

Inclusion plan

2019–22

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City of
STONNINGTON

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Mayors Message

Inclusion sits at the heart of our vision for Stonnington as a community that is welcoming and accommodating for all.

The City of Stonnington's Inclusion Plan 2019-2022 paves a strategic direction to build upon and deliver inclusive communities over the next three years.

Council's priority is that all people feel included and respected in our community. Providing and advocating for inclusive infrastructure, services and information as well as championing inclusive design practices are fundamental to ensuring people living with a disability, their families and carers are treated fairly, equally and with respect.

For the first time we have produced an Easy Read version of the Inclusion plan, and alternate formats are also available.

Thank you to all of those who contributed towards this Inclusion Plan, which we are very proud of and look forward to continuing our progress towards a fully inclusive community.



Cr Steve Stefanopoulos
Mayor, City of Stonnington

Why an inclusion plan?

Inclusion is a universal human right and sits at the heart of Council's vision for the Stonnington community 'to be an inclusive, healthy, creative, sustainable and smart community'. In its simplest form, inclusion is about the opportunity to be involved, to contribute and to be valued for your contribution. Local, national and international research highlights that many members of our community, particularly those living with a disability and their families and carers, do not have the opportunity to participate in society on the same basis as everyone else. As outlined in the **Absolutely everyone: state disability plan 2017–2020**, people living with a disability face widespread social and cultural barriers that have a real and negative impact on their lives. People living with a 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 live in public and social housing, and less likely to participate in sport and recreation pursuits or community groups.

At the 2016 Census nearly 3,500 people living in the City of Stonnington needed help in their day-to-day lives due

to a disability, a long-term health condition or old age. In addition, there were more than 8,500 people providing unpaid assistance to a person with a disability, long-term illness or old age. Combined, this represents more than 10 per cent of Stonnington's population and reinforces how important it is for Council to focus on making Stonnington an inclusive place for all members of the community.

Council has a critical role in supporting people living with a disability and their families and carers through developing inclusive policies and plans, providing infrastructure, services and information, championing inclusive practices and, most importantly, through ensuring people living with a disability and their families and carers are treated fairly, equally and with respect. While the **Inclusion plan** ensures Stonnington Council meets its obligations under the Victorian **Disability Act (2006)** to prepare a disability action plan, more importantly it demonstrates Council's commitment to ensuring all members of the Stonnington community can participate in and contribute to our community.

The plan

While the **Inclusion plan** focuses on disability, we know that 'inclusion' has a much wider reach. This plan seeks to position Council to think and act more broadly about inclusion for all members of our community.

The plan outlines our commitment to supporting people living with a disability, and their families and carers, to enjoy wellbeing, dignity and social independence in the City of Stonnington. It explains how we will actively work towards building a more inclusive community.

Thorough research and consultation underpins the plan, ensuring it reflects community needs, changing community expectations and Council's priorities and resourcing capacity. Key areas of research include the

local, state, Commonwealth and international policy context, the demographic profile of the community, the disability services and resources available in Stonnington, and the results from consultation and engagement with the community. A summary of the research outcomes is provided as part of this document, and a detailed background report is available separately. The plan identifies a vision for inclusion in Stonnington and outlines the key areas we will focus on over the next three years to make Stonnington a more inclusive community. An action plan has been developed, and this will be reported on and updated each year to ensure we respond to emerging issues and opportunities.

The City of Stonnington acknowledges that we are on the traditional land of the Boonwurrung and Wurundjeri people and offer our respects to the elders past and present.
We recognise and respect the cultural heritage of this land.

¹Victorian Government 2017, Absolutely everyone: state disability plan 2017–2020. Available online: <http://www.statedisabilityplan.vic.gov.au/>

Disability

A disability is any continuing condition that restricts everyday activities.²

As outlined in **Absolutely everyone:**

*Some conditions and impairments are present from birth. Other people acquire or develop a disability during their lifetime from an accident, condition, illness or injury. For some people, support needs can increase over time. Others can experience fluctuating or episodic disability. This can particularly be the case for some people with mental illness. Some people are said to have a dual disability, such as intellectual disability and mental illness, giving rise to different support needs.*³

Council's approach to inclusion applies a social model of disability. The social model describes the interaction of a person living with an impairment with the physical, social, attitudinal and communication barriers that prevent people living with impairment from participating in society on an equal basis. This perspective places the onus on the community to make adjustments to accommodate disability as an expected form of human diversity.⁴

The Social Model of Disability



Source: Inclusion London. The Social Model of Disability

² Government of Western Australia, Department of Communities. What is disability. Available online: <http://www.disability.wa.gov.au/understanding-disability1/understanding-disability/what-is-disability/>

³ Victorian Government 2017, Absolutely everyone: state disability plan. Available online: <http://www.statedisabilityplan.vic.gov.au/>

⁴ People with Disability Australia. The social model of disability. Available online: <https://pwd.org.au/resources/social-model-of-disability/>

⁵ Inclusion London. The social model of disability. Available online: <https://www.inclusionlondon.org.uk/disability-in-london/social-model/the-social-model-of-disability-and-the-cultural-model-of-deafness/>

Policy environment

International, national and state legislation and policies provide an important framework for developing the **Inclusion plan**.

