



Wyndham City Council

Accessibility Action Plan 2019 - 2022

Contents

Introduction	03
What is Disability?	05
Policy and Legislative Context	06
Why Access and Inclusion?	08
Role of Local Government	10
Snapshot of demographics of people with disability in Wyndham	11
Community Consultation & Engagement	13
Our way of working with the community	14
Structure of the Action Plan	15

Introduction

People with disability, their families and/or carers have the same rights to dignity, respect and equitable access to the community as everyone else.

Wyndham's new Accessibility Action Plan (AAP) seeks to increase the access, inclusion and equitable participation of people with disability within Council and the greater community. The Action Plan is named an 'Accessibility' Action Plan as it seeks to remove barriers to participation, promote inclusion and achieve real changes in attitudes and practices that impact on people with disability.

It articulates the responsibilities and opportunities for Council to improve community access and inclusion of people living with disability. Council with its many roles and broad reach is uniquely placed to support the improved health, wellbeing and safety of our community.

Wyndham's AAP is for a three-year period and at its completion Council will be positioned to ensure access and inclusion continues to filter to all areas of Council. The impact of the National Disability Insurance Scheme (NDIS) rollout on Wyndham has been considered as part of the AAP development and has been reflected in its goals and actions.

The AAP is structured around the 4 themes of the Wyndham City Plan, and will support Wyndham City to deliver the associated strategic objectives across:

- People and Community
- Places and Spaces
- Earning and Learning
- Leadership and Participation

The plan also builds upon the progress and gains of the last Disability Access & Inclusion Strategy 2013-2017 and previous Disability Action Plans. It incorporates current needs and priorities identified through research and consultation.



What is Disability?

The Disability Discrimination Act 1992 includes physical, intellectual, psychiatric, sensory, neurological, learning disabilities, physical disfigurement and the presence in the body of disease-causing organisms as definitions for disability. Consequently, disability can either be visible or invisible.

The United Nations Convention on the Rights of Persons with Disabilities defines people with disability as including:

“...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”

This definition and others acknowledge the barriers that a person with disability faces every day as well as how these are embodied by existing public infrastructure, systems and processes.



Policy and Legislative Context

The Victorian Local Government Act 1989 requires Council to improve the overall quality of life of people in the community and to ensure that services and facilities provided are accessible and equitable to all. Addressing discrimination against members of the community, including people with disability, falls within that mandate.

Specific Council authorisation in this space is provided by 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. Australia is also a signatory to the United Nations Convention on the Rights of People with Disability.

Under the Victorian Disability Act 2006 all public bodies, including Local Government, must prepare a Disability Action Plan (or include within the Council Plan) to address four key areas:

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

In 2017 the Victorian Office of Disability published the Victorian State Disability Action Plan 2017- 2020, 'Absolutely Everyone' that addresses the negative attitudes and barriers that more than one million Victorians with disability experience daily. This Action Plan sets the direction for Local Government when developing an Action Plan.

'Absolutely Everyone' sits on four pillars:

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



Wyndham 2040 and the Wyndham City Plan

The Wyndham Community Plan, Wyndham 2040, articulates the City's vision for the future. To realise the 2040 Vision, strong partnerships between the community and Council will foster a better shared understanding of the requirements of the diverse people and places which make up Wyndham City.

The Wyndham City Plan 2017-21 outlines strategic priorities for this Council. It is built on the themes of the Community Plan. It articulates a vision for a healthy liveable city that:

- Is future focused and plans for sustainable development
- Embraces diversity and is welcoming and inclusive
- Consists of connected, vibrant neighbourhoods that provide for the cultural social economic and recreational needs of the community
- Encourages a healthy and active lifestyle
- Supports the diverse educational needs of the community
- Empowers the community to lead

The AAP has been developed with the strategic objectives of the Wyndham 2040 Vision and Wyndham City Plan 2017-21 underpinning the actions in the plan and supporting access and inclusion for people with disability through strong partnerships with our community.



Why Access and Inclusion?

People with disability experience impairments that impact their everyday activities. They may experience impairments that impact on mobility, vision, hearing or communicating. These restrictions can have a significant impact on their participation in society, particularly if the person has multiple disabilities.

Access and inclusion is about providing people with disability the same opportunity to enter or use community services, premises and facilities, and to participate and be included in the community on an equal basis with others.

Perception about disability and impairments or limitations of the person are changing. The shift to improving access and inclusion of people with disability has been progressively evolving in Australia over several decades. The drive for change in attitudes in Australia was given a significant push in 1981 when the world celebrated International Year of Disabled Persons.

Australia has experienced a significant shift from the initial medical model of disability (a focus on diagnosis and impairments) to the social model of disability, (a focus on the recognition of barriers in society that impact on participation) to now a focus on human rights, dignity, respect and equitable participation.

Federal and State Governments have committed to a unified, national approach to improving the lives of people with disability, their families and carers, and providing leadership for a community-wide shift in attitudes through the development of Australia's National Disability Strategy 2010 - 2020.

Australia is shifting further to a focus on human rights of people with disability at the forefront of political, government and community agendas with ratifying the United Nations Convention on the Rights of Persons with Disabilities in 2008.

