



**Horsham Rural City**  
Council urban rural balance

# **2013-2016 Disability Access and Action Plan**

**Adopted: 15 July 2013**

## **Vision**

*“Everyone has a responsibility and role to play in enabling people of all abilities to fully participate in the life of the community”*

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## Acknowledgments

Development of this Disability Access and Action Plan has been a joint effort between Council staff and the community. We sincerely thank those who attended focus group sessions, completed surveys or participated in interviews. We also thank the Staff Reference Group, Wimmera Disability Access Forum, staff focus groups and Wimmera Mobility Group who provided valuable input into the plan. Finally, we thank the Steering Committee members for providing their time and expertise to oversee this important project from start to finish.

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## Foreword

We are pleased to present the 2013-16 Disability Access and Action Plan for Horsham Rural City Council.

As a primary provider of services at a local level, Council plays a key role in building a more accessible community and reducing barriers to inclusion experienced by people with a disability. We know that people with a disability want to be able to live, work and socialise in the same way as everyone else, and we recognise their rights to have the same opportunities as other community members to access and participate in community life.

This Disability Access and Action Plan identifies goals and actions to reduce barriers created by attitudes, practices and structures, to ensure that all people can participate equally in the life of our community. The Vision states that “everyone has a responsibility and role to play in enabling people of all abilities to fully participate in the life of the community” and the following goals that form the basis of this plan will help us to achieve this:

- Goal One – Social Connection
- Goal Two – Information on Services
- Goal Three – Education and Awareness
- Goal Four – Employment
- Goal Five – Built Environment
- Goal Six – Transport
- Goal Seven – Housing and Living at Home

These goals align closely with the Horsham Rural City Council Plan and other corporate Council plans, taking into consideration the Strategic Framework for Local Government and, most importantly, the unique needs of our local community. The goals also link with policy directions and outcome areas of the United Nations Convention on the Rights of Persons with Disabilities, the Victorian Disability Act 2006, the Victorian State Disability Plan 2013-16, the National Disability Strategy 2010-20 and a range other legislation as outlined on page 8.

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Some of the needs identified in this plan are the direct responsibility of Horsham Rural City Council and there are specific actions to address these issues. At other times, Council's role is to play a support and/or advocacy role to achieve better outcomes for our community and the actions reflect this.

As we progressively implement the plan, we will report on outcomes via the Horsham Rural City Council Annual Report. We will also highlight our achievements in the media and on our website.

This Disability Access and Action Plan is a fluid document and your feedback is welcome at any time. We look forward to continuing to work with other levels of government, service providers, community organisations and the private sector to achieve better outcomes for people with a disability in our community.

**Cr David Grimble**  
**Mayor**

**Mr Peter Brown**  
**Chief Executive**

## About Horsham Rural City Council

Horsham Rural City is a vibrant, diverse community situated approximately 300 kilometres north-west of Melbourne and north of the Grampians National Park, in the heart of the Wimmera region of Victoria. The municipality has a population of 19,540 and covers an area of 4,249 square kilometres. Almost three quarters of residents live in the urban area of Horsham.

Horsham is the major provider of retail, community and government services in the Wimmera, with dryland broadacre agriculture being our major industry. The Grains Innovation Park, a nationally acclaimed agricultural research centre, is based in Horsham. There are a range of quality educational and health care facilities including secondary colleges, a university and an agricultural college. We also have a diverse array of natural assets including recreational lakes, wetlands, the Wimmera River, Mount Arapiles, the Wartook Valley and the Grampians National Park is nearby.

Horsham Rural City Council is responsible for delivering a broad range of services and programs to the community. We are also responsible for developing infrastructure and community facilities.

## How the Disability Access and Action Plan was developed

In preparing the Horsham Rural City Council Disability Access and Action Plan, the following process was followed:

- Steering Committee comprising of representation from Council, disability service providers and community members, formed to oversee all stages of development of the plan
- Staff Reference Group formed to identify knowledge, issues, needs and opportunities
- Staff focus groups formed to develop actions for the plan
- Two community focus groups held in Horsham - 34 people in attendance
- One session held with the Wimmera Disability Access Forum

- One-on-one interviews held with service providers, disability groups, people with a disability and parents/carers in Horsham and surrounding areas
- Staff and community surveys conducted (paper copy and on-line) resulting in over 100 responses
- Research conducted on legislative requirements, government directions, State-wide trends, statistics, etc
- Public exhibition of draft Disability Access and Action Plan
- Adoption of Disability Access and Action Plan by Council

## **What is a disability?**

A person has a disability if they report that they have a limitation, restriction or impairment which has lasted, or is likely to last for at least six months and restricts everyday activities. This includes:

- Loss of sight (not corrected by glasses or contact lenses)
- Loss of hearing where communication is restricted, or an aid to assist with, or substitute for, hearing is used
- Speech difficulties
- Shortness of breath or breathing difficulties causing restriction
- Chronic or recurrent pain or discomfort causing restriction
- Blackouts, fits, or loss of consciousness
- Difficulty learning or understanding
- Incomplete use of arms or fingers
- Difficulty gripping or holding things
- Incomplete use of feet or legs
- Nervous or emotional condition causing restriction
- Restriction in physical activities or in doing physical work
- Disfigurement or deformity
- Mental illness or condition requiring help or supervision
- Long-term effects of head injury, stroke or other brain damage causing restriction
- Receiving treatment or medication for any other long-term conditions or ailments and still being restricted

- Any other long-term conditions resulting in a restriction<sup>1</sup>

## Statistics on disability

People with a disability make up 18.4 per cent of the Victorian population. The population of Horsham Rural City Council is 19,540. This means that that there may be approximately 4,000 people with a disability living in our municipality<sup>2</sup>.