The United Nations **Convention on the Rights of Persons with Disabilities** aims to promote and protect human rights for people living with a disability and to promote respect for their inherent dignity. The Convention was adopted by Australia in 2008.

The Australian **Disability Discrimination Act (1992)** provides protection for everyone in Australia against discrimination based on disability. Disability discrimination occurs when people living with a disability are treated less fairly than people without a disability, or when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person living with a disability.

The **Disability (Access to Premises – Buildings) Standards** seek to resolve inconsistencies between the Disability Discrimination Act and the Building Code of Australia so developers can design and construct their buildings in a way that meets their responsibilities under the Act and protects them from Act-related complaints.

The **National disability strategy (2010)** was developed as an initiative of the Council of Australian Governments. It aims to create an inclusive Australian society in which people living with a disability can fulfil their potential as equal citizens. A key outcome has been the development of the National Disability Insurance Scheme.

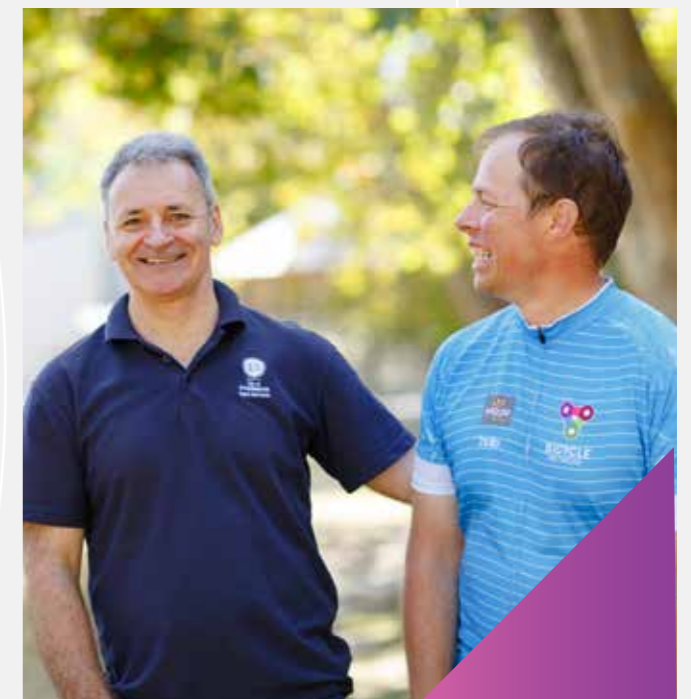
The **National Disability Insurance Scheme (NDIS)** began with a series of pilot initiatives in 2013 and, from 2016, a staged approach to its role out has been implemented. The NDIS became available in Stonnington from 2018. The NDIS provides funding and support for anyone who has acquired or was born with a significant and ongoing disability. The NDIS has significantly changed the role Council will play in supporting people living with a disability to access services and programs.

Our role is increasingly shifting towards being a broker and disseminator of information.

Absolutely everyone: state disability plan 2017–2020 is the disability plan for the whole of the Victorian Government. The plan outlines the government's commitment to achieving greater inclusion in partnership with the community. Priorities and actions are based around four pillars:

- inclusive communities
- health, housing and wellbeing
- fairness and safety, and
- contributing lives.

Every opportunity 2018–2020 is the Victorian economic participation plan for people with a disability. It aims to increase the economic participation of people living with a disability across the breadth of the Victorian economy. The plan identifies that people living with a disability can and want to work but continue to be under-represented in the workforce because of discrimination and barriers. Key focuses of the plan are education and learning pathways, employment opportunities, business ownership and innovation.



An important policy initiative for carers is the Victorian carers strategy 2018–2022. This strategy recognises the valuable contribution carers make to communities and outlines priorities for supporting carers. The key priorities areas are that carers are healthy and well, are engaged in education, employment and community, can access respite and other supports they need when they want them, have less financial stress and are recognised, acknowledged and respected.

