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to live

DAREBIN ACCESS AND INCLUSION PLAN

Action Plan 2021 - 2022

We acknowledge the Wurundjeri Woi-Wurrung people as the Traditional Owners and custodians of the land we now call Darebin and pay respect to their Elders, past, present and emerging. We pay respect to all other Aboriginal and Torres Strait Islander communities in Darebin.

English

This document is about improving disability access and inclusion in Darebin. For information in your own language contact the multilingual telephone line on 8470 8470.

Arabic

هذه الوثيقة تدور حول تحسين الوصول للذين لهم إعاقة وإدراجهم في داربين. للحصول على معلومات بلغتك يرجى الاتصال بخط الهاتف متعدد اللغات على 8470 8470.

Chinese

本文档涉及如何改善戴瑞宾市的残障人士无障碍服务与社会融入事宜。如需使用您的母语查询相关信息，请致电多语种专线8470 8470。

Greek

Αυτό το έγγραφο αφορά τη βελτίωση της πρόσβασης και της ένταξης για άτομα με αναπηρία στο Darebin. Για πληροφορίες στη δική σας γλώσσα επικοινωνήστε με την πολυγλωσσική τηλεφωνική γραμμή στον αριθμό 8470 8470.

Hindi

यह दस्तावेज डारेबिन में विकलांगता पहुंच और समावेशन में सुधार के बारे में है। अपनी भाषा में जानकारी के लिए 8470 8470 पर बहुभाषी टेलीफोन लाइन से संपर्क करें।

Italian

Questo documento delinea i modi con cui migliorare l'accesso alla disabilità e all'inclusione a Darebin. Per maggiori informazioni nella vostra lingua contattate la linea telefonica multilingue al numero 8470 8470.

Macedonian

Овој документ е за подобрување на пристап и вклучување за онеспособени лица во Даребин. За информации на вашиот јазик, јавете се на повеќејазичната телефонска линија на 8470 8470.

Nepali

यो कागजात Darebin मा अशक्तता पहुँच र समावेशिता सुधार गर्ने बारेमा हो। तपाईंको आफ्नै भाषामा जानकारीको लागि बहुभाषीय टेलिफोन लाइन 8470 8470 मा सम्पर्क गर्नुहोस्।

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਅਪੰਗਤਾ ਪਹੁੰਚ ਅਤੇ ਡੇਰੇਬਿਨ ਵਿੱਚ ਸ਼ਾਮਲ ਕਰਨ ਦੇ ਸੰਬੰਧ ਵਿੱਚ ਹੈ। ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਹਾਸਲ ਕਰਨ ਲਈ 8470 8470 'ਤੇ ਬਹੁਭਾਸ਼ੀ ਟੈਲੀਫੋਨ ਲਾਈਨ 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Somali

Dukumintigaani wuxuu ku saabsan yahay wanaajinta wadooyinka kuwa iinta leh iyo ka mid ahaanta ee Darebin. Macluumaad intaas ka badan oo luqadaada ku qoran la xiriir Khadka luqadaha badan oo ah 8470 8470.

Spanish

Este documento describe cómo mejorar el acceso y la inclusión de personas con discapacidad en Darebin. Para obtener información en su idioma, póngase en contacto con la línea telefónica multilingüe, en el 8470 8470.

Urdu

یہ تحریر ڈیئرین میں معذور افراد کی رسائی اور شمولیت بہتر بنانے کے متعلق ہے۔ اپنی زبان میں معلومات کے لیے 8470 8470 پر ہماری کثیراللسانی فون لائن پر رابطہ کریں۔

Vietnamese

Tài liệu này nói về cải thiện việc được sử dụng và không phân biệt người khuyết tật tại Darebin. Muốn biết thông tin bằng ngôn ngữ của mình, quý vị hãy gọi điện thoại cho đường dây đa ngữ qua số 8470 8470.

