



City of
DAREBIN

the place
to live

Disability Access and Inclusion in Darebin

A community plan of
access and inclusion
2021-2026



Acknowledgement of Traditional Owners and Aboriginal and Torres Strait Islander Communities in Darebin

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 Даремин. 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 ڈیڑھین میں معذور افراد کی رسائی اور شمولیت بہتر بنانے کے متعلق ہے۔ اپنی زبان میں پر ہماری 8470 8470 معلومات کے لیے کثیر اللسانی 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.

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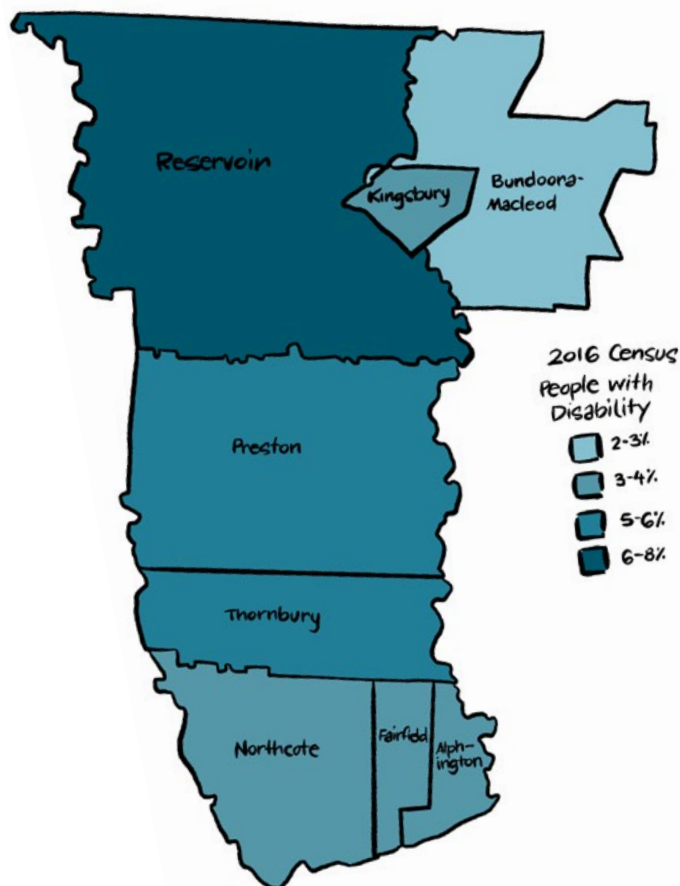
Disability in Darebin

In 2020, around 162,000 people call Darebin home.

In 2016, 8,774 people, or 6% of the population reported needing help in their day-to-day lives due to a disability.

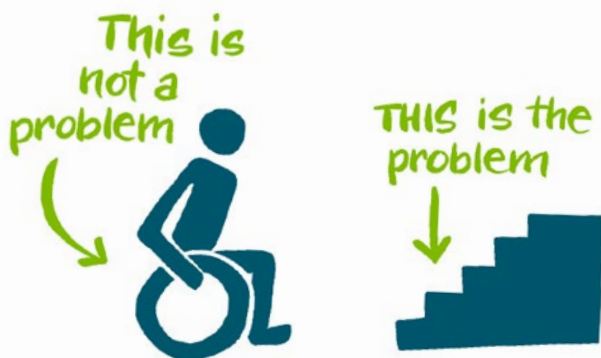
Disability can be visible or non-visible, and includes:

- Intellectual disabilities
- Mental Illness
- Sensory disabilities
- Neurological disabilities
- Learning disabilities
- Physical disabilities
- Physical disfigurement or
- Immunological disabilities – the presence of organisms causing disease in the body.



Social Model of Disability

We recognise the Social Model of Disability. This model says people with impairments are disabled by environments filled with physical, attitudinal, social, policy and communication barriers. The Social Model seeks to remove these barriers to create equitable access and inclusion in our community.



