Disability Inclusion Action Plan

2023-2026

City of **STONNINGTON**

Contents

Acknowledgment of Traditional Custodians

We acknowledge that we are on the Traditional Lands of the Wurundjeri Woi Wurrung and Bunurong peoples of the East Kulin Nations and pay our respect to their Elders past, present and emerging.

We extend that respect to all Aboriginal and Torres Strait Islander peoples. We acknowledge their living connection to Country, relationship with the land and all living things extending back tens of thousands of years.

Participant acknowledgement

We would like to acknowledge and thank community members, disability service organisations and staff who provided feedback as part of the consultation. Your passion, commitment, and openness to share your experiences will create an even better place to work, live and visit, providing greater dignity and inclusion for all.

A note on language

This publication uses person-first language (e.g., 'person with disability'). City of Stonnington acknowledges the diversity of preference within the disability community, including some members preference of identity-first language (e.g., 'disabled person'). We also acknowledge the power of language and the history behind these terms.

About this Plan

Inclusion is a universal human right and sits at the heart of Council's vision for the Stonnington community to be a 'a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures'.

In its simplest form, inclusion is about the opportunity to be involved, to contribute and to be valued for your contribution. Ultimately, when a community is connected, supportive and inclusive, society is enriched, and we all reap social, cultural and economic benefits.

Despite the known widespread benefits of an inclusive and diverse society, we know from local and international research that people with disability are not afforded opportunities to participate in and benefit from community life on an equal basis as those without disability.

This inequity is the result of the external physical, attitudinal, communication and social barriers that people with disability experience in society. As outlined in the *Inclusive Victoria: State Disability Plan (2022–2026)*, these barriers can often be further heightened and complex for people with disability who experience other forms of discrimination, such as racism, ageism, gender inequality, homophobia, biphobia and transphobia.

Council holds a critical role in removing these systemic barriers and upholding the rights of people with disability. The *Stonnington Disability Inclusion Action Plan (DIAP) 2023-2026* demonstrates Council's commitment to improving disability inclusion and access and provides a framework to work towards a fully inclusive community where all can benefit from the services and facilities Council provides.

1. Positive community attitudes and behaviours

2. Liveable communities

3. Supporting access to meaningful employment

4. Accessible systems and processes.

The DIAP also meets Council's obligations under the *Disability Act (2006)* and supports the objectives of the *Disability Discrimination Act (1992)*, *Australia's Disability Strategy (2021-2031)* and *Inclusive Victoria: State Disability Plan (2022-26)*.

The DIAP actions will be delivered across four pillars that focus on inclusion outcomes:

These pillars will guide our work and help to ensure that our future infrastructure, programs, services, and workplace are accessible and inclusive for people with disability, their families, and carers.

This plan was shaped by the voices, insights and lived expertise of our community. We will continue to be guided by people with disability, their families and carers, community agencies, our staff and the broader policy and legislative framework as we deliver our actions.

About Disability

Supporting the social model of disability

The Disability Inclusion Act 2014 defines disability as including a long-term physical, psychiatric, intellectual, or sensory disability that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others.

This definition is underpinned by the **social model of disability** which recognises that a person's disability is not the barrier to their participation, but rather it is the external environment preventing full inclusion and participation. This can include physical, attitudinal and communication barriers. If these barriers are removed, people with disability will have the opportunity to contribute and participate with equity and dignity, and as full members of our community.

In the context of attitudinal barriers, this encompasses the language and terms we use to describe disability, our conscious and unconscious bias about disability and our presumptions towards people with disability. It is much easier to remove the physical barriers to inclusion than the attitudinal barriers. Regardless, across our organisation we will continue to be supportive and accepting of each other. We intend to lead by example through endorsing the rights of people with disability.

Our community

People with disability are not a homogenous group. They are of all different ages, from different backgrounds, with different experiences, ambitions, skills and needs.

Disability itself is also very varied. Much of disability can be 'hidden' or 'invisible', meaning it is not as immediately apparent. While there is no disability type more valid than another, it is important to note experiences of disability and the barriers faced in society are diverse.