It is a legislative requirement under Section 38 of the Disability Act 2006 (Vic) for Council to have a Disability Action Plan for the purpose of:

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

This action plan is in response to the Community Plan for Access and Inclusion 2021-2026.

Accessible and inclusive communication

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Communications and Engagement	To provide an accessible and user-friendly website for all	<p>Website redevelopment:</p> <p>Review and re-write content for screen readers</p> <p>Create Accessible PDFs / documents and attachments ensuring AA accessibility compliance</p>	<p>1. AA rating on launch of new website</p> <p>2. Maintenance of AA rating</p>	<p>1. June 2021</p> <p>2. Ongoing</p>
Communications and Engagement – Corporate Affairs	Improve accessibility of the Darebin City Council staff intranet	<p>Review against accessibility standards</p> <p>Map-out appropriate action plan</p> <p>Implement actions</p>	<p>An accessible and user-friendly staff intranet</p> <p>Other outcomes as aligned with action plan</p>	To be established after completion of review
Communications and Engagement – Community Engagement and Demographics	To provide accessible and inclusive engagements for all community members	Provide guidance and support to the organisation to implement the Community Engagement Policy	Community engagements meet the minimum standards of engagement as outlined in the Policy	<p>August 2021</p> <p>Ongoing</p>

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Creative Culture and Events – Art and Collection Bundoora Homestead Art Centre	Better online presence and accessibility	<p>Include short AUSLAN clips on events and important venue information</p> <p>Provide word documents along with PDFs of catalogues and essays for screen reader accessibility</p> <p>Add a map of the grounds and entrance on website</p> <p>Provide high quality accurate captions for all videos</p> <p>All online images to include image descriptions for screen readers</p> <p>Ensure staff are trained for access</p>	Accessible online content	June 2022
Families, youth and children - Family and Community Programs (Early Years Team)	Make program literature and access points more inclusive	Review program promotion materials and access points and identify areas of improvement in accessibility	Program schedule and program materials which reflect and operationalise inclusion	June 2022

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Climate Emergency and Sustainable Transport – Transport Strategy & Programs	Provide clear and accessible communications about policies and programs	Continue to participate in Equity Impact Assessment (EIA) process	All communications are inclusive and accessible	June 2022
Major Projects	Create visuals summarising information regarding the Level Crossing Removal Projects in a more accessible format	Develop visual content that is easier for residents to access prior to and during rail occupations	Feedback and level of satisfaction from residents	Ongoing for next 12 Months
City Futures	Accessibility and inclusive communication throughout retail activity centre projects	Develop visual content that is easier for residents, business owners and traders to access on the proposed changes to their centre	Level of satisfaction from community feedback	On-going for next 2 years
Darebin Libraries	Inclusive communication for all Recommendation from Preston Library autism friendly audit	Implement communication boards for library customer service environment Staff are trained to effectively use communication boards	Boards are available to support customer communication when needed Customers and team members communicate effectively	2021 - 2022

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Darebin Libraries	Awareness of library services and benefits by people with a disability	Research and consult with people with disabilities on how to best communicate and engage to increase their awareness, interest and use of Darebin Libraries services, resources, events and spaces	Community members with a disability are aware of and use the library service Services meet their needs and satisfaction	2021 - 2022

Getting around Darebin – transport, footpaths and parking

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Climate Emergency and Sustainable Transport - Transport Strategy and Programs	Advocate for accessible, inclusive and useable public transport services and infrastructure	Coordinate and organise targeted transport advocacy campaigns on key issues	Investment and change in Darebin to make public transport more usable, inclusive and accessible	Dependent on other stakeholders
Climate Emergency and Sustainable Transport - Transport Strategy and Programs	Improve safety and conditions for people using our street and path network, particularly vulnerable road users	Review our transport strategies and policies considering recent improvements and developments	Transport Strategy Refresh project bid submitted for 2021-22	June 2022
Assets and Capital Delivery - Urban Works	Provide access for all through compliance with Disability Discrimination Act 1992 Cwth (DDA) Road Safety Audits pre and post construction	Consider access during design and construction stages Comply with DDA compliance and standard design guidelines	Achieve safe & practical access for all, with minimal complaints Road Safety Audits conducted pre and post construction	Ongoing
City Futures	Design and deliver improvements across identified retail centres using universal design principles	Beautification treatments, such as footpath upgrades, cross overs, seating, lighting etc.	Retail activity centres that are safe and attractive and bring more people to the centre	2022 - 2023