## What the consultations told us

As outlined above, extensive consultation occurred throughout the development of this plan including community and staff focus groups, surveys and one-on-one interviews. A summary of the most common needs that were identified during this process is provided below:

- Accessible footpaths, kerbs, crossovers and pedestrian crossing buttons at traffic lights
- Social inclusion and events, including more accessible events
- Disabled parking – increase in number of spaces, location, design and parking management
- More pedestrian crossings in high traffic areas
- Communication, education, awareness and training (internal and external)
- Accessible shops and services
- Improved public toilets
- Accessible venues (Council and privately owned)
- Improved public transport
- More support for people to live independently through services and suitable housing
- Respite and carer support
- Traffic lights

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<sup>1</sup> Australian Bureau of Statistics Survey of Disability Ageing and Carers 2009

<sup>2</sup> Based on Australian Bureau of Statistics Data

- Employment opportunities
- Waste management

## Implementation

This plan will be monitored through Horsham Rural City Council's Executive Management Group and Third Level Management Group on a quarterly basis, with progress reports presented to Council and the Wimmera Disability Access Forum. A progress summary will also be reported in the Horsham Rural City Council Annual Report and achievements highlighted in the media and on our website.

## Relevant legislation and policies

This Disability Access and Action Plan is linked to a range of policies and legislation including the following:

- **United Nations Convention on the Rights of Persons with Disabilities:** In 2008, Australia signed up to the United Nations Convention on the Rights of Persons with Disabilities – a rights-based approach that provides more choice, control and independence for people with a disability.
- **Victorian Disability Act 2006:** The Victorian Disability Act focuses on enabling people with a disability to more actively participate in the life of the community. Section 38 of the Act requires public sector bodies to prepare a plan and to report regularly to the State Government.
- **Victorian Charter of Human Rights and Responsibilities Act 2006:** The Charter of Human Rights and Responsibilities is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. It aims to build a fairer, more inclusive community by requiring that the Victorian Government, local councils and other public authorities consider human rights when they make laws, develop policies and provide services.

- **Local Government Act 1989:** The Victorian Local Government Act is the legislation under which the 79 Victorian Councils operate. It states that Councils have a responsibility to improve the overall quality of life of people in the local community and to ensure that services and facilities provided by Council are accessible and equitable.
- **National Disability Strategy 2010-20:** This strategy has been endorsed by the federal and all state and territory governments. It is a national approach to enabling people with a disability to fulfil their potential and participate as equal citizens in society. The National Disability Strategy 2010-20 has a strong focus on making the mainstream system more responsive to people with a disability and their families and carers.
- **Victorian State Disability Plan 2012-16:** The Victorian State Disability Plan reflects the Victorian Government's commitment to ensuring that people with a disability have the chance to participate fully in Victoria's economy and communities. It outlines the Victorian Government's approach to reducing the barriers faced by people with a disability to accessing education, employment and other services within the community. The plan focuses on improving public spaces, planning, transport and the justice system, to make Victoria a welcoming and accessible place.
- **Creating a More Inclusive Community for People with a Disability:** This is a strategic framework for Local Government developed by the Municipal Association of Victoria. It proposes that all Councils will work to continue to systematically improve inclusion for people with a disability and their families.
- **Disability Discrimination Act 1992:** The Disability Discrimination Act is a Commonwealth law that makes it illegal to discriminate against someone with a disability in areas such as employment, education, access to premises and provision of goods and services.
- **Carers Recognition Act 2012:** The purpose of the Carers Recognition Act is to recognise, promote and value the role of carers and care relationships. The

Carers Recognition Act is based on 11 principles that organisations must consider when developing policies and providing services. It aims to raise the profile of people in care relationships in the community and ensure that carers can be appropriate involved in the treatment of, and planning for, the people for whom they care.

## Goal 1 – Social Connection

We will promote inclusion and participation by creating opportunities for people with a disability to participate as equal members of the community

What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
1.1 Modify Council's community development grant guidelines to include a section on disability access	<ul style="list-style-type: none"> <li>Disability access section included in community development grant guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Finance Services</li> <li>Grants Officer</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Community and Cultural Development</li> </ul>	Feb 2014
1.2 Ensure that public meetings and events hosted by Council are held in accessible venues	<ul style="list-style-type: none"> <li>Public meetings events held in accessible venues so that more people with a disability can participate</li> </ul>	<ul style="list-style-type: none"> <li>Community and Cultural Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Building and Planning</li> </ul>	Jan 2014

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
1.3 Include access information and icons in publicity material for Council events and functions	<ul style="list-style-type: none"> <li>Icons included in all publicity for Council events and functions</li> </ul>	<ul style="list-style-type: none"> <li>Media and Communications</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>All Council departments</li> </ul>	Jan 2014 and ongoing
1.4 Acknowledge and celebrate Seniors Week (16 to 23 Mar 2014), International Day for People With a Disability (3 Dec each year) and Mental Health Week (6 to 12 Oct 2013)	<ul style="list-style-type: none"> <li>Activities arranged and promoted</li> <li>More community awareness</li> </ul>	<ul style="list-style-type: none"> <li>Human Services</li> <li>Community and Cultural Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Rural Access</li> <li>Media and Communications</li> <li>Disability service providers</li> </ul>	Annually and ongoing

