



Community Access and Inclusion Plan 2015-2018





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Plan summary

The City of Greater Bendigo (the City) is working towards becoming the most liveable regional city in Australia. To achieve this, the City is committed to improving the physical and social environment for all community members including people with a disability. The Community Access and Inclusion Plan 2015 – 2018 (the Plan) is the City's commitment to ensuring that the way people move around Greater Bendigo, access information and buildings, and their overall experience within our community is inclusive and accessible.

The Plan is in line with the newly adopted City of Greater Bendigo Human Rights Charter. The Charter sets out the City's responsibilities in terms of compliance, culture and advocacy to ensure all members of the community can carry out their daily life in a respectful and peaceful manner. It also has been developed to improve how people with a disability move around Greater Bendigo, access information and have social interaction with other community members.

The Plan continues with the focus on awareness, changing attitudes, access and inclusion, while addressing and responding to City's legislative requirements under the *Victorian Disability Amendment Act 2012* (the Act) to develop a Disability Action Plan. The City is taking a universal design approach, which means that by removing barriers to accessing services and facilities, all community members' not just people with a disability, will benefit.



The objectives of the Plan are:

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

According to the Australian Bureau of Statistics (ABS) close to 20% of Australia's and Victoria's population has some form of a disability. Considering that 5.5% of Greater Bendigo's population has a severe core-activity limitation, it is estimated that a further 14.5% of the population have some form of a disability that impacts on how they move around the City, access information and/or interact with other community members.¹

The Plan considered the following in its development:

- Review of the Community Access and Inclusion Plan 2011-2014;
- Background report prepared by the Strategy Unit;
- Public community consultation workshops;
- Service Provider workshops; and
- City of Greater Bendigo staff workshops.

A background report was developed to provide evidence and research on disability in Greater Bendigo. Throughout the development of the background report, disability service providers and education centres were contacted to help build a realistic picture of the types of disabilities people face in Greater Bendigo. The data collected highlighted that intellectual disability was the most common primary diagnosis of their clients, with the most common secondary diagnosis being a neurological disability which affects a person's nervous system and mobility.

This data does not reflect the entire population of people living with a disability in Greater Bendigo; it is acknowledged that not all people use services and that there could be an overlap of client diagnosis. Taking this into consideration the data still provides greater insight of the types of disabilities and potential issues people face in Greater Bendigo. The full background report can be downloaded from the City's website www.bendigo.vic.gov.au/CAIP.

During the consultation period a range of areas of improvement were identified from community members. Out of the 141 people who attended these sessions, 34% of people either had a disability themselves or worked in the disability support sector, and a further 23% of people who attended were either concerned community members or know someone living with a disability. The remaining 43% were made up of City staff that have a direct link to improving the physical and social environment for people living with a disability. During these workshops participants were given the opportunity to recognise current examples of what the City is doing well in regard to responding to the needs of people with a disability and also for them to identify areas for improvement to ensure the full needs of a person are met.

A word survey and picture survey were also available during the consultation period, 12 people responded to these surveys and their answers were similar to the discussions taken place during the various workshops.

All notes and comments made in the consultation period can be found on the City's website www.bendigo.vic.gov.au/CAIP.

Using the information sourced from the above activities, the actions were prepared in consultation with the responsible Managers in line with the four objectives.

When delivering the actions from the Community Access and Inclusion Plan 2015 – 2018, the City of Greater Bendigo will have various roles. Some activities will require resource allocation through Council's annual budget process. In addition to progress reports to Council through the life of the Plan, the action plan will be evaluated at the end of the plan and form the basis of review and renewal of the Plan.

Summary of the actions in the Plan:

Below is a summary of the actions in the Plan.