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Major Projects	Advocate for better accessibility, and design considerations for equity, as part of the review of designs for the future open spaces at the Level Crossing Removal Projects in Darebin	Officers will review State Government design drawings with a lens of disability access and inclusion	Changes in some of the designs to provide better access Number of accessible parking spaces, sense of safety, better footpaths and crossovers	May 2022
Bundoora Park Farm	Capital Works Project: Construction of Bundoora Park Farm pathways to improve safety and accessibility Compliance with Disability Discrimination Act (DDA)	Install Pathway connecting the Bundoora Park Farm main building with the historical area of the farm as per drawings and specifications	Pathway installed connecting the Bundoora Park Farm main building with the historical area of the farm as per drawings and specifications	June 2022
City Works – Infrastructure Maintenance	The installation of tactile ground surface indicators (TGSIs)	Work Orders have been raised for several areas where TGSIs are to be installed	Works have been carried out effectively and efficiently and to standard specifications	These tasks will be started in July 2021 and completed in August 2021

Department	Objective	Tasks	Outcomes / Measures	Timeframe
City Works – Infrastructure Maintenance	Accessible grate modifications.	<p>Complete audit of all existing grates on shared paths to see if they meet the standards required for disability accessibility</p> <p>Undertake modifications as required</p>	<p>Outcome of audits</p> <p>Infrastructure meets standards</p>	Audits will occur in September 2021 and all modifications completed by end of the financial year

Places we live, work and play

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Communications and Engagement - Customer Service	Complete an accessibility audit and implement any recommendations	Engage Vision Australia to complete audit Implement recommendations	Accessible Customer Service Centres Statement of Accessibility from Vision Australia Other outcomes as aligned with recommendation	October 2021
Equity and Diversity	Understand the community safety concerns and priorities for people with a disability	Establish a baseline data set which includes perceptions of safety data from people with a disability, along with issues and areas of concern in Darebin	Baseline data set and key issues / areas of concern are established Data is used to inform community safety upgrades and actions	June 2022
Economic Development	Provide more information and support to businesses to improve accessibility	Build up library of latest information and case studies on providing access support to businesses	Resources developed Businesses engaged regarding accessibility improvements	June 2022
Economic Development and Local Laws	Local Laws to lead a campaign to ensure that footpath trading is accessible (working with Economic Development)	Assist in awareness raising campaigns for business	Businesses are informed of their responsibility to maintain accessible footpaths	June 2022

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Assets and Capital Delivery - Major Projects	Excellence in disability and inclusive design	Undertake consultant engagement, stakeholder engagement, benchmarking	Undertake design reviews and approvals to ensure community acceptance	Early in the design process, concept stage, and ongoing
Parks and Open Space – Tree management	Better inspection of park trees to mitigate possible risks	Resources to inspect trees to be provided Inspections to be undertaken	All formal and high-risk data collection implemented to inform strategic maintenance and planting programs	June 2022 When resources are made available
Assets and Capital Delivery – Building and Leisure	Where appropriate, broaden compliance beyond minimum standards for disability access and inclusion in project design and implementation	Complete Equity Impact Assessments (EIA) for appropriate projects Ensure additional accessibility requirements are included in consultant specifications	An increased number of projects will have access and inclusion elements that extend beyond those required for compliance	Ongoing
Assets and Capital Delivery - Facilities Management	All public toilets include accessible signage	Set works program and rollout signage installation	100% compliance with agreed minimum standards	June 2022
Assets and Capital Delivery - Facilities Management	Detailed report and action plan for all passenger lifts to meet current accessibility standards	Commission audit and reports	According to audit and reports	June 2022