Every person with disability has the right to choice and control in their life and to be provided with the opportunity to have an ordinary life. The National Disability Insurance Scheme (NDIS) Act 2013, seeks to ensure that eligible people with disability are supported financially to access the supports they require for economic and social participation.

The rollout of the NDIS in Wyndham in October 2018 is an opportunity for Council to lead the change for people with disability and empower a community that prioritises access and inclusion to ensure all can participate on an equal basis with others.

The Disability Services Act (1993 amended 2004) required public authorities to develop and implement an Access and Inclusion Plan to provide access to their services, premises and facilities and support inclusion in the community. The purpose is to ensure that people with disability can access services provided by public authorities in Victoria and to participate and be included in their community.

Wyndham City's AAP describes Council's commitment to equitable participation and inclusion of people with disability that will be realised in the implementation of actions to ensure access and inclusion becomes 'business as usual'. This lens of access and inclusion will build our disability confidence as Council employees and invite confidence in our community that people with disability can equitably engage and participate in our community.

The goal is to provide, as is reasonable and practical, the same level of access that people without disability enjoy and to ensure that people are not discriminated against because of their disability.



Role of Local Government

Local Government plays a vital role in providing access and inclusion because:

- it is the tier of Government closest to plan and respond to local communities
- it is a diverse multi-functional business with a broad community reach
- the various role local government plays - as planner; funder and procurer; employer; facilitator and broker; advocate and service provider - all have an impact directly or indirectly on the lives of people with disability who live, work and socialise in their local communities

Each Local Government is required to:

- develop and implement Access & Inclusion policies and plans which ensure staff, officers, agents and contractors implementing the plan consult people with disability, their families, carers and peak bodies when reviewing a plan
- promote the AAP, review the AAP biannually and report on the progress of the actions to Council
- Lodge the AAP with the Australian Human Rights Commission



Snapshot of demographics of people with disability in Wyndham

The Census data count of people with a need for assistance with core activities identifies those with profound or severe core activity limitations. This means it undercounts the number of people who sometimes need help with communication, body movement or self-care.

Despite the restrictive definition of the Census question, the information gleaned from it is still relevant for service planning purposes as those with a profound or severe disability are more likely to need community infrastructure and assistance.

A more accurate count comes from the Survey of Disability, Ageing and Carers (SDAC) run by the ABS every five years, which is separate from the Census. Based on 2015 SDAC figures, around 12.6% of Wyndham's population are estimated to have a disability . It is noted this figure is significantly lower than the national data of 18.3%.

Despite the challenges of the different data sets, all the sources suggest access and inclusion will affect a significant proportion of Wyndham's population during their life course.



1. Australian Bureau of Statistics (ABS) (2012). Survey of Disability, Ageing and Carers (SDAC) - Release 4430.0. Please note: the SDAC is a survey rather than a census and because it only provides information at the State level, estimates of disability numbers in Wyndham should be interpreted with caution. The figures quoted above may be higher or lower by 5%. While the SDAC also provides information down to (among others) age, sex, severity of limitation and living arrangements for Victoria, it is not recommended that this more detailed information is extrapolated to the Wyndham level. Doing so may result in large inaccuracies as numbers may then be as much as 50% higher or lower in actuality.



Some key statistics were:

- A total of 8,458 people in Wyndham need assistance with core activities, amounting to 3.9% of the total population
- The number of people who require assistance with core activities increased by 3,021 from 2011 to 2016 (in 2011 was 5,436, 3.4% of the total population, and in 2016 it was 8,457, 3.9% of the total population). This 55.5% increase is larger than the increase in total population over the same period, which was 34.4%
- The proportion of people who require assistance is increasing at a greater rate than population growth in 2015
- For Wyndham in 2015 there were approx. 3,023 4-17 year old children in Wyndham with Attention Deficit Hyperactivity Disorder (ADHD). That's 7.4% of 4-17-year children based on 2013-14 Australian Institute of Health and Welfare data
- There are no statistics freely available to understand the prevalence of disability for the Wyndham CALD community

According to the SDAC survey data (2015):

- There are an estimated 9,669 people with psychosocial disability (which includes conditions such as anxiety and depression) in Wyndham. This amounts to 4.5% of the total population in 2015

- There are an estimated 10,958 people with communication difficulties in Wyndham, which is 5.1% of the total population in 2015
- There are an estimated 1,719 people with autism in Wyndham, or 0.8% of the total population in 2015
- There are an estimated 116 Aboriginal people who are Aboriginal and/or Torres Strait Islander and have a need for assistance with core activities. This is 6.7% of the total Aboriginal and Torres Strait Islander population
- There are an estimated 20,388 carers in Wyndham - that is, people who have provided assistance to someone with disability, long term illness or problems related to ageing. This is 9.5% of the total population in 2015
- The number of people with a need for assistance differs greatly by age group, and largely increases by age. The largest group of residents who require assistance are aged 65 to 74 years (1,313) followed closely by those between 5 to 14 years (1,258) and 75 to 84 years (1,210). This marks a significant departure from 2011, when the three largest age groups were those aged 75 to 84, 55 to 64, and 65 to 74. Within all age groups under 75 years, the percentage of residents who require assistance has increased since 2011

Community Consultation & Engagement

The AAP has been developed with strong consultation and engagement.