- Reduce barriers to persons with a disability accessing goods, services and facilities
- Undertake Universal Access Program Audits and implement the required works.
- Communicate to City staff the availability of internal access audits.
- Apply the Creating Accessible Places model to various suburbs and roll the model out to various units within the City.
- Review the City's Public Toilet Strategy and set out a works program.
- Staff members to undertake Accredited Access training.
- Hold biennial forums with building surveyors, draftsmen, architects and commercial builders.
- Nominate a major project each year to the Disability Access and Inclusion Awards.
- Advocate to Public Transport Victoria for better transport links that are affordable and accessible.
- Investigate and if appropriate add an accessible infrastructure grant category in the City's community grants program.

Reduce barriers to persons with a disability obtaining and maintaining employment

- Implement the recommendations of the National Disability Recruitment Coordinator.
- Develop work experience opportunities for students and job seekers.
- Promote inclusion and participation in the community of persons with a disability
- Publicise easy to see locations and close pick up/drop off points at all City major events.
- All City's websites aim to meet AA standards.
- The City's publications to be made available in alternate formats on request.
- Gain the Communication Access Symbol for the organisation reception areas.
- Review the City's Style Guide.

Promote the Customer Request System and seek funding for alternate formats to lodge requests.

- Investigate and purchase appropriate captioning software.
- Investigate the process to develop videos in Auslan and if appropriate develop videos for key messages.
- Review the Community Engagement Policy and Framework.
- Look at the style and design of the City's Business Cards to ensure readability.
- Build on and promote the Bendigo Region App to ensure accessibility information is included.
- Develop a Disability Advisory Group and review its effectiveness.
- Build awareness of social procurement within the organisation, encourage tenderers to focus on supporting people with a disability and support social procurement to be included in all new tenders for service contracts.
- Look at the feasibility of purchasing a Marveloo across municipalities in the region.
- Trial an expo in Greater Bendigo to show case local disability services and information.
- Develop a policy for City events, conferences, information sessions etc to ensure people with a disability can fully participate and are not discriminated against.

Achieve tangible changes in attitudes and practices which discriminate against persons with a disability

- City staff to complete Ethics Training.
- Units to undertake unit specific disability awareness training.
- Staff attitude survey to be conducted to determine if a shift has occurred in staff attitudes towards access and inclusion.
- Council Plan and all strategies and plans to consider accessibility and inclusion in their development.
- Report on the implementation of the CAIP.

¹Australian Bureau of Statistics (2014) *Community Profile – City of Greater Bendigo* [online]. Available www.abs.gov.au [Accessed 2 December 2014].

Introduction

The City of Greater Bendigo is working together with community members to become the most liveable regional city in Australia. To achieve this, the City acknowledges the importance of accessibility and social inclusion and embraces these needs in their organisational values; social inclusion, human rights, diversity and community engagement. In November 2014, The City adopted a Human Rights Charter which sets out the City's responsibilities in terms of compliance, culture and advocacy to ensure all members of the community can carry out their daily life in a respectful and peaceful manner.

In response to the organisations values, The Human Rights Charter and legislative requirements the Community Access and Inclusion Plan 2015-2018 has been developed to improve how people with a disability move around Greater Bendigo, access information and have social interaction with other community members.

Since 2001, when the Community Access and Inclusion Plan was first adopted, the organisation has taken an all-inclusive universal design approach to reduce access and inclusion barriers not only for people with a disability but to benefit all community members. The City has had a strong focus on educating and informing the principles of universal access and social inclusion to bring logical changes in attitudes and work practices. The 2015 Plan continues with the focus on awareness, attitudinal change, education and training, while addressing and responding to City's legislative requirements under the *Victorian Disability Amendment Act 2012* (the Act). Through the Act, the Victorian Government has identified four objectives that all Disability Access Plans should address.

The CAIP incorporates this requirement and the objectives of the Act which are:

- reduce barriers to persons with a disability accessing goods, services and facilities;
- reduce barriers to persons with a disability obtaining and maintaining employment;
- promote inclusion and participation in the community of persons with a disability; and
- achieve tangible changes in attitudes and practices which discriminate against persons with a disability²

Defining disability

Disability can be complex to define. A comprehensive definition of disability appears in the Disability Discrimination Act 1992 (DDA) and the background report for this Plan. It can be summarised as 'an impairment of a physical, sensory, intellectual and cognitive and psychiatric nature'. People can have a permanent or temporary disability and it can be present from birth or something that is acquired later in life.