Locally, Council has a vision for Stonnington to be an inclusive, healthy, creative, sustainable and smart community. The Council plan 2017–2021 and the Municipal health and wellbeing plan outline our priorities for improving the health and wellbeing of the community and improving the liveability of Stonnington for all residents through:

- facilitating responsive and inclusive services and programs
- delivering quality accessible infrastructure and public spaces
- pursuing strong partnerships and collaboration with other service providers and community groups
- reducing barriers to participation in community life, and
- providing public spaces that support community wellbeing and liveability.

Other key strategies and policies include:

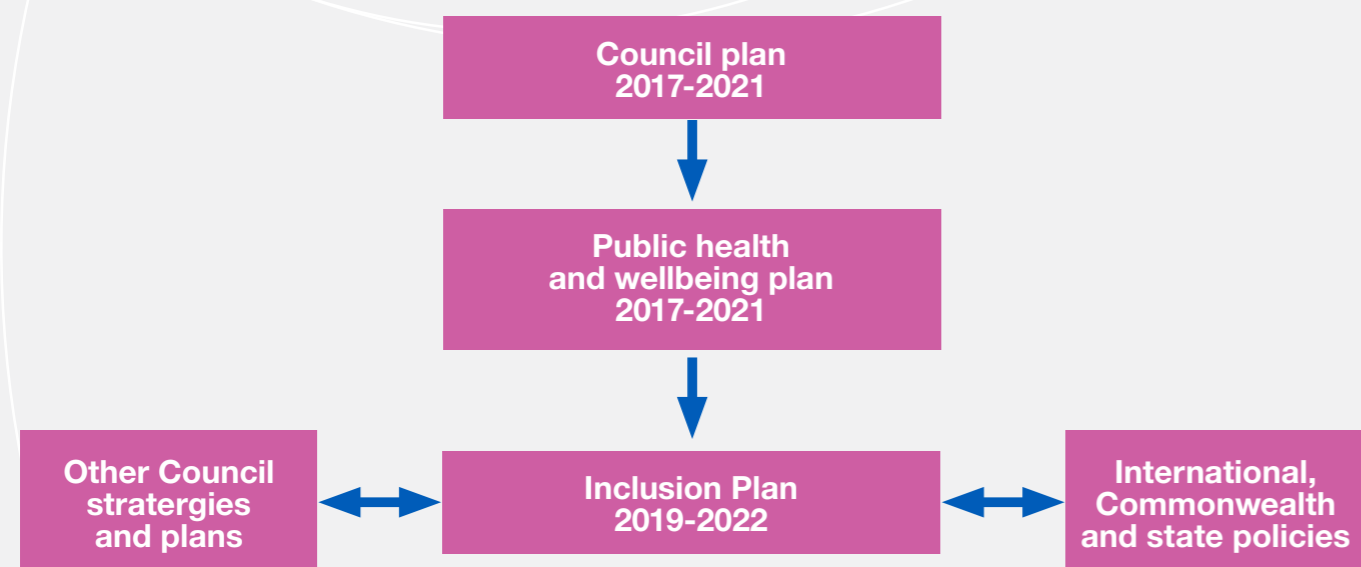
- **Birth to 25 Children, youth and family strategy 2018–2028**
- **Cultural diversity policy 2015–2019**
- **Positive ageing strategy 2018–2021**
- **Footpath trading and awnings policy 2013**
- **Digital communications strategy 2019 (draft)**
- **Towards zero road safety strategy 2018–2022**
- **Recreation strategy 2014–2024**
- **Open space strategy 2015**
- **Housing strategy 2019 (draft)**
- **Engagement policy 2015–2018, and**
- **Council's commitment to human rights and social justice principles.**

All have important links to the Inclusion plan and help articulate our commitment to supporting all members of the Stonnington community to feel valued, included and able to enjoy wellbeing, dignity and social independence.

Figure 1 shows how this Inclusion plan fits in with other major health and wellbeing related plans.

Figure 1:

Stonnington's key health and wellbeing plans



What is Council currently doing?

The City of Stonnington has a key role in supporting people living with a disability and their families and carers to lead fulfilling lives. Council does this through the following actions.

- **Developing and implementing key policies and plans** including this Inclusion plan. Council adopted its first Access and inclusion plan in 1999 and has since then adopted a further three plans, with the most recent in 2014.
- **Facilitating the Access Stonnington Committee.** First established in 2000, the Access Stonnington Committee provides advice to assist Council to act on our commitment to support people living with a disability, and their families and carers, to enjoy wellbeing, dignity, social independence and inclusion. Its membership is primarily made up of people living with experience of disability and people with a background in disability access.
- **Employing a disability access and inclusion officer** to deliver a coordinated response to improving community inclusion. A key responsibility of the role is to provide information to Council and the broader community about legislative requirements, public policy developments, resources and community expectations.
- **Providing a range of home and community-based services and activities** for people living with a disability and their carers. The range of services will change as the rollout of the NDIS and aged care reforms continue. Existing services and activities include:
 - home care services such as cleaning, personal care support, home maintenance, gardening and delivered meals, and
 - community services such as social support programs, centre-based meals and community transport.