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Bundoora Park Farm	Improved way finding signage and information signage throughout Bundoora Park Farm	Plan layout and design each sign in consultation, and with approval from, the access and inclusion team Construct and install Signs	Signs are completed, installed and are clear and accessible for all	June 2022

Accessible and inclusive activities and events

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Creative Culture and Events – Arts Programming	Improve the co-designed elements of our programs and services	Restart Access Users Group	Increased audiences with disabilities Increased participation of artists with disabilities	Ongoing
Creative Culture and Events – Arts Programming	Improved venue accessibility	Advocacy on access issues across the venues	All spaces are usable and inclusive to people with a disability	Ongoing
Creative Culture and Events – Arts Programming	Present more artists with disability, including emerging artists	Develop partnerships with capacity building organisations to provide pathways for presentation opportunities	More works presented with lead artists living with a disability	Ongoing
Creative Culture and Events – Arts Programming	Increased audience numbers who use the services Increased users of services and presented artists	Engagement and audience development with specific community groups Arts Programming team need to build connection with Darebin Community Development team	Increase users of the services we are providing Greater participation in programs	Ongoing

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Creative Culture and Events – Art and Collection Bundoora Homestead Art Centre	Community Consultation	Start to build a reference group of people with disabilities and their associates locally to test any new access measures on the website, bookings, inside and outside building	Reference group establishment	June 2022
Creative Culture and Events – Art and Collection Bundoora Homestead Art Centre	Transport	Supply more detailed travel and transport information on the website (closest tram stop has an accessible platform) Include information about the distance and directions from tram stop to Bundoora Homestead Art Centre (BHAC)	Travel information provided on website	October 2021
Creative Culture and Events – Art and Collection Bundoora Homestead Art Centre	Improve café access and inclusion	Provide a copy of the menu on the website and printed copies including large scale font in the café at accessible height Table service available and not just the pay and order at counter option	Accessible menus and options for ordering and paying	October 2021

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Creative Culture and Events – Art and Collection Bundoora Homestead Art Centre	Building and wayfinding	Tactile ground surface indicators (TGSIs) installed throughout the building and immediately outside to indicate ramps, step, entrances and important pathways Large and frequent signage with large print, colour contrast, and use of symbols	Accessible signage and accesses ways throughout the venue	December 2021
Families, youth and children - Family and Community Programs (Early Years Team)	For general community events organised for families, ensure access is a guiding principle of program design	All programs to be designed to be accessible	Number of programs targeted to families with disabilities Number of families with disabilities engaged in programs	June 2022
Families, Youth and Children - Children & Community Development	Building the capacity of early childhood education and care programs to provide a positive transition for families caring for children with disability to their service	Develop an inclusion kit to support children with disability transitioning to kindergarten	Parent satisfaction and early childhood professionals' confidence and knowledge Pre-School Field Officer survey	June 2022

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Families, Youth and Children - Youth Services	Increase the participation opportunities for young people with a disability in our services, programs and facilities	Continue to overlay accessible and inclusive program design principles with the unit's programs Ensure young people with a disability are included in reference groups and co-design activities	Programs and facilities are accessible and promoted to young people with a disability Requests are responded to through local needs including specific programs, activities and or partnerships	Ongoing
Families, Youth and Children - Youth Services	Strengthen partnerships with local and peak disability services that support the voices and outcomes of young people with a disability	Identify current partnerships with local services and establish more partnership documents that details how we work together Establish a partnership with YDAS (Youth Disability Advisory Service)	Three formal partnership documents established with current partners Partnership with YDAS established and one joint activity delivered	Ongoing
Darebin Libraries	Inclusive participation Customer feedback	Embedding accessibility approaches in our programming	Customers of all abilities encouraged and able to attend library events	2021 - 2022

