



Disability Inclusion Action Plan

2020 to 2025

*We are committed to working towards
ensuring the safety, health and
wellbeing of our communities.*



CORANGAMITE
SHIRE







Acknowledgement of Country

We respectfully acknowledge the Traditional Custodians of this land where we live, work and learn. We pay respect to all Aboriginal Elders and peoples past and present, as knowledge holders for our future. We thank them for taking care of country over countless generations. Corangamite Shire Council recognise and respect First Nation cultures and their unique place in Australia's past, present and future.

Accessibility

If you would like to receive a copy of this strategy in a different format, please call Council on 5593 7100 or email shire@corangamite.vic.gov.au



A message from Mayor Neil Trotter

It gives me great pride to present Corangamite Shire's Access & Inclusion Plan for 2020-2025. This year has certainly not been without challenge, as the world deals with the Covid19 Pandemic. If anything, 2020 has highlighted the tremendous resilience of our community, the importance of flexible services and new ways to reach out to one another even when we cannot do this physically. Inclusion and community connection has never been more important. I am especially proud of the community feedback we have had in preparing this Plan. The Access & Inclusion Plan 2020-2025 heard from almost 400 residents via survey, forums and outreach. Equity of access to community facilities, equal participation in community life and support for people living in our Shire with disability are

important to our residents and Council alike and we are grateful for the hundreds of people who shared their views and ideas to help inform the Plan.

Our Plan provides a framework to guide our work over the next five years and includes access to services and programs, the built environment, access to information and access to employment.

While local government is not the panacea for all matters concerning access and inclusion, we can work incrementally to support a more accessible and equitable municipality for all.

Neil Trotter



Andrew Mason
Chief Executive
Officer

A message from CEO Andrew Mason

Access and inclusion is far reaching in its impact on quality of life and livability. As an organisation, we strive to create a municipality where all feel welcome, included, valued and able to participate fully in community life. Like many Council's who manage such a large physical expanse we have a way to go in creating towns that are fully accessible for people with a disability.

Our Plan though, provides a strong foundation from which to build greater equity of access. Quality services for our population, communications that everyone can engage with, proactive employment of people with disability and a community where people can get around no matter their limitations are important areas for our organisation to work on.

I thank our staff and residents for taking the time to share their experiences and ideas to help all of us create an accessible inclusive Corangamite.

Andrew Mason

Our progress in access and inclusion

Council has in place a number of initiatives to help support an inclusive and accessible Corangamite over many years. Community feedback suggests over 80% assess Corangamite as somewhat accessible to very accessible.

Examples include:

- The Access Guide that features accessible areas and facilities in the Shire
- The Scooter Recharge Scheme that provides power points for emergency charging of mobility scooters and electric wheelchairs
- An Accessible Parking Permit Scheme for parking for people with disability
- A One & All Inclusive Event program guide to support community groups and organisations with event planning, ease of access, ease of movement around the festival/event, signage, toilets and other facilities and promotion of improved access to patrons
- Hiring of assistive equipment for community events including access ramps, assistive hearing equipment, a toilet and signage
- Council's commitment to access and inclusion means making sure that people with disability can take part in our consultations and be kept informed of our activities and decisions. If you are deaf or have a hearing or speech impairment, you can call through the National Relay Service (NRS).





