CLARENCE CITY COUNCIL

ACCESS AND INCLUSION PLAN 2021-2025

Clarence... a brighter place

ACKNOWLEDGEMENTS

The City of Clarence acknowledges the palawa, Tasmanian Aboriginal People as the Traditional Owners and ongoing custodians of lutruwita, Tasmania. We pay our respects to all Aboriginal and Torres Strait Islander people and to their Elders, past and present, and their continued connection to the land, sky and waterways.

Council acknowledges and appreciates the support and advice provided to the project from council staff and the community members who volunteer on council's Disability Access Advisory Committee (DAAC) in particular, community members of the Project Advisory Group: Vanessa Clark, Lee Jordan, John Stevens and Tamar Cordover.

Council also acknowledges the work of independent consultant Morven Andrews, who provided advice and assistance in reviewing the previous Access Plan and providing a first draft of this plan. Morven has extensive experience in the community and health sectors and in social research. She is passionate about equity and social justice.

Front Cover Image: Bellerive All Abilities Playground, Bellerive Beach

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International Day of People with Disability (IDPwD) event in Clarence

EXECUTIVE SUMMARY

People of all abilities should be able to access built, natural, social and cultural environments equally. This is driven by the International United Nations Convention on the Rights of Persons with Disabilities (CRPD)[1], ratified in 2007. Australia is a signatory to the CRPD, and this drives federal and state legislation, building standards, the National Disability Strategy (NDS), and the National Disability Insurance Scheme (NDIS).

Inclusion benefits the whole community. This plan focuses on access and inclusion from the perspective of people with a disability, but it is about the lived experiences of all of us. Our friends, relatives or neighbours may have recognised impairment; and it is possible that we may all experience a temporary disability through accident or illness at least once in our lives. It is also possible that we may all experience mobility or sensory impairment as we age.

Access and inclusion for people with disability within the Clarence community is a priority for council. We are welcoming and inclusive of all people. In the past 20 years, council has actioned three plans and continues to ensure that all residents are able to participate in all aspects of civic life. This plan builds on our achievements to date and demonstrates continuous excellence and commitment to all residents, for which council is recognised as a leader. It also aims to celebrate diversity and enhance social inclusion of all people, by taking a proactive approach to develop a focus on people who may feel marginalised due to their ethnicity, Aboriginality, gender identity, age, economic circumstances, or abilities.

The development of the plan has been led by council's Disability Access Advisory Committee and informed through extensive consultation with people living with disability and their carers, organisations providing services to people with disabilities, and council staff. Building on the strengths of individuals, families, communities and cultures, the key themes identified focus on the role of council to lead, create and develop universally inclusive and accessible information, communication, services, programs, and environments.

Of importance is council's leadership role in continuing to strengthen and support the community governance approach of working together with people with disability to achieve good outcomes.

The plan will be monitored and reviewed regularly to ensure council is actively making life easier, safer, and more enjoyable for people living with disability in Clarence.

[1] **United Nations Convention on the Rights of Persons with Disabilities (CRPD).** *https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html*

Postcard Project with Mosaic Services

THE PLAN IN BRIEF

Proposed actions by the City of Clarence between 2021 and 2025 to address access and inclusion are detailed from page 32 of the plan.

Key themes and strategies are as follows.

Theme	Strategies
Lead	• Leading a culture of continuous improvement. • Engaging with the community. • Connecting with services and organisations.
Create	• Ensuring council information, communications, and events are inclusive and accessible. • Providing and promoting services and opportunities. • Incresing participation in the cultural life of the city.
Develop	• Designing universally inclusive environments. • Ensuring active and passive recreational facilities are inclusive for all abilities. • Providing all abilities access to beaches. • Advocating transport for all abilities. • Providing adequate accessible parking. • Improving pedestrian crossings. • Enhancing activity areas. • Improving street lighting. • Upgrading footpaths and pavements for accessibility. • Improving waste management for all abilities.

STRATEGIC CONTEXT

Legislation, policy, and planning frameworks

Council's planning and response to access and inclusion is guided by a range of international, national, state, and local policies, guidelines, and legislation.

Key frameworks are the *International United Nations Convention on the Rights of Persons with Disabilities (CRPD, ratified 2007)*[2], *National Disability Strategy 2010-2020*[3], *Accessible Island: Tasmania's Disability Framework for Action 2018-2021*[4] and the *City of Clarence Strategic Plan for 2021-2031*[5].

Contemporary government planning is based on a social model of disability which recognises the rights of individuals to live in accessible and inclusive communities, free from discrimination and with optimal quality of life.

The development of the *National Disability Strategy (NDS) 2010-2020* was the first time in Australia's history that all governments committed to a unified, national approach to improving the lives of people with disability, their families, and carers, and to providing leadership for a community-wide shift in attitudes.

The NDS covers six policy areas: inclusive and accessible communities; rights protection, justice, and legislation; economic security; personal and community support; learning and skills; health and wellbeing.

[2] **United Nations Convention on the Rights of Persons with Disabilities (CRPD).** *https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html*

[3] **Commonwealth of Australia (2011). National Disability Strategy, 2010-2020.** *https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-disability-strategy-2010-2020*

[4] **Accessible Island: Tasmania's Disability Framework for Action 2018-2021.** *http://www.dpac.tas.gov.au/divisions/csr/policy/Policy_Work/accessible_island_tasmanias_disability_framework_for_action_2018-2021_dfa*

[5] **City of Clarence Strategic Plan 2021-2031.** *https://www.ccc.tas.gov.au/wp-content/uploads/2018/10/Strategic-Plan-2016-2026-1.pdf*

Consultation with Clarence Access Network (CAN) Forum

Currently the NDS is under review. The full consultation report to help shape the next strategy, *Right to opportunity: Consultation report to help shape the next national disability strategy December 2019*[6], indicates 12 current issues for people surveyed with disability that are severe/major challenges for them.

From this, the consultation report identifies six priorities for action to promote an accessible and inclusive community. In summary these issues include: employment, assistive technology, access to quality supports, services and programs, housing and transport.

[6] *https://www.dss.gov.au/disability-and-carers-a-new-nationaldisability-strategy-reports/right-to-opportunity-consultation-report-tohelp-shape-the-next-national-disability-strategy-full-report*

Postcard Project

The disability sector in Tasmania is experiencing significant change due to the rollout of the National Disability Insurance Scheme (NDIS). This presents both opportunities and challenges for local government.

The NDIS provides increased support to people living with a permanent disability. It has been designed to enhance the quality of life of participants by increasing their ability to be involved in the community through everyday activities and giving them control over the support they receive.

The NDIS allocates funding directly to people with disability rather than to service providers. This change is fundamentally affecting how services are delivered to people living with disability and who can access services.

In Tasmania, the NDIS estimates 10,600 people are eligible to participate in the NDIS. This is only eight percent of people with a disability and only one quarter of those with a severe or profound disability. Most people who are eligible have sensory, intellectual, or mental health issues.

As a result of the NDIS, some current services may face closure, leaving support gaps for people not eligible for the NDIS. There may be increased local employment in meeting the needs of NDIS participants.

> **"With the continued roll-out of the NDIS, the local government sector has an important role to support people with disability achieve greater social and economic participation in their community."**
>
> Professor Roberta Ryan, Director, Institute for Public Policy and Governance[7]

Councils will have a role in providing social inclusion initiatives, linking people with disability into their communities. There are partnership funding opportunities through NDIS Information, Linkages and Capacity (ILC) Building Grants. Clarence City Council will continue to monitor the impact of the NDIS and any new priorities and emerging needs, in collaboration with other organisations.

Accessible Island: Tasmania's Disability Framework for Action 2018-2021[8] is a guide for government to act against the six policy areas identified in the NDS against the backdrop of three key principles:

- Ensuring access and inclusion for government services.
- Infrastructure, and communications; collaboration and consultation.
- Improving employment outcomes in the State Service.

Council's *Strategic Plan 2021-2031* takes a 'whole-of-council' approach to planning for all aspects of council business, including access and inclusion. These include the following four overarching goals.

A people friendly city – Clarence values diversity and encourages equity, inclusiveness and accessibility. We aspire to create high quality public places for all people to live actively, engage socially and enhance our health and wellbeing.