The Traditional or 'medical model' defines disability as a health condition and focuses on what they can or can't do. There is a place for this medical model view of disability but to get real change and inclusion we must move to a more social model perspective. This model sees disability as 'the result of the interaction between people living with a disability and an environment filled with physical, attitudinal, communication and social barriers'.³



²Department of Human Services (2011) Disability Amendment Act 2012 [online]. Available <http://www.dhs.vic.gov.au/for-service-providers/disability/service-quality-and-improvement/disability-act-2006-for-service-provider/overview-of-the-disability-act-2006/disability-amendment-act-2012> [Accessed 5 December 2014].

³People with Disability (2010) The Social Model of Disability [online]. Available www.pwd.org.au [Accessed 17 December 2014]

Key policy statement

The actions and objectives contained in this Plan are underpinned by a range of principles that reflect Council's values and commitment to enhance the quality of life for all people in Greater Bendigo. These principles formed the basis of the previous plan and compliment the organisation's Human Rights Charter. These principles are outlined below:

Social Inclusion – Council supports the development of a community where all members feel valued and have an opportunity to participate in community life. Developing a community that is accessible and inclusive for all is a priority.

Human Rights and Social Justice – Council recognises that each person must be respected and treated equally. The provision of equality must also be combined with social justice principles that can provide greater equality to marginalised groups in a way that recognises the barriers in society that cause discrimination.

Diversity – people with disabilities, their families and carers are not a homogenous group and Council will endeavor to reflect and consider the diverse range of needs, priorities and abilities within the community.

Community Engagement – Council will continue to actively engage, consult and collaborate with people with disabilities, their families and carers as well as service providers to develop and deliver appropriate and relevant projects and services to the community.

The development process

History

The City of Greater Bendigo has had a Community Access and Inclusion Plan since 2001. The Plan has been reviewed and renewed in 2006, 2011 and now in 2015 to ensure the Plan is current and aligned with community needs and State Government legislation and policy. The past reviews of the Plan have helped inform the 2015-2018 Plan.

The implementation of the previous plans reflects the gradual shift in community and government perception of accessibility and inclusion. Attitudinal changes are evident and processes are now in place or being developed to ensure accessibility across the organisation. Federal Government changes to the

Building Code of Australia (BCA) to align with the DDA and AS 1428.1-2009. Design for Access and Mobility will provide regulatory control to ensure that universal access design principles are provided in the design and construction of buildings and other related structures.

Since 2001 the City has improved the physical and social environment through:

- The City continues to work towards the website having an AA access standard and has the ReadSpeaker feature
- Staff training in conducting access audits
- Ongoing modifications to improve access in City of Greater Bendigo buildings
- The installation of the National Relay Service
- The installation of the phonic ear and portable hearing loops at Customer Service, The Capital Theatre and Bendigo Library
- Scooter recharge units being available at a number of locations
- Development of an accessible swimming pool
- Development of accessible open spaces
- Development of the Playspace Strategy to ensure accessible play spaces are developed
- The City of Greater Bendigo is an Equal Opportunity Employer and provides flexible working opportunities and has provisions to conduct work station assessments and make necessary alterations if required
- Lift installed at the Capital Theatre
- Continue current training provided to Aged Services and Maternal and Child Health staff
- Policies around changing attitudes and practices are already in place within the People and Learning Unit
- Disabled parking permits are administered by Council
- Home and Community Care (HACC) provides home help, property maintenance, personal care, respite care and Meals on Wheels for people with a disability and parents/carers of people with disabilities
- Three wheel chairs available at the Bendigo Art Gallery
- Installation of internet kiosks at Senior Citizen Centres at Kangaroo Flat and Elmore
- Installation of tactile markers
- Provision of disabled public toilets
- Guidelines to outdoor dining and trading on footpaths
- Access audits undertaken on the City's buildings and facilities