16,140

Population

4,400 km²

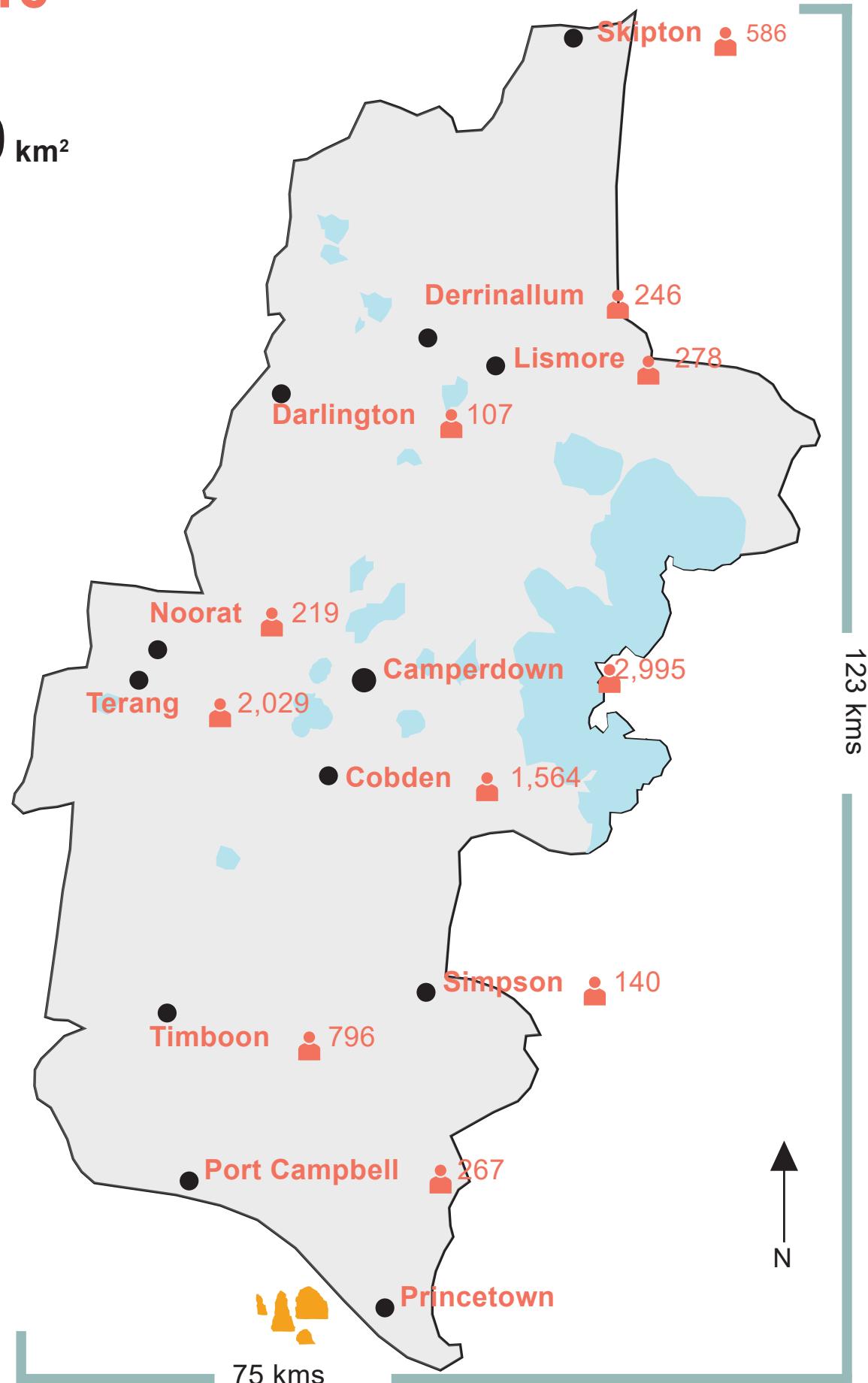
Total area

60 km

Coastline

12

Towns



Our community

Corangamite Shire is located in the Western District of Victoria. The Shire has a distinct north-south orientation, with the town of Skipton and the Glenelg Highway forming a northern boundary, and Port Campbell and the Victorian coastline forming the southern boundary.