[7] *https://www.uts.edu.au/research-and-teaching/our-research/institute-public-policy-and-governance/news/new-disability-inclusion-framework-local-government*

[8] **Accessible Island: Tasmania's Disability Framework for Action 2018-2021.** *http://www.dpac.tas.gov.au/divisions/csr/policy/Policy_Work/accessible_island_tasmanias_disability_framework_for_action_2018-2021_dfa*

A well-planned liveable city – Clarence will be a well-planned liveable city with services and infrastructure to meet current and future needs of our growing and vibrant community.

A prosperous and creative city – Clarence encourages creativity, innovation and enterprise and will develop the local economy by enabling opportunities for all people.

An environmentally responsible city – Clarence is environmentally responsible, valuing and protecting the natural environment for a sustainable and liveable future.

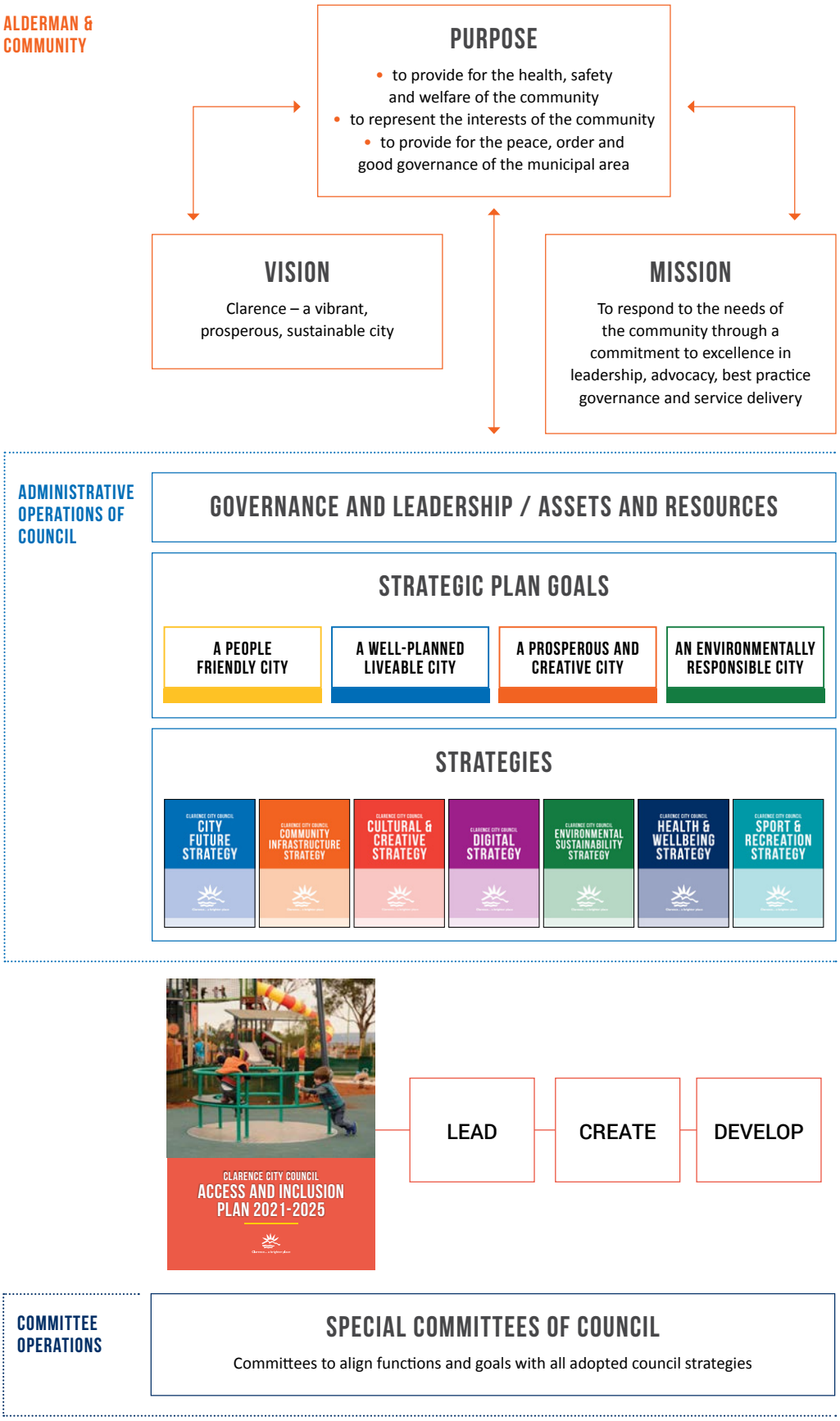
Underpinning council's goals are the operational areas of: governance and leadership – to act with the highest ethical standards and foster trusting and respectful relationships, demonstrating leadership and accountable transparent governance of the city; and council's assets and resources – to efficiently and effectively manage financial, human and property resources to attain our strategic goals and meet statutory obligations.

There are seven key strategies supporting council's goal areas:

- ✔ Sport and recreation
- ✔ Health and wellbeing
- ✔ Arts and cultural events
- ✔ Community infrastructure
- ✔ Financial management
- ✔ City future
- ✔ Digital

Clarence City Council Strategic Framework

Planning for, creating, and designing accessible and inclusive communities support all of council's strategic goal areas and key strategies.



Council's role in continuous improvement

Clarence City Council has long demonstrated a commitment to improving access and inclusion, with focused plans in place since 1999. Over the past 21 years, the journey of continuous improvement has seen the transformation from a culture of legislative compliance, toward an approach that recognises the importance of accessible and inclusive communities and environments, because they benefit everyone in the community.

Part of this commitment is the importance council has placed on working together with the community and supporting a community governance approach with the Disability Access Advisory Committee (DAAC). The DAAC is one of council's longest operating special committee, forming a direct link with residents with a disability across the city.

A key achievement over the last few years has been the development of common approaches between council's all ages and abilities focus, and accessible and inclusive communities and environments. The City of Clarence has been a member of the World Health Organisation (WHO) Global Age-Friendly Communities Network since 2014.

Postcard Project with Sailability

City of Clarence Access and Inclusion Policy

Council will continue to build on the positive outcomes of previous plans, partnering with community and other relevant organisations to create an accessible and inclusive community for people of all ages and abilities.

Access and inclusion for people of all ages and abilities is reflected in council's adopted life course approach to ageing and disability. Council's access and inclusion policy also aligns with current international, national, and state policies and frameworks.

Council adopts the definition of persons with disabilities contained in the United Nations Convention on the Rights of Persons with Disabilities (CRPD)[9]:

> **"Persons with disabilities include 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."**

Council also endorses the principles agreed in the CRPD:

- Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons.
- Non-discrimination.
- Full and effective participation and inclusion in society.
- Respect for difference and acceptance of persons with disability as part of human diversity and humanity.
- Equality of opportunity.
- Accessibility.
- Equality between men and women.
- Respect for the evolving capacities of children with disabilities and respect for the right of children with disability.

[9] **United Nations Convention on the Rights of Persons with Disabilities (CRPD).** *https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html*

WHAT IS DISABILITY?

A disability is any condition that restricts a person's mental, sensory or mobility functions. It may be caused by accident, trauma, genetics, or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible[10].

The social model of disability recognises that disability is the result of the interaction between people with impairments and the barriers that prevent their full participation in society on an equal basis with others[11].

> **"People are disabled by society, not individual impairments, and thus society, not disabled people, needs changing and 'fixing.' A sustained effort is required from all of us to embed this conviction throughout society, policy, and politics."[12]**
>
> Dr Lisa Stafford, 2019

Why are access and inclusion important?

People with disability have the right to live full and productive lives in our community but many are unable to do so because of the additional restrictions they face each day. These restrictions can affect people's ability to move freely around the community, to find meaningful work, to be self-sufficient, to have good health and wellbeing, and to fully participate in recreation, social and cultural life. These restrictions may be overcome to some extent, by altering the way we plan and design our environment and the way we think about disability.

An accessible and inclusive community is a place for people of 'all-abilities', and an equitable society is one in which everyone is given the support they need to fulfil their potential, free from attitudinal barriers or discrimination.

In an accessible community, people with disability have the same opportunities as other people to move around the community, enter buildings, get information and services, and be involved in work, education, social life, sports, and recreational activities.