Development of the Plan

A background paper was developed in August 2014 which provides the evidence, research and data that is available regarding disability. As the Community Access and Inclusion Plan 2011-2014 has come to the end of its term; it was reviewed and formed the basis of the 2015 Plan



What the Background Report told us:

- In 2011, 18.5% of Australia's population had some form of a disability
- The National Disability Agreement identified that 31% of their clients had an intellectual disability as their primary diagnosis
- In 2012, 19.1% of Victoria's population had some form of a disability
- In relation to health, people with a disability are less likely to exercise, therefore are more likely to be overweight or obese
- The prevalence of a person with a disability is higher in rural and regional Victoria as opposed to major cities
- The rate of people living with a disability in Greater Bendigo is estimated to increase by over 20% by 2021
- In Greater Bendigo, currently over 5,000 people have a severe or profound disability
- In 2011, the highest percentage of people with a disability lived in California Gully, Kangaroo Flat and Golden Square
- In 2011, 12.4% of Greater Bendigo's working population provided unpaid care to a person with a disability
- In Greater Bendigo there are approximately 50-60 deaf people who use Auslan as their main form of communication
- Out of the four service providers that shared disability diagnosis information, accounting for 340 people, intellectual disability was their primary diagnosis.
- Over 630 people in Greater Bendigo use the Victorian Companion Card
- 6.9% (323) of La Trobe University, Bendigo students indicated on their 2013 enrolment they had some form of a disability

During July 2014 the first staff workshop was held to give staff an opportunity to recognise what they believed to be current examples of what the City is doing well in regard to responding to the needs of people with a disability. Staff were then asked to identify areas for improvement to ensure the full needs of a person are met. This was considered a successful process therefore the same questions were asked at the various community consultation workshops held throughout the municipality during September and October, 2014.

During the consultation a range of points that the City is currently doing well in, in relation to access and inclusion were raised. These were:

- Infrastructure – various works already undertaken around the municipality
- Events – Majority of events are accessible and inclusive for all
- Information – information is distributed in different formats
- Employment – the City already supports a number of employees who have a disability and job vacancies are advertised in different formats
- Communication – language used in communications and publications

During the consultation period a range of significant issues were identified from community members. These were:

- Parking – number, location and size of accessible parking bays
- Inclusion – opportunities for inclusive activities and events and advocacy for access issues
- Staff Awareness – awareness training for all staff
- Employment – equal opportunities for employment at the City and opportunities for work experience
- Events – improved access and information to highlight accessible details
- Footpaths – maintenance, connectivity and accessibility
- Communication and information – better communication of accessible buildings and all communications can be requested in accessible formats
- Transport – better public transport links and networks which are accessible and affordable
- Building Access – continue to improve access to buildings

Using the information sourced from the above workshops, the actions were prepared in consultation with the responsible Managers in line with the four objectives.

Legislative and policy context

The Community Access and Inclusion Plan 2015-2018 has been informed by the legislative and policy context from the international arena as well as across the three tiers of government. This framework promotes and protects the rights of people with a disability and also aims to address issues of discrimination and disadvantage to make society a more equal place. The table below lists the relevant legislation and policies considered in the development of this Plan.

International
United Nations Universal Declaration of Human Rights
United Nations Convention on the Rights of Person with Disabilities
National
The Commonwealth Disability Discrimination Act 1992
The National Disability Strategy 2010-2020
State
The Victorian Charter of Human Rights and Responsibilities
The Victorian State Disability Plan 2013-2016
The Victorian Disability Amendment Act 2012
2011 Victorian Families Statement
Local
Human Rights Charter 2014
Greater Bendigo 2036
Council Plan 2013-2017 (2014/2015 Update)
Health and Wellbeing Strategy 2013-2017
Open Space Strategy 2005
Walking and Cycling Strategy 2006

City of Greater Bendigo's role

Regarded as being the level of government most closely connected to the community, local government has a significant impact on how we live, learn, work and participate in the community. Local government has a key role to play and a significant opportunity to ensure their workforce and community reflects and represents people with a disability.

