, policies, services and local laws. We are responsible for applying these principles in the broader community to promote positive values and a culture of inclusion that respects human rights.

3.2 IDENTIFYING AND ADDRESSING DISCRIMINATION

This Action Plan aims to address and respond to all forms of discrimination against people with a disability.

Discrimination is defined as treating people with a disability less favourably than people without the disability would be treated under the same circumstances (**direct discrimination**).

Discrimination also exists where there is a condition or requirement imposed that may be the same for everyone, but which unfairly excludes or disadvantages people with a disability (**indirect discrimination**).

It is also unlawful to discriminate against a person because their associates (family, carers, partners and so on) have a disability.

Treating people with a disability differently, where it is reasonably intended to ensure that they have equal opportunities or to meet their specific needs, is not unlawful discrimination.

4. LEGISLATIVE AND POLICY CONTEXT

We developed the *Access and Inclusion Action Plan 2018–22* in line with the *Disability Discrimination Act* (1992), a landmark legislation enshrining the rights of equal and dignified access for everyone. Part 3 of the *Disability Discrimination Act* (1992) sets out development of policies, programs, goals and targets to identify and remedy discriminatory practices.

This Action Plan will be registered with the Australian Human Rights Commission, where it must be taken into account in any complaints made against the City in relation to disability discrimination.

The *National Disability Strategy 2010–20* sets out ways to work towards equal rights for people with disability to participate and be included in the broader community. Legislation and codes supporting and guiding the strategy:

- *Disability Act 2006*
- *Victorian Charter of Human Rights and Responsibilities Act 2006*
- Australian Human Rights Commission.



5. GUIDING PRINCIPLES: UNIVERSAL DESIGN AND BEST PRACTICE

Universal Design is a philosophy that creates products, buildings, environments and experiences that are usable and effective for everyone, and accessible to as many people as possible. This use and access is regardless of a person's age, level of ability, cultural background, or any other factors that contribute to the diversity of our communities.

Best practice has been defined as structures and environments that comply with Universal Design principles and meet the needs of the widest possible range of people. These principles guide the City's information, products, services, buildings, facilities, communication and engagement. They will support improved outcomes for access and inclusion for the whole community.

Through the Access and Inclusion Advisory Committee, we are focusing more on the principles of Universal Design to inform best practice. We have been moving towards providing buildings and environments that go beyond minimum standards. For example, we have implemented Changing Places and Adult Change Facilities at:

- Leisurelink – two adult change facilities (2009)
- Vines Road Community Centre (2010)
- Norlane Family and Child Centre (2015)
- Geelong Library & Heritage Centre (2015)
- Leopold Community Hub (under construction, to be completed late 2018)
- Installation of Marveloo.



6. THE BENEFITS OF ACCESSIBILITY AND INCLUSIVE PRACTICES

A fully accessible community benefits everyone. When we embrace Universal Design concepts, we improve the opportunity for participation and inclusion for everyone, including:

- people who have a permanent disability
- people who have a temporary disability due to an accident or illness
- people who are ageing and may have reduced mobility, be hard of hearing, have low vision or altered cognitive functioning
- people from culturally and linguistically diverse communities who may have challenges speaking and/or understanding English
- carers, families, including parents and grandparents who are caring for children and using prams and strollers
- people who are using other mobility aids such as manual wheelchairs, shopping trolleys, and electric mobility devices including scooters
- people who have mental health challenges
- business owners and workplaces.



7. CURRENT SITUATION

7.1 PEOPLE WITH DISABILITY IN OUR REGION

Greater Geelong is located 75 kilometres south west of Melbourne, with a population of more than 244,000 people.



IN THE G21 AREA,

**17,568
PEOPLE**

**REPORTED NEEDING
HELP IN THIS AREA
OF THEIR LIVES**

(Profile ID).

These statistics do not take into account future planning. We need to think about an ageing population, people with temporary disability, and people who may have difficulties in their day-to-day lives but do not yet identify as needing help.

Between census data gathered in 2011 and 2016, the reported need for help in our region increased for the following age groups:

- 20 to 59 years of age (+714 persons)
- 10 to 19 years of age (+324 persons)
- 5 to 9 years of age (+227 persons)

This increase, particular at younger age brackets, highlights that we must grow our response to meet the needs within our community.