General support, guidance and oversight for the development and implementation of the new AAP has been provided by governance and working groups and with the insights of both employee led and community led disability advisory groups. The AAP process has also benefited from the support of the Family Friendly Portfolio Committee.

Council units and departments have actively participated in developing the AAP - engaging in interviews, staff forums, facilitated workshops and undertaking a staff survey.

Key community engagement activities included:

The Loop

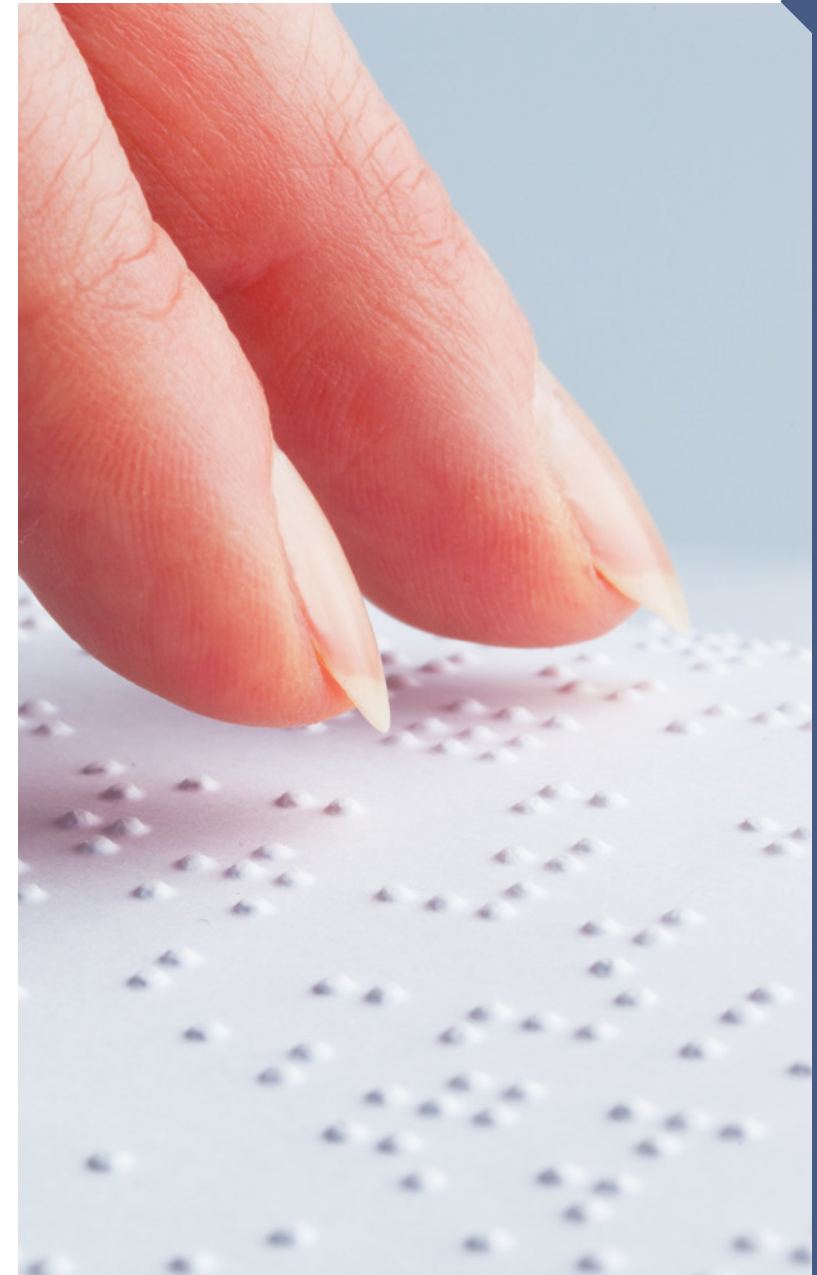
The Loop needs Wyndham Council's online engagement platform . The Loop was used to promote the Accessibility survey and provided powerful information on barriers identified within the community and an opportunity for storytelling of experiences.

NDIS Expo

The NDIS Expo attracted over 1400 community members and provided a unique opportunity to engage with people with disability, carers, and the public on their key concerns regarding accessibility issues.

Focus Groups

Engagement with service providers and peak bodies has enabled focus groups to be held to detail the specific opportunities to improve the accessibility for people in Wyndham.



Our way of working with the community

Wyndham City is implementing systems that provide opportunity for more involvement, engagement and participation with residents with disability. We are committed to having an open dialogue with people with disability, their carer's and organisations that support independence and social connection.



The Accessibility Action Plan sets out our commitment to utilising community and professional connections to listen, ask and improve access and inclusion for people with disability. Council is also committed to greater collaboration and advocacy with disability services in Wyndham.

This approach will put us in a better position to address current issues with the community. It will also assist in identifying emerging concerns and activate the community to provide possible solutions. We aim through this approach to build the leadership and participation of residents with disability.