In accordance with the Local Government Act 1989, the City has a variety of roles and functions to achieve outcomes on behalf of the community. These roles and functions are:

- Advocating and promoting proposals which are in the best interest of the community
- Planning for and providing services to the community
- Providing and maintaining community infrastructure within the municipality
- Regulatory controls such as Local Laws, health and building controls
- Strategic and land use research and planning about the community's future requirements; and Community capacity building

Other ways in which local government supports the rights and needs of everyone in the community is by:

- Lead by example – be a positive role model for the community by promoting and implementing strategies to change discriminative attitudes and practices
- Planning – ensure the built environment has a universal access priority
- Advocating – to change policies and procedures to ensure an inclusive community
- Information – informing the community about services and City produced information to be available in accessible formats
- Services and Programs – provide services and programs like home care, maternal and child health services and recreation activities and be accessible for all

Action plan⁴

1. Reduce barriers to persons with a disability accessing goods, services and facilities

For people with a disability, it is often not so much a person's disability that makes life difficult; it is more that the physical or information environment places barriers that exclude them from the community or using mainstream services.

Action	Responsible Manager
1.1 Undertake Universal Access Program Audits within the City Centre and Activity Centres which will: <ul style="list-style-type: none"> Look at accessible parking bays, kerbs, ramps, footpaths and TGSIs. Prioritise works from the above audits and replace and install the appropriate works to ensure they are accessible. 	Manager Engineering and Public Space
1.2 Accessibility Access and Audit Training: <ul style="list-style-type: none"> 1x staff member to undertake Accredited Access training and a procedure developed on how this resource will be recognised and used throughout the organisation. 1x staff member from the Property team to be trained in basic accessibility audit to look at minor building and property works. 	Manager Building and Property
1.3 Communicate to relevant City staff the availability of internal access audits conducted on City assets and the need for them to be considered in any works on City assets.	Manager Building and Property
1.4 Identify 1 major project each year of this Plan to nominate for various awards which has a strong focus on access and inclusion such as the National Awards for Local Government under the category Disability Access and Inclusion.	Manager Community Partnerships
1.5 Review the City's Public Toilet Strategy which will: <ul style="list-style-type: none"> Identify accessibility issues and feasibility of having a 'Universal Change Table'. From the review above, set out a works program for the next 5 years and begin to implement the outcomes of the review. 	Manager Building and Property
1.6 Continue to advocate to Public Transport Victoria for better public transport links and networks throughout the municipality and to ensure it remains affordable and accessible to all.	Manager Strategy
1.7 Apply the Creating Accessible Places model: <ul style="list-style-type: none"> To all works around the municipality. Roll out the model across other units of Council that are responsible for the maintenance and upgrade of public infrastructure to develop a sustainable process for identifying and prioritising access works. 	Manager Engineering & Public Space Manager Community Partnerships
1.8 Hold a forum biennially (unless otherwise required) with local building surveyors, draftsmen, architects, designers and commercial builders etc. that focus on raising disability awareness and the importance in the accessibility of facilities.	Manager Building and Property
1.9 Investigate and, if deemed appropriate, develop an "accessible infrastructure" grant category in the City's Community Grants for not for profit groups and possibly local small businesses.	Manager Community Partnerships

Partner	Year	Budget	Indicator
	Year 1, 2 and 3	No budget required as it will be done in house Annual budget required to complete works	Number of audits completed. Number of replacements and installations.
	Year 2 and 3	Budget required for training	Training completed Procedure developed and in place.
	Year 1, 2 and 3	No budget required	Increase in use of audits to prioritise works.
	Year 1, 2 and 3	No budget required	Number of awards nominated.
	Year 1, 2 and 3	Budget has been sort in 15/16 budget process Budget will need to be sort each year to implement works	Review of strategy completed and adopted by Council. Works program identified.
	Year 1, 2 and 3	No budget required	Implement ITLUS to get better public transport outcomes for people with a disability.
Manager Community Partnerships	Year 1, 2 and 3	Budget may be required for certain tasks	Creating Accessible Places Model applied and rolled out.
	Biennial	Budget required	Number of forums held. Number of attendees.
	Year 2 and 3	Budget required	Category developed.