7.2 NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

The NDIS is a funding framework providing support to Australians with a disability, their families and carers. It will provide about 460,000 Australians under the age of 65 with a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life. Since our *Disability Action Plan 2014–17*, much has changed. The NDIS national office and the National Disability Insurance Agency (NDIA) are sited in Geelong and the Barwon Trial Site was established here. The scheme transforms support for people with disability, reforming the way disability agencies deliver their services. The City will continue to work with NDIA and NDIS delivery partners to make sure the services they provide are adequate for a growing population of people with disability.



7.3 SUPPORT FOR CARERS

According to the new *Victorian Carer Strategy 2018–22*:

- there are more than 736,600 carers in Victoria
- 239,100 of them are primary carers
- 70 per cent of primary carers are female
- nearly 38 per cent of primary carers have a disability themselves (compared with 16 per cent of non-carers).

Carers give support to those who need it most. We will work with local carers in Greater Geelong to support the five priority areas identified in the *Victorian Carer Strategy 2018–22*:

- carers have better health and wellbeing
- carers are supported in school, study and work environments
- carers can access support and services that meet their needs
- carers have less financial stress
- carers are recognised, acknowledged and respected.

7.4 ACCESSIBILITY OF PUBLIC AREAS

Our Social Infrastructure Plan outlines four overarching themes to guide the City's future decision-making about public areas. Public buildings need to be:

- accessible
- equitable
- adaptable
- sustainable.

Our current and future challenges relating to access to public areas include:

- ageing buildings in need of repair or renewal
- providing facilities equitably across our communities
- providing facilities in new housing areas.

A SNAPSHOT OF OUR COMMUNITY BUILDINGS INCLUDES:



137

SPORTS
PAVILIONS



14

LIBRARIES



6

AQUATIC
CENTRES



15

COMMUNITY
MEETING
ROOMS AND
HALLS



15

NEIGHBOUR-
HOOD
HOUSES/
COMMUNITY
CENTRES



18

SENIOR
CITIZENS
FACILITIES

7.5 IMPROVING ACCESS TO BUSINESS

Access to the built environment prevents some people from fully participating in the life of our community. They may be unable to go about everyday business and have access to places like shops, businesses, cafés, entertainment venues, libraries and office buildings. While applying Universal Design can change the physical environment over time, having community knowledge and support is important to understanding how to make shops and offices accessible.

The Geelong Mobility Access Directory has been valuable in approaching local business owners to talk about disability access and gain listings for the directory. Over the four years covered by our *Disability Action Plan 2014–17*, the directory website had 19,032 hits.

7.6 CREATING A MORE INCLUSIVE COMMUNITY

The Victorian Government Inquiry into Social Inclusion and Victorians with Disability (2014) addressed the challenge of promoting an inclusive attitude in the community. Its initiatives include broad-based media campaigns, specific campaigns and community building work to raise awareness by 'breaking down stereotypes and educating people about the issues and experiences of people with disability and developing the skills to address their needs'.

The focus is creating an inclusive community through positive behaviour change. Absolutely Everyone *State Disability Plan 2017–20* 'Inclusive Communities' pillar lists all the factors that help a person feel included. Action areas include changing attitudes, Universal Design and community infrastructure. At a local level, creating a community that promotes participation and inclusion takes a whole-of-council approach.

This Action Plan sets out commitments and actions across our organisation to achieve this goal through our social inclusion principles:

- All our activities will be informed by up-to-date demographic and geographic information on social equity in the region to identify priority areas and groups for attention.
- All activities planning will be informed by effective, focused partnerships and engagement with priority groups and areas, aimed at fully understanding the particular needs and obstacles experienced in accessing services and facilities.
- Service and infrastructure design, location, communication and support arrangements will address the particular needs and obstacles faced by priority areas and groups.