<b>What will we do?</b>	<b>How can we tell if it's done?</b>	<b>Who will do it?</b>	<b>What is our role?</b>	<b>Who else can help us do it?</b>	<b>When will we have it done?</b>
1.5 Continue to support Art Is, Awakenings and other festivals/events that provide opportunities for social connection	<ul style="list-style-type: none"> <li>• Successful events held on a regular basis</li> </ul>	<ul style="list-style-type: none"> <li>• Community and Cultural Development</li> </ul>	Support	<ul style="list-style-type: none"> <li>• Wimmera Uniting Care (Awakenings)</li> <li>• Art Is Committee of Management</li> <li>• Community Groups</li> </ul>	Ongoing
1.6 Amend the Wesley Performing Arts Centre website to include information on all available access facilities	<ul style="list-style-type: none"> <li>• Website Performing Arts Centre website includes access information</li> </ul>	<ul style="list-style-type: none"> <li>• Community and Cultural Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Wesley Performing Arts Centre Committee</li> </ul>	Dec 2013
1.7 Work with others to embed information on venue accessibility in promotional material	<ul style="list-style-type: none"> <li>• Accessible venues list developed and made available to the public</li> </ul>	<ul style="list-style-type: none"> <li>• Community and Cultural Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Rural Access</li> <li>• Venue Operators</li> <li>• Wimmera Information Network</li> </ul>	Jan 2014

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<p>1.8 Work with service providers and the Department of Human Services to ensure that residents of supported residential care houses receive information on activities and are able to access cultural and sporting events</p>	<ul style="list-style-type: none"> <li>• Information made available</li> </ul>	<ul style="list-style-type: none"> <li>• Community Development</li> <li>• Rural Access</li> </ul>	<p>Support</p>	<ul style="list-style-type: none"> <li>• Department of Human Services</li> <li>• Service providers</li> </ul>	<p>Ongoing</p>
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## Goal 2 – Information on Services

We will improve the way we communicate and the information we provide to make sure it is accessible to people with a disability

What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
2.1 Deliver Plain English training and develop guidelines for Council publications	<ul style="list-style-type: none"> <li>• Council publications written in Plain English wherever possible</li> </ul>	<ul style="list-style-type: none"> <li>• Media and Communications</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Organisational Development</li> <li>• Community and Cultural Development</li> </ul>	Dec 2014
2.2 Include information on alternative formats in all Council publications and on the website	<ul style="list-style-type: none"> <li>• Annual audit of Council publications</li> </ul>	<ul style="list-style-type: none"> <li>• Media and Communications</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Organisational Development</li> <li>• All Council departments</li> </ul>	To commence Jun 2013 and ongoing
2.3 Investigate the acquisition of a portable hearing loop system that can be used at off-site venues	<ul style="list-style-type: none"> <li>• Portable hearing loop purchased and available for use at off-site venues</li> </ul>	<ul style="list-style-type: none"> <li>• Community and Cultural Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Rural Access</li> <li>• Deaf Access</li> <li>• Wimmera Hearing Society</li> <li>• Grants Officer</li> </ul>	Jul 2014

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
2.4 Install hearing technology with appropriate signage at Council customer service areas and the Visitor Information Centre	<ul style="list-style-type: none"> <li>• People with a disability have access to hearing technology at customer service areas and the Visitor Information Centre</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service</li> <li>• Economic Development/ Visitor Information Centre</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Rural Access</li> <li>• Deaf Access</li> <li>• Wimmera Hearing Society</li> <li>• Grants Officer</li> </ul>	Jun 2015
2.5 Update the Horsham Rural City Council website to make it more accessible for people with a disability in accordance with W3C guidelines	<ul style="list-style-type: none"> <li>• W3C guidelines have been applied to the website</li> </ul>	<ul style="list-style-type: none"> <li>• Information Technology Department</li> <li>• Media and Communications</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Wimmera Disability Access Forum</li> <li>• Community and Cultural Development</li> <li>• Rural Access</li> <li>• Economic Development</li> </ul>	Dec 2015

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
2.6 Provide publications and information on Council services in a variety of formats including radio, print media, online, noticeboards and newsletters (Axis Worx, Wimmera Uniting Care Day Programs)	<ul style="list-style-type: none"> <li>Information available to the public in a variety of formats</li> </ul>	<ul style="list-style-type: none"> <li>Media and Communications</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Community and Cultural Development</li> <li>Organisational Development</li> <li>Radio and print media</li> <li>Other service providers, eg, Axis Worx and Karkana</li> </ul>	Jan 2014 and ongoing

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
2.7 Develop an easy to update information directory on disability services and accessible facilities in the municipality (public conveniences, buildings, parks, shops, etc)	<ul style="list-style-type: none"> <li>• Directory prepared, promoted and readily available to the community</li> </ul>	<ul style="list-style-type: none"> <li>• Rural Access</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Community and Cultural Development</li> <li>• Media and Communications</li> <li>• Wimmera Disability Access Forum</li> <li>• Grampians Disability Advocacy Association</li> <li>• Wimmera Information Network</li> </ul>	Dec 2013

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### Goal 3 – Education and Awareness

To increase awareness, we will provide education programs that promote good models of inclusive practices and approaches for people with a disability