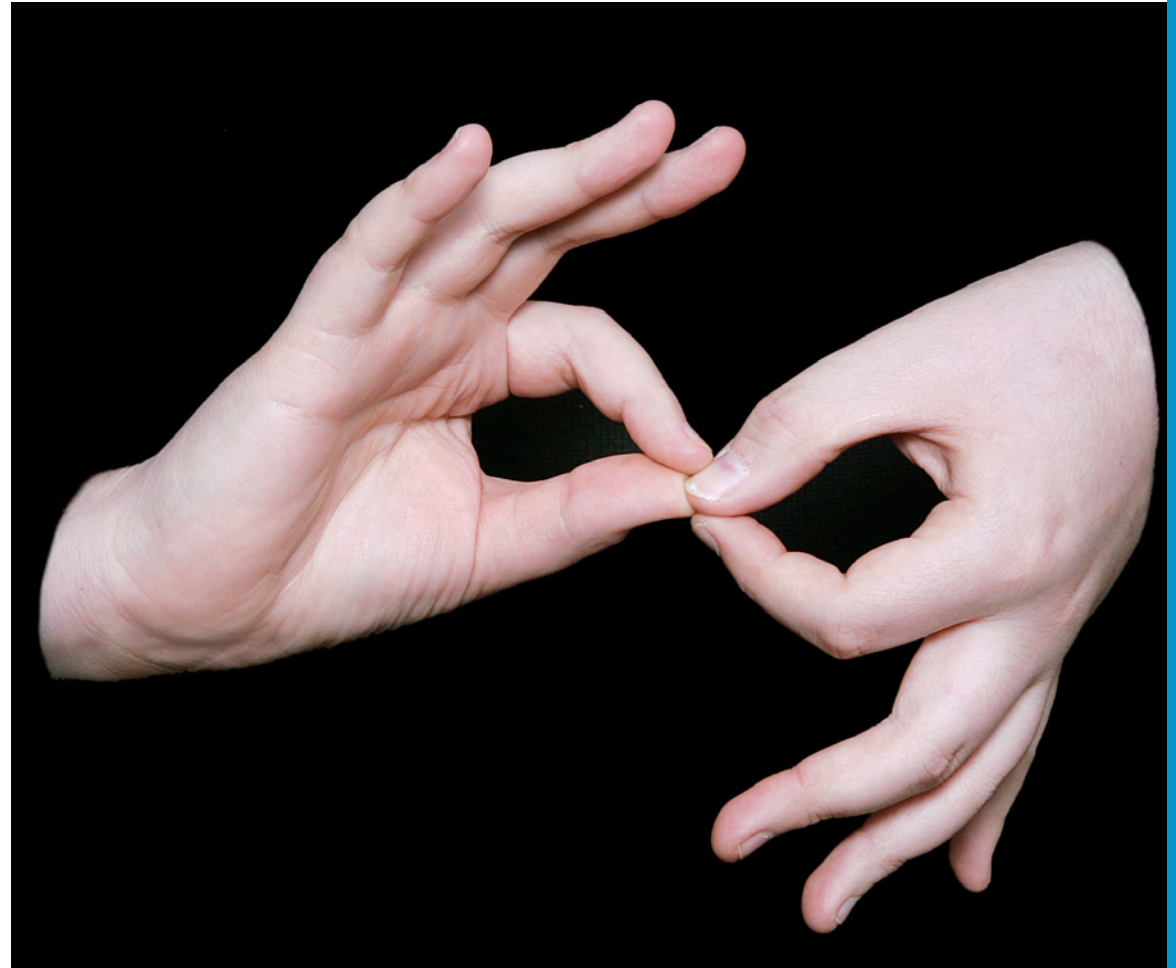


Structure of the Action Plan

The Action Plan section first outlines the vision for the plan and the goals that underpin it.

There are two sets of separate but highly interrelated goals. The first relate to the goals of the Disability Action Plan as specified under the Disability Act 2006. The second set of goals have emerged from the process of the development of the Accessibility Action Plan including the results of consultation and engagement and relate specifically to Wyndham's current context.

Actions are then organised by the themes of the Wyndham City Plan, and the strategic priorities that define these. Aims identify the outcomes that are to be achieved by a range of actions, each action is specified with a timeframe and an identified lead department unit responsible.



The Action Plan:

Vision

People with disability, their families and/or carers experience in all aspects of their daily lives the same dignity, respect and access to opportunities and services as everyone else.

Goals

Two sets of interrelated but distinct goals underpin this Action Plan and the aims and actions identified under every theme:

Disability Action Plan Goals

These goals are the areas a Disability Action Plan are required to address as specified under the Victorian Disability Act 2006.

1. To reduce barriers to persons with disability accessing goods, services and facilities
2. To reduce barriers to persons with disability obtaining and maintaining employment
3. To promote inclusion and participation in the community of persons with disability
4. To achieve tangible changes in attitudes and practices which discriminate against persons with disability.