7.7 TRANSPORT

Together with our Access and Inclusion Advisory Committee, we have maintained an active advocacy role with Public Transport Victoria (PTV) and V/Line to work with and influence provision of public transport across Greater Geelong. This process has:

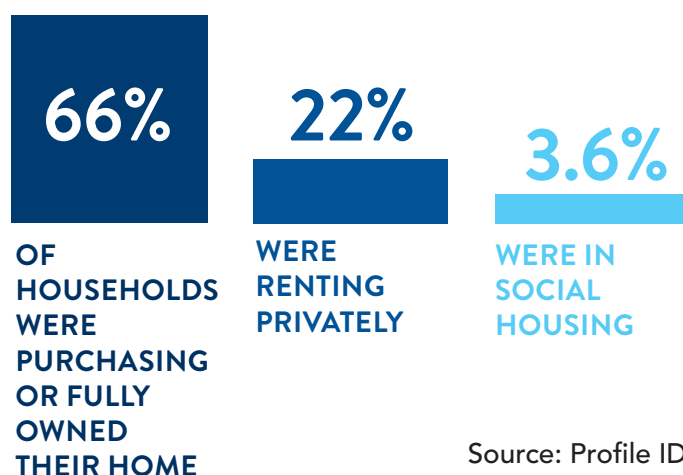
- influenced planning around local bus routes
- highlighted the need for means of independent boarding of trains for people with disability
- requested that the organisations invest in disability awareness training.

Works costing \$7.3 million at Geelong Railway Station now provide a lift to platforms two and three, accessible toilets, and amenities meeting standards for people with disabilities. Our Access and Inclusion Advisory Committee has joined the V/Line Advisory Committee to have further input into accessible use of local transport options.

7.8 HOUSING

Research and statistical data highlights that there is a 60 per cent chance that a house will be occupied by a person with a disability at some point over its life. While there are no census figures available on suitability of housing for people with disability, access to live-in and visit housing has been anecdotally identified as a future challenge. Increasing the livable housing stock within Greater Geelong is a priority.

According to the 2016 Census, in Greater Geelong:



Source: Profile ID

Livable Housing Australia (LHA) partners community, consumer groups, government and industry to increase livable housing. LHA has identified seven core design elements that make a livable home easy to enter, easy to navigate in and around, capable of easy and cost effective adaptation, and responsive to the changing needs of home occupants.

Over the next 12 months, we will develop the City of Greater Geelong *Social Housing Plan 2018–36* to establish the City's position and role in influencing and supporting affordable housing outcomes.

Development of the plan will consult and consider the needs of specific population groups, including people with disability.

7.9 EMPLOYMENT

The 2016 Census found these statistics for Greater Geelong:

- 6.4 per cent unemployment rate, against 6.6 per cent for Victoria and 6.4 per cent nationally
- 58 per cent participation rate (population in labour force), against 60 per cent for Victoria and 60 per cent nationally
- some 103,580 people employed, 57 per cent working full time and 41 per cent part time.

The Victorian Government Inquiry into Social Inclusion and Victorians with Disability (2014) found that:

‘People with disability continue to participate at low levels in the workforce due to negative attitudes and barriers that prevent them from fully contributing to the best of their potential’.

The City of Greater Geelong is committed to using our various workforce initiatives to provide opportunities to community members with disabilities.

8. PRIORITIES

The four priority areas for this Action Plan are:

ACCESS

Improve access to the built environment including council buildings, cultural facilities, roads, footpaths and parking; continue to expand the Changing Places and accessible toilets strategies; advocate for continued improvements to accessible transport through PTV and VicRoads.

INCLUSION

Provide alternative communication options such as key community events such as Christmas in Geelong, Carols by Candlelight and New Years Eve events; provide hearing loops at City Hall; increase Universal Communication Accreditation for the City's Customer Service; continue to expand on the Changing Places Strategies and promote Marveloo - for inclusion at

events across Greater Geelong and the Bellarine.

EMPLOYMENT

Identify and reduce the barriers to employment by providing Disability Awareness Training to all council staff via online training modules and direct contact; provision of workplace reasonable adjustment and support where required.

INCLUSIVE ATTITUDES

Foster an inclusive culture by developing and implementing community campaigns, events and strategies that acknowledge the skills and successes of people with a lived experience of disability.