Camperdown is the main town of the Corangamite Shire and the commercial hub, with 3,000 residents and a thriving retail centre. Corangamite is an agriculturally productive Shire and is the largest dairying region in the Southern Hemisphere. Our twelve townships are Camperdown, Cobden, Lismore, Darlington, Derrinallum, Port Campbell, Princetown, Simpson, Timboon, Terang, Noorat and Skipton. The region is a tourism destination, located on Victoria's rugged Shipwreck Coast and in the middle of the internationally significant Great Ocean Road. A large proportion of tourism is based around the beauty of the natural environment, including the rugged coast and volcanic cones and lakes scattered throughout the Shire.

Corangamite Shire covers an area of 440,731 hectares and a population base of approximately 16,000 people. The Shire has an aging population, with over 4,000 residents aged over 60 years, creating a growing demand for health and leisure services.

The strength of economic growth in recent years has seen increasing numbers of people joining the workforce, with a 3.3% unemployment rate and just over 7,000 people in the workforce.

This workforce includes 34% employed in the agriculture, forestry and fishing industry. Corangamite Shire supports cohesive, resilient and self-reliant communities, with over 30% of residents volunteering for an organisation or group.

The 2019 ABS population profile for Corangamite Shire was 16,040 with the estimated 2019 Resident Population at 16,140. The local population has remained moderately stable over the years, with a slight increase of people with disability needing assistance increasing by 20 people from 2011 to 2016.

In 2016, the reported population of people needing help in their day-to-day lives due to disability was 5.7%. As people age, the rates of disability increase and the 2016 data showing that 41.3% of residents with disability were aged 85 and over, and the next highest age group of age 80 to 84 consisting of 17.8%.

Overall, the need for transport in the community is demonstrated by the high percentage of people who live and work in the Shire at 82%. This can impact people with disability who do not have adequate access to transport in order participate in employment opportunities.



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Developing the plan

Extensive community engagement activities were undertaken to help inform this Plan. A total of 348 respondents reflected on access and inclusion within Corangamite Shire and provided their views and experience of people with disability in the community.

The majority of respondents were from Camperdown/Cobden/Terang totaling 221, and the remaining were from a combination of other localities.

An interesting factor is that more friends of a person with disability (74) responded to the survey than people with disability themselves (72). This suggests a positive collaboration and caring environment within the community to support meaningful outcomes of people with disability.

Twelve people within the community identified as an Aboriginal or Torres Strait Islander, and there were two people that identified as a person with disability as well as an Aboriginal or Torres Strait Islander.

This intersectionality can often be important due to the different supports required.

In addition to the paper-based and online surveys, face to face workshops were held with internal Council stakeholders as well as community members.

The findings of this stakeholder engagement and community consultation were reviewed in the development of this plan and have been incorporated in the priorities and actions.

Policy and legislation for access and inclusion

The Corangamite Shire Access and Inclusion Plan 2020 - 2025 is guided by internal Council, Local Government, State, Commonwealth and International legislation and policies.

Legislation:

The Corangamite Shire Access and Inclusion Plan 2020 - 2025 is a legislative Disability Action Plan which is required under the Victorian Disability Act 2006 (Vic). Under Section 38, a public-sector body must ensure that a Disability Action Plan is prepared for the purpose of:

- a. Reducing barriers to persons with a disability accessing goods, services and facilities
- b. Reducing barriers to persons with a disability obtaining and maintaining employment
- c. Promoting inclusion and participation in the community of persons with a disability
- d. Achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

This Plan also commits to the principles of the following legislation:

- *Disability Discrimination Act 1992 (Cth)*
- *Local Government Act 2020*
- *Access to Premises Standards 2010 (Cth)*
- *Victorian Equal Opportunity Act 2010 (Cth)*
- *Victorian Charter of Human Rights and Responsibilities Act 2006*
- *Charter of Aged Care Rights, and*
- *The United Nations Convention on the Rights of Persons with Disabilities.*

This is best achieved through the provision of equitable and dignified access to services, facilities, planning, communications and employment processes.

Policy Context

Victorian State Plan

Victoria's State Disability Plan, *Absolutely everyone*, sets the state's priorities and actions for achieving greater inclusion from 2017 to 2020.