⁴Year 1 – 2015/16, Year 2 – 2016/17, Year 3 – 2017/18

2. Reduce barriers to persons with a disability obtaining and maintaining employment

People with a disability have lower participation rates in the workforce, higher unemployment rates, and when they do work earn less compared with employees without a disability. People with a disability represent an untapped potential in the Australian workforce. The importance of employment as a means of earning income, and as part of one's overall personal identity, ensures this is a critical area.

Action	Responsible Manager
<p>2.1 Implement the recommendations of the National Disability Recruitment Coordinator which include the following:</p> <ul style="list-style-type: none"> Review of recruitment processes to ensure they do not disadvantage people with a disability Disability Awareness training for Executive Team and People Managers on employing someone with a disability Partner with local Disability Employment Services to ensure job vacancies and opportunities get distributed to people with a disability 	Manager People and Performance
<p>2.2 Develop a long term approach to work experience opportunities within the organisation which results in more active support through increased student opportunities being promoted via Horizon; and an increase in the number and percentage of total work experience opportunities (students and job seekers) offered in line with the CAIP, every year over the next three years.</p>	Manager People and Performance

Partner	Year	Budget	Indicator
Manager Community Partnerships	Year 1	Existing operation budget	Recruitment processes reviewed. Training undertaken. Partnerships established.
Manager Community Partnerships	Year 1, 2 and 3	Existing operational budget	Approach developed Number of work experience opportunities and % increase each year.

3. Promote inclusion and participation in the community of persons with a disability

For a long time some people with a disability were left out of community life because of attitudes, assumptions and barriers to participation. Communities are poorer for being deprived of the diversity and insights offered by a significant proportion of the population.

Action	Responsible Manager
<p>3.1 At all City major events and activities, continue to publicise close drop off/pick up points, easy to see locations and link community members requiring assistance to relevant services.</p>	Manager Major Events
<p>3.2 Commit to have an accessible website for all members of our community and aim to continue to meet AA standards of the Web Content and Accessibility Guidelines (WCAG 2.0).</p>	Principal Communications Advisor
<p>3.3 Ensure all City publications and documents can be made available in accessible formats upon request and have this printed on all publications and on the website:</p> <ul style="list-style-type: none"> Promote to the community Provide information to all staff on the process if a request is made to have a document made into an accessible format. 	Principal Communications Advisor
<p>3.4 Satisfy requirements to gain the Communication Access Symbol for the organisation reception areas and facilitate installation.</p>	Manager Customer Support
<p>3.5 Review the City's Style Guide and ensure accessibility of content, language, design and format, in all public documents and promotional materials is considered and inform staff of the guide and requirements and ensure that it is adhered to.</p>	Principal Communications Advisor
<p>3.6 Increase awareness and promote to the community our customer request system and continue to seek funding for alternate formats to be available to put a request in (e.g. App). Future developments of apps need to take into account issues of accessibility.</p>	Manager Customer Support

Partner	Year	Budget	Indicator
	Year 1, 2 and 3	No budget required	Number of events and activities advertised/promoted which are fully accessible.
	Year 1, 2 and 3	Budget will be required	Website accessible and meets AA standards.
Manager Community Partnerships Manager Strategy	Year 1	No budget required	All publications have details of accessible formats available.
Manager Community Partnerships	Year 2 and 3	Budget will be required	Communication Access Symbol requirements satisfied.
Manager Community Partnerships	Year 1, 2 and 3	No budget required for this action	Style Guide reviewed and promoted to staff.
Manager Community Partnerships	Year 1, 2 and 3	Budget will be required for promotional material and alternate format	Number of promotion opportunities.