9. STRATEGIC PRIORITY GOALS AND MEASURES

9.1 ACCESS

***Greater Geelong: A Clever and Creative Future* defines success in this area as ‘public areas and local services that are accessible to all levels of ability’.**

The recently adopted *Council Plan 2018–22* lists the following strategic priorities (along with specific actions) to provide a commitment to access for all the community:

- informed social infrastructure and planning
- a more inclusive and diverse community
- planned sustainable development
- growing our tourism and events.

Our *Municipal Public Health and Wellbeing Plan* aims to make sure our services for older adults and people with disability are adequate for a growing population.

This Action Plan’s strategic priorities include a focus on reducing barriers to goods, services and facilities for people with disability.

ACCESS AND INCLUSION ACTION PLAN 2018–22 GOALS:

- Ensure facilities, buildings, environments and experiences are accessible to everyone.
- Provide more accessible public urban space.
- Increase number of community facilities with accessible toilets or adult change facilities.
- Provide a grants scheme to fund community groups, and initiatives that promote inclusion and accessibility.
- Make sure housing supply, diversity and affordability can meet the needs of our growing community.
- Tourism Greater Geelong and the Bellarine to:
 - inform and educate tourism businesses to become more inclusive of people with disabilities – both as customers and staff
 - provide one-to-one mentoring to 110 businesses around access and inclusion
 - launch a marketing campaign to build awareness of the businesses and region as a welcoming place for people with disabilities.
- Update the City’s parking app with more capability and functions that will benefit all, and in particular people with a disability.
- In partnership with Barwon Disability Resource Centre and other stakeholders, continue to revise and develop existing Access Maps to improve functionality and ease of use.
- Develop a strategic plan for Changing Places to identify priority locations.
- Market and implement the Marveloo (portable self-contained adult change facility) for events.
- Investigate opportunities to promote and influence accessible design of communities and buildings through the planning scheme and building codes.
- Deliver the Geelong Accessible Cities project in partnership with key stakeholders.

OUR CHECKLIST FOR MEASURING SUCCESS:

- Planning and design of the Northern ARC Health and Wellbeing Hub completed.
- Up to five public toilet facilities with accessible toilets built or replaced per year.
- Bridge upgrades as identified and priority projects identified in the Footpath Customer Commitments Register completed.
- Available funding for identified footpath works in Central Geelong fully expended.
- All engineering design projects meet the design specifications with consideration of relevant Australian Standards, Infrastructure Design Manual and, where applicable, VicRoads standards.
- Report on number and funding provided by the Community Investment and Support Fund to projects that promote access and inclusion for people with disabilities.
- City of Greater Geelong Social Housing Plan 2018–36 completed.
- City of Greater Geelong Parking App updated and available for use.
- Strategic plan and scope for locations of future Changing Places throughout municipality completed.
- Marveloo implementation and use within Greater Geelong evaluated.
- Multi-platform online application for the Central Geelong Waterfront Map developed.
- Number of home modifications to enable improved external access (ramps, grab rails) to enable a client to mobilise safely.
- Number of clients who are referred to Diversitat Access and Support Officer.
- 450 tourism businesses received tailored information or attended training sessions on inclusion, with 110 businesses having undertaken one-to-one mentoring.
- Measure of City staff who have completed online Disability Awareness Training or training sessions.
- Measure of City of Greater Geelong units that have completed or are undergoing Communication Access Accreditation.
- Definition of what makes an accessible city and opportunities/activities to achieve this identified.

9.2 INCLUSION

***Greater Geelong: A Clever and Creative Future* aims to have the percentage of residents who participate in engagement activities exceeding the state average.**

Our *Council Plan 2018–22* has a strategic priority of Organisational Leadership, Strategy and Governance that commits to the following:

- communicating and engaging more effectively with the community, in areas of need
- continuing to transform our workplace culture
- making our processes more effective and efficient.

This Action Plan's strategic priorities includes welcoming and inviting greater input from people with disability through consultation, communication and celebration.