- **Providing critical information** through the Disability directory available on Council's website, which ensures the Stonnington community is informed and provided with the most up-to-date service information. Council's NDIS transition officer helps residents to move from existing packages to accessing NDIS support. Our role as a disseminator of information is growing, and the NDIS transition role is a key example of this.

- **Supporting key advocacy initiatives.** This includes supporting the Changing Places campaign, which has resulted in Changing Places facilities being incorporated as part of Prahran Square, the redevelopment of Prahran Town Hall and redevelopment of the Jam Factory site and at Chadstone Shopping Centre.



- **Providing and upgrading infrastructure** to make community facilities more accessible. This includes installing:
 - hearing loops at Chapel Off Chapel and at all Council libraries
 - ramp, hoist and lift access at the Harold Holt Swim Centre
 - ramp and lift access at all Council's libraries and community centres, and
 - universally accessible playgrounds and open space.
 - Most recently Council has substantially upgraded the back-of-house facilities at Chapel Off Chapel to make it universally accessible.
- **Implementing continuous improvement initiatives.** These include making community events more accessible by having an Auslan interpreter at major events and performances delivered by Council and auditing public toilet facilities in Stonnington to guide their future upgrade.
- **Celebrating the achievements of people living with a disability** through annual celebrations of International Day of People with Disability. We also highlight stories and events in a variety of Council publications including the access and inclusion e-news.
- **Delivering Council staff training on disability awareness** and inclusion in a variety of styles including face to face, online and corporate induction.
- **Implementing the Reasonable adjustment policy** for Council as part of the employment practices to make Stonnington a great place to work.
- **Raising the profile of accessibility and inclusion.** This includes through making presentations to local businesses, distributing Council's Better Access Better Business Guide, and promoting free and convenient online training about inclusion.
- **Providing work experience and volunteer opportunities with Council** for people living with a disability by implementing the Inclusive Work Experience Program. The Inclusive Work Experience Program supports a person living with a disability to build their professional confidence and learn new skills while also developing disability confidence among Council staff.
- **Developing accessible digital platforms** such as implementing the web reader functionality on the City of Stonnington website, which activates a voice over option on all webpages.

Who else is supporting the Stonnington community?

The Disability directory available on our website provides a comprehensive list of disability services and supports available to Stonnington residents. Many are located outside the City of Stonnington but provide important health, social, recreation, housing, employment, advocacy, travel/transport, equipment and information support to Stonnington residents.



Community profile

Population size and growth

Stonnington is a community experiencing consistent population growth driven by increasing residential densification, particularly in South Yarra, and to a lesser extent in Malvern East, Armadale, Windsor and Prahran. Consistent with this, the number of people living with a disability in the community is growing. At the 2016 Census 3,463 Stonnington residents reported needing help in their day-to-day lives due to a disability, a long-term health condition or old age. This was up from 3,017 people at the 2011 Census and represents growth of 14.7 per cent. By comparison, the population for the wider City of Stonnington grew by 12.3 per cent.

The number of people living with a disability grew most notably in the central part of Stonnington – Toorak, Armadale, Kooyong and Malvern, (by 24 per cent), followed by the western areas – Prahran, Windsor and South Yarra (by 14.7 per cent). A much lower level of growth occurred in the south-eastern suburbs of Malvern East and Glen Iris (5 per cent).⁶

There is a high concentration of people living with a disability living in specific localities in the City of Stonnington including Prahran (west) where there are significant pockets of social housing, Toorak (west) and Malvern (where the Armadale Activity Centre is located).⁷

Age Profile⁸

As people age, the rates of disability increase substantially in the City of Stonnington. Of the 3,463 people with a disability, those aged 75 years or older account for 58 per cent of all people living with a disability in Stonnington.

The number of people living with a disability aged 75 years or older grew by 14 per cent (247 people) between 2011 and 2016. This represented 55 per cent of all growth in the number of people living with a disability in Stonnington.