3. Promote inclusion and participation in the community of persons with a disability (continued)

Action	Responsible Manager
3.7 Ensure videos on the City's website can offer captioning by: <ul style="list-style-type: none"> Investigate appropriate captioning software Purchase video captioning software and ensure all videos on the City's website have captioning available. 	Principal Communications Advisor
3.8 Investigate the process to develop Auslan videos and if appropriate develop videos for key messages from the City.	Principal Communications Advisor
3.9 Review the Community Engagement Policy and Framework to: <ul style="list-style-type: none"> Ensure the voices of people with a disability are heard and considered in all engagement processes. Ensure the policy supports the inclusion of people with a disability or people who represent their views to be included on City project reference and advisory groups. 	Manager Strategy
3.10 Look at style and font size of City business cards and make appropriate changes to ensure they are accessible.	Principal Communications Advisor
3.11 Build on the Bendigo Region app to include information on accessible toilets, car parks, restaurants and buildings and promote to the community.	Manager Community Partnerships
3.12 Develop an Disability Advisory Group (or similar) that will: <ul style="list-style-type: none"> Provide advice, advocate and undertake initiatives that support greater social inclusion of people with a disability and their families / carers. The effectiveness of the group will be reviewed and relevant actions undertaken from the findings. 	Manager Community Partnerships
3.13 Support the social procurement schedule to be included in all new tenders for City service contracts.	Contract & Project Coordination Manager
3.14 Encourage and support tenderers to focus on social benefits for people with a disability in addressing the social procurement schedule.	Contract & Project Coordination Manager
3.15 Undertake internal education and awareness raising on social procurement to Management and Coordinators.	Manager Community Partnerships
3.16 Look at the feasibility of purchasing a Marveloo (accessible portable toilet) across the municipalities in the region to be hired for events.	Manager Community Partnerships
3.17 Trial an expo in Greater Bendigo to showcase local disability services and information.	Manager Community Partnerships
3.18 Develop a policy on all City events, information sessions, conferences etc to ensure people with a disability can fully participate in these activities and are not discriminated against. The policy will look at Auslan Interpreters, Live Time Captioning and Companion Card.	Manager Community Partnerships