[10] **Australian Network on Disability.**
https://www.and.org.au/pages/what-is-a-disability.html

[11] **People with Disability Australia.**
https://pwd.org.au/resources/disability-info/social-model-of-disability/

[12] **Ableism and the struggle for spatial justice, 15 October 2019, Dr Lisa Stafford**
https://www.opendemocracy.net/en/transformation/ableism-and-struggle-spatial-justice/

Inclusion is a driver to increase equity across the community. It affects everyone, and it is everyone's responsibility. In inclusive communities, everyone has a role in ensuring people with disability are welcomed, valued, and included in all aspects of civic life. Participation of people with disability in the design of policies, services and facilities increases the efficacy of these outputs, while also increasing the skills and capacity of people with disability to advocate for their needs.

Access and inclusion of people with disability is part of a broader agenda of governments to embrace diversity and increase social inclusion. Increasing social inclusion involves working to change the structural barriers and social determinants that limit participation in everyday life.

Planning for access and inclusion involves listening to the stories and experiences of people in our local communities and what designs and environments work best for them. The best plans are produced with the active participation of the people they affect. 'Nothing about us, without us' has long been the call of the disability rights movement.

Disability across the life-course

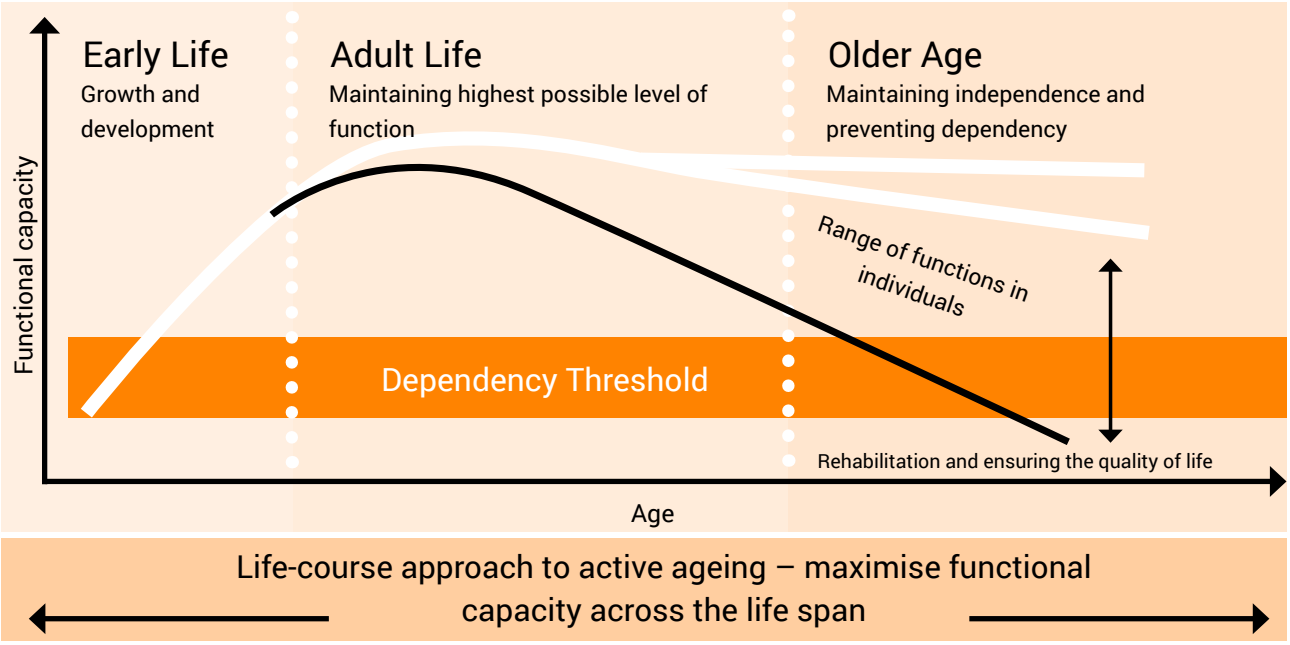
A life-course approach looks at the changing capabilities of people as they move through early life, adulthood and into older age. Looking at disability through a life course lens helps council to identify, plan and provide services and amenities for people born with, or with an acquired disability, throughout their early, adult, or older years.

For all levels of government and support organisations, this means that responding to the changing needs of people with disability over the lifespan and intervening early years can optimise functional capacity as people age, and therefore reduce dependency on public resources.

A social determinants perspective on disability recognises the complexity of peoples' lives. Our health and wellbeing are influenced by our gender and culture, our physical environment, our social and economic circumstances, our health and access to support services, and our behavioural and personal circumstances. Functional capacity, which may be diminished by illness or disability, may be further affected either negatively or positively by the social determinants of health.

Council has adopted a life-course approach in planning for age inclusiveness, recognising our critical role in influencing the social determinants of health - the 'causes of the causes' that create optimal conditions for people to thrive, be happy and be healthy. Adopting this life-course approach for access and inclusion is a natural progression toward a consistent council practice.

Life-course diagram



Source: Adapted from Kalache and Kickbusch 1997 (138) and WHO 2002 (1)

Disability and its impact

> **"Disability is not inability. Let us work together for a world of opportunity and dignity for all, a future of inclusion, one in which we all gain by leaving no one behind."** [13]
>
> Ban Ki-moon, United Nations Secretary-General

Access and inclusion for people with disability is not an 'us and them' scenario. Statistics amply illustrate that we are all either directly affected by disability, or likely to be so at some stage of our lives. Most of us have friends, relatives, colleagues, or neighbours with disabilities. All of us are likely to experience reduced functionality from chronic conditions and illnesses such as coronary heart disease, dementia, cancers, diabetes, or osteoarthritis as we age.

The Burden of Disease (measured by 'disability-affected life years', or DALY) disproportionately affects lower socioeconomic groups and those living in remote areas[14]. Research indicates that people with disability are much more likely to:

- Be unemployed
- Be living on a low income
- Be living in public housing
- Be experiencing sustained and repeated episodes of violence and abuse
- Have anxiety and depression related to social isolation, lack of employment opportunities, financial difficulties, or discrimination[15]

Some functional restrictions, such as those related to chronic conditions, can be mitigated to some extent by altering individual behaviours such as diet, smoking cessation and physical activity, but all levels of government have a critical role to play in removing systemic barriers to health and wellbeing and reducing the impact of disability. Increasing access, equity, and inclusion in our community benefits all of us.

[13] **Ban Ki-moon United Nations Secretary-General, marking the tenth anniversary of the CRPD, 14 June 2016**

[14] **Australian Institute of Health and Welfare (2019). Australian Burden of Disease Study: Impact of illness and death in Australia 2015.**

[15] **Beyond Blue.** *https://www.beyondblue.org.au/personal-best/pillar/in-focus/looking-after-your-mental-health-while-living-with-a-disability*

There is increasing prevalence of dementia worldwide, with an estimated 10.2 percent of Tasmanians aged 65+ now living with dementia and 0.2 percent of adults under the age of 65 having younger onset dementia[16]. Council's Age Friendly Clarence Plan 2018-2022 identifies the key theme of 'Being Positive and Resilient' by supporting health and wellness across the life course within people's functional capacities. An important action of this plan is to continue partnering with relevant institutions, organisations, and the community, on dementia-friendly projects and initiatives, and that council continues to support investigations into making Clarence more dementia inclusive.

The *Interim Report of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability 2020*, identifies the cumulative disadvantages experienced by particular groups of people with disability, especially Tasmanian Aborigines or palawa/pakana people and members of culturally and linguistically diverse communities.[17] There is some way to go in working collectively on improving the disadvantages. That council has embarked on a Reconciliation Action Plan (RAP)/Aboriginal Commitment and Action Plan, is a first step.

Homelessness has many causes and impacts including a lack of affordable housing; loss of employment; family breakdown and domestic violence; transition from care or custody; mental health issues; and substance abuse. The connection between people experiencing homelessness who also have a disability is well established. This affects people of all ages and abilities, with people affected by mental illness or psychosocial disabilities often the most vulnerable.[18] People experiencing homelessness in Clarence is a growing issue of concern. In the *Final Report on Homelessness in Clarence Project Stage 1: Collecting Information November 2019* it was estimated that 45 people were sleeping rough in the city. According to Census estimates, sleeping rough only accounts for approximately eight percent of total homelessness. Using these percentages, around 562 people may have been experiencing some form of homelessness in Clarence at the time of the report. [19]

The number of carers in Clarence supporting people with a disability, including mental health, or chronic health issues, is 12.3 percent exceeding the national average of 11.3 percent.[20] While there is a growing number of younger carers, ageing parents or carers often have disabilities and chronic health issues themselves.