From data[1] we know:

» Approximately 1 in 6 people have disability

» The likelihood of disability increases with age

» Nearly 1 in 10 children and young people ages 25 years and younger have disability

» Nearly one quarter of people with disability report mental or behavioural disorder as their main disability

» Only 1 in 10 people with disability are on the NDIS

» One in 4 Aboriginal and Torres Strait Islander peoples have disability

» Nearly 4 per cent of Stonnington community members have severe or profound disability[2]

» Approximately 12 per cent of Stonnington community members are unpaid carers

Barriers to social and economic participation

People with disability continue to face external barriers that prevent their full inclusion in social and economic life.

Compared to the wider community, people with disability are:

» Less likely to be employed

» More likely to have lower levels of education

» More likely to live in a household with a low income

» More likely to experience social isolation

» Less likely to be satisfied with their local community.[3]

Throughout the height of pandemic-related restrictions and the continuing presence of COVID-19 virus in the community, existing barriers to participating in community life and accessing services and supports were further entrenched, and new barriers have emerged.

[1] AIHW. (2021). Disability support for Indigenous Australians. Available at Disability support for Indigenous Australians - Australian Institute of Health and Welfare (aihw.gov.au);AIHW. (2022). People with disability in Australia. Available at People with disability in Australia, About - Australian Institute of Health and Welfare (aihw.gov.au); Profile.id. (2022). City of Stonnington: Community Profile. Available at Home | City of Stonnington | Community profile (id.com.au); NDIS. (2022) Explore data. Available at Explore data | NDIS. Accessed 31 January 2023.
[2] Measured by if the person 'sometimes or always needing help with daily self-care, mobility or communication activities, having difficulty understanding or being understood by family or friends, or communicating more easily using sign language or other non-spoken forms of communication'; AIHW (2022)
[3] AIHW. (2022). People with disability in Australia. Available at People with disability in Australia, About - Australian Institute of Health and Welfare (aihw.gov.au)

Where this plan fits

We all have an important part in promoting an inclusive society and protecting and upholding human rights. The scope to improve the inclusion of people with disability in the community is vast and the subsequent social and economic benefits are immense.

A research report[4] commissioned by the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability investigated the economic costs of maltreatment of people with disability and systemic failure and neglect. This analysis included, but was not limited to, reviewing the inequities in health, education, justice, housing outcomes and access to personal and community supports. The report conservatively estimated that these social inequities **cost the Australian economy $46.0 billion a year.**

The social benefits of genuine inclusion – where all people have equal opportunities to enjoy life and prosper[5] – are equally as transformational. As a society we are more creative, more productive and more connected.[6]

In developing this plan, Council acknowledges and embraces the vital role we hold in realising this inclusive society we want to see, and our responsibilities to contribute to the wider international, national and state policy context.

The Policy Context

The *Disability Inclusion Action Plan 2023-2026* aligns with the principles in the following international, national and state legislation, agreements, and standards.

International

The purpose of the *United Nations Convention on the Rights of Persons with Disabilities (2006)* is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.

Commonwealth

The *Commonwealth Disability Discrimination Act 1992* (DDA) recognises the rights of people with disability to equality before the law and makes discrimination based on disability unlawful. DDA sections 60 and 61 set out the provisions for the completion of Action Plans that fulfill the intent of the DDA and sets measurable and accountable goals.

The *Disability (Access to Premises – Buildings) Standards 2010*, aims to provide people with disability with dignified and equitable access to buildings, and provide certainty to industry that they are complying with the DDA.

Australia's Disability Strategy 2021-2031 is Australia's national disability policy framework. It sets out a plan for continuing to improve the lives of people with disability in Australia over the next ten years.

4 Vincent, J., McCarthy, D., Miller, H., Armstrong, K., Lacey, S., Lian, G., Qi, D., Richards, N., Berry, T. (2023). Research Report - The economic cost of violence, abuse, neglect and exploitation of people with disability. Available at Economic cost of violence, abuse, neglect and exploitation of people with disability | Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability
5 Deloitte Access Economic. (2019). The economic benefits of improving social inclusion. Available at my-risk-sdg10-economic-benefits-of-improving-social-inclusion.pdf (deloitte.com)
6 ibid.

State

Victorian Disability Act (2006)

The Disability Act 2006 provides a legal framework for the Victorian government, its departments, and the community to work together to support the rights and needs of people with a disability. It acknowledges that people with disability have an inherent right to respect for their worth and dignity as individuals.