Wyndham City Goals

These are the emerging goals for Wyndham specifically identified through the process of developing the plan:

1. To ensure Wyndham City Council has a lens of access and inclusion of people with disability as a 'business as usual approach'
2. To improve the disability confidence of Wyndham City
3. To improve Wyndham City's engagement and participation of people with disability in the community
4. To encourage contribution and leadership from community members with disability
5. To support the transition to the National Disability Insurance Scheme (NDIS) in Wyndham



Theme 1: People and Community

City Plan Strategic Priority:

- Council will work with the community to ensure Wyndham is an inclusive, safe and welcoming city, which celebrates our diverse heritage and cultures and helps residents to stay healthy, active, and connected.

Aims	Actions	Timeframes	Lead Department / Unit
1.1 Council's website and materials are accessible for people with disability	1.1.1 Review the website, social media content and Council templates and identify gaps to accessibility for people with disability and develop a process to systematically implement recommendations from the review	Year 1	Coordinator Strategic Communications and Marketing
	1.1.2 Review and update Style Guides and guidelines for creating accessible documents and develop a strategy to skill staff to produce accessible documents	Year 1	Coordinator Strategic Communications and Marketing
	1.1.3 Develop Easy English guidelines for Council to produce information in this format	Year 1	Coordinator Strategic Communications and Marketing
	1.1.4 Identify assistive technology that will increase the participation of people with disability and develop a strategy to implement software to support equity	Year 1	Manager Information Services
1.2 Library collections consider access for people with disability by increasing alternate formats of materials	1.2.1 Review and enhance adult, youth and children collections annually to improve usage and mix of accessible-format material, including dyslexia and dysgraphia materials; and electronic and audio book collections at Wyndham Libraries	Year 1	Manager Libraries and Community Learning
	1.2.2 Improve awareness of Assistive Technologies available in the Library for staff and the community including trial and review of the booking of items such as the 'big keyboard' and 'trackball mouse' for use on Public Access Computers at one Library	Year 1 and 2	Manager Libraries and Community Learning

Theme 1: People and Community Cont.

Aims	Actions	Timeframes	Lead Department / Unit
1.3 Council provides universal services inclusive of all children and young people with the systems resources and support in place to achieve this	1.3.1 Include a specific consultation process with children and young people with disability in the development of the Municipal Early Year's Plan and the Youth Services Plan	Year 1 and 2	Manager Community Support
	1.3.2 Partner with community playgroups, child care centres and kindergartens to increase participation in the 18-month, 2 years & 3.5-year Key Age & Stage consultations to increase early identification of children with developmental issues	Year 1	Manager Community Support
	1.3.3 Provide information to State Government that advocates for places in new school developments for the growing number of children with disability in Wyndham	Year 1, 2 and 3	Manager Service Planning Partnering and Reform
	1.3.4 Develop protocols, policies and procedures to ensure that programs and services enable access for young people with a disability	Year 1, 2 and 3	Manager Community Support
	1.3.5 Specific strategies and activities are developed to reduce barriers to the inclusion of individual children and their families.	Year 1, 2 and 3	Manager Community Support
	1.3.6 Review policies and procedures for Early Education and Care Services to ensure that programs enable access for children with a disability	Year 1	Manager Community Support

Theme 1: People and Community Cont.

Aims	Actions	Timeframes	Lead Department / Unit
1.4 Council supports services to have the capacity and support available to meet the needs of, and provide equity for vulnerable people with disability in Wyndham	1.4.1 Work with the H3 Alliance and other partners to prevent people with disability experiencing homelessness	Year 1 and 2	Manager Community Planning and Development
	1.4.2 Work with partners such as the Wyndham Humanitarian Network and the Wyndham Disability Support Network (WDSN) to raise awareness of services available to people from emerging and CALD communities with disability	Year 1,2 and 3	Manager Community Planning and Development
	1.4.3 Partner with organisations, including Women with Disabilities Victoria and Women’s Health West, to build participation and leadership opportunities for women with disability in Wyndham	Year 1, 2 and 3	Coordinator Community Wellbeing and Inclusion
	1.4.4 Collaborate with organisations in Wyndham to explore and identify issues that impact on the health, safety and wellbeing of women with disability	Year 1, 2 and 3	Coordinator Community Wellbeing and Inclusion
1.5 Council’s points of contact with community are welcoming of people with disability	1.5.1 Review and update current tools and training for customer facing staff across council facilities and venues, and identify further opportunities to improve accessibility for customers with disability	Year 1 and 2	Coordinator Community First
	1.5.2 Review and implement processes and actions to increase the engagement of people with disability in activities and programs in council facilities and venues	Year 1 and 2	Manager Community Planning and Development

Theme 1: People and Community Cont.

Aims	Actions	Timeframes	Lead Department / Unit
1.6 Council is disability confident across the whole organisation	1.6.1 Identify gaps in disability confidence for staff through yearly surveys, posing questions and measures in the staff culture survey and from reviewing feedback from customers	Year 1, 2 and 3	Chief People Officer
	1.6.2 Develop and implement disability confidence training for staff and managers in Council	Year 1, 2 and 3	Coordinator Community Wellbeing and Inclusion
1.7 Cultural programming is inclusive of people with disability	1.7.1 Identify opportunities across Council's suite of cultural and creative programs to develop, commission and present creative works that engage and positively represent people with disability. Embed this into the program ongoing	Year 1	Coordinator Arts Culture and Events
1.8 Volunteers are valued in Wyndham	1.8.1 Explore as part of the Wyndham Volunteering Strategy the contribution of volunteers with disability and identify ways to increase and improve their participation in volunteering	Year 1, 2 and 3	Manager Community Planning and Development

Theme 2: Places and Spaces

City Plan Strategic Priority

- Council will work with our partners to build a city that is easy to move around, offers a diverse range of housing, protects our natural environment, and promotes active and passive recreation.
- We will strive to improve neighbourhood ambience, civic services and our standing as an attractive, relaxing, responsive and infrastructure-progressive coastal municipality.