The Victorian State Plan has four key pillars that align with the directions of Council's Plan:

- Inclusive communities
- Health, housing and wellbeing
- Fairness and safety
- Contributing lives.

The Corangamite Shire Access and Inclusion Plan 2020 - 2025 will complement the Victorian government's efforts to ensure our communities, workplaces and public spaces are accessible and available for all to enjoy.

The Corangamite Shire Council Plan 2017-2021

The Corangamite Shire Council Plan describes the strategic objectives, ways to achieve the objectives, indicators for measuring progress and the resources required to implement the plan over its four-year life. The six themes within the Council Plan have been linked to the Priority areas within this plan, providing consistency, commitment and transparency for increased access and inclusion within the community.

NDIS

Corangamite Shire Council is a National Disability Insurance Scheme (NDIS) Service Provider who delivers core and capacity building supports. The NDIS provides information, connections and funding to persons seven to 65 years of age who are living with a permanent and significant disability. Council offers services in the area of daily personal activities, assistance with community and social participation, domestic tasks to maintain the home and transport for community, social, economic and daily life activities. A NDIS funded plan supports eligible participants to access services aimed at increasing independence, inclusion and social economic participation. As a service provider, Council supports community members with an NDIS plan to reach their goals and objectives within their funded support plan.

A Framework for Access and Inclusion

Corangamite Shire recognises the role and importance of compliance under the Disability Discrimination Act 1992 (Cth), and the Victorian Disability Act 2006, however understands that a focus on community inclusion for people with disability is dependent on user experience, consultation with people with disability and usability and universal design.

Definition of disability

This plan draws upon the Social Model of Disability which defines "disability" as:

A long-term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder a person's full and effective participation in society on an equal basis with others.

(United Nations Convention on the Rights of Persons with Disabilities)



The main focus of the Plan going forward, is how barriers to community life can be removed for people with disability. How our community interacts and increases participation relies on us all taking a collaborative approach to eliminate discrimination and encourage positive attitudes to access and inclusion. In considering access and inclusion in all we do, we can embed this as core business in all of our policies, processes and decisions.





Priority 1:

Access to services and programs

Corangamite Shire understands the impact barriers to participation have in our community, especially for people with disability. Inclusive communities' benefit everyone and provide a sense of belonging.

'We are committed to working towards ensuring the safety, health and wellbeing of our communities'.

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
Access and inclusion in our community encourages positive community attitudes towards people with disability	Explore how Council's Retail Facade Program can include supporting businesses to improve accessibility	Improved identification of accessible businesses Increased access to local businesses for people with disability	Year 2	Manager Growth & Engagement Program Lead Access & Inclusion Rural Access	Increase in number of businesses that are more accessible in the Shire
People with disability have a positive experience in all aspects of Council's service	Council staff participate in disability confidence training Customer complaints and feedback are captured and recorded to ensure systemic issues are addressed and resolved	Increased satisfaction in customer service experience Improvement in accessibility of Council services is embedded as a continuous quality improvement action	Year 1	Manager Human Resources Manager Growth and Engagement Customer Facing Staff Records Management Leadership Group	Increased satisfaction reported in Council Community Satisfaction Survey Number of issues resolved

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
Collaborate with stakeholders to ensure events and programs meet accessibility requirements	<p>Review, update and promote the Accessible Event Toolkit to ensure Council and community events are accessible</p> <p>Ensure all grant funded events/ activities supported by Council are provided with the Accessible Event Toolkit</p> <p>Update access and inclusion guidelines for community grant opportunities</p> <p>Promote the community grants program to disability groups and organisations</p>	<p>Increased participation by people with disability at Council and community events</p> <p>Council programs have a focus on access requirements for participants</p> <p>Increased community awareness</p>	Year 2	<p>Rural Access</p> <p>Recreation Team</p> <p>Growth & Engagement Team</p> <p>Community Services Team</p>	<p>Completed update of Accessible Event Toolkit</p> <p>Number of Council sponsored events and activities that have been provided with Toolkit</p>

Priority 2:

Access to the built environment

People with disability may face complex barriers with limited or no access to the physical and built environment. This has a significant flow-on effect creating social isolation and exclusion, as well as barriers to economic participation due to restricted access to employment.