Social and economic participation⁹

Compared with the wider Stonnington community, people living with a disability are:

- **Less likely to be employed:** The unemployment rate for people living with a disability is 11.8 per cent compared with 5.2 per cent for the wider Stonnington community. More telling, however, is the proportion of people living with a disability in the workforce compared with the wider population at 8.7 per cent compared with 65.6 per cent.
- **More likely to have lower levels of education:** 47.1 per cent of the Stonnington population hold a bachelor or higher degree compared with 19.1 per cent for people living with a disability and 54 per cent, and 25.9 per cent of the wider population hold no qualifications compared with 54 per cent for people living with a disability.
- **More likely to live in a household with a low income:** 41.4 per cent of households where a person has a disability are in the lowest income quartile, and only 21.8 per cent are in the highest quartile. By comparison, 13.2 per cent of all Stonnington households are in the lowest quartile and 50.7 per cent are in the highest income quartile.
- **More likely to live in a single-parent household:** 5.5 per cent of all Stonnington households identify as single-parent families compared with 13.5 per cent of households where a person has a disability.

Social and economic participation⁹

Continued

- **More likely to live in social housing:** 17.5 per cent of all people living with a disability live in social housing compared with the wider Stonnington population, at 3 per cent.
- **Just as likely to live in a single-person household:** While the proportion of people living with a disability living alone (32 per cent) is very similar to the wider Stonnington community (31.7 per cent), more 1,000 people in Stonnington are relying heavily upon outside assistance to enjoy dignity, wellbeing and social inclusion.

Carers⁹

Nearly 10 per cent of the Stonnington population is a carer for someone living with a disability. They are more likely to be female than male and to have a low income compared with the wider Stonnington community.

One in 10 carers are young carers (those aged 25 years or younger). They are much more likely to be disengaged from education and employment than young people who are non-carers.



⁶ Profile.id, City of Stonnington community profile. Accessed 13 November 2018: <http://profile.id.com.au/stonnington/>

⁷ Profile.id, City of Stonnington social atlas. Accessed 13 November 2018: <http://atlas.id.com.au/stonnington/>

⁸ Profile.id, City of Stonnington community profile. Accessed 13 November 2018: <http://profile.id.com.au/stonnington/>

⁹ Ibid.

¹⁰ Ibid.

What the community told us

Consultation and engagement for the Inclusion plan was built around a series of workshops with organisations, individuals and Council officers, combined with a broad community survey. In total, nine workshops were held with:

- the Access Stonnington Committee (three workshops)
- organisations that work with people living with a disability, their carers or families (one workshop)
- people who care for a person living with a disability (one workshop)
- people with a lived experience of disability (two workshops), and
- Council officers (two workshops).

The community survey was available through Council's online consultation platform, Connect Stonnington. Council officers promoted and advertised the survey extensively with organisations that work with people living with a disability, through existing email databases and networks and through the Access Stonnington Committee.

Outcomes

Overall the consultation results indicate there are many aspects of Stonnington that make it a good place to live or spend time for people living with a disability, their families and carers. This is particularly because of the public infrastructure such as parks, playgrounds, community facilities and public transport, along with the access to services and information, and opportunities to enjoy community life through festivals and activities. This reflects the investment we've made over many years to improving the accessibility of public infrastructure such as playgrounds and the paths of travel to playgrounds and the major building works to Chapel Off Chapel, the introduction of Auslan interpreters at Council events and performances, and the NDIS transition support we provide. In addition, we have committed to building a Changing Place facility as part of development and the redeveloped Prahran Town Hall.

However, these aspects also present some of the most significant challenges and highlight likely areas of focus for us in the future. In particular:

- **A lack of access to public transport** in the eastern part of the city and rail and tram access in the western part of the city is a key area of concern, along with not having safe access to public transport.
- **The poor accessibility of public spaces** such as older public infrastructure, commercial/retail spaces, car parking and pedestrian pathways through retail and business areas, and to public transport and to community infrastructure such as parks and playgrounds, is a key challenge.



While we've undertaken a lot of work to address the issue of poor accessibility in public spaces, it's clear that ongoing investment and advocacy is required. In addition, education of community members, business owners and visitors to Stonnington is needed to increase the knowledge about how their decisions and behaviours affect the day-to-day lives of people living with a disability. These behaviours include:

- placing a sign in the middle of a footpath and cutting off an otherwise clear access way
- car drivers being impatient with pedestrians crossing roads, and
- using accessible parking spaces illegally.

Other challenges identified through the consultation include:

- confusion among community members about changes to how disability and aged care funding and services are accessed
- high expectations of Council to support people living with a disability
- varied understanding of disability and what it means to be an inclusive community, service, business or space
- lack of social support programs and initiatives for people living with a disability and their carers
- affordability and accessibility of housing choices, and
- lack of local employment opportunities.