[16] **Dementia in Australia, prevalence estimates 2019-2058; ABS Population by Age and Sex (released 29 August 2019).**

[17] *https://disability.royalcommission.gov.au/system/files/2020-10/Interim%20Report.pdf*

[18] *https://www.pc.gov.au/__data/assets/pdf_file/0020/240419/sub196-mental-health.pdf*

[19] **Homelessness Estimates, Census 2001-2016**

[20] **Data derived from the 2015 ABS survey of Disability, Ageing and Carers and 2016 census data.**

Volunteers are a vital part of the in Clarence community. Volunteers support people with disability and chronic health issues through council's Community Volunteer Service, funded by the Commonwealth Home Support Program (CHSP for over 65 years), state Home and Community Care Program (HACC for under 65 years), and council. There is an increasing need in the community for the type of support volunteers are providing, in particular, transport, domestic assistance, gardening, and social support. These supports help keep people independent, living at home, and ageing in place.

Disability: a snapshot[21]

It is important to collect and to recognise data on disability. While many sources of data exist, there are constraints that mean the data is not as comprehensive as it could be. This is particularly the case for some vulnerable groups of people with disability, and on how well survey respondents understand the questions and trust the survey. [22]

Not all people identify as having a disability. For example, people with mental health or psychosocial disabilities, and people with chronic health conditions such as diabetes. While the percentage of the Australian population with disability has decreased over time, the actual number of people with disability has increased as the population has grown.[23]

It is reported that 4.4 million Australians have a disability, with another 22 percent identifying having long-term health conditions.[24] One in two people over the age of 65 years have a disability.[25]

[21] **Data derived from the 2015 ABS survey of Disability, Ageing and Carers and 2016 census data.**

[22] *https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/key-data-gaps/existing-data-sources-and-challenges*

[23] **Australian Bureau of Statistics, Disability, Ageing and Carers, Australia: Summary of Findings, 2018, Catalogue number 4430, 24 October 2019, Table 1.1.**

[24] **Australian Bureau of Statistics. (2019, October 24). Disability, Ageing and Carers, Australia: Summary of Findings. Australian Bureau of Statistics.** *https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release*

[25] **Australian Bureau of Statistics, 2009**

Postcard Project with Mosaic Services

Tasmania has the highest percentage of people with disability in Australia, with 26 percent of the total population.

In Clarence:

- There are 20.1 percent of people who identify as having a disability, with more than six percent report having a need for assistance because of disability, which is above the national rate of five percent.
- The percentage of carers of people with a disability in Clarence is 12.3 percent, also above the national average.
- Nearly 50 percent of the population in Clarence is 45+ years and rising.[26]
- There is 3.5 percent of people in Clarence identify as Aboriginal/Torres Strait Islander.
- There are 5.6 percent of households in Clarence speak another language other than English.

All of these factors should be taken into account when considering data on the percentage of people who identify as having a disability in Clarence. It is likely that the percentages do not show a true reflection of the actual numbers.

[26] **Australian Bureau of Statistics Regional Summary LGA data 2016**
https://dbr.abs.gov.au/region.html?lyr=lga&rgn=61410

20%	**People with disability in Australia**
5%	of people with a disability use a wheelchair
6%	have a severe or profound disability
50%	of people 65 and over live with a disability
45%	of adults will have experienced a mental health condition during their lifetime
26%	**People with disability in Tasmania**
↑	Highest rate in Australia
30%	of people have a severe of profound disability
8%	of people are eligible to participate in the NDIS
20.1%	**People with disability in Clarence** [27]
6%	of people have a severe or profound disability
12.9%	of people are carers for a person with a disability
25%	of the population is 65 and over

[27] **Clarence Local government Area Regional Summary 2018**
https://dbr.abs.gov.au/region.html?lyr=lga&rgn=61410

THE REVIEW

Approach

Council established a working group through the Disability Access Advisory Committee (DAAC) in April 2019 to oversee the review of the Access Plan 2014-2018 and the development of a new plan. A consultant was engaged to assist with this process, and to draft the first iteration of the plan.

As part of this process, measures of success were reviewed. To view key achievements against the National Disability Strategy 2010-2020 goal areas, please see the background information on page 56.

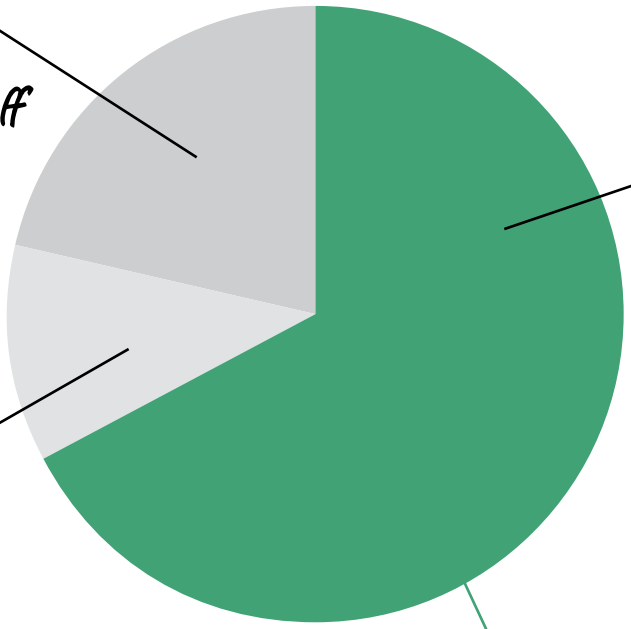
The methods used to engage the community reflected that face-to-face was the most successful way to connect with the majority of people, followed by interaction through the reply paid postcards, where people could draw and write their responses. The use of council's Your Say engagement platform was low and can be largely attributed to the fact that this was the first project council launched using this platform.

Of the 124 participants, eight percent identified as having a disability while 59.7 percent did not want to disclose disability. Continuing to build trust and respectful connections, together with awareness raising, is a key priority in future engagement that is meaningful and captures community needs.

Lee Jordan member of council's Disability Access Advisory Committee (DAAC) and Morven Andrews consultant, discussing consultation outcomes

	An internal review of council achievements since ***2014*** was undertaken.
	Extensive consultations *conducted* with people living with disability and their carers, organisations providing services to people with disabilities, and council staff.
	Consultation methods included: Five ***group consultations*** with council staff representing all aspects of Council business.
	One consultation with people at a ***neighbourhood house***.
	A Sunday ***market stall*** in a rural community.
	An ***online survey*** via council's 'Your Say Clarence' website.
	Paper-based surveys distributed in key locations.
	Post Paid ***postcards*** distributed widely in the community.
	Invitations to submit ***information*** via letter, drawing, video, or by contacting members of the DAAC working group directly.
	Interviews with individuals.
	Consultation questions varied according to the audience but included: What does an accessible community ***look like*** to you?
	What makes Clarence ***a good place*** to live for people with disability?
	What would make Clarence a ***better place*** to live for people with disability?
	Are you aware of any ***improvements*** that have happened over the past five years in Clarence regarding access and inclusion?
	What are your top priorities for Clarence for the next ***five years***?
	What should ***council do*** to progress these priorities?

Direct Input into the Plan



39
council staff

124
individuals

21
service providers

Individuals from the community, aged **10-92 years**, most having lived experience of disability, or being carers of people with disability.

Service providers or members of advocacy organisations with extensive knowledge and experience of disability issues.