ACCESS AND INCLUSION ACTION PLAN 2018–22 GOALS:

- Facilitate the Access and Inclusion Advisory Committee to ensure the City has a mechanism to seek advice on matters impacting people with a lived experience of disabilities.
- Increase the City's accessible forms of communication.
- Through the City's Engagement Strategy Implementation Plan, develop more inclusive engagement strategies.
- Make sure people with disability will have input into the City of Greater Geelong Social Housing Plan 2018–36.
- Increase participation and stakeholder partnerships at events organised and delivered by the City.
- Revise and update the Events Planning Guide to include more guidance on resources and strategies to increase participation of people with disability.
- Make available and promote additional accessibility resources for event organisers – Mobi-Beach Chairs, Marveloo and so on.
- Expand sponsored Learn to Swim program to fund an additional 80 children from the Whittington area.

OUR CHECKLIST FOR MEASURING SUCCESS:

- Annual community survey completed.
- Twice yearly staff surveys completed.
- Social media statistics gathered.
- Independent media coverage analysis reports reviewed.
- Geelong Australia monthly activity reports reviewed.
- Number of consultations, reviews and tracking tool for City of Greater Geelong Social Housing Plan 2018–36.
- Improved colour contrast in the City's documents in order to improve readability.
- Provision of Auslan interpreters at council meetings and at the Greater Geelong Christmas and New Year Celebrations.
- Research and develop effective mechanisms for capturing data and responding to complaints relating to disability access and discrimination.
- Increased Learn to Swim membership numbers for access and inclusion lessons.

9.3 EMPLOYMENT

Our community told us through development of *Greater Geelong: Clever and Creative Future* that we value a range of employment opportunities.

'A thriving and sustainable economy' is a strategic priority in our *Council Plan 2018–22*.

This Action Plan aims to reduce the barriers to employment for people with disability and build a workforce that responds to the needs of people with a disability.

ACCESS AND INCLUSION ACTION PLAN 2018–22 GOALS:

- Tourism Geelong and the Bellarine to deliver accessible tourism project with the Australian Federation of Disability Organisations.
- Revise Reasonable Adjustment Policy.
- Establish planning and consultation group in the design of future accommodation for staff of the City to ensure accessibility focus.
- Develop and implement a learning module on people with different abilities as part of organisational online learning modules.
- Create and drive a culture where all staff value diversity of people of all abilities, experience and backgrounds.
- Ensure workplace systems policies and practice allow individuals to participate to their fullest ability.

OUR CHECKLIST FOR MEASURING SUCCESS:

- 70 people with disabilities employed in the local tourism industry.
- Research and develop effective mechanisms for capturing data and responding to complaints relating to disability access and discrimination.
- 100 per cent people leaders complete learning module; 100 per cent of online employees to complete module.
- Monitor management and success of organisational support of employment strategies.

9.4 INCLUSIVE ATTITUDES

Our community told us through development of *Greater Geelong: A Clever and Creative Future* that we value a strong sense of community.

This Action Plan will work towards fostering a community with greater inclusive attitudes to all community members in all activities.

ACCESS AND INCLUSION ACTION PLAN 2018–22 GOALS:

- Develop broad stakeholder partnerships across Greater Geelong and Barwon region to develop and deliver International Day of People with Disability on an annual basis.
- Commission 'inclusive Geelong' sculpture as addition to the public art collection for Greater Geelong.
- Design and deliver local event in Central Geelong for International Day of People with Disability on an annual basis.
- Implement access and inclusion awareness campaign.
- Actively participate in the Having a Say Conference Planning Committee coordinated by VALiD.
- Develop and implement an Engagement Champions Project to help us engage more confidently with our community.
- Build baseline data on experiences of people accessing the city through implementation of community engagement initiative.

OUR CHECKLIST FOR MEASURING SUCCESS:

- Number of attendees at International Day for People with Disabilities celebration for both regional and local events.
- Increase in number of stakeholder partnerships in planned and delivered events.
- Event Survey – feedback gathered from attendees at event.
- Measure numbers of people with a lived experience of disability who have been involved in planning and delivering events, activities and strategies in partnership with stakeholders and City staff.
- Annual community engagement data collection/analysis used to inform action plan implementation and future priorities.