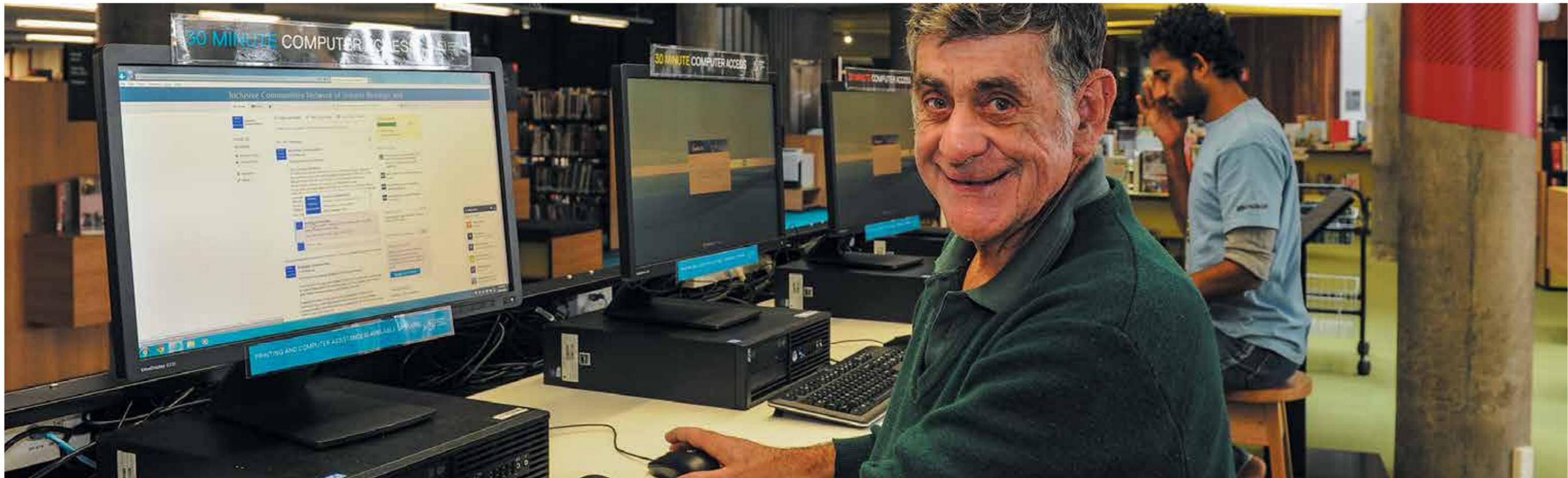
Partner	Year	Budget	Indicator
Manager Community Partnerships	Year 1 and 2	Budget required to purchase software	Software investigated, purchased and implemented.
Manager Community Partnerships	Year 1 and 2	Budget required to develop videos	Process and videos developed.
Manager Community Partnerships	Year 1	No budget required	Community Engagement Policy and Framework reviewed and adopted by Council.
Manager Community Partnerships	Year 1 (the introduction of the new cards will be phased)	No budget required for design. Budget for printing already has a budget allocation.	Business cards changed and rolled out over organisation.
Manager Tourism	Year 1 and 2	Budget required	App updated to include accessibility information.
	Year 1, 2 and 3	Budget required	Disability Advisory Group established and effectiveness reviewed.
	Year 1	No budget required	Schedule included in all new tenders for City service contracts.
	Year 2 and 3	No budget required	Number of tenderers given support.
Contract & Project Coordination Manager	Year 1, 2 and 3	No budget required	Number of education and awareness raising sessions undertaken.
	Year 2 and 3	Budget required	Marveloo purchased and available for hire.
	Year 1, 2 and 3	Budget required	Expo trialled and future delivery assessed based on % of community response and uptake.
Manager Strategy	Year 1 and 2	No budget required	Policy developed and promoted to City staff.

4. Achieve tangible changes in attitudes and practices which discriminate against persons with a disability

While physical barriers are the most obvious, attitudinal barriers such as ignorance and stereotypical thinking contributes to prejudice and actions which discriminate against and exclude people with a disability. Training in disability gives facts and information which counteract prejudicial attitudes and promote understanding.

Action	Responsible Manager
4.1 All staff to complete Ethics Training which has a Human Rights component that will reflect on the importance of access and inclusion.	Manager People and Performance
4.2 Undertake unit specific disability awareness training and education to City staff.	Unit managers
4.3 Undertake a City Staff Attitudes survey once the Plan is adopted and again when the Plan has come to the end of its life to determine if there has been a shift in staff attitudes towards accessibility and inclusion issues.	Manager Strategy
4.4 Ensure Council Plan and all strategies, policies and procedures consider accessibility and inclusion in their development.	Manager Strategy
4.5 Report on the implementation of the Community Access and Inclusion Plan 2015-2018.	Manager Strategy

Partner	Year	Budget	Indicator
Manager Community Partnerships	Year 1, 2 and 3	Existing operation budget	Training completed. Number of staff completed the training.
Manager People and Performance	Year 1, 2 and 3	Budget required	Training completed. Number of staff completed the training.
Manager Community Partnerships	Year 1 and Year 3	No budget required	Survey undertaken and report on staff attitudes.
	Year 1, 2 and 3	No budget required	Process and procedures developed to consider accessibility in Council Plan and strategies.
	Year 1, 2 and 3	No budget required	At the anniversary of the adoption of the Plan a progress report to go to Council.



Reference list

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Contact

Ph: 5434 6000

E: requests@bendigo.vic.gov.au

PO Box 733, Bendigo 3552

195-229 Lyttleton Terrace, Bendigo

www.bendigo.vic.gov.au