Aim	Action	Timeframe	Lead Department/Unit
2.1 All Council Community Facilities and open spaces are accessible to residents and visitors with disability	2.1.1 Identify access features of Council's community facilities and include these on Council's website	Year 1	Manager Facilities and Open Spaces
	2.1.2 Develop mechanisms that are accessible for people with disability to provide feedback on their experience at Council facilities and venues	Year 2	Manager Community Planning and Development
2.2 Council events are accessible and inclusive of people with disability	2.2.1 Develop protocols and procedures to ensure Council delivered events include access and inclusion of people with disability	Year 1	Coordinator Arts Culture and Events

Theme 2: Places and Spaces Cont.

Aim	Action	Timeframe	Lead Department/ Unit
2.3 Council facilities and open spaces are accessible	2.3.1 Develop a policy to set out Council's standards for the access and inclusion of people with disability in new and refurbished premises, facilities and community infrastructure	Year 1	Coordinator Community Infrastructure
	2.3.2 Research guidelines and processes to support Building Code of Australia (BCA) standards and promote examples of best practise when designing for dignity that include the user experience	Year 2 and 3	Manager Facilities and Open Space
	2.3.3 Through the Community Infrastructure Review, identify barriers to participation at Council venues and prioritise a list of work through the 10-year Capital works program to increase participation of people with disability	Year 1	Coordinator Community Infrastructure
	2.3.4 Consult with people with disability to identify the technologies and the type and access methods of information that will support greater participation as part of the Future Cities Strategy with a focus on mobility and civic engagement	Year 1	Manager Smart City
	2.3.5 Partner with the Community Disability Advisory Group when designing, implementing and testing the technologies to ensure that they positively impact citizens in critical areas, such as independent living, public safety, transportation and online public services	Year 1 and 2	Manager Smart City
	2.3.6 Identify aspects of coastal access important to residents with disability and prioritise actions to improve access and enjoyment of our coastal regions through the Coastal Management Strategy.	Year 1	Coordinator Coast and Water
	2.3.7 Review Council's wheelchair recharge scheme and develop a process to raise awareness of recharge sites in Wyndham	Year 1	Coordinator Community Wellbeing and Inclusion

Theme 2: Places and Spaces Cont.

Aim	Action	Timeframe	Lead Department/ Unit
2.4 Growth within Wyndham considers people with disability in future planning and development	2.4.1 Develop and undertake a project to research information and best practice examples of accessibility to inform the improved accessibility objectives at activity centres in Wyndham.	Year 1 and 2	Manager Community Planning and Development Manager Urban Futures
	2.4.2 Explore opportunities to include 'improved accessibility objectives for activity centres into the Planning Scheme to influence increased accessibility in future developments	Year 3	Manager Urban Futures
	2.4.3 Implement and showcase 'improved accessibility objectives' to influence developers understanding and capacity to construct the built form including but not limited to activity centres and housing that are inclusive to our communities	Year 3	Manager Planning and Building
	2.4.4 Ensure Wyndham Bicycle, Pedestrian and Parking Strategies includes DDA compliance and accessibility requirements of users to maximise access to facilities, services and experiences	Year 1, 2 and 3	Manager City Transport
	2.4.5 Advocate to the relevant State Government agencies to increase the number of compliant facilities and services related to transport in Wyndham	Year 1, 2 and 3	Manager City Transport
	2.4.6 Ensure DDA compliance is included in all new capital works related to transport	Year 1, 2 and 3	Manager City Transport

Theme 2: Places and Spaces Cont.

Aim	Action	Timeframe	Lead Department/ Unit
2.5 Council is working with Stakeholders to improve access and inclusion of people with disability in community activities	2.5.1 Develop a program to build disability confidence for sport and recreation providers	Year 1, 2 and 3	Manager Sport and Recreation
	2.5.2 Promote tools and resources to support sport and recreation providers to be more disability confident	Year 1 and 2	Manager Sport and Recreation
2.6 Staff influence good accessibility design outcomes in current and future community infrastructure	2.6.1 Ongoing input by staff with field experience into new and modified community infrastructure through review of architectural plans	Year 1, 2 and 3	Coordinator Community Infrastructure
	2.6.2 Support the implementation of the Wyndham Play Space Strategy with information, resources and advice in the development of future play spaces for people with disability	Year 1, 2 and 3	Manager Facilities and Open Spaces
	2.6.3 Utilise professional and community connections to input into the design of the Werribee City Centre Public Space Plan, to incorporate and achieve improvements in accessibility and share this best practise in Council and the community	Year 1 and 2	Coordinator Vibrant City Centres

Theme 3 Earning and Learning

City Plan Strategic Priority

- Council will work innovatively with our partners and community to ensure Wyndham is a place of opportunity for learning, working, investing and succeeding, which builds a vibrant and sustainable city where all residents have access to opportunities. We will seek innovative ways to build an attractive business and investment environment – both locally and internationally.

