



# Disability Access and Inclusion Strategy

---

2013 - 2017

[www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)







## Mayor's Foreword

---

"It is with pride that I introduce the Wyndham City Disability Access and Inclusion Strategy. It is imperative that the Wyndham community is welcoming and inclusive of all residents and visitors, and our Strategy provides a framework to achieve this. Our Strategy reflects the commitment of Wyndham City to advance opportunities for all individuals to participate fully in our community.

The Disability Access and Inclusion Strategy is the result of close collaboration with our community. We acknowledge the visions, aspirations, expertise and personal experiences that were shared by members of our community and shaped the Strategy

"The Wyndham City Disability Access and

Inclusion Strategy will contribute to the direction of Wyndham City activities, and complements an overarching framework of broader legislation and policy documents such as the Disability Discrimination Act 1992, the Disability Act 2006, United Nations Convention on the Rights of Persons with Disabilities, Victorian Charter of Human Rights, and the Victorian State Disability Plan 2013-2016, among others.

"On behalf of Wyndham City, we look forward to continued engagement with our community to achieve lasting change that will improve the lives of people with disability living in and visiting our community today and in the future."

Cr Heather Marcus, Mayor.

## Acknowledgements

---

Many individuals and groups contributed to the development of the Disability Access and Inclusion Strategy 2013-2017. Wyndham City wishes to thank in particular the commitment and contributions of members of the Access and Inclusion Strategy Steering Group.

Community members in the Steering Group were Linda Beyerle (Chair), Stephanie Worsteling, Akash Temple, Wayne Slattery, Michael Homann, Jan De Witte, Wendy Campbell and Sue Wild.

Wyndham City staff members in the Steering Group were Alexius Pepper, Adam Williams, Amanda Burns, David Rasmussen and Lorraine Wilborg.

Thank you to all of the people who participated in consultations and workshops, completed surveys and provided feedback for the development of the Strategy.

Sharing experiences and ideas is essential to the development of an informed Strategy and implementation initiatives.



# Introduction

The Disability Access and Inclusion Strategy (the Strategy) articulates responsibilities and opportunities of Wyndham City to improve community access and inclusion of people living with disability. Wyndham City recognises the rights of all community members to enjoy full participation in their community, and acknowledges that people with a disability continue to experience barriers whilst living or working in Wyndham.

Wyndham City committed to broad and inclusive engagement with the Wyndham community to develop the Disability Access and Inclusion Strategy. Wyndham City collaborated with community and formed an Access and Inclusion Steering Group to guide the development of the consultation and final Strategy. The quotes used in the Strategy have been drawn from the community engagement process, and do not include any identifying information.

Wayfarer Consulting was engaged to provide expertise on inclusive engagement and evaluation of the consultation results. The Wyndham Disability Access and Inclusion Strategy Consultation Report is available as a background document to this Strategy on the Wyndham City website [www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au).

The purpose of the Strategy is to provide a framework for Wyndham City that will inform a range of operational activities, plans and initiatives that directly and indirectly contribute to access and inclusion of people with a disability. The Strategy will influence Wyndham City activity across the organisation, in the community, in partnership with key stakeholders and as an advocate for the rights of people with a disability.

Future Disability Action Plans adopted by Wyndham City will provide a commitment to actions that progress toward the Key Strategic Priorities identified in the Strategy. All directorates of Wyndham City have a responsibility to improve access and inclusion for people living with a disability, and therefore the Strategy is considered a whole of Council Strategy.





# Legal Obligations

---

Under the Victorian Local Government Act 1989 Councils have a responsibility to improve the overall quality of life of people in the local community and to ensure that services and facilities provided by the Council are accessible and equitable. Addressing issues of discrimination and improving access and inclusion for all community members, including people with disability, falls within these responsibilities.

Wyndham City has responsibilities to people with a disability under the Commonwealth Disability Discrimination Act 1992, the Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Disability Act 2006 and the Victorian Equal Opportunity Act 2010, in addition to upholding the general principles of the United Nations Convention on the Rights of Person with Disabilities as ratified by Australia in 2008.

The Victorian Disability Act 2006 requires all public bodies, including Local Government, to prepare a Disability Action Plan (or include within the Council Plan) to address four key areas. The Disability Access and Inclusion Strategy will provide an informed strategic framework for future Disability Action Plans to address the following areas as required by the Act:

- 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.



# Key Strategic Priorities

Ten key strategic priorities have been identified through the community engagement process for this Strategy, to guide future directions for Wyndham City to improve access and inclusion for people living with disability, carers, and their families.

## Priority 1. ....

**Access and inclusion is key in our planning, statutory and regulatory roles and is identified in our strategic documents.**

We will use our statutory and regulatory roles to lead and influence improved access and inclusion for all community members.