The Stonnington DIAP aligns with, and supports, the Act's objectives to:

a) advance the inclusion and participation in the community of persons with a disability.

b) promote a strategic whole of government approach in supporting the needs and aspirations of persons with a disability.

Inclusive Victoria: State Disability Plan (2022–2026)

Inclusive Victoria, the State Disability Inclusion Plan (2022-2026) is Victoria's plan for making things fairer for people with disability including making all parts of the community inclusive and accessible for everyone.

The state plan four key pillars and priorities below, will help the Victorian Government meet its obligations under *Australia's Disability Strategy (2021–2031)*.

Inclusive communities

» Changing attitudes
» Transport Digital inclusion
» Assistance animals
» Sport and recreation
» Parks and tourism

Fairness and safety

» Safety in emergencies
» Disability advocacy
» Preventing abuse and neglect
» Family and sexual violence
» Justice system
» Right to expression of sexuality and gender identity

Health, housing and wellbeing

» Health
» Mental health
» Housing
» Supporting a high-quality NDIS
» Children and families

Opportunity and pride

» Education
» Employment and economic participation
» Voice and leadership
» Creative industries
» Pride and recognition

Council

The *Disability Inclusion Action Plan* aligns with the strategic directions, objectives, and priorities of **Future Stonnington** (incorporating the **Community Vision 2040** and **Council Plan 2021-25**) and the **Health and Wellbeing Plan 2021-25**.

Community Vision 2040

'Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures. Walking the tree lined streets, we pay respect to the influence of the Nation's First Peoples, past and living, on a modern, sustainable and interconnected way of life that supports the good health and wellbeing of all. Welcome to Stonnington 2040.'

Council Plan 2021-25

DIRECTION 1
A thriving and unique place

DIRECTION 2
An inclusive and healthy community

2.1 Health and wellbeing

2.2 Diverse, inclusive, and safe

DIRECTION 3
A people-centred and future ready city

3.1 Community focus, connection, and engagement

3.2 Enhanced customer experience

3.3 Engaged and capable people

Health and Wellbeing Plan 2021-25

PRIORITY 1
Healthy and well

» Services, supports and information are easier to access in our community

» Our community is healthy in a changing climate

PRIORITY 2
Respectful and safe

» Equity and respect are thriving in our community

» Our community is a safer place for everyone

PRIORITY 3
Connected and supportive

» Mental wellbeing is strengthened in our community

» Our community is more socially connected and able to participate in community life

» All members of our community are valued, supported, and connected

Disability Inclusion Action Plan

Guiding Principles:

Diversity – ability, needs, interests and experiences are unique to the individual

Inclusive and connected – our community is inclusive, accessible and provides opportunities for people with disability to participate fully in community life

Empowered – people with disability are informed and are empowered to make individual choices

This plan and its purpose align with other key Council plans and strategies, including *Child Youth and Family Strategy, Ageing Well Plan, Walking Action Plan, Cultural Diversity Action Plan,* and *Active Stonnington Strategy.*

What we have achieved so far

This plan is built on the achievements of the Inclusion Plan 2019-2022:

» Refreshed the corporate induction program to support on-boarding of new staff, delivered Awareness training and facilitated the internal Inclusion Network to build capacity across the organisation

» Built partnerships with JobAccess, Noah's Ark, Brotherhood of St Laurence, Vision Australia, Sport4All, Get Skilled Access, YouMeUs, Australian Network on Disability and Youth Disability Advocacy Service to assist delivery of actions to improve access and inclusion across the municipality

» Established an 'inclusive resources' page on the Intranet to support staff

» Established a Sport4All pilot program

» Refreshed the Stonington Disability and Access Committee (SDAC) Terms of Reference and recruited new members to fill vacancies

» Conducted five SDAC meetings annually with members providing input into the development of various Council policies, strategies and programs including the Affordable Housing Strategy, Road Safety Strategy, Customer Service practices, COVID Recovery Plan, Narrow Streets Policy and more

» Prepared a submission to the Homes Victoria 'Social and Affordable Housing Strategy -Discussion Paper' in April 2021 and Stage 2 Reforms of the Transport Standards.