How we made this plan

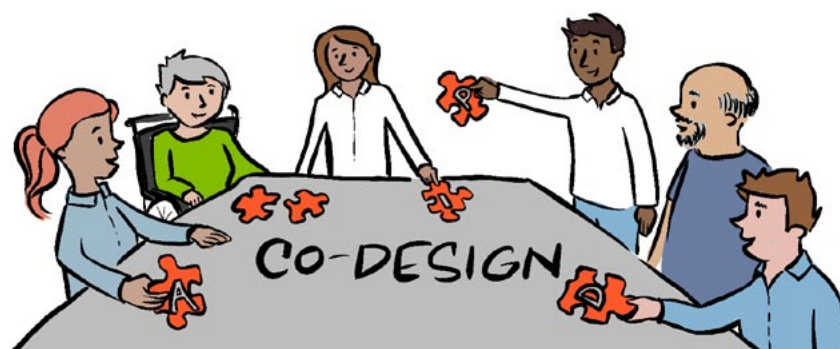
Darebin City Council worked with a group of community members with a lived experience of disability to co-design this Disability Action Plan.

What is co-design?

Co-design is based on the principle that community, as experts of their own experience, are central to the design process.

Darebin staff and community members worked together, as partners, to create this plan for access and inclusion in Darebin.

For more information about co-design please see page 17.



Diversity

The working group sought to reflect the diversity of the Darebin community as far as possible, in terms of age, gender and experience of disability.

The City of Darebin is home to people of diverse races, ethnicities, faiths and beliefs, abilities, sex and gender identities, ages, occupations, incomes and lifestyles. People with disability are part of every section of our community.

Through our community engagement we sought to represent a broad cross section of views and understand the diverse needs of the local community.

Graphic recording

Working group meetings were graphically recorded. Ideas shared were recorded in images and words to support engagement and shared understanding.

Community engagement

We asked the Darebin community how we could improve access and inclusion in Darebin.

In this plan “access” means that everyone in the community can get to, enter and use places and services in Darebin.

“Inclusion” means everyone can participate and is respected and valued as part of the Darebin community.



We engaged with community online through the Darebin website, emails and social media.

We met with target groups including the Darebin Disability Advisory Committee, local service providers and community groups.

We popped-up in our community at neighbourhood houses, the Preston Market and large shopping centres.

Thank you to everyone who shared their stories and ideas.

What our community told us

The most common access and inclusion issues raised by community were about:

- Communication
- Activities and events
- Transport
- Footpaths
- Disability awareness
- Accessible parking
- Attitudes
- Toilets

When we asked community how we can improve access in Darebin – these are the words they used most:



When we asked community how we can improve inclusion in Darebin – these are the words they used most:



Improving access and inclusion is about **people**.

Our Goals

1 Accessible and inclusive communication

Our plan for Darebin:

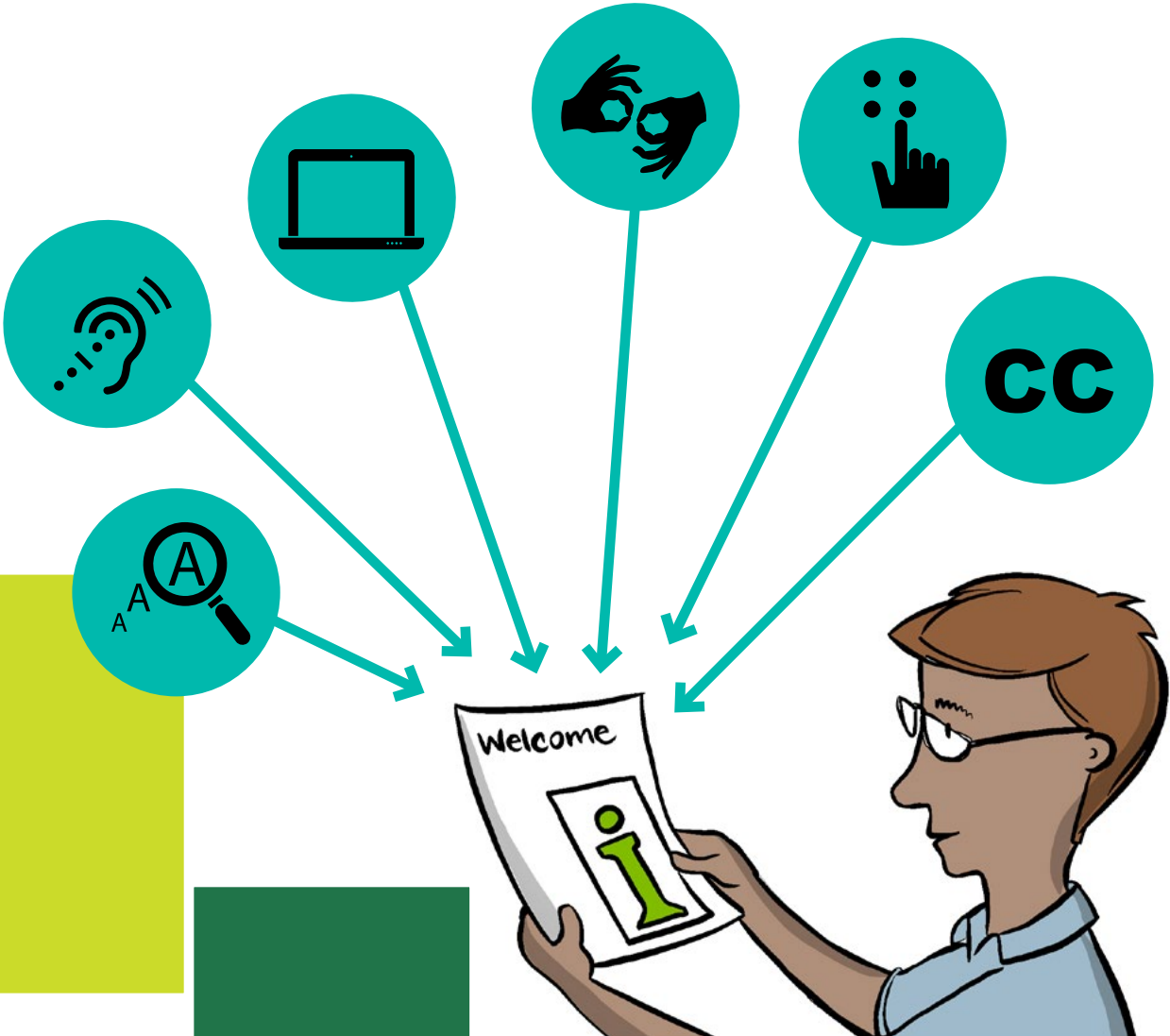
Communication from Council is always timely and accessible for people with disability.