'We are committed to improving the livability of Corangamite Shire through the management of our facilities, town planning and environmental sustainability'.

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
Accessible and inclusive design practices are embedded in all infrastructure policies and processes	Consider the Universal Design Framework in all new infrastructure builds, retrofits and maintenance of Council owned facilities, amenities and playgrounds wherever possible to support equity of access Provide training and awareness to Council staff on Universal Design and Access Standards across all relevant departments or consult specialist advice to ensure proposed works comply with relevant accessibility codes	Increased community access and participation for people with disability Increased understanding of access and inclusion to enable improved built environment outcomes for people with disability	Year 3	Manager Planning & Building Services Manager Facilities & Recreation Rural Access	Improved access to Council owned facilities Number of building and infrastructure works completed annually that improve accessibility

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
Accessible toilet facilities provide fair and equal access for everyone in the community	<p>Review previous accessible toilet Audit across the municipality and develop a plan for future action</p> <p>Include consideration of an additional adult change table and hoist in the municipality</p>	Improved equity of access to community life for people with disability	Year 3	<p>Manager Facilities & Recreation</p> <p>Rural Access</p> <p>Community Services Team</p>	Increase in the number accessible facilities (including adult change table and hoist) across the municipality
Continuous pathways of travel provide equitable access for people with disability	<p>Review and implement Footpath Strategy</p> <p>Implement existing Street scape plans and pedestrian facilities with consideration of accessibility including accessible Parking and TGSIs</p>	<p>Improved equity of access to community life for people with disability</p>	Year 1-5	<p>Manager Assets Planning</p> <p>Rural Access</p>	<p>Total increase in length of improved footpath</p> <p>Increase in number of Accessible Parking Bays in the municipality</p>
The design of our parks and open spaces considers accessibility for all	<p>Incorporate accessible, connected paths of travel wherever possible in parks and reserves</p> <p>Support opportunities for accessible and sensory play equipment for children with disability in alignment with Council's Playground Management Policy</p>	Increased social interaction and civic outcomes for the community as a whole	Year 3	<p>Manager Assets Planning</p> <p>Rural Access</p> <p>Manager Facilities & Recreation</p>	<p>Annual Community Satisfaction Survey Improved rating</p> <p>Additional all accessible play equipment</p>

Priority 3:

Accessible Transport

As a widespread rural area, Corangamite Shire faces many challenges regarding transport, and this is an issue for many of our residents, workers and visitors. People with disability encounter greater barriers to transport and also need safe, reliable and accessible options.

"We are committed to maintaining our local roads and advocating to the State and Federal Governments for improvements to the road network."

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
Access to reliable and safe transport options promote inclusion for people with disability	Complete Corangamite Shire Community Transport Audit and consider recommendations and gaps in future community planning Support economic development initiatives that improve community transport options for people with disability Advocate to Government for accessible public transport	Increased transport options decrease social isolation and improve economic participation for people with disability	Year 2-3 Years 1-5	Program Lead Access & Inclusion Community Development Officer Manager Community Services Manager Growth & Engagement	Transport Audit completed Increase in accessible public transport services

Priority 4:

Access to information and communication

People with disability use many alternative formats for communication and information. Corangamite Shire is committed to providing access to information in accessible formats that is appropriate and delivered in a timely manner.

"We are committed to ensuring the ethical behaviour of Councilors and staff, maintaining good governance and remaining financially sustainable."