» Delivered Universal Design (UD) training to the project group and drafted a UD statement and framework

» Conducted a Fit for Purpose building condition audit

» Delivered a Changing Places policy and new facility at Prahran Square

» Undertook an access audit of Prahran Square, including signage and wayfinding

» Established a partnership with JobAccess to deliver improved employment outcomes for people with disability

» Delivered an annual program of events in recognition of International Day of People with Disability (IDPwD), National Carers Week and a SDAC Forum

» Drafted an Inclusive Play Space Strategy and designed an inclusive playground for Central Park (for delivery in 2023)

» Published the bi-monthly Access News (e-newsletter)

What you told us

In August and September 2022, we sought feedback from the community on what we were doing well and where we could improve to ensure Stonnington and Council services are inclusive and accessible.

We engaged with people with disability, their family and carers, local organisations that represent and/or work with people with disability, and staff to capture these insights.

We did this by:

» Holding nine focus groups with 66 participants

» An online community survey which received 16 contributions

This feedback has shaped this plan and its actions. We look forward to continuing to work alongside the Stonnington community as the plan progresses.

1. Positive community attitudes and behaviours

2. Liveable communities

3. Supporting access to meaningful employment

4. Accessible systems and processes.

The four pillars of inclusion

The community feedback can be categorised in the following four themes, or pillars of inclusion:

These pillars of inclusion represent and respond to barriers that impact on a person with disability's right to choice and control. Only by removing these barriers can we achieve outcomes that are inclusive, dignified, and equitable, and create inclusion outcomes that benefit everyone.
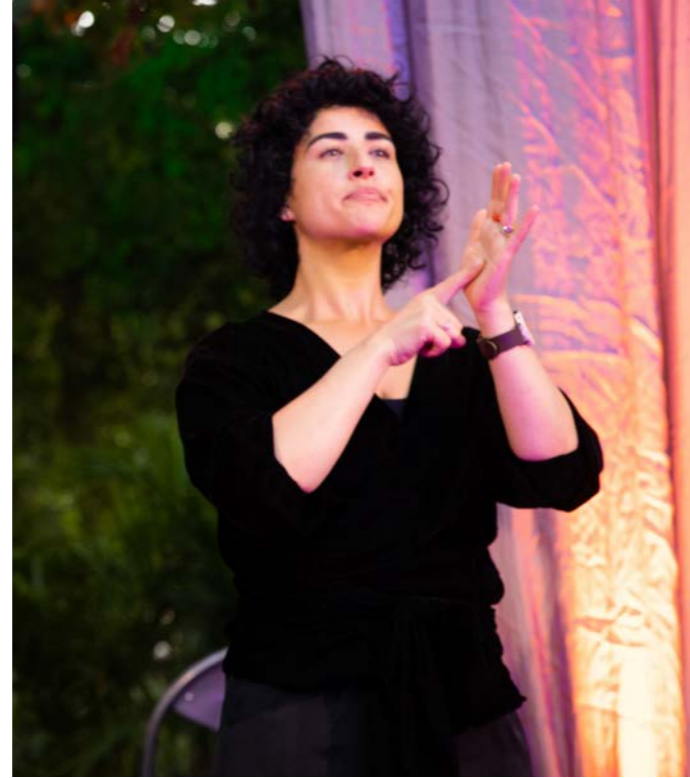
Positive community attitudes and behaviours

The Stonnington community expressed how the lack of disability awareness continues to be a barrier to accessing the community on an equal basis. More specifically, participants reported the need for better understanding of unconscious biases and misconceptions about disability, the practicalities of being more inclusive, and the widespread benefits of inclusion.

Council is positioned to support these objectives and influence community attitudes and behaviours by ensuing communications, public images, public events, and public facilities have considerations of inclusion, access, and universal design.

Liveable Communities

While Council has made, and continues to make, significant improvements to our parks, gardens, public spaces and facilities, consultation feedback highlighted that there was still room for improvement. This included further improving footpaths, playgrounds and parks, and pedestrian crossings; physical access to buildings and restrooms; ensuring Changing Places facilities are meeting community need; and providing clear access information about public facilities and spaces.