10. HOW WE WILL DELIVER AND EVALUATE OUR PLAN

- Our draft Access and Inclusion Action Plan 2018-22 was released for public exhibition and comment during September and October 2018.
- Comments were reviewed, and adjustments made for presentation and final adoption by Council in November 2018.
- Once adopted, the Plan will be lodged with the Human Rights Commission and shared with the Access and Inclusion Advisory Committee and our many partners working toward a more accessible and inclusive community.
- Plan monitoring will occur through the Council Plan reporting processes and the Connected Communities Department will be responsible for liaising with all internal and external partners to support implementation.
- We will conduct an annual review of the Plan's progress for Council.
- The goals and strategies of the Plan will be considered in the City's planning and budgeting cycle. Opportunities to apply for grants that will progress our goals and strategies will be routinely pursued.

Further work on evaluating the impact of our Plan will be undertaken over 2018–19 and will inform measures in future years.

APPENDIX A: ACHIEVEMENTS FROM THE PREVIOUS PLAN

Our *Disability Action Plan 2013–17* consisted of 53 identified actions across the following priority areas:

- better access to goods, services and facilities
- promote an inclusive and participatory community
- better access to employment
- improve attitudes and practices.

Twenty of the actions have been carried out and completed in full, with many now integrated as 'business as usual'.

A snapshot of our achievements across priority areas:

1. Better access to goods, services and facilities

- Communication Access Accreditation for Customer Services and Geelong Regional Libraries
- Changing Places and Adult Change Facilities
- increased accessible walkways at Johnstone Park
- review and expansion of content included in the Mobility Access Directory and Geelong Waterfront Map
- kerb channel accessibility to the Ocean Grove town centre
- development of the Hospital Precinct Master Plan
- 70 full street block footpaths replaced during 2017–2018 financial year and new pathways created in priority locations to improve pedestrian access to key destinations
- weekly reports on street closures provided to Vision Australia for broadcast to community
- 4,800 people received services through our Community Care program
- improved all-ability access around North Geelong Railway Station/bus interchange

- standardised use of Tactile Ground Surface Indicator to align with Australian Standards and provide clear information for vision impaired
- Tourism Greater Geelong and The Bellarine Inc. secured funding with partner Australian Federation of Disability Organisations from the Victorian Government Department of Economic Development, Jobs, Transport and Resources to implement an accessible tourism project across the region.

2. Promote an inclusive and participatory community

- Our Future:
 - From September 2016 to May 2017, 16,000 community members had their say about their aspirations for Greater Geelong and how it should evolve during the next 30 years. This involved 162 workshops, event appearances, community meetings and school visits.
 - We held two specific access and inclusion engagement events at the VALiD Having a Say Conference and with the National Disability Insurance Agency where 45 surveys were completed representing a total of 172 people documenting 120 ideas for our region's future.
- Bin 'tactiles':
 - We designed and manufactured discreet clear plastic symbols for the top of domestic waste bins. These 'tactiles' help residents identify general waste, recycling or green waste bins. This innovative solution is effective, low cost and environmentally sound and earned a Highly Commended recognition at the 2018 National Awards for Local Government.

- Beach accessibility:
 - We purchased beach matting and reclining beach wheelchairs to facilitate beach and water access for community members and visitors.
- Inclusive event guidelines:
 - We provided equitable access guidelines and strategies to a host of organisations, community groups and individuals wishing to hold a public event in the City of Greater Geelong. Our guidelines include information on Auslan interpreters, attendant care and safe viewing area for people with disability.
- International Day of People With Disabilities (IDPWD) celebrations:
 - Since beginning in 2012 as a modest, local event, IDPWD had grown 200 per cent by 2016. It now spans the entire Barwon Region and involves several peak body representatives and people with disability on almost all planning committees.
- Communicating with our community:
 - We prepared How to write: our writing standard, our writing style guide to improve corporate writing and make it more accessible and understandable by all.
 - We introduced live web-streaming of council meetings to increase transparency of and access to decision-making.
 - We reduced the amount of printed material and increased our use of other media including cinema advertising, video and radio to help make our information more accessible for everyone.
 - We increased use of infographics and other ways to simplify and explain complex information.