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Darebin Libraries	Inclusive access and fit-for-purpose collection to support needs of our community	Conduct a collection survey to better understand our community's information and format needs Implement findings using co-design principles with our community	People of all abilities participate in collection survey Changes made to support needs Customer feedback	2021 - 2022
Darebin Libraries	Community awareness of and engagement with home library service	Implement promotion plan for Home Library Service through new channels to engage groups at risk of exclusion	Eligible community members are aware of and use the service to access library collections from home Increased number of home library service customers and satisfaction levels	2021 - 2022
Darebin Libraries	Digital literacy, connection and civic participation in the online world Feedback from home library service customers	Targeted digital literacy sessions on Darebin Libraries resources at Conversation Cafés and through Home Library Service	Home library service customers can confidently use their digital devices, are connected and engaged	2021 - 2022

Pathways to employment for people with disability

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Economic Development	<p>Connecting job seekers to employment opportunities</p> <p>Increasing jobs at scale</p>	<p>Work with Job Advocates, Disability Employment Services (DES) and jobseekers to understand barriers to employment and work to remove them</p>	<p>Partnerships established</p> <p>Employment barriers identified</p>	June 2022
Economic Development	Raise awareness of disability with business community	<p>Upcoming Darebin Employment forum will feature panel on disability employment</p> <p>Communications including newsletters, social media posts will regularly carry messages about accessibility for the business community</p> <p>Recently updated Employment accordion on Business webpage includes details about disability employment including details of local service providers and Employer Toolkit provided by Job Access</p>	<p>Increased awareness of disability accessibility and employment in local businesses</p>	Ongoing

Department	Objective	Tasks	Outcomes / Measures	Timeframe
People and Culture	Accessible and barrier free employment opportunities	Develop and implement a Reasonable Adjustment Policy	Number of staff requests for Reasonable Adjustment under this policy Number of Reasonable Adjustment applications that are enacted to the satisfaction of the staff member requesting the adjustment	Implementation by July 2021 Review policy application quarter 1 2022
People and Culture	Accessible Recruitment Processes	Review Position Descriptions to include Inherent Requirements of the role Partner with Disability Employment Services to attract potential employees with a disability	Over the next 12 months an increase in applications received by those with a disability and in turn an increase in our workforce of people with a disability	June 2022
Strategic Planning	Create employment opportunities for people with disability	Review Position Description and EOI when advertising new positions to facilitate pathway to employment	Advertise two positions as disability or Aboriginal & Torres Strait Islander identified position	June 2022

Department	Objective	Tasks	Outcomes / Measures	Timeframe
People and Culture	Accessible Online Recruitment Processes	<p>Review recruitment / job opportunity webpage to ensure accessibility (written in plain English, inclusive imagery)</p> <p>Embed videos on to the recruitment page to tell our story as an employer of choice for those with a disability</p> <p>Include on recruitment webpage:</p> <p>Information in respect to requesting a Reasonable Adjustment throughout the recruitment process</p> <p>An inclusion statement and links to other relevant documents relating to diversity and inclusion in the workplace</p>	Over the next 12 months an increase in applications received by those with a disability and in turn an increase in our workforce of people with a disability	June 2022

Department	Objective	Tasks	Outcomes / Measures	Timeframe
		<p>Update our e-Recruitment system to allow those with a disability to include this information in their application (privacy statement included)</p> <p>Use collected data to ensure all applicants with a disability are:</p> <p>Interviewed in some capacity</p> <p>Provided with advice, support and coaching to ensure they are competitive for roles at Darebin</p> <p>Included in a talent pool for future positions</p>		
Aged and Disability – Access and Inclusion	Create work Experience opportunities for people with disability by facilitating the You Am I work experience project at Darebin City Council	<p>Recruit mentors from across Council and engage participants</p> <p>Provide training to both mentors and participants</p> <p>Support placements in person and / or virtually</p>	<p>Feedback collected through surveys from participants and mentors</p> <p>Confidence and skill building for future employment</p>	June 2022