Aims	Actions	Timeframes	Lead Department / Unit
3.1 Council has a robust workplace adjustment policy and procedure	3.1.1 Develop and implement a workplace adjustment policy and procedure to support Council's commitment to equitable participation	Year 1	Chief People Officer
	3.1.2 Develop resources and training for managers to support the provision of adjustments to increase productivity and participation of staff	Year 1 and 2	Chief People Officer
	3.1.3 Develop mechanisms to capture adjustments provided to community members to inform Council review and monitoring processes	Year 3	Chief People Officer
3.2 Recruitment processes are equitable for people with disability	3.2.1 Review, develop and implement a barrier free recruitment process for equitable participation for people with disability	Year 1 and 2	Chief People Officer
	3.2.2 Develop tools, resources and training for recruiters and hiring managers to improve disability confidence	Year 1 and 2	Chief People Officer
	3.2.3 Develop and implement strategies to increase the number of people with disability employed by Wyndham City Council	Year 2 and 3	Chief People Officer
	3.2.4 Develop and implement monitoring mechanisms to review recruitment processes and utilise feedback to adjust where required	Year 3	Chief People Officer

Theme 3 Earning and Learning Cont.

Aims	Actions	Timeframes	Lead Department / Unit
3.3 Professional development is accessible and inclusive of people with disability	3.3.1 Review training and development and identify barriers for people with disability	Year 1	Chief People Officer
	3.3.2 Develop additional criteria for presenters and facilitators to comment on their ability to provide adjustments for learners	Year 1	Chief People Officer
	3.3.3 Review and update presenter and facilitator information to include provision of adjustments for participants	Year 2	Chief People Officer
3.4 All staff and community members are provided with safe egress and safe holding points	3.4.1 Review the Personal Emergency Evacuation Plan (PEEP) process to identify gaps for safe egress of staff in an emergency and implement recommendations	Year 1 and 2	Coordinator Emergency Resilience
	3.4.2 Review current practises at Council facilities and venues for safe egress and safe holding points for people with disability and implement changes that reflect best practice	Year 1 and 2	Coordinator Emergency Resilience Coordinator Cultural Venues
3.5 Council is working with the Business Community to improve access and inclusion of people with a disability	3.5.1 Introduce and maintain information on Council's website to inform and engage the business community	Year 1, 2 and 3	Coordinator Economic Growth
	3.5.2 Develop resource material which is distributed via the Business Industry Program	Year 1, 2 and 3	Coordinator Economic Growth
	3.5.3 Profile and promote Wyndham businesses who are progressive in this space	Year 1, 2 and 3	Coordinator Economic Growth
	3.5.4 Business Forums are accessible and inclusive	Year 1, 2 and 3	Coordinator Economic Growth

Theme 4: Leadership and Participation

City Plan Strategic Priority

- Council will continually build and shape a community of passionate, engaged and inspired residents and organisations who are proud to call Wyndham City their home. We will streamline our internal systems, our collaboration, and communication across all levels of government, while establishing the foundations for a long-term financial sustainability and strengthening our values, partnerships, and community engagement.

Aims	Actions	Timeframes	Lead Department / Unit
4.1 Wyndham City will engage with and listening to the concerns and issues of children, young people and adults people with a disability and seek to work together to find solutions	4.1.1 Facilitate a Community Disability Advisory Group to consult on issues of access and inclusion in the community	Year 1, 2 and 3	Manager Community Planning and Development
	4.1.2 Facilitate an Employee Resource Group to consult on issues of access and inclusion for employees of Council	Year 1, 2 and 3	Coordinator Community Wellbeing and Inclusion
	4.1.3 Maintain and foster connections with community organisations, stakeholders and disability groups in Wyndham e.g. the Wyndham Disability Support Network (WDSN) and the Wyndham Aboriginal Service Provider (WASP) network, to ensure issues and concerns of people with disability are heard and understood by Council	Year 1, 2 and 3	Coordinator Community Wellbeing and Inclusion
	4.1.4 In partnership with the Community Support Department, foster connections with children and young people with a disability in Wyndham to ensure that their needs are heard and understood by Council.	Year 1,2 and 3	Coordinator Community Wellbeing and Inclusion
4.2 Access and inclusion of people with disability is embedded in Council policy and processes	4.2.1 Ensure that at review, strategic plans and policies identify opportunities to include access and inclusion for people with disability	Year 1, 2 and 3	Head of Strategy Policy and Impact

Theme 4: Leadership and Participation Cont.