Information from Council is available in multiple formats (upon request).

What the community told us:

“ More pictures less words ”

“ Bigger writing would help ”



2 Getting around Darebin – transport, footpaths and parking

Our plan for Darebin:

Kerb ramps and crossovers feel safe to use.

There are accessible parking spaces where they are needed.

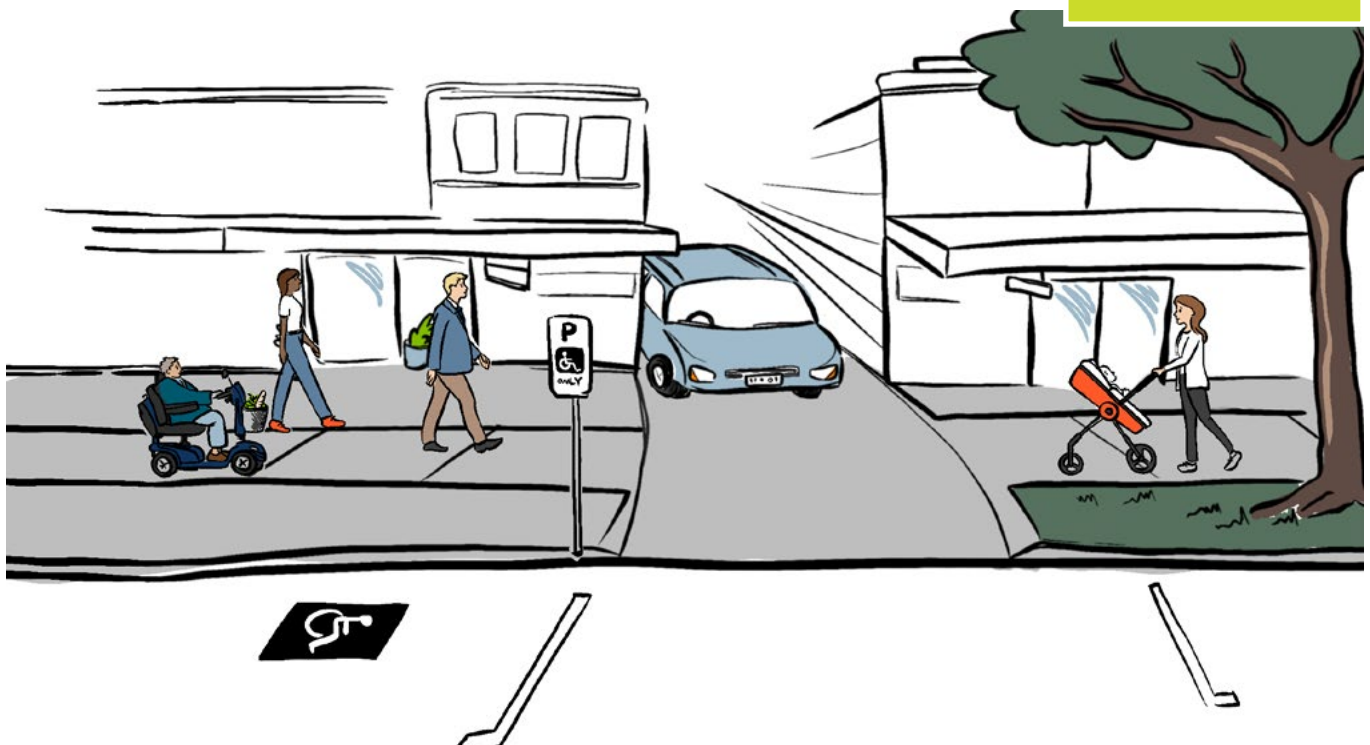
Council advocates for accessible transport for people with disability.