What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
3.1 Provide community education on carers and Companion Cards	<ul style="list-style-type: none"> <li>• More awareness and acceptance of carers and companion card holders at events</li> </ul>	<ul style="list-style-type: none"> <li>• Community and Cultural Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Rural Access</li> <li>• Media and Communications</li> </ul>	Dec 2013
3.2 Review the Horsham Rural City Council Customer Service Charter to reflect Council's commitment to communicating with people with a disability	<ul style="list-style-type: none"> <li>• Customer service charter is updated to reflect Council's commitment to communicating with people with a disability</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service Supervisor</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Rural Access</li> <li>• Wimmera Hearing Society</li> <li>• National Relay Service</li> <li>• Wimmera Disability Access Forum</li> </ul>	Jul 2013

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
3.3 Develop guidelines and checklist for use by Council staff to ensure that the needs of people with a disability are considered when hosting Council events (hearing technology, font size, background, access, public transport, etc)	<ul style="list-style-type: none"> <li>• Consideration given to the needs of people with a disability when hosting Council events</li> <li>• More people participating in Council events</li> </ul>	<ul style="list-style-type: none"> <li>• Community and Cultural Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Rural Access</li> </ul>	Dec 2013

What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
3.4 Provide sensory, intellectual, physical and mental health disability awareness training to Councillors, staff and Council volunteers including information on where to go for assistance	<ul style="list-style-type: none"> <li>Councillors, staff and Council volunteers are more aware of the needs of people with disabilities and where to go for assistance</li> </ul>	<ul style="list-style-type: none"> <li>Organisational Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Rural Access</li> <li>Community Axis</li> <li>Wimmera Hearing Society</li> <li>Wimmera Disability Access Forum</li> </ul>	Dec 2013 and ongoing
3.5 Appoint a designated contact person at Council to support staff in providing assistance to people with a disability	<ul style="list-style-type: none"> <li>Staff have a designated contact person to support them in providing assistance to people with a disability</li> </ul>	<ul style="list-style-type: none"> <li>Community Services Director</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Rural Access</li> <li>Corporate Services</li> <li>Community and Cultural Development</li> <li>Health and Human Services</li> </ul>	Jul 2013

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
3.6 Provide annual training to customer service staff on communication options for people with a disability	<ul style="list-style-type: none"> <li>Improved communication with people of all abilities</li> </ul>	<ul style="list-style-type: none"> <li>Customer Service Supervisor</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Organisational Development</li> <li>Wimmera Hearing Society</li> <li>National Relay Service</li> <li>Community Axis</li> <li>Wimmera Disability Access Forum</li> </ul>	Dec 2013 and annually thereafter
3.7 Ensure that disability parking permit holders are aware of their parking meter entitlements (ie, double time limit)	<ul style="list-style-type: none"> <li>Disability parking permit holders are aware of their parking meter entitlements</li> </ul>	<ul style="list-style-type: none"> <li>Human Services / Aged and Disability Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Media and Communications</li> <li>Local Laws</li> </ul>	Dec 2013

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
3.8 Develop an electronic disability access awareness campaign for traders	<ul style="list-style-type: none"> <li>• Campaign developed and utilised</li> </ul>	<ul style="list-style-type: none"> <li>• Rural Access</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Economic Development</li> <li>• Business Horsham</li> <li>• Real Estate Agents</li> <li>• Media and Communications</li> <li>• Wimmera Information Network</li> </ul>	Dec 2015
3.9 Continue to support the Wimmera Disability Access Forum	<ul style="list-style-type: none"> <li>• Minimum of six meetings held each year</li> <li>• Council representative appointed to group</li> </ul>	<ul style="list-style-type: none"> <li>• Rural Access</li> </ul>	Facilitate	<ul style="list-style-type: none"> <li>• Community and Cultural Development</li> <li>• Committee members</li> </ul>	Ongoing

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
3.10 Ensure that a commitment to participation and inclusion is incorporated into Council's key strategic policy and planning documents	<ul style="list-style-type: none"> <li>Key strategic policy and planning documents contain participation and inclusion objectives and statements</li> </ul>	<ul style="list-style-type: none"> <li>Chief Executive</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Organisational Development</li> <li>All Council Departments</li> </ul>	Ongoing as plans are developed
3.11 Modify Horsham Rural City Council community engagement template to include information and guidelines on consultation methods for people with a disability	<ul style="list-style-type: none"> <li>Template modified</li> <li>Improved engagement with people with a disability</li> </ul>	<ul style="list-style-type: none"> <li>Cultural and Community Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Wimmera Disability Access Forum</li> </ul>	Jul 2014

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
3.12 Work with other services, venue and retail managers to improve access to facilities based on universal design principles	<ul style="list-style-type: none"> <li>Improved access for people of all abilities</li> </ul>	<ul style="list-style-type: none"> <li>Rural Access</li> <li>Economic Development</li> </ul>	Partner	<ul style="list-style-type: none"> <li>Building and Planning</li> <li>Community and Cultural Development</li> </ul>	Ongoing
3.13 Review Community Local Law Number 3 in relation to footpath trading and introduce a phased program to enable clear paths of travel along shopfronts	<ul style="list-style-type: none"> <li>Community Local Law Number 3 revised and amended to address footpath trading issues</li> </ul>	<ul style="list-style-type: none"> <li>Local Laws</li> <li>Corporate Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Economic Development</li> <li>Community and Cultural Development</li> </ul>	Dec 2016