3. Better access to employment

- Step by Step Volunteer Mentor Project (2015):
 - designed to increase volunteering opportunities and economic and social participation for people with disability
 - 27 people with disability enrolled in the program
 - 8 engaged in volunteer roles
 - 10 mentors trained
 - all participants matched with a mentor
 - not-for-profit organisations currently have people with disability engaged as volunteers
 - not-for-profit organisations made volunteer roles available
 - not-for-profit organisations referred their clients to the program.

4. Improve attitudes and practices

- Many of the above actions improve attitudes and practices by raising awareness of people with disability and increasing access to the built environment, services and events. The following initiatives also supported awareness raising:
 - Disability Awareness training for all City of Greater Geelong Community Care workers
 - Disability Awareness Training delivered to more than 30 staff members from not-for-profit organisations as part of the Step by Step Volunteer Mentor Project
 - enabling access to available disabled parking bays by making sure appropriate use is enforced effectively.

APPENDIX B:

MEASURES OF SUCCESS

GOALS	MEASURE	RESPONSIBLE DEPARTMENT
ACCESS		
Ensure facilities, buildings, environments and experiences are accessible to everyone.	Planning and design of the Northern ARC Health and Wellbeing Hub completed.	Capital Projects
	Bridge upgrades as identified and priority projects identified in the Footpath Customer Commitments Register completed.	Engineering
	Available funding for identified footpath works in Central Geelong fully expended.	
	All engineering design projects meet the design specifications with consideration of relevant Australian Standards, Infrastructure Design Manual and, where applicable, VicRoads standards.	
Provide more accessible public urban space.	Completion of the Social Infrastructure Plan.	Social Planning and Investment
	Evaluation of new Urban Design Frameworks for accessibility.	Planning, Strategy and Urban Growth
Increase number of community facilities with accessible toilets or adult change facilities.	Up to five public toilet facilities with accessible toilets built or replaced per year.	Property and Procurement
Provide a grants scheme to fund community groups, and initiatives that promote inclusion and accessibility.	Report on number and funding provided by the Community Investment and Support Fund to projects that promote access and inclusion for people with disabilities.	Program Integration and Development
		Connected Communities
Make sure housing supply, diversity and affordability can meet the needs of our growing community.	City of Greater Geelong Social Housing Plan 2018–2036 completed.	Healthy Communities
From a home support assessment, clients with mobility access issues at their home can be referred to the City's Home Maintenance for home modifications to assist mobility.	Number of home modifications to enable improved external access (ramps, grab rails) to enable a client to mobilise safely.	Community Care
From a home support assessment, clients with complex access/ inclusion issues can be referred to the Diversitat Access and Support Officer for assistance.	Number of clients who are referred to Diversitat Access and Support Officer.	Community Care
Inform and educate tourism businesses to become more inclusive of people with disabilities – both as customers and staff.	450 tourism businesses received tailored information or attended training sessions on inclusiveness.	Tourism Greater Geelong and the Bellarine

GOALS	MEASURE	RESPONSIBLE DEPARTMENT
Provide one-to-one mentoring to businesses around access and inclusion	110 businesses having undertaken one-to-one mentoring.	Tourism Greater Geelong and the Bellarine
Launch a marketing campaign to build awareness of the businesses and region as a welcoming place for people with disabilities.	Implementation and evaluation of campaign to assess increase of tourists with disabilities.	Tourism Greater Geelong and the Bellarine
Update the City of Greater Geelong Parking App with more capability and functions that will benefit all, and in particular people with a disability.	City of Greater Geelong Parking App updated and available for use. Multi-platform online application for the Central Geelong Waterfront Map developed.	Health and Local Laws
Develop a strategic plan for Changing Places to identify priority locations.	Strategic plan and scope for locations of future Changing Places throughout municipality completed.	Connected Communities
Market and implement the Marveloo (portable self-contained adult change facility) for Greater Geelong events.	Marveloo implementation and use within Greater Geelong evaluated.	Connected Communities
Investigate opportunities to promote and influence accessible design of communities and buildings through the planning scheme and building codes.	Recommendations from the investigation to increase accessible design and planning presented to Councillors for consideration and endorsement.	City Development Connected Communities
INCLUSION		
Facilitate the Access and Inclusion Advisory Committee to ensure the City has a mechanism to seek advice on matters impacting people with disabilities.	6 meetings facilitated per financial year with quorum in attendance. Advice and recommendations documented and conveyed to Council as agreed.	Connected Communities
Increase the City's accessible forms of communication.	Improved colour contrast in the City's documents in order to improve readability. Annual community survey completed. Social media statistics gathered. Twice yearly staff surveys completed. Independent media coverage analysis reports reviewed. Geelong Australia monthly activity reports reviewed.	Corporate Communication and Marketing