People with disability can get where they need to go easily and safely.

What the community told us:

“ I am always fearful I will get stuck or be tipped over ”

“ Footpaths have so many cracks... and are unmanageable with a wheelchair or walker ”



3 Places we live, work and play

Our plan for Darebin:

It is easy for people with disability to enter and use places and services in Darebin. This includes Council buildings, like libraries and leisure centres, as well as open spaces, such as parks and playgrounds.

There are accessible facilities, including toilets and Changing Places in public places.

The design of public places is underpinned by the principles of universal design.

Council provides information to local businesses about access.

Council advocates for homes to be accessible.

Everyone experiences a sense of belonging and safety within public spaces.

What the community told us:

“ They need to think about access before they build it ”

“ Great to see a Changing Places Facility in Darebin – more please! ”



4 Accessible and inclusive activities and events

Our plan for Darebin:

Creative events and activities are accessible and inclusive inclusive of participants and artists with disability.

Sport and recreational activities are inclusive of people with disability.

Events and activities are widely promoted.

What the community told us:

- “ Please make some events sensory friendly ”
- “ Make it clear in all relevant communications that access for people with diverse needs and disabilities are addressed so that they can attend ”



5 Pathways to employment for people with disability

Our plan for Darebin:

There are sustainable employment opportunities in our community to support people with a disability to obtain and maintain employment.

There are inclusive work experience and skill development opportunities for people with disability.

Local businesses will be supported and encouraged to be inclusive employers of people with disability.

What the community told us:

“ Give opportunities for people that are Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, including refugees and asylum seekers, people living with disability, and young people ”

“ Employers need more knowledge about the benefits of employing someone with a disability ”



6 Changing attitudes and raising awareness about disability

Our plan for Darebin:

Diversity is celebrated.
Community recognises the benefits of inclusion.
People with disability feel like they belong.

What the community told us:

- “ People need to learn and not assume ”
- “ Community discussions about invisible disabilities ”



How to write and talk about disability

We use 'person-first' language when referring to people with disability. This is based on the idea that you focus on the person, not the disability.

Examples of person-first language:

- person with disability
- person with lived experience of disability
- people with disabilities.

Both person-first and identity-first language are used in Australia to refer to people with disability, or disabled people.

Examples of identity-first language:

- deaf person
- disabled person
- autistic person

People with disability often have strong preferences for either person-first or identity-first language. You should be led by, respect and affirm each person's choice of language they use about themselves.

Refer to a person's disability only when necessary and appropriate.

Do not use negative phrases such as "suffers from", "wheelchair bound", "handicapped", "confined to a wheelchair", "afflicted by".