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
3.14 Monitor the National Disability Insurance Scheme and work towards ensuring community and agency readiness for introduction of the scheme in Victoria	<ul style="list-style-type: none"> <li>• People with a disability will be included in our community, take part in our community and have choice and control about the services and support they use</li> </ul>	<ul style="list-style-type: none"> <li>• Rural Access</li> </ul>	Community Engagement	<ul style="list-style-type: none"> <li>• Community and Cultural Development</li> <li>• Human Services</li> <li>• Local disability service providers</li> </ul>	Ongoing

## Goal 4 - Employment

We will promote inclusive employment practices and use our community leadership role to work with others to enhance employment opportunities for people with a disability

What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
4.1 Conduct an audit of Council employment policies and processes to identify gaps/barriers to employment	<ul style="list-style-type: none"> <li>Audit completed and employment policies and processes reviewed to address gaps and barriers</li> </ul>	<ul style="list-style-type: none"> <li>Organisational Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Victorian Equal Opportunity and Human Rights Commission</li> </ul>	Dec 2014
4.2 Develop and implement a Reasonable Adjustment Policy and promote it to all staff	<ul style="list-style-type: none"> <li>Reasonable Adjustment Policy adopted and implemented throughout Council</li> </ul>	<ul style="list-style-type: none"> <li>Organisational Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Victorian Equal Opportunity and Human Rights Commission</li> </ul>	2015

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<b>What will we do?</b>	<b>How can we tell if it's done?</b>	<b>Who will do it?</b>	<b>What is our role?</b>	<b>Who else can help us do it?</b>	<b>When will we have it done?</b>
4.3 Modify recruitment and human resource processes to ensure that they are inclusive of all people	<ul style="list-style-type: none"> <li>• Council follows inclusive recruitment and human resource processes</li> </ul>	<ul style="list-style-type: none"> <li>• Organisational Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• All Council departments</li> </ul>	June 2013 and ongoing
4.4 Ensure that entry level position descriptions are written in Plain English	<ul style="list-style-type: none"> <li>• Entry level position descriptions are written in Plain English</li> </ul>	<ul style="list-style-type: none"> <li>• Organisational Development</li> </ul>	Deliver		Dec 2013 and ongoing
4.5 Strengthen relationships with local disability employment services	<ul style="list-style-type: none"> <li>• Closer working relationships with all local disability employment services</li> </ul>	<ul style="list-style-type: none"> <li>• Organisational Development</li> </ul>	Partner	<ul style="list-style-type: none"> <li>• Local disability employment services</li> </ul>	Jun 2013 and ongoing

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## Goal 5 – Built Environment

We will improve access to Council infrastructure and use our community leadership role to work with others to improve accessibility to the built environment for people with a disability

### Buildings

What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
5.1 Conduct an access audit of Council owned public toilets in the municipality	<ul style="list-style-type: none"> <li>Audit conducted and access issues identified and addressed</li> </ul>	<ul style="list-style-type: none"> <li>Technical Services</li> <li>Building and Planning</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Rural Access</li> <li>Wimmera Disability Access Forum</li> <li>Occupational Therapist</li> </ul>	Audit completed by Dec 2014
5.2 Encourage access audits of privately owned public toilets in the municipality	<ul style="list-style-type: none"> <li>Audit conducted and access issues identified and addressed</li> </ul>	<ul style="list-style-type: none"> <li>Rural Access</li> </ul>	Advocacy	<ul style="list-style-type: none"> <li>Wimmera Disability Access Forum</li> <li>Occupational Therapist</li> <li>Private Operators</li> </ul>	Jun 2013 and ongoing

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
5.3 Conduct an access audit of the Civic Centre Municipal Office to identify ways to make the building more accessible to staff and community members	<ul style="list-style-type: none"> <li>Access audit completed and modifications made to make building more accessible</li> </ul>	<ul style="list-style-type: none"> <li>Building and Planning</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Rural Access</li> <li>Wimmera Disability Access Forum</li> <li>Community Services</li> </ul>	2014
5.4 Deliver access audit training for building and outdoor staff	<ul style="list-style-type: none"> <li>Training completed by building and outdoor staff</li> </ul>	<ul style="list-style-type: none"> <li>Rural Access</li> </ul>	Deliver		Jul 2013

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
5.5 Investigate the feasibility of a Changing Places toilet facility in Horsham	<ul style="list-style-type: none"> <li>Funding secured, site identified and Changing Places toilet facility in Horsham constructed</li> </ul>	<ul style="list-style-type: none"> <li>Community and Cultural Development</li> <li>Technical Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Rural Access</li> <li>Disability Service Providers</li> <li>Grants Officer</li> <li>Health and Human Services</li> <li>Changing Places Victoria Consortium</li> <li>Community Working Party</li> </ul>	Dec 2013
5.6 Secure funding to install a lift at the Mibus Centre	<ul style="list-style-type: none"> <li>Funding provided and lift installed</li> </ul>	<ul style="list-style-type: none"> <li>Grants Officer</li> <li>Building and Planning</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>External Funding</li> <li>Makers Gallery Committee</li> <li>Community and Cultural Development</li> <li>Library</li> </ul>	Jul 2014

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
5.7 Investigate the feasibility of installing a lift at the Centre Cinema	<ul style="list-style-type: none"> <li>• Funding provided and lift installed</li> </ul>	<ul style="list-style-type: none"> <li>• Building and Planning</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• External Funding</li> <li>• Centre Cinema</li> <li>• Community and Cultural Development</li> <li>• Grants Officer</li> </ul>	Dec 2016
5.8 Conduct an access audit of the University of the Third Age building	<ul style="list-style-type: none"> <li>• Audit completed and modifications made to the building to make it more accessible</li> <li>• More people able to participate in programs</li> </ul>	<ul style="list-style-type: none"> <li>• Building and Planning</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Rural Access</li> <li>• Vic Track</li> </ul>	Dec 2014