GOALS	MEASURE	RESPONSIBLE DEPARTMENT
Through the City's Engagement Strategy Implementation Plan, develop more inclusive engagement strategies.	More all-abilities engagement sessions.	Strategy and Engagement
People with disability will have input into the City of Greater Geelong Social Housing Plan 2018–36.	Number of consultations, reviews and tracking tool for City of Greater Geelong Social Housing Plan 2018–2036.	Healthy Communities
Increase participation at events organised and delivered by the City.	Updated Events Planning Guide Research and develop effective mechanisms for capturing data and responding to complaints relating to disability access and discrimination.	Economic Development and Events
Revise and update the Events Planning Guide to include more guidance on resources and strategies to increase participation of people with disability.	Updated Events Planning Guide Research and develop effective mechanisms for capturing data and responding to complaints relating to disability access and discrimination.	Economic Development and Events Connected Communities Customer Service
Make available and promote additional accessibility resources for event organisers – i.e. Mobi-Beach Chairs and Marveloo.	Track the use of the City's accessible resources annually.	Economic Development and Events Connected Communities
Expand sponsored Learn to Swim program to fund an additional 80 children from the Whittington area.	Increased Learn to Swim membership numbers for access and inclusion lessons.	Leisure and Recreation Services
EMPLOYMENT		
Deliver accessible tourism project with the Australian Federation of Disability Organisations.	70 people with disabilities employed in the local tourism industry.	Tourism Greater Geelong and the Bellarine
Revise Reasonable Adjustment Policy.	Research and develop effective mechanisms for capturing data and responding to complaints relating to disability access and discrimination.	Business Improvement People and Organisation Development
Establish planning and consultation group in the design of future accommodation for staff of the City to ensure accessibility focus.	Group formed and mechanism for input to Executive established.	Business Improvement

GOALS	MEASURE	RESPONSIBLE DEPARTMENT
Develop and implement a learning module on people with different abilities as part of organisational online learning modules.	100 per cent people leaders complete learning module; 100 per cent of online employees to complete module	People and Organisation Development
Create and drive a culture where all staff value diversity of people of all abilities, experience and backgrounds. Ensure workplace systems policies and practice allow individuals to participate to their fullest ability.	Monitor management and success of organisational support of employment strategies.	People and Organisation Development
INCLUSIVE ATTITUDES		
Annual International Day for People With Disabilities celebration.	Number of attendees at International Day for People with Disabilities celebration. Event Survey – feedback gathered from attendees at event.	Connected Communities
Commission 'inclusive Geelong' sculpture as addition to the public art collection for Greater Geelong.	Completion of sculpture and launch of public art to the community.	Arts and Culture Connected Communities
Implement access and inclusion awareness campaign.	Evaluation of the awareness campaign.	Connected Communities
Actively participate in the Having a Say conference local reference committee.	Contributed to all aspects of the program including planning and coordination, promotion and program presentation.	Connected Communities
Develop and implement an Engagement Champions Project to help us engage more confidently with our community.	More all-abilities access engagement sessions.	Strategy and Engagement
Build baseline data on experiences of people accessing the City through implementation of community engagement initiative.	Annual community engagement data collection/analysis used to inform action plan implementation and future priorities.	Connected Communities
Increase businesses awareness of disability access and inclusion strategies.	More businesses participating in mobility directory.	Connected Communities

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CUSTOMER SERVICE CENTRE

100 Brougham Street

Geelong VIC 3220

8.00am – 5.00pm

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