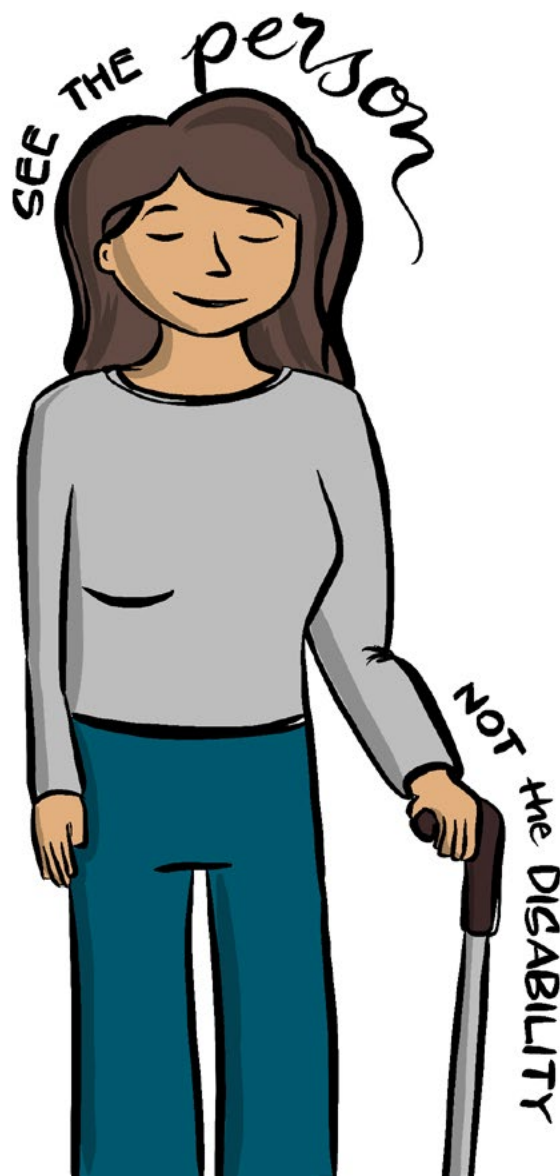
Instead use "Amar experiences depression", "Amar is a wheelchair user" or "person who uses a wheelchair", "person with a disability", "Amar has Autism", "Amar has Cerebral Palsy".

Do not use language that implies a person with disability is inspirational simply because they experience disability. Conversely, don't make out that people with disability are victims or objects of pity.

We recommend using "person without disability", and do not recommend the terms "normal person", "non-disabled" or "able-bodied".

Communicating with people with disability

- Assume competence. Low expectations are one of the biggest barriers faced by people with disability. Treat people with respect and dignity.
- Speak to a person with disability as you would speak to anyone else.
- Look at, and speak directly to the person with disability, not just the people accompanying them, including their interpreters.
- Do not touch or push a person's wheelchair or move their crutches, walking stick or other aid without their permission.
- Never pretend to understand what a person is saying if you don't. Ask the person to repeat or rephrase. Offer them a pen and paper or other communication tool.
- Be patient and give your undivided attention, especially with someone who speaks slowly or with great effort.
- Remember that people with sensory disabilities may not pick up on visual or auditory clues. Gain people's attention before speaking, and only speak one at a time.
- When speaking, be specific and direct. Avoid talking in abstracts, acronyms, metaphors or puns.



Accessible written communication

Before you start writing, ask yourself:

Who is the target audience?

Remember:

- The Darebin community is wonderfully diverse including people with disability, Culturally and Linguistically Diverse communities, and Aboriginal and Torres Strait Islander communities.
- 7.3% of the Darebin population speaks a language other than English, and English not well or not at all (ABS 2016).
- 44% of the Australian population has difficulty reading and interpreting information (ABS 2016).

What are the key messages?

Remember:

- State the purpose of the communication in clear language.
- Include links or contact details for further information.

How much information is needed?

Remember:

- Keep it to a minimum.
- People are often time-poor and appreciate information that is short and to the point.

When you start writing:

- Use both upper and lower case. This provides more visual cues and makes the text easier to read.
- DO NOT USE UPPER CASE ONLY or *italics*.
- Use headings.
- Use dot points and short sentences.
- Write only the key points.
- Use size 12 font or larger.
- Use simple, clear language. Use everyday words. Avoid jargon.
- Only one idea per sentence.
- Use pictures or visual symbols to represent concepts or ideas.
- Have a high contrast between the text and background colours.
- Simplify the design and layout for clarity.



Universal Design

Universal Design ensures that experiences are accessible to as many people as possible, regardless of their age, ability, cultural background, or any other factors that contribute to the diversity of our communities.

Universal Design focuses on user-centred design from the earliest stages of a project, rather than just at the end stage. At the start of any project consider the following seven principles of Universal Design:

Principle 1: Equitable use

The design provides the same means of use for all users, where possible, and avoids segregation.

Principle 2: Flexibility in use

The design accommodates choice and adaptability.