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
5.9 Install a hoist in the accessible change room at the Horsham Aquatic Centre	<ul style="list-style-type: none"> <li>• Hoist installed and operational</li> </ul>	<ul style="list-style-type: none"> <li>• Community Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Occupational Therapist</li> <li>• Rural Access</li> <li>• Building and Planning</li> <li>• YMCA</li> </ul>	Dec 2014
5.10 Improve access to the Horsham City Oval	<ul style="list-style-type: none"> <li>• Assessment completed</li> <li>• Accessible venue plan for Horsham City Oval completed</li> <li>• Access improved</li> </ul>	Technical Services	Deliver	<ul style="list-style-type: none"> <li>• Building and Planning</li> <li>• Rural Access</li> <li>• Wimmera Disability Access Forum</li> <li>• Sporting Clubs</li> </ul>	2016

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## Footpaths and Traffic Systems

What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
5.11 Ensure, as much as practicable, that all new footpath and kerb works are designed to meet the Premises Standards	<ul style="list-style-type: none"> <li>New footpath and kerb works meet the Premises Standards</li> </ul>	<ul style="list-style-type: none"> <li>Technical Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Wimmera Mobility Group</li> <li>Wimmera Disability Access Forum</li> <li>Rural Access</li> </ul>	Jul 2013 and ongoing
5.12 Ensure, as much as practicable, that all new Council works are designed to meet access standards	<ul style="list-style-type: none"> <li>All new Council works are designed to meet access standards</li> </ul>	<ul style="list-style-type: none"> <li>Technical Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Wimmera Mobility Group</li> <li>Wimmera Disability Access Forum</li> <li>Rural Access</li> </ul>	Jul 2013 and ongoing

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
5.13 Develop and progressively implement priority routes linking all residential areas in Horsham (including access from South to North) to the Horsham Central Business District and the medical precincts of the Wimmera Base Hospital and Baillie Street, including a review of the existing Sure Walk	<ul style="list-style-type: none"> <li>• Linked priority routes promoted and used by residents</li> </ul>	<ul style="list-style-type: none"> <li>• Technical Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Rural Access</li> <li>• Wimmera Mobility Group</li> <li>• Wimmera Disability Access Forum</li> </ul>	2016

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
5.14 Revise the footpath hierarchy and check for overhanging branches to increase frequency of inspections and improve intervention and response time especially in residential areas	<ul style="list-style-type: none"> <li>• Accessible footpaths in residential areas</li> </ul>	<ul style="list-style-type: none"> <li>• Technical Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Rural Access</li> <li>• Wimmera Mobility Group</li> <li>• Wimmera Disability Access Forum</li> <li>• Rural Access</li> </ul>	2015

<b>What will we do?</b>	<b>How can we tell if it's done?</b>	<b>Who will do it?</b>	<b>What is our role?</b>	<b>Who else can help us do it?</b>	<b>When will we have it done?</b>
5.15 Provide and promote scooter recharge points in the Town Hall / Art Gallery Redevelopment, Library and Roberts Place	<ul style="list-style-type: none"> <li>• Scooter recharge points provided and utilised at Council owned venues</li> </ul>	<ul style="list-style-type: none"> <li>• Building and Planning</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Wimmera Mobility Group</li> <li>• Rural Access</li> <li>• Media and Communications</li> </ul>	2015
5.16 Review pedestrian crossing points in the streets around Wimmera Base Hospital	<ul style="list-style-type: none"> <li>• Safe pedestrian crossing points available around Wimmera Base Hospital</li> </ul>	<ul style="list-style-type: none"> <li>• Technical Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Wimmera Health Care Group</li> <li>• Wimmera Mobility Group</li> <li>• Rural Access</li> </ul>	Dec 2013

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
5.17 Conduct an audit of traffic light pedestrian crossings to identify accessibility issues (eg, traffic light buttons) and lobby VicRoads to address	<ul style="list-style-type: none"> <li>Audit undertaken and issues communicated to, and rectified by, VicRoads</li> </ul>	<ul style="list-style-type: none"> <li>Technical Services</li> </ul>	Deliver and Advocate	<ul style="list-style-type: none"> <li>VicRoads</li> <li>Wimmera Mobility Group</li> <li>Rural Access</li> </ul>	Dec 2014
5.18 Undertake footpath works on Roberts Avenue (between Ward and Darlot Streets) to improve shop access	<ul style="list-style-type: none"> <li>Footpath works completed</li> <li>Improved shop access</li> </ul>	<ul style="list-style-type: none"> <li>Technical Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Shop owners</li> <li>Rural Access</li> </ul>	Dec 2016