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
People with disability have a voice in our community	Establish an Access & Inclusion Reference Group that includes staff and community representatives with lived experience to support Plan implementation to meet twice yearly Ensure all community consultations are accessible and promoted to disability groups	Plan implementation is the responsibility of all departments and advice is enhanced by people with lived experience People with disability are included in Council processes Equity of access to Council engagement activities Engagement checklist is developed to support equity of access for people with a disability	Year 2-5 Year 1-5 Year 2	Program Lead Access & Inclusion All staff Community Development Officer Manager Community Services Manager Growth & Engagement Coordinator Development Officer Program Lead Access & Inclusion	Committee is established by Year 2 and meets twice yearly Checklist completed and endorsed by Access & Inclusion Reference Group for application

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
Accessible communication styles and methods are available to people with disability	<p>Audit the Council website to ensure it is compliant with Web Content Accessibility Guidelines (WCAG) Level AA</p> <p>Ensure access requirements for Hearing Loops are in working order and have clear and concise instructions of use in Council Civic Centre and Killara Centre</p> <p>Maintain live web streaming for Council Meetings to include people with disability</p> <p>Ensure all Council meeting agendas and documents are provided in accessible and alternative formats where practicable</p>	<p>People with disability are included and have access to the information they need</p> <p>Council meetings are broadcast online to promote equity of access to Council decision making</p> <p>People with disability are included and have access to the information they need</p>	Year 1	<p>Manager Growth & Engagement</p> <p>Manager Information Services</p> <p>Executive Services and Governance Coordinator</p>	<p>Councils website meets AA WCAG Compliance</p> <p>Hearing Loops are installed and operating</p> <p>Accessible Live Web streaming is available and communicated to community members</p> <p>Increased access to Council meetings from people with disability</p>

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
People with disability in our community have access to the information they need	Review the Disability Access section on Council's website to improve quality and range of relevant information for people with disability	People with disability feel included and have access to the information they need	Year 1-5	Manager Growth & Engagement Communications Coordinator Rural Access	Council's website includes relevant information for people with disability
Improve format of written communications to enhance accessibility	Communications Team works towards applying seven Universal Design principles in all of Council's communications	Council's communications improve equity of access for all.	Years 1-5	Manager Growth & Engagement Senior Officers Group Rural Access	Annual internal review of Council website for accessibility

Priority 5:

Access to leisure and recreation

Corangamite Shire is committed to increase community participation and work towards making our leisure and recreational facilities and services inclusive of people with disability.

“We are committed to working towards the safety, health and wellbeing of our communities.”

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
All members of the community can enjoy leisure and recreation options	The beach is accessible for everyone Advocate to the State Government to improve access to the swimming beach to include accessible beach matting across the sand and beach wheelchairs Advocate to the State Government to ensure all coastal management plans include provisions for access and inclusion, including Universal Design	Improved community satisfaction and participation for people with disability	Year 1-5	Chief Executive Officer Senior Officers Group	Number of advocacy actions completed over the life of the plan

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
	Work in partnership with community organisations to support sport and leisure for people with disability	Improved equity of access to participation in sport and leisure for people with disability	Year 2-4	Facilities and Recreation Manager	Partnerships with community organisations are established and educational campaigns are developed and implemented
Accessible options for visiting and traveling around the Shire are available	Promote the accessible tourist features of the Shire and create community awareness	Improved access to Corangamite Shire tourism features for people with disability Corangamite Shire accessibility features are well known and promoted	Year 1-5	Manager Growth & Engagement Program Lead Access & Inclusion Access & Inclusion Advisory Committee	Web page content is reviewed and grown half yearly to build awareness of accessibility facilities and services

Priority 6:

Access to employment and education

People with disability tend to face greater barriers and challenges to education and unemployment. Council will continue to support programs to improve the employment and education outcomes for people with disability.

"We value our employees, their contribution and are committed to providing a safe workplace. We will ensure our organisation delivers a high level of customer service and our employees act with integrity at all times."