City of Stonnington is proudly a destination of choice, attracting residents and visitors with our year-round program of festivals and events. Community feedback highlighted how there is scope to improve event accessibility, with access for people with sensory disability highlighted as a particular concern. Suggestions raised included the use of innovative technology, such as beacon technology, sensory or quiet spaces, and encouraging groups who deliver events within Stonnington to understand how to they can make changes to improve access and inclusion.

Supporting access to meaningful employment

Consultation feedback highlighted that community and staff members alike wanted to see Council as a leader in accessible employment and increasing employment opportunities for people with disability. This included reviewing internal recruitment and workplace practices to identify barriers for potential and existing employees with disability, as well as actively creating new career pathways, such as leadership opportunities, traineeships, internships, and work experience for people with disability.

Council employees further added that they wanted to see more opportunities to celebrate diversity in the workplace.

Accessible systems and processes

Consultation participants shared that there was need to improve inclusion across Council's systems and processes and strongly supported the increased understanding and incorporation of Universal Design elements across the organisation.

Council has committed to the Web Content Accessibility Guidelines standards for its website and communications. This ongoing commitment will see improvement in accessible systems and processes within Stonnington's internal and external communications.

Our Actions

Positive community attitudes and behaviours

Breaking down barriers and building awareness of disability through the promotion of inclusive attitudes and behaviours.

Action	When	Funding	Delivery
1.1 Continue to upskill Council staff through the delivery of disability awareness training and inclusion practice. For example, through the Induction Program, online inclusion training package, customised in person training and lived experience guest speakers.	**Ongoing**	**$** *Within existing resources*	Community Planning People and Culture
1.2 Provide information on the intranet to support Council staff with resources and best practice information in supporting and communicating with people with disability and providing accessible services. For example, compiling and/or developing a library of internal 'how-tos', such as booking and working with Auslan interpreters and developing plain English content.	**Ongoing**	**$** *Within existing resources*	Community Planning
1.3 Create regular opportunities for the promotion of Disability, Accessibility, and Inclusion initiatives across Council communications channels for the life of the Plan.	**Ongoing**	**$** *Within existing resources*	Communications and Engagement Community Planning
1.4 Enhance Council's Community Engagement processes to ensure greater representation from people with disability. For example, provide Easy Read and Auslan interpreted information for annual Budget community consultation.	**Ongoing**	**$** *Within existing resources* *Costs will vary depending on activity*	Community Engagement Community Planning
1.5 Where possible, engage artists with disability to perform at Council events and activities throughout the year; and routinely incorporate accessibility features such as Auslan; to enhance awareness and inclusion.	**Ongoing**	**$** *Within existing resources*	Community Services Events, Arts & Culture
1.6 Deliver community activities that celebrate and recognise International Day of People with Disability, Carers Week and highlight other significant dates, such as World Autism Day.	**Years 1, 2, 3**	**$** *Within existing resources*	Community Planning

Funding
$ Low $0-$50k $$ Medium $50-$250k $$$ High $250+

Action		When	Funding	Delivery
1.7	Partner with organisations to promote existing local supports and services for carers though Council publications and website.	**Year 1**	$ *Within existing resources*	Community Planning
1.8	Develop a simple guide / checklist to accompany Council's *Better Access Better Business Guide* and promote to local businesses to improve accessibility.	**Year 1**	$ *Within existing resources*	Community Planning
1.9	Leverage Council's *16 Days of Activism Against Gender-Based Violence* activities to raise awareness of the disproportionate rates of violence experienced by LGBTIQA+, girls and women with disability, and promote evidence-based, preventative resources.	**Ongoing**	$ *Within existing resources*	Community Planning

🏠 Liveable Communities

Liveable communities are places where all people can participate in community life. We do this by removing barriers that prevent access and inclusion to the community.