Department	Objective	Tasks	Outcomes / Measures	Timeframe
People and Culture	Lift organisational capability to enable an inclusive workplace	<p>Support the roll out of Disability Awareness training</p> <p>Provide training, support, coaching and guidance for People Leaders to apply the Reasonable Adjustment policy</p> <p>Include content in the Recruitment & Selection training to cover accessible and inclusive recruitment</p> <p>Support the delivery of Unconscious Bias workshops across the organisation</p> <p>Investigate the potential implementation of Mental Health First Aid training</p>	Number of staff that complete training sessions	Ongoing
Bundoora Park Farm	Continue to offer programs and activities that are inclusive for all	Increased supervision and staff involvement with farm and volunteer programs.	Continued high participation levels	Ongoing

Department	Objective	Tasks	Outcomes / Measures	Timeframe
	<p>Education, recreation, volunteer, farm programs (including community garden) are already inclusive</p> <p>Improving the already high satisfaction levels for participants and the quality of these programs is always a key objective</p>	<p>Time constraints and other staff tasks, roles and responsibilities will affect the outcome of this task.</p>	<p>Improvement on the already high satisfaction levels measured through continuous feedback.</p>	

Changing attitudes and raising awareness about people with disability

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Equity and Diversity	Build capacity and knowledge of equity and Wellbeing staff to improve access and inclusion in Darebin	Ensure all staff complete Disability Awareness Training Hold quarterly team meetings with Access and Inclusion team	All staff have completed training Quarterly meetings held and joint actions identified	June 2022
Equity and Diversity	Increase the participation and inclusion of women with disabilities in civic and community life	Through the implementation of the Gender Equality Act and Gender Equity Action Plan identify opportunities to address the needs of women with disabilities	Actions identified and implemented	June 2022
Families, Youth and Children - Youth Services	Build the capabilities of staff within youth services	Ensure all Youth Services staff complete the disability awareness training Plan and deliver one Professional Development session for staff Invite & host disability services as guest speakers at monthly staff meetings	All staff to complete training One Professional Development session planned and delivered. One disability service to attend unit monthly staff meetings	June 2022

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Communications and Engagement – Corporate Affairs	Advocacy to meet the needs of people with disability in Darebin	Engage with Access and Inclusion and Equity and Diversity team using the Towards Equity framework to ensure advocacy objectives reflect the needs of people with disability	Approval from Access and Inclusion and Equity and Diversity team on advocacy objectives Implementation of advocacy objectives as agreed	Ongoing
Creative Culture and Events – Art and Collection Bundoora Homestead Art Centre	Staff Awareness Training	Deaf awareness and disability customer service training Training in use of communication boards	Staff training undertaken Staff have confidence to use communication boards	December 2021 October 2021
Families, Youth and Children - Family and Community Programs	All staff are aware of best practice to ensure families with a disability access the service and remain engaged Families access early intervention services in a timely manner	All staff are provided with disability training Disability service providers are invited to team meetings to discuss referral pathways	Families access and remain engaged with services All staff complete training	June 2022

Department	Objective	Tasks	Outcomes / Measures	Timeframe
Families, Youth and Children - Children and Community Development	Build the capabilities of staff within the Children and Community Development team to continue to support the needs of people with a disability	<p>Ensure all Children and Community Development staff complete the disability awareness training provided through the Learning Management System (LMS)</p> <p>Plan and deliver one Professional Development session for staff</p> <p>Invite and host disability services as guest speakers to staff meetings</p>	<p>All of staff complete training</p> <p>One Professional Development session planned and delivered</p> <p>One disability service invited to attend unit monthly staff meetings</p>	June 2022
Strategic Planning	Raise team awareness and build capacity regarding access and inclusion	Participate in at least one Darebin Disability Advisory Committee (DDAC) meeting per year	Officers engage with DDAC and raise their own awareness about disability	June 2022
City Works	Disability Awareness training	Staff to complete on-line disability awareness training module	Once the training has been completed staff to have a better understanding of the needs of people with disability	September 2021

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Speak Your Language
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