Aims	Actions	Timeframes	Lead Department / Unit
4.3 Council will be informed by our community, and a sound evidence-base in planning and advocating for a more accessible and inclusive City with improved service provision	4.3.1 Create and update demographic profiles and related data sets relevant to understanding the requirements of people with disability in Wyndham	Year 1, 2 and 3	Coordinator Strategy and Stakeholder Engagement
	4.3.2 Create guidelines to ensure tools for engagement with the community are accessible	Year 1	Coordinator Strategy and Stakeholder Engagement
4.4 Council will advocate for improved service provision and accessibility and inclusion across the City	4.4.1. Undertake intergovernmental advocacy to address the increased need for mental health services and psychosocial support services across the whole community, and particularly for young people.	Year 1, 2 and 3	Manager Community Planning and Development
	4.4.2 Advocate for improved responses and more options for people with disability experiencing housing vulnerability, including seeking alternative accommodation and support for young people living in aged care facilities,	Year 1, 2 and 3	Manager Community Planning and Development
	4.4.3 Support the development of a robust early childhood intervention service system in Wyndham through a range of advocacy activities	Year 1, 2 and 3	Manager Community Support

Theme 4: Leadership and Participation Cont.

Aims	Actions	Timeframes	Lead Department / Unit
4.5 Wyndham City supports the rollout of the NDIS and its community members with disability and monitors the impact for the community	4.5.1 Review service delivery for the provision of disability services by Council to identify the future roles for Council and report on the findings	Year 1	Manager Service Planning Partnering and Reform
	4.5.2 Develop a strategy to attract a variety of NDIS services to increase choice in Wyndham	Year 1, 2 and 3	Manager Service Planning Partnering and Reform
	4.5.3 Develop a strategy to advocate to government to address any emerging market or process gaps resulting from the introduction of the NDIS, resulting in policy and sector funding changes	Year 1, 2 and 3	Manager Service Planning Partnering and Reform
	4.5.4 Partner with the NDIA to provide information sessions, website information and resources for the community to prepare and transition to the NDIS	Year 1 and 2	Coordinator Community Development and Wellbeing
	4.5.5 Individuals are provided with provisional support to transition onto the NDIS from Council provided Home and Community Care services	Year 1 and 2	Coordinator Aged and Disability
	4.5.6 Collaborate to build community capacity within Wyndham for people with disability to participate in all aspects of community life	Year 1, 2 and 3	Manager Community Planning and Development

Theme 4: Leadership and Participation Cont.

Aims	Actions	Timeframes	Lead Department / Unit
4.6 Wyndham supports the rollout of the school readiness funding and monitors the impact for children and their families	4.6.1 Work with the State Government to develop a strategy to ensure that children and their families have access to targeted and timely supports	Year 2 and 3	Manager Community Support
	4.6.2 Connect the rollout of the school readiness fund and the NDIS to ensure a seamless approach to engaging with service providers	Year 2 and 3	Manager Community Support
4.7 Procurement considers access and inclusion of people with disability	4.7.1 Review and update procurement tender documents to include a criterion for suppliers and partners to provide information on access and inclusion of people with disability	Year 1 and 2	Manager Procurement
	4.7.2 Review current procurement practices to identify opportunities for Council to procure goods and services from business owned and/or operated by people with disability	Year 2	Manager Procurement
4.8 Wyndham City feedback mechanisms are accessible for people with disability	4.8.1 Review feedback mechanisms to identify any barriers for people with disability	Year 1	Coordinator Community First

Evaluation and monitoring

Monitoring and evaluating the AAP throughout its implementation will ensure that Council is tracking progress, compiling best practices and readily applying lessons learnt to plans and programs in this space.

Aims	Actions	Timeframes	Responsible department / unit	Evaluation method or outcome
5.1 Wyndham City is committed to improving access and inclusion of people with disability and their participation and engagement	5.1.1 Actions in the Plan will be completed by the responsible areas identified in the Action Plan in the timeframe agreed	Year 1, 2 and 3	Manager Community Planning and Development	Council departments and areas are active in completing agreed actions in the AAP
	5.1.2 Review of the actions in the Plan will occur 6 monthly	Year 1, 2 and 3	Manager Community Planning and Development	A 6-monthly report will provide an update on progress of the actions
	5.1.3 Progress of actions will be reported to Council	Year 1, 2 and 3	Manager Community Planning and Development	A progress report on the AAP will be provided annually in November of each year

Glossary

AAP - Accessibility Action Plan

Accessible documents - documents that can be read by screen readers

Assistive technologies - computer software to support access for people with disability

Building Code of Australia - provides the minimum necessary requirements for safety, health, amenity and sustainability in the design and construction of new buildings (and new building work in existing buildings) throughout Australia.

CDAG - Community Disability Advisory Group

Depot - Wyndham City's site where roads, parks and gardens etc are managed

Easy English - is a style of writing that has been developed to provide understandable, concise information for people with low English literacy

ERG - Employee Resource Group

MEYP - Municipal Early Year's Plan

NDIA - National Disability Insurance Agency

NDIS - National Disability Insurance Scheme

PAC - Public Access Computers

PEEP - Personal Emergency Evacuation Plan

RDF - Refuse Disposal Facility

Recharge Scheme - wheelchair and scooter recharge points found in the community

Safe Egress - safe evacuation in an emergency

Safe holding points - safe refuge in an emergency

WASP - Wyndham Disability Service Provider Network

WDSN - Wyndham Disability Support network

Workplace Adjustment - a change to a work process, practice, procedure or environment that enables a person with disability to perform the essential requirement of the job