Action		When	Funding	Delivery
2.1	Lead by the Community Planning team, develop an accessible and inclusive events guide for internal and public use.	**Year 1**	$ *Within existing resources*	Community Planning Events, Arts & Culture
2.2	Include the opportunity in the annual grants program for inclusive events that coincide with the Access and Inclusion calendar (e.g., International Day of People with Disability).	**Year 2 & 3**	$ *Within existing resources*	Aged, Diversity and Community Planning
2.3	Ensure all public Council buildings, parks and gardens, open spaces, and facilities have clear access information on the City of Stonnington website to inform dignified access and experiences for community members with disability. For example, list accessibility features for all council facilities and spaces, and progressively roll-out access keys and social stories for high-use community services and spaces.	**Year 1 & 2**	$ *Within existing resources*	Community Planning Digital Products Communications and Engagement Active Communities Parks and Open Spaces Events, Arts & Culture Community Services

Action		When	Funding	Delivery
2.4	Continue to build on plans for accessible and inclusive playgrounds, parks, and gardens within Stonnington, with a focus on: » Sir Zelman Cowan » Orrong Romanis » Phoenix Park	**Ongoing**	$$$ *New – Costs depending on scope of project*	City Projects
2.5	Identify and prioritise upgrades to Council buildings and facilities to ensure they are meeting accessibility compliance, including public toilet facilities.	**Ongoing**	$ *Within existing resources*	Asset Management City Futures Active Communities
2.6	Advocate for a public transport network that is accessible for all users in line with the Stonnington Public Transport Advocacy Action Plan.	**Ongoing**	$ *Within existing resources*	Transport Planning
2.7	Provide support and educate community, arts and theatre groups, sporting/leisure clubs, and social organisations of: » the importance of diversity and inclusion; » the benefits for the club/group and for people with disability, their families, and carers; and » the different experiences, need and strengths of disability community, including intersectionality and disability type. For example, by continuing to work with sporting clubs and partnering with advocacy and peak organisations to undertake community awareness raising activities.	**Ongoing**	$ *Within existing resources* *Costs depending on scope of project.*	Active Communities Community Planning
2.8	Update lease and licence agreements to require a commitment to inclusion.	**Year 1**	$ *Within existing resources*	Property Coordination Community Planning
2.9	Identify new key locations and continue to advocate for Changing Places facilities that meet the needs of the community.	**Ongoing**	$$$ *New – Costs to be considered as part of project scope*	City Futures Aged, Diversity and Community Planning City Projects
2.10	Assess the need for a public toilet strategy to ensure our facilities are meeting the needs of the community.	**Year 3**	$ *Within existing resources*	City Futures Parks and Open Space Asset Management

Funding
$ Low $0-$50k $$ Medium $50-$250k $$$ High $250+

Action	When	Funding	Delivery
2.11 Assess the accessibility of footpaths and crossings and develop a prioritised list of upgrades and initiatives consistent with the *Disability Discrimination Act*.	**Ongoing**	**$$$** *Within existing resources*	Transport Planning Liveability and Compliance
2.12 Identify opportunities to trial innovative wayfinding technology.	**Year 2 & 3**	**$-$$** *New – Costs to be considered as part of project scope*	Smart Cities Community Planning Transport Planning
2.13 Continue to engage with the Stonnington Disability and Access Committee (SDAC) to provide opportunities to advocate, inform and provide lived experience to assist Council decision-making and improve access and inclusion across Stonnington.	**Ongoing**	**$** *Within existing resources*	Community Planning
2.14 Increase opportunities for children and young people to participate in Council activities, library services and events. For example, by: » improving access and accessibility adjustments to programming, and » delivering specific sessions, such as Auslan Story time and sensory sensitive sessions.	**Ongoing**	**$** *Within existing resources*	Community Services Events, Arts & Culture Active Communities
2.15 Implement strategies that promote digital inclusion and build digital literacy of community members.	**Year 1**	**$** *Within existing resources*	Smart Cites Community Planning Library & Information Service
2.16 Advocate for the creation of diverse, appropriately located, and well-designed open spaces to meet the needs of people with disability, their families, and carers.	**Ongoing**	**$** *Within existing resources*	City Futures City Projects
2.17 Advocate for the creation of diverse housing options to meet the needs of people with disability, their families, and carers.	**Ongoing**	**$** *Within existing staff resources*	City Futures Community Planning

Funding
$ Low $0-$50k $$ Medium $50-$250k $$$ High $250+

Supporting access to meaningful employment

Strengthening workplace diversity through improving internal practices and providing meaningful and inclusive job opportunities.