<b>What will we do?</b>	<b>How can we tell if it's done?</b>	<b>Who will do it?</b>	<b>What is our role?</b>	<b>Who else can help us do it?</b>	<b>When will we have it done?</b>
5.19 Improve pedestrian safety at the Bennett/Natimuk Road intersection	<ul style="list-style-type: none"> <li>• Safe pedestrian crossing at the Bennett/Natimuk Road intersection</li> </ul>	<ul style="list-style-type: none"> <li>• Technical Services</li> </ul>	Advocate and Deliver	<ul style="list-style-type: none"> <li>• VicRoads</li> <li>• Wimmera Mobility Group</li> <li>• Rural Access</li> </ul>	Dec 2016
5.20 Support scooter safety and education initiatives	<ul style="list-style-type: none"> <li>• Scooter safety education initiatives delivered successfully</li> </ul>	<ul style="list-style-type: none"> <li>• Wimmera Mobility Group</li> </ul>	Support	<ul style="list-style-type: none"> <li>• Technical Services</li> <li>• Community Services</li> <li>• Local Laws</li> <li>• Rural Access</li> <li>• Wimmera Disability Access Forum</li> </ul>	Jul 2013
5.21 Develop and publicise preferred mobility scooter routes (including the provision of scooter recharge points) around Horsham	<ul style="list-style-type: none"> <li>• Mobility scooter routes developed and publicised widely</li> </ul>	<ul style="list-style-type: none"> <li>• Technical Services</li> <li>• Wimmera Mobility Group</li> <li>• Rural Access</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Media and Communications</li> <li>• Wimmera Disability Access Forum</li> </ul>	Dec 2015

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
5.22 Seek funding for a public lighting strategy in line with community safety guidelines	<ul style="list-style-type: none"> <li>Public lighting strategy developed</li> </ul>	<ul style="list-style-type: none"> <li>Technical Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Wimmera Disability Access Forum</li> <li>Grants Officer</li> </ul>	Dec 2016

## Parking

What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
5.23 Conduct an audit of disabled parking spaces and improve signage	<ul style="list-style-type: none"> <li>• Audit completed</li> <li>• Improved disabled parking signage</li> <li>• Improved disabled parking</li> </ul>	<ul style="list-style-type: none"> <li>• Local Laws</li> <li>• Technical Services</li> <li>• Economic Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Rural Access</li> <li>• Wimmera Disability Access Forum</li> <li>• Aged and Disability Services</li> </ul>	Dec 2015
5.24 Explore opportunities for designated mobility scooter parks in Horsham and Natimuk	<ul style="list-style-type: none"> <li>• Designated mobility scooter parking spaces in Horsham and Natimuk</li> </ul>	<ul style="list-style-type: none"> <li>• Wimmera Mobility Group</li> <li>• Building and Planning</li> <li>• Local Laws</li> <li>• Economic Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Rural Access</li> </ul>	Dec 2016

## Goal 6 – Transport

We will use our leadership role to improve transport options for people with a disability

What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
6.1 Host a public transport forum where questions and issues can be addressed	<ul style="list-style-type: none"> <li>• Successful forum held where questions and issues were raised and addressed</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive</li> <li>• Community and Cultural Development</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Wimmera Disability Access Forum</li> <li>• Rural Access Development</li> <li>• Local service providers</li> </ul>	Jul 2014
6.2 Advocate for the installation of wheelchair locking devices on the Horsham Bus Service	<ul style="list-style-type: none"> <li>• People with wheelchairs can utilise the Horsham bus service</li> </ul>	<ul style="list-style-type: none"> <li>• Rural Access</li> </ul>	Advocate	<ul style="list-style-type: none"> <li>• Wimmera Roadways</li> <li>• Wimmera Disability Access Forum</li> <li>• Local disability service providers</li> </ul>	Jul 2013 and ongoing

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
6.3 Advocate for an expansion to the Horsham Bus Service	<ul style="list-style-type: none"> <li>Improved bus service in Horsham</li> </ul>	<ul style="list-style-type: none"> <li>Rural Access</li> </ul>	Advocate	<ul style="list-style-type: none"> <li>Health and Human Services</li> <li>Department of Transport, Planning and Local Infrastructure</li> <li>Wimmera Roadways</li> <li>Wimmera Disability Access Forum</li> <li>Service providers</li> </ul>	Ongoing
6.4 Advocate for improved co-ordination between service providers to ensure that public transport options connect outside and within the municipality	<ul style="list-style-type: none"> <li>Improved co-ordination of public transport options</li> </ul>	<ul style="list-style-type: none"> <li>Chief Executive</li> <li>Human Services</li> <li>Community and Cultural Development</li> </ul>	Advocate	<ul style="list-style-type: none"> <li>Rural Access</li> <li>Wimmera Transport Connections Project</li> <li>Service providers</li> </ul>	Jul 2013 and ongoing

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
6.5 Continue to provide funding in the Council operating budget to contribute to the development of bus shelters in the preferred style	<ul style="list-style-type: none"> <li>Budget includes allocation for bus shelters in the preferred style</li> </ul>	<ul style="list-style-type: none"> <li>Technical Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>Public Transport Victoria / Department of Transport, Planning and Local Infrastructure</li> <li>Wimmera Roadways</li> </ul>	Annually
6.6 Monitor the need for access improvements at the Horsham Aerodrome	<ul style="list-style-type: none"> <li>Issues identified and reported</li> </ul>	<ul style="list-style-type: none"> <li>Technical Services</li> </ul>	Deliver and monitor	<ul style="list-style-type: none"> <li>Aerodrome users</li> </ul>	Ongoing monitoring

## Goal 7 – Housing and Living at Home

We will advocate for improved housing and services to enable people with a disability to live at home