There is clear support for **Council to continue upgrading public infrastructure** such as community facilities, parks and playgrounds, footpaths and paths of travel to ensure they accessible for all. There is also **an expectation Council will strengthen its role in compliance and education** around access and inclusion for public, commercial and residential spaces.

Council showing leadership in the access and inclusion space through advocacy, celebrating great examples of inclusion, strengthening the Access Stonnington Committee, investing in accessible infrastructure and building knowledge in the community about what it means to be inclusive is important. It's not just about the physical infrastructure but also about people and services being welcoming to all members of the community.

Other areas where it's important for us to have a role is through **ongoing consultation and engagement with people living with a disability, their families and carers to understand their needs**, through actively supporting and facilitating employment opportunities for people living with a disability, and as a provider and broker (NDIS transition role) of information to ensure people living with a disability have access to the services and supports they need.



Building inclusive communities

The following vision, themes and priority actions have been developed after careful consideration of the background research. They reflect the shared

knowledge and contributions of community members, the Access Stonnington Committee, Council officers and Councillors.

Vision

The City of Stonnington will be inclusive for all members of the community.

Themes

Council will deliver on this vision by focusing on the following four themes.

<p>Knowledge building and information</p>	<p>We will take an active role in building the community's capability through improving understanding, knowledge and information about what it means to live living with a disability in an inclusive community.</p> <p>We will play a key role as a provider and broker of information about services and supports available for people living with a disability and their families and carers.</p>
<p>Leadership and advocacy</p>	<p>We will strengthen Council's commitment to inclusion through key policies and plans, and through modelling inclusive practices in the way we work and communicate.</p> <p>We will celebrate and champion examples of inclusive practice in our organisation and our community, and we will collaborate with organisations that support and implement inclusive practices.</p> <p>We will advocate on behalf of people living with a disability, and their families and carers, about their needs and about issues affecting their ability to live an everyday life.</p>
<p>Choice, participation and empowerment</p>	<p>We will actively consult with people living with a disability, and their families and carers, and empower them to influence decisions, policies and plans that affect them.</p> <p>We will work to eliminate barriers that stop people living with a disability and their family and carers from participating in our community when they prefer, rather than only when they are able to.</p> <p>We will celebrate the achievements and talents of people living with a disability.</p>
<p>Responsiveness</p>	<p>We will actively listen to the needs and aspirations of people living with a disability, and their families and carers, and ensure those needs are heard, understood and responded to.</p> <p>We will deliver programs and services that are responsive to the needs of people living with a disability and their families and carers, making sure they are consistent with Council's broader priorities and deliver the right outcomes for people living with a disability.</p>

Action plan

We have developed a set of priority actions to help us deliver on our vision for Stonnington to be inclusive for all members of the community. A detailed list of actions have been identified for year 1 of the plan. In addition, some actions have been identified for year 2 and 3.

The action plan will be updated each year to respond to emerging needs and opportunities and to inform Council's Annual plan and Strategic resource plan. We will communicate the progress of the Inclusion plan annually to the community and service providers.

Knowledge building and information

Priority action	Service area partners	Year
1 Build the knowledge and understanding of Councillors and Council officers through the induction process and corporate training program about the characteristics of an inclusive community. Create learning opportunities that will be embedded in the organisation and include opportunities for lived experience narratives to facilitate understanding.	<ul style="list-style-type: none"> Access and Inclusion People and Safety Governance and Integrity Communications, Advocacy and Engagement 	2
2 Provide training opportunities for childcare staff to increase their skills in supporting children with a disability, which will build knowledge of the NDIS experience as well as improve the capacity of staff to meet the needs of children their families and carers in an inclusive way within Council's childcare centres	<ul style="list-style-type: none"> Community Services People and Safety Aged, Diversity and Community Planning Communications, Advocacy and Engagement 	1
3 Expand on Access and Inclusion directory to include place finding technology to enhance service information and dissemination in Stonnington	<ul style="list-style-type: none"> Aged, Diversity and Community Planning 	1
4 Ensure Council delivers more information in inclusive and accessible formats and creates more content that will deliver better opportunities for people living with a disability to access Council services. Information should prioritise services and supports for people living with a disability their families and carers including information about accessibility when using Council libraries, facilities and recreation areas, and attending Council-funded events and festivals.	<ul style="list-style-type: none"> Active Communities Communications, Advocacy and Engagement Venues and Community Facilities Open Space and Environment Active Communities Events Arts & Culture Aged, Diversity and Community Planning Library and Information Services 	1
5 Work with local businesses to build their capacity to be more inclusive and accessible and encourage inclusive practices.	<ul style="list-style-type: none"> Economic Development and Visitor Economy Risk Management Access and Inclusion Livability and Compliance 	1