Action	When	Funding	Delivery
3.1 Create pathways for people with disability to gain employment through partnerships with disability employment organisations and initiatives. For example, work experience, student placements and traineeships, and staff vacancies.	Ongoing	$ *Within existing resources*	People and Culture Community Planning
3.2 Undertake a recruitment review to remove unintentional barriers for people with disability and increase opportunities for all roles to be inclusive. For example, reviewing unintended barriers during the candidate application process.	Year 2	$ *Within existing resources* *New costs may be associated with review's outcomes.*	People and Culture Community Planning
3.3 Extend the promotion of inclusive practices and initiatives on public facing careers pages and external communication channels to encourage people with disability to apply for roles.	Year 1	$ *Within existing resources*	People and Culture
3.4 Investigate mechanisms to understand staff experiences of inclusion, flexible work practices and workplace adjustment needs.	Ongoing	$ *Within existing resources*	People and Culture
3.5 Identify opportunities to engage people with lived experience of disability in supporting and delivering Council activities and programs. For example, engaging facilitators, trainers, and guest speakers with disability, and creating opportunities to co-design activities with the Stonnington Disability and Access Committee and the wider disability community.	Ongoing	$ *Within existing resources*	Aged, Diversity & Community Planning Community Engagement
3.6 Provide clear information on the intranet regarding workplace adjustments policy and processes and commitment to flexible work, and ensuring hiring managers are aware and confident in implementing workplace adjustment procedures.	Year 1	$ *Within existing resources*	People and Culture
3.7 Amend the Supplier Code of Conduct to include the Australian Human Rights Commission's Include Ability resources to raise awareness and promote employment of people with disability.	Year 3	$ *Within existing resources*	Procurement
3.8 Update Council's Disability Directory to include a section collating employment and self-employment supports and resources.	Year 1	$ *Within existing resources*	Community Planning

Funding
$ Low $0-$50k $$ Medium $50-$250k $$$ High $250+

Accessible systems and processes

Enhancing the accessibility of City of Stonnington communications, services and training and supporting people with disability to access information, request adjustments and provide feedback.

Action	When	Funding	Delivery
4.1 Develop and implement internal Universal Design checklists for premises, facilities, and open spaces in line with the Victorian Government Universal Design Policy.	Year 2-3	$ *Within existing resources*	Community Planning City Futures City Projects Community Services
4.2 Create a guide for accessible communications and marketing and provide training to key communication staff.	Year 2	$ *Within existing resources*	Communications & Engagement
4.3 Review and update Council's website to ensure Web Content Accessibility Guidelines (WCAG) compliance to AA standards.	Ongoing	$-$$ *Within existing resources*	Digital Products
4.4 Procure access and inclusion experts when conceptualising and developing major projects to ensure universal design elements are implemented across the LGA.	Year 2 & 3	$$ *New – costs will depend on scope of activity.*	City Projects
4.5 Advocate for improved disaggregated, localised data collection on disability	Ongoing	$ *Within existing resources*	Community Planning
4.6 In consultation with the community, develop tools to trial collecting access requests information in registration and service collection forms with the purpose to: » Support the community to have their access needs met » Monitor types of access requests received to improve service capability	Year 2	$ *Within existing resources*	Community Planning Community Services Active Communities
4.7 Continue to develop and deliver a variety of accessible mechanisms to provide customer support, feedback, and complaints.	Ongoing	$ *Within existing resources*	Customer Operations
4.8 Develop a language guide to ensure Council policies and communications use consistent and inclusive language.	Year 1	$ *Within existing resources*	Community Planning Communications & Engagement
4.9 Provide Council information through a diversity of communication channels to cater for the needs of individuals. For example, print, Easy Read and digital.	Ongoing	$ *Within existing resources*	Communications & Engagement

Funding
$ Low $0-$50k $$ Medium $50-$250k $$$ High $250+

Monitoring and evaluation

An evaluation methodology will be developed to monitor the effectiveness of this plan.

The Stonnington Disability Advisory Committee (SDAC) will guide and provide input into the implementation of the Disability Inclusion Action Plan.

An annual review will be undertaken to reflect on progress and identify any new opportunities or emerging needs.

Service Centres

Stonnington City Centre
311 Glenferrie Road, Malvern

Stonnington Services and Visitor Centre
Prahran Square, corner Chatham and
Izett streets, Prahran

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