What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
7.1 Advocate for more appropriate and accessible public housing	<ul style="list-style-type: none"> <li>• More appropriate housing options available for people with a disability</li> </ul>	<ul style="list-style-type: none"> <li>• Chief Executive</li> <li>• Health and Human Services</li> </ul>	Advocate	<ul style="list-style-type: none"> <li>• Service providers</li> <li>• Department of Human Services</li> </ul>	Jul 2013 and ongoing
7.2 Explore opportunities for hard rubbish collection in Horsham and Natimuk	<ul style="list-style-type: none"> <li>• People can dispose of their hard rubbish where it would otherwise not be possible</li> </ul>	<ul style="list-style-type: none"> <li>• Technical Services</li> </ul>	Deliver		Dec 2015
7.3 Continue to provide home care and meals on wheels	<ul style="list-style-type: none"> <li>• Services continues at current level</li> </ul>	<ul style="list-style-type: none"> <li>• Human Services</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• HACC funding</li> <li>• Volunteers</li> </ul>	Ongoing

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What will we do?	How can we tell if it's done?	Who will do it?	What is our role?	Who else can help us do it?	When will we have it done?
7.4 Review documentation to encourage homeowners/ applicants to construct Homes for Life	<ul style="list-style-type: none"> <li>• More Homes For Life constructed in the municipality</li> </ul>	<ul style="list-style-type: none"> <li>• Building and Planning</li> </ul>	Deliver	<ul style="list-style-type: none"> <li>• Rural Access</li> </ul>	Dec 2014 and ongoing

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## Definitions

**Advocacy** – A political process by an individual or group which aims to influence public policy and resource allocation decisions within political, economic and social systems and institutions.

**Alternative Formats** – Use of different communication formats (eg, large print, different font, audio, etc.) that allows people with disabilities to access information in a manner other than how the format was originally delivered.

**Business Horsham** – Provides support for Horsham businesses. Business Horsham offers a collective voice for local businesses as well as training seminars and networking events.

**Changing Places Toilet Facility** – Accessible toilets with extra features and more space including: a height adjustable adult-sized changing bench, a tracking hoist system, space and a safe and clean environment.

**Community Axis** – A leading provider of disability employment, recruitment and supported disability services including Axis Worx in Horsham.

**Community Development Grants** – Grants provided by Council to community groups and organisations to fund community projects.

**Community Engagement Template** – The Horsham Rural City Council Community Engagement Template is used by Council to plan how we are going to conduct community consultation. It helps us work out who we need to consult with and what the best way of consulting is.

**Community Group** – A group that shares common characteristics or interests.

**Companion Cards** – Available for people with a significant permanent disability who always need a companion to provide attendant care type support in order to participate at community venues and activities.

**Customer Service Charter** – Sets out standards and procedures on how all Council staff should deliver best practice customer service.

**Deliver** – To do something that you have promised to do.

**Disability Parking Permit** – Issued to people with a medical condition that severely affects their mobility, enabling them to park in designated disability parking areas.

**Grampians Disability Advocacy Association** – Provides advocacy and information to people with all types of disabilities and of all ages.

**Hearing Loop** – An aid for people with a hearing impairment. A loop of cable around a designated area (usually a room or building) which generates a magnetic field picked up by a hearing aid.

**Homes for Life** – *Homes for Life is a concept where houses are designed and constructed in such a way to enable them to be easily adapted at a later stage to accommodate the needs of a person with a disability.*

**Local Laws** – Adopted by Council to protect public health, safety, or amenity in a municipality. Local Laws are designed to ensure that the actions of an individual or group do not have a negative or undesirable impact on the rest of the community.

**National Disability Insurance Scheme** – A Bill passed through parliament to support people with disabilities by helping them to identify their goals and aspirations and provide them with the support they need to help them reach their full potential.

**Plain English** – Clear straightforward expression, using only as many words as are necessary. It is a language that avoids obscurity, inflated vocabulary and convoluted sentence construction.

**Premises Standards** – Set performance requirements and provide references to technical specifications to ensure dignified access to, and use of, buildings for people with disability.

**Public Meetings** – Meetings arranged by Council that are open to members of the public and encourage community feedback.

**Reasonable Adjustment Policy** – A policy that aims to remove barriers preventing people with a disability from fully integrating into the workplace.

**Rural Access** – Seeks to work in partnership with local groups, organisations, businesses and the broader community to develop new ways of including people with a disability in the life of the community.

**Service Provider** – An organisation that provides goods, facilities or services to the public.

**Support** – To agree with an idea, group or person and to provide assistance because you want them to succeed.

**Translating and Interpreting Service (TIS National)** –TIS National provides free interpreting services to non-English speaking Australian citizens and permanent residents communicating with Local Government and other approved groups and individuals.

**Universal Design Principles** – The design of products and environments to be usable to the greatest extent possible by people of all ages and abilities.

**Vic Track** – The Victorian Government agency which owns all railway and tram lines, associated rail lands and other rail-related infrastructure in Victoria.

**Wimmera Disability Access Forum** – An independent group of individuals and organisations promoting the wellbeing of citizens of Horsham and the Wimmera who have a disability.

**Wimmera Hearing Society** – A voluntary hearing support organisation that offers advice, tests and information for those with hearing loss or impairment.

**Wimmera Mobility Group** – A not-for-profit group primarily for people who use mobility scooters or other mobility equipment.

**Wimmera Uniting Care** – A not for profit community service organisation that supports and strengthens individuals, families and communities in the Wimmera.

**World Wide Web Consortium (W3C)** – W3C is the main international standards organisation for the World Wide Web and is responsible for developing protocols and guidelines that ensure long term growth of the web. A primary goal is to make the web available to all people, whatever their hardware, software, network infrastructure, native language, culture, geographical location or physical or mental ability.