Principle 3: Simple and intuitive use

The design is easy to understand, regardless of experience, knowledge, language skills or current concentration level.

Principle 4: Perceptible information

Information is legible and communicates effectively using different modes (pictorial, verbal, tactile).

Principle 5: Tolerance for error

The design minimises hazards and the adverse consequences of accidental or unintended actions.

Principle 6: Low physical effort

The design can be used efficiently and comfortably and with a minimum of fatigue.

Principle 7: Size and space for approach and use

All components provide for comfortable use by all.



Accessible events

This list aims to help you make events more accessible for people with disabilities who may be attending as presenters, artists or participants. This list is by no means exhaustive but is a good place to start when planning an event.

Always remember to ask all participants and attendees to advise of any accessibility requirements. **Do not assume.**

Ensure the venue is accessible:

- Automated doors are available and functioning.
- Ramps, lifts and accessways are functioning and clear.
- Clear signage and wayfinding throughout the venue.
- Hearing assistive technology is available and staff know how to use it.
- Use microphones and speaker systems where appropriate (i.e. large spaces).
- Accessible toilets - ensure they are not used as storage spaces.
- Appropriate lighting.
- Provision of wheelchair height ticketing and kiosk desks.
- Space for wheelchairs and mobility aids throughout the audience.
- Recharge points for electric wheelchairs and scooters.
- Sensory or quiet spaces - especially at loud or high sensory events.
- Public transport links and accessible parking.

Ensure the event content is accessible, consider:

- Auslan interpreting.
- Audio description.
- Live captioning.
- Relaxed performance.

Ensure your promotion is accessible, consider:

- Time of day - consider daylight, temperature and the availability of accessible taxis and public transport at peak times.
- Communicate the accessible features available at the event.
- Ask people what they need. Provide several methods for people to make contact including email and phone.
- Include the closest public transport links and stops.

Co-design

It was essential that representatives from the Darebin community, with a lived experience of disability, had full and direct participation in the development of our Disability Action Plan.

Our co-design approach involved community members sharing lived experience, and staff sharing professional knowledge, for mutual benefit.

Tips for co-design

Plan carefully:

Find the right people to be involved. This may be by invitation to your known community networks or require an informal recruitment process.

Budget for accessibility and inclusion. Ask participants what supports they need to participate. Consider interpreters, childcare, digital devices and transport.

Consider the real, or perceived, power imbalance between staff and community members:

Collectively establish rules for working together. Discuss how you will ensure all members can contribute equally. Live up to these agreements.

Try to have an equal mix of staff and community members.

Consider where people sit, what staff wear and how meetings are run.

Take turns to do an Acknowledgement of Country at the start of each meeting.

Create a common focus. For us, this involved having our meetings graphically recorded. Discussions and decisions were captured in words and images by a graphic facilitator. This crafted our shared vision and showed value to contributors.



Tips for co-design (continued)

Establish a shared understanding of the issue:

Complete an induction to support all members of the group to understand the organisation and policy context (if relevant). For us, this involved a bus-tour of the City of Darebin, including a range of Council run facilities, services and open spaces. We also gave the group keep-cups, to discuss the Council's single use plastic policy.

Clearly communicate the scope of the project. Identify what is negotiable, and what are the non-negotiables. This may include budget, timeframes or content.

Make it fun and worthwhile:

Make the meeting space creative and inviting. Have materials that support creative engagement. For us, this included coloured markers, post-its and craft supplies.

Prototype the designs. Create tangible drafts that show the ideas coming to life.

Show value to participants by being organised, flexible and transparent.



Other documents

Improving access and inclusion is the responsibility of all levels of Government. There are other plans and laws that support this plan.

Darebin Council

Towards Equality: Equity, Inclusion and Human Rights Framework 2019 – 2029
Age Friendly Darebin

Victoria

Victorian State Disability Plan 2021 - 2025

Disability Act 2006 (Vic)

The Charter of Human Rights and Responsibilities Act 2006 (Vic)

Equal Opportunity Act 2010 (Vic)

National

National Disability Strategy

Disability Discrimination Act 1992 (Cwth)

Age Friendly Cities Framework (World Health Organisation)

International

United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

The Universal Declaration of Human Rights (UDHR)

Further Resources

Australian Bureau of Statistics (ABS): <https://www.abs.gov.au/Disability>

Universal Design, Victorian State Government: <https://sport.vic.gov.au/our-work/participation/inclusive-sport-and-recreation/universal-design>

Changing Places: <https://changingplaces.org.au/>

Australian Network on Disability: <https://www.and.org.au/>

Australian Federation of Disability Organisations (AFDO): <https://www.afdo.org.au/>

Word list

Access:

In this plan “access” means everyone in the community can get to, enter and use places and services in Darebin.