We will take a whole of Council approach, and reflect our commitment for improved access and inclusion in all strategic and planning documents such as the City Plan, Municipal Strategic Statement, and Municipal Public Health Plan.

*‘We will know we have succeeded when we no longer need an access and inclusion strategy, it will be part of every strategy.’*

## Priority 2. ....

**Services, programs and events are accessible and inclusive.**

We will work to ensure that events, programs and services are accessible for people with a disability. Opportunities for participation will be provided and promoted for all members of the community.

*‘Find out what is ‘great living’ - what do people like doing - it is bigger than services.’*

## Priority 3. ....

**Consultation and civic participation is inclusive and accessible.**

We will work to ensure that all members of the community are able to exercise their rights in civic participation.

Opportunities for engagement will be accessible and ongoing.

*‘People with a disability are the experts - ask them!’*

## Priority 4. ....

**Physical access in Council infrastructure is planned for and is being improved.**

We will plan and implement good design for all new community infrastructure to maximise access for all community members, including parks, open space, signage, roads, kerbs, footpaths, playgrounds, bus stops, and street furniture.

We will action a program for the progressive improvement of community access to existing infrastructure.

*‘I feel it is important to emphasise the interconnectedness between disability access and strategic planning. For a lot of people with mobility disabilities, their disabilities are only limiting by the extent of the urban environment...’*







## Priority 5.....

### **Communication and Council information is accessible and inclusive.**

We will promote systems that achieve access for all community members to communicate with or receive information from us. We will develop, promote and provide information that is accessible and appropriate to our community.

*‘Fragmented services and lack of information make it hard to navigate through the system.’*

## Priority 6.....

### **Employment opportunities are being improved.**

We will be an equitable and responsible employer. We will ensure our recruitment processes do not present barriers to employment.

We will lead others to be accessible and inclusive employers. We will support volunteerism and personal development initiatives within the community.

*‘People with a disability should not be seen simply as recipients of services’ - ... they have much to offer. Empower - look for work and volunteering opportunities. What can people with a disability contribute? Make it real not tokenistic.’*

## Priority 7.....

### **Attitudes are improving.**

We will exercise leadership in improving the culture of acceptance for all people.

We will promote inclusive practice models and provide information and education to advocate the importance of inclusion for all.

*‘Include a section on Community Attitudes - how this could be changed to be more accepting of people with disability.’*

## Priority 8.....

### **We will be leaders.**

We will actively aspire to best practice to advance inclusion of all people and promote the rights of people with a disability and lead by example.

We will lead initiatives that promote inclusion for all people, and celebrate local innovation.

*‘I believe the strategy should look at employment opportunities for people living with a disability and that possibly Council could be a lead in the community for that.’*

We will advocate to relevant organisations to improve access and inclusion for people with disability.

- We will advocate for improved transport networks and services

*‘Public transport is generally poor, particularly buses which are irregular and take a long time.’*

- We will advocate for a greater range of services available within the community

*‘Services and agencies need to be brought into Wyndham, also need to get a good understanding of what services are represented in Wyndham.’*

## Priority 9.....

### **We will work in and foster partnership.**

We will foster partnerships with the community, with business, and other tiers of government, and work in partnership to improve access and inclusion.

*‘The networks have assisted in sharing information - and are very useful - the issue is around multiple disabilities ‘putting the jigsaw of services together.’*

## Priority 10.....

### **We will be accountable, will review and evaluate our progress.**

We will develop a Disability Action Plan with accountability mechanisms in place.

We will provide public reports on the progress of implementation of the activities.

*‘Having Council departments that have the ability to implement strategies, not just write documents that seem to gather dust because Council don’t put them into action.’*





# Disability Access and Inclusion Strategy

---

2013 - 2017

## Contact Wyndham City

Physical Address: 45 Princes Highway, Werribee, Victoria

Postal Address: PO Box 197, Werribee, Victoria 3030

Hours: 8.00am - 5.00pm (Monday to Friday)

Phone: 9742 0777

Customers who are deaf or have a hearing or speech impairment can call through the National Relay Service.

1. TTY users phone 133 677 then ask for 9742 0777
2. Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 9742 0777
3. Internet relay users connect to the NRS ([relayservice.com.au](http://relayservice.com.au)) and then ask for 9742 0777

Fax: 9741 6237

Email: [mail@wyndham.vic.gov.au](mailto:mail@wyndham.vic.gov.au)

Web: <http://www.wyndham.vic.gov.au>

Information can be translated by contacting Translating and Interpreting Services on 131 450 and asking to be connected to Wyndham City on 9742 0777.

Copies of this report are available in alternate formats.  
Please phone 9742 0777 or email [mail@wyndham.vic.gov.au](mailto:mail@wyndham.vic.gov.au) .  
Copies are also available to download on the Wyndham City website [www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)

[www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)