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
Council leads by example in the employment of people with disability	Develop and implement a Workplace Adjustment Policy and Process	Council staff have increased knowledge of disability in the workplace	Year 2-3	Manager Human Resources & Risk Program Lead Access & Inclusion	Annual training offered to all staff in access & inclusion
	Promote a culture of inclusion and accessibility, including providing staff with disability awareness training	Increased employment of people with disability		Manager Engagement & Growth Leadership Group	Increased employment rates of staff with disability
	Improve the Shire's Careers' page to enhance diversity and showcase employment of people with disability	Diversity and access is a visible part of Corangamite Shire's workplace culture	Year 1	Manager Community Services	
		Council is active in the employment and provision of training opportunities for people with disability	Year 1	Manager Human Resources & Risk	

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
	Professional development, work experience, traineeship and internship opportunities through Council	Council is an active employer of people with a disability	Year 3		
The broader community recognises the contribution of people with disability to businesses and workplaces	Council will host an annual event to encourage local service providers and businesses to build on employment opportunities and economic participation for people with disability	Improved awareness of the benefits of employment of people with a disability	Year 2-3	Manager Engagement & Growth Manager Community Services Rural Access	Council will deliver one annual event per year to increase economic participation of people with disability
Ensure all Council managed children's services are inclusive of children with additional needs	Develop and distribute information that promotes the Shire's child and family services as inclusive of all children	Increased community access and participation for children with disability	Year 2-5	Manager Community Services Family & Children's Services Team Coordinator Compliance & Operations Team Leader Education & Care	Documented annually in quality improvement plans Kinder Inclusion Support applications are made as required

Objectives	Action	Outcomes	Timeline	Lead & Collaborator	Success Measure
Social procurement creates social change for good and improves equity of access for people with disability to employment and economic development opportunities in our Shire	Explore opportunities for social procurement across Council purchasing and services	Improved access to employment opportunities for people with disability	Years 2-5	Leadership group Manager Finance Contract Administration Coordinator	Social procurement policies are developed and implemented
	At 2021 Procurement Policy Review, strengthen policy setting when applicable to encourage greater consideration of social procurement when purchasing	At 2021 Procurement Policy Review, strengthen policy setting beyond when applicable to encourage greater consideration of social procurement when purchasing		Manager Community Services Rural Access Manager Finance Leadership Group	

Governance and implementation

Corangamite Shire recognises the importance of creating positive community change for people with disability. We are committed to ensuring the ethical behavior of Councilors and staff, maintaining good governance and remaining financially sustainable.

Implementation, monitoring and review

Council will be responsible for implementing, monitoring and evaluating this Plan. An Annual Action Plan will be developed to bring the Plan to life and to make sure we increase access and inclusion in our community. This means:

- We will allocate responsibility
- We will consult with community and staff
- We will evaluate our effectiveness with outcomes to assess our performance
- We will be open to doing things differently to be more effective.

A whole-of-organisation approach will include commitment from our Councilors, CEO, Senior Officers Group and Leadership Team. An internal Access and Inclusion Reference Group will be established inclusive of community representatives with lived experience to place collaboration in front of what we do and how we work.

Corangamite Shire Council is committed to transparency and will ensure this plan is lodged with the Australian Human Rights Commission Register of Disability Action Plans.

Timeline for reporting and review

1. We will report on our progress each year in the Council Annual Report, in line with our responsibilities under Section 38 of the Victorian Disability Act 2006 and under Section 98 of the Local Government Act 2020. For transparency a summary of actions and achievements will be published on Council's website each year.
2. We will conduct a mid-term review of the Plan in 2023 and provide the opportunity for community feedback on our progress. This review will also be an opportunity to ensure the Plan remains consistent with national and state disability frameworks.
3. We will ensure the internal Access and Inclusion Plan Reference Group meets twice yearly and sets up a Terms of Reference for operation.
4. In 2025, we will conduct a final review of the Plan, and develop a new Plan for 2025 onwards.



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