6 Educate the business community about what disability is, the impact it has on peoples' lives, and the economic benefit of ensuring people living with a disability their family and carers can access local businesses. Create opportunities to highlight and promote best practice examples and provide information resources.	<ul style="list-style-type: none"> Economic Development and Visitor Economy Access and Inclusion Communications, Advocacy and Engagement 	2 & 3
7 Build knowledge and understanding of inclusive practices within Council's networks and advisory groups.	<ul style="list-style-type: none"> Access and Inclusion 	3
8 Work with sports and recreation communities to encourage more accessible and inclusive practices to build broader support networks for participants living with a disability and their families and carers.	<ul style="list-style-type: none"> Active Communities 	2
9 Implement a continuous improvement self-assessment tool to help Council services to identify gaps and opportunities in relation to access and inclusion.	<ul style="list-style-type: none"> Access and Inclusion 	1
10 Work across Council strategically to encourage diverse housing options to meet the unique needs of people living with disability, their families and carers.	<ul style="list-style-type: none"> Aged Diversity and Community Planning City Strategy 	1 & 2



Leadership and advocacy

Priority action	Service area partners	Year
11 Actively improve how Council's publications promote the diversity of its community and celebrate inclusiveness by using community stories and experiences.	<ul style="list-style-type: none"> • Communications, Advocacy and Engagement 	1
12 Advocate to private and community childcare providers and playgroups in Stonnington about supporting and including children living with a disability in their programs.	<ul style="list-style-type: none"> • Community Services 	1
13 Create a project group comprising key Council services to investigate and propose a statement of commitment to universal design practice for Council.	<ul style="list-style-type: none"> • Infrastructure and Landscape Projects • Open Space and Environment • Statutory Planning • City Strategy • Transport and Parking • Access and Inclusion 	1 & 2
14 Develop and implement an internal and external disability 'champions for change' initiative to enhance understanding of the importance of inclusion from the perspective of a person with lived experience of disability, their family and carers.	<ul style="list-style-type: none"> • People and Safety • Access and Inclusion 	1 & 2
15 Enhance Council's community grants program guidelines and procedures to ensure they encourage applicants to demonstrate how they align with Council's expectations of inclusive practices for the participation of people living with a disability.	<ul style="list-style-type: none"> • Governance and Integrity • Access and Inclusion 	1 & 2
16 Review Council's leasing and licensing policies to embed Council's commitment to Stonnington being an inclusive community. The review process will increase the knowledge of organisations using Council facilities about inclusive practices and behaviours.	<ul style="list-style-type: none"> • Corporate Counsel 	2
17 Celebrate champions in the business community who show exceptional leadership and best practice in the inclusion space.	<ul style="list-style-type: none"> • Civic Support • Economic Development 	2
18 Work with community organisations to help facilitate work experience opportunities for job-ready people living with a disability with local businesses as a pathway to future employment.	<ul style="list-style-type: none"> • Economic Development 	2 & 3
19 Implement opportunities for Council services to include social enterprises in its procurement and contract tendering processes. And encouraging the utilisation of the Municipal Association of Victoria's social procurement programs including LEAP Plus and Comensura.	<ul style="list-style-type: none"> • Finance • People and Safety • Contract and Procurement 	2

Choice, participation and empowerment

Priority action	Service area partners	Year
20 Develop a planned approach to refurbishing Council-owned early years' infrastructure to meet universal access principles.	<ul style="list-style-type: none"> • Community Services • Infrastructure and Landscape Projects 	1
21 Deliver the Changing Places facility policy, which will guide Council about when and where Changing Places should be installed around the municipality for both Council-owned infrastructure and opportunities in private commercial developments.	<ul style="list-style-type: none"> • Infrastructure and Landscape Projects • Building Projects • City Strategy 	1
22 Actively support Council services to increase employment and work experience opportunities for people living with a disability within Council as a pathway to paid employment and inclusion.	<ul style="list-style-type: none"> • People and Safety 	Ongoing
23 Educate community groups, sporting/leisure clubs and social organisations about the importance of diversity and inclusion to encourage them to include and welcome people living with a disability, their families and carers, including those groups from culturally diverse backgrounds and LGBTIQ+ communities.	<ul style="list-style-type: none"> • Community Support and Diversity • Recreation Services • Aquatic Services • Communications 	2
24 Advocate for providing Changing Places facilities in key locations and new developments throughout Stonnington.	<ul style="list-style-type: none"> • Asset management • City Strategy 	2
25 Increase opportunities for children living with disabilities to participate in school holiday activities across library, recreation and middle year's services.	<ul style="list-style-type: none"> • Early years Services • Youth and Middle Years Services • Active Communities • Library and Information Service 	2