Characteristics of community participants:

Person with a disability	8.0%
Carer	7.3%
Student	4.0%
Support worker	1.6%
Other	19.4%
Not disclosed	59.7%

face-to-face
72

your say
8

survey
10

postcards
34

Across Clarence and Greater Hobart

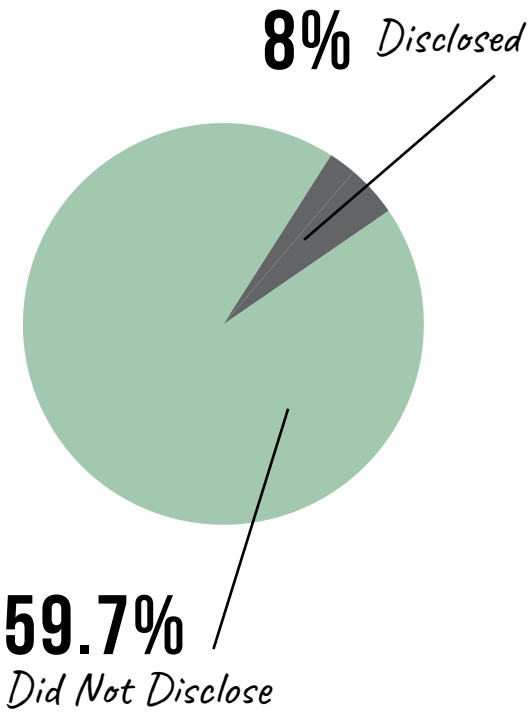
Across 15 suburbs in Clarence:
South Arm, Bellerive, Warrane, Geilston Bay, Lindisfarne, Tranmere, Opossum Bay, Howrah, Rosny, Lauderdale, Acton, Risdon Vale, Mornington, Clarendon Vale **and 12 outside of Clarence:**
Hobart, New Town, Dover, Kempton, Berridale, Midway Point, Glenorchy, North Hobart, Sandy Bay, Old Beach, New Norfolk, Mount Nelson.

Disclosure

Disclosure of having a disability was low. Only eight per cent of people said they were a person with a disability (of this total 2.4% also carers), while 59.7% of people did not disclose.

It is traditionally quite difficult to engage with people with a disability. ***Stigma*** and ***misunderstanding*** are still strong reasons not to openly talk about disability. Continuing to ensure there are multiple and innovative ways to build ***trust***, develop ***relationships***, and ensure respectful connections are built is a priority.

- ✖ STIGMA
- ✖ MISUNDERSTANDING
- ✔ TRUST
- ✔ RELATIONSHIPS

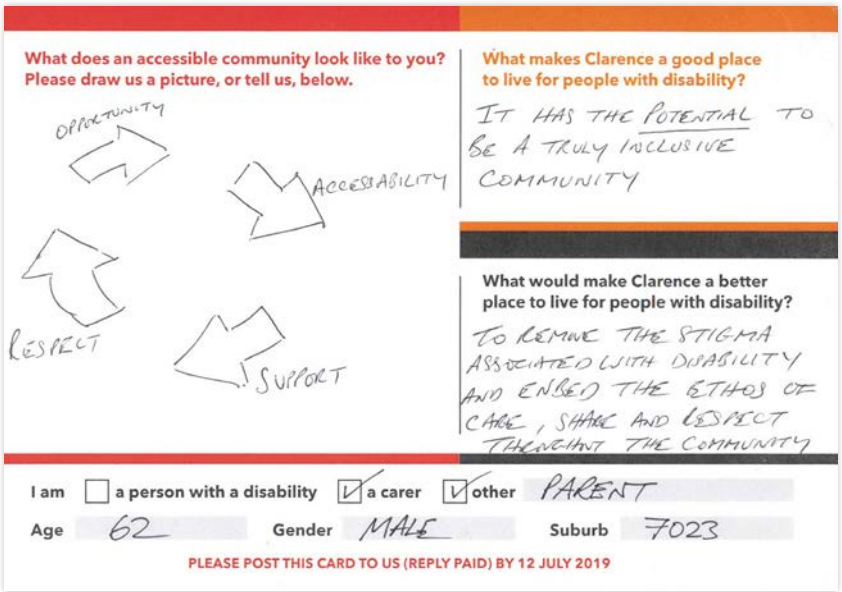


Disclosure of having a disability

What the community told us

The community provided widespread recognition for the visible achievements council has made to progress accessibility and inclusivity in Clarence. Some examples of recognition from the community included:

- Continuing the role of council's Disability Access Advisory Committee (DAAC) in providing advice and partnership opportunities in the design of infrastructure, inclusive environments, and community projects.
- Developing the Access and Inclusion Assessment Toolkit – universal design for buildings, facilities, streetscapes, and recreational spaces.
- Building 'Changing Places' amenities that cater for users with high support needs, their families and carers.
- Upgrading, connecting, and creating multi-purpose pathways.
- Auditing council buildings and facilities.
- Upgrading council signage for people who are visually impaired.
- Developing inclusive spaces and an all abilities play park.
- Using sign language interpreters at events and activities.
- Establishing the Clarence Access Network (CAN) Forum with local service providers and DAAC representatives.
- Celebrating International Day of People with Disability annually.
- Providing inclusive community activities and projects, in partnership with other organisations, such as the I Can! Radio Podcasts.


What does an accessible community look like to you? Please draw us a picture, or tell us, below.

OPPORTUNITY

ACCESSABILITY

RESPECT

SUPPORT

What makes Clarence a good place to live for people with disability?

IT HAS THE POTENTIAL TO BE A TRULY INCLUSIVE COMMUNITY

What would make Clarence a better place to live for people with disability?

TO REMOVE THE STIGMA ASSOCIATED WITH DISABILITY AND EMBED THE ETHOS OF CARE, SHARE AND RESPECT THROUGHOUT THE COMMUNITY

I am ☐ a person with a disability ☑ a carer ☑ other PARENT

Age 62 Gender MALE Suburb 7023

PLEASE POST THIS CARD TO US (REPLY PAID) BY 12 JULY 2019

Challenges, opportunities, and emerging priorities

Some of the factors limiting the ability of council to plan and respond to access and inclusion priorities, but are also opportunities, that were noted in the consultation include:

- Population growth and an ageing population.
- Increasing prevalence of dementia.
- Statewide and regional planning schemes.
- Improving communication channels and processes involving staff and people with lived experience in planning and design.
- Old infrastructure.
- Creating better beach access.
- Helping to improve transport options that align with the Whole Journey Guide for thinking beyond compliance, encompassing the Transport Standards 2002 under the Disability Discrimination Act 199[28].
- Increasing accessible parking.
- Defining a clear policy and vision for council addressing social inclusion issues, including demonstrating a commitment to access and inclusion for people with disabilities.
- Emerging priorities for council such as homelessness, mental health issues and suicide that impact on access and inclusion.
- Helping to break down perceptions of disability and raise awareness about what community services and supports are available.
- Consolidating council's role in the continued provision of services for people with a disability or chronic health issues through the Clarence Community Volunteer Service, funded by the Commonwealth Home Support Program (CHSP), state Home and Community Care Program (HAAC), and council.

[28] *https://www.infrastructure.gov.au/transport/disabilities/whole-journey/files/whole_of_journey_guide.pdf*

THE FIVE-YEAR ACTION PLAN

The actions identified in the plan are based extensively on what people have told us during the consultation period. They support council's Strategic Plan, other key council plans and strategies, and international, national, state, and local policies, guidelines and legislation outlined in the background material from page 56.

The International United Nations Convention on the Rights of Persons with Disabilities (CRPD, ratified 2007)[29], National Disability Strategy 2010-2020[30], National Disability Strategy full consultation report Right to opportunity: Consultation report to help shape the next national disability strategy December 2019[31], and the City of Clarence Strategic Plan for 2021-2031[32] are of particular relevance.

There are three key themes and 16 strategies to the plan, containing multiple key actions.

Council's role in progressing each of these actions is to advocate, deliver, facilitate, or partner. These roles are described below.

ADVOCATE	**Take a leadership role in the community, across all tiers of government, and peak community organisations.**
DELIVER	**Direct service provision including in partnership – programs, information, education, support, activities and events etc.**
FACILITATE	**Provide key engagement, connections and planning to help progress outcomes.**
PARTNER	**Work collaboratively with other committees, agencies and organisations including accessing funding.**

[29] **United Nations Convention on the Rights of Persons with Disabilities (CRPD).** *https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html*

[30] **Commonwealth of Australia (2011). National Disability Strategy, 2010-2020.** *https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-disability-strategy-2010-2020*

[31] *https://www.dss.gov.au/disability-and-carers-a-new-national-disability-strategy-reports/right-to-opportunity-consultation-report-to-help-shape-the-next-national-disability-strategy-full-report*

[32] **City of Clarence Strategic Plan 2021-2031.** *https://www.ccc.tas.gov.au/wp-content/uploads/2018/10/Strategic-Plan-2016-2026-1.pdf*

Theme

Timeframe

THEME 1	LEAD			
STRATEGY 1	Leading a culture of continuous improvement			
ACTIONS		COUNCIL'S ROLE	TIME FRAME	$
1	Implement a change of language culture in how disability is described across council i.e. move away from use of DDA (Disability Discrimination Act) to 'access for all'.	Deliver NEW	Short	
2	Review and adopt council's draft Working Together Structure (WTS) to embed a culture of collaboration into all aspects of council planning and design so that relevant work areas have input into decisions at the outset.	Deliver	Short	$

Actions

Resource allocation new/ongoing

The plan is divided into **themes**: Lead, Create, and Develop, each with measures of success to ensure council is achieving the implementation of the plan effectively and efficiently.