Advocate:

In this plan “advocate” means Council will speak on the behalf of, or in support of, another person, place or thing.

Businesses:

In this plan “businesses” mean the services and business that are located in Darebin, including shops and cafes.

A business is an organisation where people work together. In a business, people work to make and sell products or services.

Changing Places:

“Changing Places” facilities are toilets with a height adjustable adult-sized changing bench, a tracking hoist system and enough space for two people to support someone in a safe and clean environment.

Communication:

In this plan “communication” means information from Darebin City Council to community.

Communication is using words, sounds, signs or behaviours to express, or exchange information.

This exchange/communication may be on a website, in a letter, on a poster or information sheet.

Community:

In this plan “community” means the people who live in the City of Darebin.

Community engagement:

In this plan “community engagement” means asking for feedback and ideas from our community.

Community engagement is based on the idea that everyone who is affected by an issue that impacts their community should have a say in the decision making around it.

Council:

In this plan “Council” means Darebin City Council and refers to the entire organisation.

Darebin:

Darebin means the geographic area of Darebin. Darebin is in the northern suburbs of Melbourne, between 5 and 15 kilometres north of the Melbourne Central Business District (CBD).

Disability:

The Disability Discrimination Act 1992 (Commonwealth) defines disability as:

- total or partial loss of the person’s bodily or mental functions
- total or partial loss of a part of the body
- the presence in the body of organisms causing disease or illness
- the malfunction, malformation or disfigurement of a part of the person’s body
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- a disorder, illness or disease that affects a person’s thought processes, perception of reality, emotions or judgment, or that results in disturbed behaviour.

The United Nation's Convention on the Rights of Persons with Disabilities does not include a definition of "disability", however, Article 1 states:

"(p)ersons 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".

It also recognises that "disability" is an evolving concept resulting from attitudinal and environmental barriers hindering the participation of persons with disabilities in society. Consequently, the notion of "disability" is not fixed and can alter, depending on the prevailing environment from society to society.

Discrimination:

Disability discrimination is when you are treated unfairly because you have a disability.

Easy English:

Easy English is a way of writing that uses everyday words, simple sentences and images to support understanding.

Employment:

Employment is doing work in return for payment.

Graphic recording:

The translation of conversation into images and text during a meeting.

Inclusion:

In this plan "inclusion" means everyone can participate and are respected and valued as part of the Darebin community.

Kerb ramps:

A solid (usually concrete) ramp from the top surface of a sidewalk to the surface of an adjoining road.

Public places:

A public place is a place that is generally open and accessible to people. Council buildings such as libraries, parks and playgrounds are examples of public places.

Public transport:

In this plan "public transport" means the buses, trams and trains that run in Darebin.

Darebin City Council does not control public transport and therefore cannot make any changes to these services.

Darebin City Council can advocate to those who do control public transport to make changes to make it more accessible.

Sensory friendly:

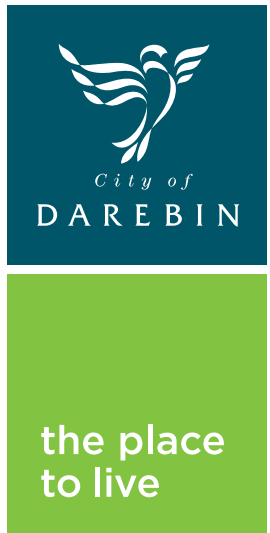
Spaces and experiences designed especially for individuals with autism spectrum disorders, sensory sensitivities or other disabilities.

This means being aware of social engagement and environmental factors affecting people, including noise, light and activity.

Sensory friendly spaces are sometimes called quiet or relaxed spaces.

Safety:

In this plan "safety" means someone's perception of safety.



National Relay Service
relayservice.gov.au

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.



Speak Your Language
 T 8470 8470

العربية नेपाली 繁體中文 Ελληνικά हिंदी Italiano
 Македонски ਪੰਜਾਬੀ Soomalii Español اردو Tiếng Việt

CITY OF DAREBIN

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