Responsiveness

Priority action	Service area partners	Year
26 Actively improve how Council's publications promote the diversity of its community and celebrate inclusiveness by using community stories and experiences.	<ul style="list-style-type: none"> Access and Inclusion 	1
27 Create a self-assessment accessible planning tool to be used by Council staff and members of the public when planning events, festivals or functions to maximise accessibility for all patrons and encourage a process of continuous review and improvement.	<ul style="list-style-type: none"> Events, Arts and Culture Risk Management Active Communities 	1
28 Improve the customer experience for people living with a disability, their families and carers across all Council services.	<ul style="list-style-type: none"> Office of the Customer & Organisational Performance 	Ongoing
29 Review the structure and role of the Access Stonnington Committee to ensure it best reflects Council's commitment to inclusive practice. The review should also examine the process for recruiting new members to the committee, with a focus on diversifying membership and removing barriers to participation for people living with a disability their families and carers.	<ul style="list-style-type: none"> Access and Inclusion 	1 & 2
30 Expand activity centre mobility maps to capture new wayfinding information and deliver them with contemporary accessible technology such as smartphone apps.	<ul style="list-style-type: none"> Communications Advocacy and Engagement Access and Inclusion Transport and Parking City Strategy Business Systems and Technology 	2 & 3
31 Create a multi-directed approach to strengthen the importance and understanding of accessible footpaths, pedestrian access and further the provision of access parking where possible, across the municipality.	<ul style="list-style-type: none"> Transport and Parking Infrastructure and Landscape Projects Liveability and Compliance Economic Development 	3
32 Ensure opportunities are made available for volunteering in the City of Stonnington, with a focus on people living with a disability.	<ul style="list-style-type: none"> Community and Wellbeing 	Ongoing
33 Create opportunities for the community to easily provide feedback on physical barriers in public infrastructure affecting everyday life for people living with a disability, their carers, friends and families within the municipality.	<ul style="list-style-type: none"> Office of the Customer & Organisational Performance Infrastructure and Landscape Projects 	Ongoing

Glossary

Access and inclusion – These principles are based on all aspects of the 1992 Disability Discrimination Act and ensure that no-one is discriminated against directly or indirectly through the actions or inactions of Council. It also includes equitable access and inclusion within the Council to facilities, services and employment. This approach recognises that planning, development and implementation for these areas needs to include the whole community regardless of levels of mobility or disability.

Access – Refers to the removal of barriers and is generally used to describe outcomes. For example, an accessible toilet is one that is modified in a way in which all members of the community can use the facility regardless of their level of ability or disability.

Alternate/accessible formats – This terminology is about providing information in other formats for people who have low vision, blind or have trouble interacting with print. Alternatives include audio – either audio cassette, DVD or CD – Braille, Large Print, Plain English or Simple English versions of information.

Auslan (Australian Sign Language) – The recognised language of the Australian Deaf community. It is a visual spatial language represented through hand movements known as 'signs', facial expression and body language.

Disability (Access to Premises – Buildings) Standards – These standards aim to provide the building and design sector with certainty that they can design and construct buildings in a way that meets their responsibilities under the Disability Discrimination Act.

Changing Places – Toilet and change room facilities for people (adults) with high support needs. A Changing Place is larger than a standard accessible toilet and allows for both a ceiling hoist and an adult-sized change table, to ensure its safe and dignified use by individuals and their carers.

Communication Access program – A program designed by Scope to improve the communication skills of customer service staff when dealing with customers who have speech difficulties.

Inclusion – Occurs when a diversity of people feel valued and respected, have access to opportunities and resources, and can contribute their perspectives and talents to improve their organisation.

International Day of People living with a disability (IDPWD) – A United Nations sanctioned day that is celebrated internationally. It aims to increase public awareness, understanding and acceptance of people living with a disability and celebrate their achievements and contributions.

Lived experience – The knowledge and understanding you get when you have lived through something.

National Disability Insurance Scheme (NDIS) – The NDIS supports people with a permanent and significant disability that affects their ability to take part in everyday activities.

Reasonable adjustment policy – An organisational policy that outlines how changes to work processes, schedules, equipment, resources or environments can occur that enable a person living with a disability to perform safely and productively in the workplace.

Social procurement – Involves purchasing from providers who also generate positive social outcomes for disadvantaged groups.

Universal design – Refers to the design of products and environments so they are usable by all people to the greatest extent possible, without the need for adaptation or of specialised design.

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