Actions and projects identified in the five-year plan are subject to council's annual budget discussions and allocations, including council's capital work program, and any external funding grants or partnerships.

New actions are identified by ***NEW*** against them.

The need for a **resource allocation** is identified as a dollar ($) sign meaning unfunded and requires funding. Where there is no $ sign against an action, this means it does not require any funding.

To further assist council in its decision-making process, the plan breaks down the priorities into **short, medium and long-term goals** defined by timeframes:

- Short term = 12 to 18 months
- Medium = 18 months to three years
- Long term = three to five years

THEME 1
LEAD

Council's Disability Access Advisory Committee members Lee Jordan, John Bates and Ross Park on the launch of council's Access and Inclusion Assessment Toolkit

THEME 1 LEAD

STRATEGY 1 Leading a culture of continuous improvement

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Implement a change of language culture in how disability is described across council i.e. move away from use of DDA (Disability Discrimination Act) to 'access for all'.	Deliver NEW	Short	
2	Review and adopt council's draft Working Together Structure (WTS) to embed a culture of collaboration into all aspects of council planning and design so that relevant work areas have input into decisions at the outset.	Deliver	Short	
3	Conduct education across council on the WTS to establish knowledge and mechanisms on inclusive collaborative processes.	Deliver NEW	Short	
4	Conduct staff information/awareness sessions, tailored to work areas, to rollout the new plan and engage staff in its implementation.	Deliver NEW	Short	
5	Renew council's Social Inclusion Policy and develop an integrated policy that raises awareness, and addresses some of the additional barriers faced by people with disability in obtaining quality of life and accessing facilities, services, and support.	Deliver NEW	Short	
6	In line with the development of all council's seven supporting strategies to the Strategic Plan 2021-2025: • Embed access and inclusivity across each strategy; and • Work with all relevant special committees of council on creating specific priority lists, by holding collaborative forums to improve and support disability access and inclusivity for city infrastructure.	Deliver NEW	Medium	

$ = funding required

7	Review council's standard project requirement that adopts a life course lens approach to ageing, to include disability access and inclusion.	Deliver NEW	Short	
8	In line with council's renewed Social Inclusion Policy, and Infrastructure Strategy, develop a useful guide and procedures for the strategic allocation and reasonable distribution of resources. This will support all of council's audits and master plans (internal or contacted) for new and re-developed infrastructure, facilities, public open spaces and environments, and urban development master plans.	Deliver NEW	Short	
9	Work across council to address people experiencing homelessness in Clarence, including allocating resources to progress council's Homelessness Report and Action Plan.	Deliver	Short	$
10	Work across council and with the community to support the voice and inclusion of Tasmanian Aborigines or palawa people, who identify as having a disability, to access council programs and services.	Partner Deliver NEW	Long	
11	Continue to participate in the Queensland University of Technology (QUT) three-year research project 'Inclusive community planning for people with disabilities in regional areas' in collaboration with Gympie Regional Council (Qld). Participation includes working with people living with disability, urban and regional planners, designers and architects, developers and builders, and community organisations, businesses, and other stakeholders. The collaboration will help understand what inclusive community means, what makes a community inclusive, and how council can better plan to achieve this.	Partner	Medium	

$ = funding required

STRATEGY 2 Engaging with the community

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Continue to support a community governance approach to working together with the community through council's Disability Access Advisory Committee (DAAC).	Facilitate	Long	$
2	Review the DAAC name and terms of reference, expansion of membership, and filling any skills/ experience gaps identified.	Deliver	Short	
3	Improve engagement with the community through DAAC by working with builders and designers in the pre-planning stage and providing the DAAC with early access to building plans and other proposals to enable input and advice, before regulatory and statutory requirements.	Facilitate	Medium	
4	Seek regular feedback from the community on accessibility of council buildings, facilities, services, signage, events, as well as encourage input of ideas for possible barrier free solutions, by promoting and encouraging use of the reporting and communication avenues available.	Facilitate	Long	

$ = funding required

STRATEGY 3 Connecting with services and organisations

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Continue strengthening the role of the Clarence Access Network (CAN) Forum for service providers, as an avenue for sharing ideas about access and inclusion, developing partnerships, and implementing collaborative initiatives.	Partner	Long	$
2	Continue collaboration with other local councils (Kingborough, Hobart, and Glenorchy) and key stakeholders (Stage Government, Local Government Association Tasmania, community sector), through the regional partnership group VIBE -Valuing Inclusive Buildings and Environments.	Partner	Long	
3	Seek new partnerships to promote access and inclusion initiatives across government, community, and local businesses.	Partner NEW	Long	
4	Engage with specialised support organisations to help inform solutions to people with disability experiencing homelessness.	Facilitate	Long	
5	Lead and participate in relevant events and forums. As part of this action, deliver specific forums on housing and transport in partnership with the Queensland University of Technology on Planning Inclusive Communities project for people with a disability.	Partner	Medium	
6	Work with businesses, tourism and arts organisations, to promote Clarence as an accessible and inclusive city, including consideration of business initiatives and awards.	Partner	Medium	

$ = funding required

Measures of success

- ✔ There is a demonstrated change of language away from 'DDA' to describe access for all.
- ✔ The Working Together Structure has been adopted and implemented across the organisation.
- ✔ All staff have an awareness and understanding of the Access and Inclusion Plan.
- ✔ Council's standard project requirements include accessibility and inclusivity.
- ✔ A Social Inclusion Policy has been developed and endorsed.
- ✔ Access and inclusivity is embedded across all council's seven supporting strategies to the Strategic Plan 2021-2031.
- ✔ A methodology has been created and implemented to assess equity in the allocation and distribution of council's audits and master plans.
- ✔ A collaborative whole-of-council approach to addressing people experiencing homelessness in Clarence has been established and resourced.
- ✔ Access to council programs and services has been improved for Tasmanian Aboriginal people and people from culturally and linguistically diverse communities.
- ✔ The partnership with Queensland University of Technology (QUT) Planning for Inclusive Communities project has produced demonstrable outcomes for council, which have contributed to planning liveable communities.
- ✔ That the Clarence Access Network (CAN) has met at least 20 times during the life of the plan and there are continued collaborative initiatives arising from this forum.
- ✔ That the regional partnership group Valuing Inclusive Buildings and Environments (VIBE) has continued to meet and demonstrated its impact through projects and advocacy.

Postcard Project

- ✔ Council has continued to support the Disability Access Advisory Committee (DAAC) and reviewed the name, terms of reference, and membership.
- ✔ Council sees an improvement in the design of submissions to building plans and proposals that align with regulatory and statutory requirements as well as universally designed i.e. fewer requests to improve designs and retro fitting.
- ✔ Increased feedback and ideas have been received from the community on accessibility and barrier-free solutions.

THEME 2
CREATE

International Day of People with Disability (IDPwD) collaborative celebration in Hobart

THEME 2 CREATE

STRATEGY 1 Ensuring council information and communications are inclusive and accessible

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Undertake a review of information and communications across council to ensure there is a range of formats/media that are accessible and inclusive to everyone.	Deliver NEW	Short	
2	Progress the review of council's mobility map and consider alternative options for producing a combined city-wide mobility, tourism resource e.g. paper-based, web, apps etc.	Deliver	Short	
3	Explore/research the need for hearing/visual augmentation in council chambers and offices, including satellite offices.	Deliver NEW	Short	$

STRATEGY 2 Providing and promoting services and opportunities

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Continue to sponsor the Clarence Community Volunteer Service to provide support for older adults and people with disabilities, by connecting them with volunteers who help them to live independently at home. As part of this sponsorship, council will work with the Australian and Tasmania governments on the ongoing funding of the core services provided.	Deliver Partner	Long	$

$ = funding required

2	Continue to develop and deliver existing and new targeted programs, in partnership with other organisations, including promoting the availability of local activities and programs for: • Parents with disability. • Children with intellectual disabilities, autism etc. • Young people with disability. • Older people with restricted mobility, or intellectual disability. • People with dementia. • Those who are housebound and/or isolated in some way. • Carers, including young carers. • Aboriginal/Torres Strait Islander people. • People from culturally and linguistically diverse communities.	Deliver Facilitate	Long	$
3	Where possible provide services and programs locally in communities, to enable access by people who find it difficult to access transport and/or travel on public transport to centralised services.	Deliver	Long	
4	Continue to promote and facilitate inclusion of people with disability in community gardens.	Facilitate	Long	
5	Support the continuation of outreach services to local communities to ensure children and families have full access to council's immunisation program.	Deliver	Long	$

$ = funding required

STRATEGY 3 Increasing participation in the cultural life of the city

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Provide and promote events that are responsive to the needs of people with psychological and sensory disabilities such as quiet areas and open spaces, arts and events, live music, and opportunities to connect with the natural environment.	Deliver Partner NEW	Long	$
2	Source funding for community-led arts and creativity projects with incentives to engage people with disability.	Partner	Long	$
3	Continue to collaborate and deliver an annual International Day for People with Disability event in partnership with people with disability and other participating organisations.	Deliver Partner	Long	$
4	Review council's Planning a Better Event guide to ensure access and inclusion provisions are fully covered.	Deliver NEW	Short	
5	Develop an internal event approval process to include a checklist by relevant areas that includes accessibility. (commenced)	Deliver NEW	Short	
6	Provide accessibility information in all council community event listings.	Deliver NEW	Short	

$ = funding required

Postcard Project

Measures of success

- ✔ A review has been completed of all information and communications across council and a report provided with recommendations that increase the availability of a range of formats that are accessible and inclusive to everyone.
- ✔ A review of the mobility map has been completed and an alternative product produced.
- ✔ Hearing/visual augmentation in council chambers and offices has been decided on.
- ✔ An internal events checklist has been developed, all council community events have an accessibility listing, and the Planning a Better Event guide reviewed.
- ✔ Council has continued to sponsor, and partly fund the Clarence Community Volunteer Service, and there is clarity from the Australian and Tasmania governments on their ongoing funding to the service.
- ✔ There is demonstrable increased access to council programs and services for all people with disabilities, including the development of new programs in partnership with other organisations, and funding sourced for arts and creativity projects.
- ✔ Five events have been held in partnership with the community to celebrate International Day of People with Disability.

THEME 3
DEVELOP

Postcard Project with Sailability

THEME 3 DEVELOP

STRATEGY 1 Designing universally inclusive environments

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Use the Access and Inclusion Assessment Toolkit to: • Audit and assess council buildings and public facilities, streetscapes, and active and passive recreational facilities, to ensure they are accessible for all. • Develop a 10-year capital upgrade program for council buildings and facilities. • Audit and fund upgrades to ensure accessibility to key facilities across the city that provide social, cultural, recreational, and sporting access. E.g.: Install accessible changerooms for both female and male participants. Provide accessible parking close to venues. Install accessible wheelchair seating in viewing areas. Upgrade and install council signage from 'disabled' to 'accessible' e.g. public toilets, car parks, council buildings and facilities. • Where there are deficiencies, include upgrades in the 10-year capital upgrade program.	Deliver	Long	$

$ = funding required

DEVELOP

2	Distribute the toolkit to developers and architects as standard practice.	Deliver NEW	Long	
3	Ensure the toolkit is provided in all tender documentation where applicable.	Deliver NEW	Long	
4	Overlay the toolkit in council's urban planning and renewal plans and projects.	Deliver NEW	Long	
5	Where applicable, advocate for the use of the toolkit in all statutory planning.	Advocate NEW	Long	
6	Continue to advocate and plan for 'affordable living' i.e. affordable housing that is intertwined with transport and services.	Advocate	Long	
7	Evaluate the use and application of the toolkit on an annual basis, contributing to continuous improvement and budget for any updates required.	Deliver NEW	Long	$

$ = funding required

STRATEGY 2 Advocating transport for all abilities

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Adopt the use of the Whole Journey Guide to help create complete, seamless door-to-door journeys for public transport users, and to inform on transport solutions.	Deliver NEW	Short	
2	As part of the Disability Standards for Accessible Public Transport, where all public transport services are to be fully compliant by 31 December 2022, lobby Metro and other transport providers to adopt an inclusive design approach to bus stops and stations.	Advocate	Medium	
3	Work with Metro, Department of State Growth, and other operators on the review of all stops and stations throughout the city and provide recommendations to transport service providers for upgrades in priority areas.	Partner NEW	Medium	
4	Advocate for more frequent, accessible, and user-friendly public transport, connecting non-urban areas, and frequently used routes e.g. South Arm, Lindisfarne shopping area.	Advocate	Medium	
5	Complete a review of council's community bus policy in collaboration with the Disability Access and Positive Ageing Advisory Committees.	Deliver NEW	Short	

$ = funding required

STRATEGY 3 Ensuring active and passive recreational facilities are inclusive for all abilities

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Collaborate with the Open Space team to: • Address competing priorities and safety issues of multi-use tracks. • Design development of 'all abilities' playgrounds. • Design development of Wentworth Park Master Plan to include universally-designed facilities. • Design development and functional access at Natone Hill track, Rosny Hill track, Waverley Flora Park, and Risdon Vale Circuit track. • Design development of parks and open spaces to incorporate intimate quiet spaces for people with psychological and sensory disabilities.	Deliver	Long	$
2	Review public toilet facilities to ensure equitable distribution of compliant and functional unisex facilities. Where there are deficiencies, include upgrades in the 10-year capital upgrade program.	Deliver	Long	$

$ = funding required

STRATEGY 4 Providing universally-designed access to beaches

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Collaborate across council to develop a Clarence Accessible Beaches Policy as part of a Citywide Coastal Access (Beach/Foreshore) Plan.	Deliver NEW	Medium	$
2	Explore opportunities to partner with organisations, business, and government stakeholders to undertake a pilot beach access project to inform the development of the above policy and plan.	Partner NEW	Medium	
3	Investigate and implement best practice beach access systems that comply with relevant Australian Standards i.e. purchase/hire of beach accessible matting and wheelchairs.	Facilitate NEW	Long	

$ = funding required

STRATEGY 5 Providing adequate accessible parking

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Audit council buildings and facilities to establish equitable distribution of accessible and compliant parking facilities, where there are deficiencies include upgrades in the 10-year capital upgrade program. Provide recommendations for improved accessible car parking including ramped kerb access, longer parking times, and oversized car parking bays for vans and ramps. Review parking access and safety issues at the Clarence Integrated Care Centre parking times, and oversized car parking bays for vans with ramps. Increase accessible car parking in activity centres across the city.	Deliver	Medium	$
2	Collaborate with the Open Space team in the design and development of street tree planting plans.	Deliver	Medium	$

STRATEGY 6 Improving pedestrian crossings

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Install Braille, pulse sounds and time signal on major traffic light crossings as part of the 10-year capital upgrade program.	Advocate Partner	Long	$
2	Improve pedestrian safety for all traffic lights in the Rosny CBD activity centre.	Advocate Partner	Long	

$ = funding required

STRATEGY 7 Enhancing activity areas

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Advocate for: • Accessible internal elevators (in multi-story centres). • More inclusive rest areas. • Easy access, wheelchair-friendly shop entrances. • Clear pathways for wheelchair/walker access shops. • Supermarkets to provide low sensory/autism friendly shopping.	Advocate NEW	Long	

STRATEGY 8 Improving street lighting

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Review street lighting in key activity centres and develop recommendations for wayfinding lighting where required. As part of the review: • Engage a lighting consultant to collaborate across all council areas, to develop specific lighting designs, where they are required (in keeping with streetscape strategies and urban design frameworks) in key activity centres.	Deliver NEW	Medium	$

$ = funding required

STRATEGY 9 Upgrading footpaths and pavements for accessibility

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Review the Footpath Replacement Program to develop a framework for future upgrades that: • Establish a hierarchy of use/need and links with council's Walkability Project (defining key walking zones, seating, and rural community need). • Ensure paths are connected, safe, accessible, well-lit, and maintained, that those in key locations (e.g. Milford/Lincoln Street, Lindisfarne) have kerb ramps, are clear of impediments and are easy to navigate with walking aids or manual/electric wheelchairs (especially near aged care residential facilities). • Ensure paths are wide enough and safe for wheelchairs, mobility scooter, prams etc. • Investigate use/installation of wayfinding lighting. • Consider the needs of people with vision impairment or dementia when designing footpaths – e.g. people with dementia may perceive dark areas as holes, or jagged lines as sharp edges, causing anxiety and safety issues.	Deliver NEW	Medium	$

$ = funding required

2	Advocate for the Tasmanian Standard Drawings and relevant council by-laws to be reviewed to reflect contemporary best practice in footpath design e.g. all new sub-divisions to include two-metre-wide footpaths on both sides of the road.	Advocate NEW	Long	
3	Continue to develop the path network (based on wayfinding principles) to connect neighbourhoods in Clarendon Vale and Rokeby.	Deliver	Long	$
4	Review the Footpath Trading Policy and design guide in reference to relevant Australian Standards and inclusive design principles for key activity centres, that ensures a barrier free and continuous accessible path of travel.	Deliver NEW	Medium	$

STRATEGY 10 Improving waste management for all abilities

	ACTIONS	COUNCIL'S ROLE	TIME FRAME	$
1	Investigate alternative universally-designed and compliant rubbish bins.	Partner NEW	Long	
2	Collaborate with council's waste management team regarding placement of bins for collection, and return of bins after emptying, in consideration of people with short stature or limited mobility.	Deliver NEW	Long	$

$ = funding required

Bayfield Street, Rosny Park

Measures of success

- ✔ Use of the Access and Inclusion Toolkit has increased universally designed inclusive and liveable environments in Clarence.
- ✔ An Accessible Beaches Policy and Coastal Access Plan has been developed.
- ✔ Advocacy and lobbing have helped to improve transport options.
- ✔ Council's Community Bus Policy has been reviewed.
- ✔ Public open space, amenities and facilities are developed with access and inclusion as a standard procedure.
- ✔ Parking, lighting and footpath infrastructure has been consistently improved with accessibility and inclusivity front and centre.

SNAPSHOT – NEW ACTIONS

Theme	Strategy	Action	Timeframe	Resources
LEAD	1	1	Short	
		3 - 5	Short	
		6	Medium	
		7-8	Short	
		10	Long	
	2	3	Long	
CREATE	1	1	Short	$
		3	Short	$
	3	1	Long	$
		4 - 6	Short	$
DEVELOP	1	2 - 5	Long	
		7	Long	$
	2	1	Short	
		3	Medium	
		5	Short	
	4	1 - 2	Medium	
		3	Long	
	7	1	Long	
	8	1	Medium	$
	9	1	Medium	$
		2	Long	
		4	Medium	$
	10	1	Long	
		2	Long	$

APPENDIX

Background Information

The legislative and policy context
International, national, state, and local frameworks guiding council's response to access an inclusion are as follows.

International

UN Convention on the Rights of Disabled Persons (ratified 2007)

National

Disability Discrimination Act 1992 (DDA)
National Disability Strategy 2010-2020
Building Code of Australia and National Construction Code 2019
Disability Standards for Accessible Public Transport 2002
Disability (Access to Premises-Buildings) Standards 2010
National Standards for Disability Services 2012
National Disability Insurance Scheme 2013
The Roadmap for National Mental Health Reform 2012-2022

State

Tasmanian Anti-Discrimination Act 1998
Tasmanian Disability Services Act 2011
Tasmanian Disability Services Regulations 2015
Tasmania's Disability Framework for Action 2018-2021
Tasmanian Carer Action Plan 2017-2020
Land Use Planning and Approvals Act 1993

Local

Southern Tasmania Regional Land Use Strategy 2010-2035
Clarence Interim Planning Scheme 2015

National Disability Strategy Consultation 2019

The NDS covers six policy areas:

1. **Inclusive and accessible communities**—the physical environment including public transport; open space and parks, buildings, and housing; digital information and communications technologies; civic life, including social, sporting, recreational and cultural life.

2. **Rights protection, justice, and legislation**—statutory protections such as anti-discrimination measures, complaints mechanisms, advocacy, the electoral and justice systems.

3. **Economic security**—jobs, business opportunities, financial independence, adequate income support for those not able to work, and housing.

4. **Personal and community support**—inclusion and participation in the community, person-centred care and support provided by specialist disability services and mainstream services, informal care, and support.

5. **Learning and skills**—early childhood education and care, schools, further education, vocational education; transitions from education to employment; life-long learning.

6. **Health and wellbeing**—health services, health promotion and the interaction between health and disability systems; wellbeing and enjoyment of life.

[6] *https://www.dss.gov.au/disability-and-carers-a-new-national-disability-strategy-reports/right-to-opportunity-consultation-report-to-help-shape-the-next-national-disability-strategy-full-report*

[7] *https://www.uts.edu.au/research-and-teaching/our-research/institute-public-policy-and-governance/news/new-disability-inclusion-framework-local-government*

In summary these issues include: employment, assistive technology, access to quality supports, services and programs, housing, transport, specifically:

- ✔ Finding and keeping a job.
- ✔ Work and career opportunities.
- ✔ Availability or cost of aids, equipment, and assistive technology.
- ✔ Access to quality disability supports and services.
- ✔ Having enough money to pay for daily expenses.
- ✔ Support for carers.
- ✔ Access to health services and programs.
- ✔ Safe and accessible housing and accommodation.
- ✔ Education and learning opportunities.
- ✔ Safe, accessible, and affordable transport.
- ✔ Negative community attitudes towards disability.
- ✔ Access to sport, arts, recreation, and leisure.

Council's Strategic Plan 2021-2031

- A people friendly city
- A well-planned liveable city
- A prosperous and creative city
- An environmentally responsible city

What we have achieved since 2014

Council's key progress against the National Disability Strategy (NDS) 2010-2020 goal areas:

NDS goals 2010-2020	Council key progress 2014-2020
Inclusive and accessible communities—the physical environment including public transport; parks, buildings, and housing; digital information and communications technologies; civic life including social, sporting, recreational and cultural life.	Advocacy – public transport, City Deal. Deliver – Access and Inclusion Toolkit, universal design assessment/reference tool for building facilities streetscapes and recreational spaces. Deliver – Changing Places facilities Simmons Park and Kangaroo Bay, All Abilities Playground Bellerive, kerb/ footpath/crossover additional funding Facilitate – civic life, Disability Access Advisory Committee. Facilitate – Clarence Access Network (CAN) Forum with service providers and community. Partner – VIBE (Valuing Inclusive Buildings and Environments) Regional partnership. Partner – Planning Inclusive Communities project Queensland University of Technology. Deliver – Arts Project, All Abilities Playground Bellerive. Deliver/Partner – International Day of People with Disability events.
Rights protection, justice, and legislation—statutory protections such as anti-discrimination measures, complaints mechanisms, advocacy, the electoral and justice systems.	Deliver – HR Anti-Discrimination Act 1998, Building Code and National Construction Code 2019, Premises Standards 2010.

Economic security—jobs, business opportunities, financial independence, adequate income support for those not able to work, and housing.	Partner – HR and Disability Employment Services (DES) training, employment opportunities. Advocacy – housing, City Deal. Partner/Deliver – Southern Support School, Out of the Box Market, showcasing micro-businesses and occupations for people with disability.
Personal and community support—inclusion and participation in the community, person-centred care and support provided by specialist disability services and mainstream services, informal care, and support.	Deliver – Community Volunteer Service supporting people with disability. Deliver – practical assistance to residents who have a health issue and/or disability preventing them from taking out their waste bins.
Learning and skills—early childhood education and care, schools, further education, vocational education, transitions from education to employment, life-long learning.	Deliver – support for children with disability in council's childcare and youth services programs Partner – I Can! Radio Podcast Program including people with disability in the design and delivery of the program. Deliver – Community Volunteer Service review of access for people with disability, new promotional material developed with people with disability, increased usage. Deliver – TAFE student placement in Community Development who contributed to the new promotional material for the Community Volunteer Service.

Health and wellbeing—health services, health promotion and the interaction between health and disability systems, wellbeing and enjoyment of life.	Deliver – sharps disposal and sharps container replacement service for people with medical conditions and diabetes. Deliver – outreach immunisation programs for children and families. Partner – Li-Ve Tasmania consortium grant application for ILC (Independent Living and Capacity) NDIS funding to address barriers to accessing community programs in Clarence for older adults with an intellectual disability (outcome known in May 2021). Deliver – Gentle Exercise and Staying Stronger classes in Risdon Vale and Rokeby for older adults with chronic health disabilities. Deliver – Live Well. Live Long Program for older adults with chronic health issues.

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