



**COMMITTED TO A
SUSTAINABLE
PENINSULA**

Mornington Peninsula Shire

Access (disability) Plan

Adopted May 2005

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Introduction

This is first of a series of plans that stem from the Shire's Access and Equity policy, "Just, Not Just the Same", The Access Plan 1 focuses specifically on disability access. It aims to guide the development of Council actions to increase access to the Shire's physical and social infrastructure and services.

1. Purpose of the Access Plan (disability) 1

The development of the Access Plan 1 aims to integrate (disability) access within all areas of Council work, including physical and social infrastructure and services. Council's role includes the responsibility for advocacy with and on behalf of residents and visitors of all abilities.

The Access (disability) Plan is a systematic approach to improving disability access for the communities that live in, or visit, the Mornington Peninsula Shire.

The Access (disability) Plan incorporates the rights of people with disabilities into a sustainable economic, environmental and social development approach for the Mornington Peninsula Shire, encouraging a consistent and holistic response to planning and providing an accessible Peninsula.

2. Background

All areas of Council's work impacts on accessibility. Whether a worker is answering an inquiry from someone with an intellectual disability, designing a footpath or working with businesses to increase trade, their actions will influence the accessibility of their service

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The Mornington Peninsula Shire Access Plan builds on the work already being undertaken by all Councillors and staff to increase the accessibility of the Peninsula.

This is the first time that an access improvement project has been implemented throughout Council Teams, including staff, management and Councillors and the broader community.

The Access Plan 1 initiative follows on from earlier Council policies. The Shire's policy, "Just, Not Just the Same" promotes equity of opportunity for everyone on the Mornington Peninsula. This includes all residents and people who are here to work, study or visit, regardless of their abilities.

The Health and Well Being Plan was designed to help create, sustain and enhance healthy vibrant communities on the Mornington Peninsula, now and into the future. It supports the Shire's mission in caring for the Mornington Peninsula and its diverse communities within a sustainable framework and is active for a three-year period.

The Health and Well Being Plan identified a range of issues that impact on the ability for people to access and participate in the wide variety of Council services and facilities in an equitable manner. These issues are particularly important for people with a disability as they may require specific support and/or changes to generic service delivery systems to ensure equity of access is available to all.

A number of Key Findings of the Health and Well Being Plan relate directly to the need for better understanding and implementation of action to ensure equity of access for all, including older adults and people with a wide range of disabilities. These Key Findings included:

- Accessible public open space enhances quality of life for young families.
- Well designed and non threatening places promote opportunities for social connection.

- Accessible and appropriate education and learning opportunities enable people to open life options and realize their full potential.
- Access to relevant information empowers local communities to make informed decisions.
- Good mobility and communication systems enhance the ability to interact with people and places.
- Health, hope and happiness are enhanced by equal access to a range of social, cultural and recreational opportunities.

3. Disability Discrimination Act (DDA) 1992

In addition to the Shire's Health and Well Being Plan, the Commonwealth Disability Discrimination Act (DDA) 1992 provides uniform protection against unfair and unfavourable treatment for people with a disability in Australia.

Disability is broadly defined and the Acts provisions apply to a wide range of life activities including:

Access to premises used by the public.

Provision of goods and services.

Employment.

Education.

Communication.

Clubs and associations.

Sport.

Administration of Commonwealth laws and programs.

The DDA seeks to stop discrimination against people with any form of disability, including disabilities incorporated within the following categories:

Physical.

Intellectual.

Sensory.

- Psychiatric.

Neurological.

Learning.

The DDA is the most far-reaching legislation to date in relation to disability access and inclusion. The spirit and intent of the DDA is one of inclusion. It is about acknowledging that organisations which claim to provide for the needs of the local community actually **do** include the needs of people with disabilities.

The Mornington Peninsula Shire has a responsibility, under the DDA to provide equitable access to goods and services and to premises used by the public. The DDA requires that appropriate changes be made to provide access. Where this does not occur a person can take legal action through the Human Rights and Equal Opportunity Commission (HREOC) or the Federal Court.

4. People with Disabilities Living on the Mornington Peninsula

There are a variety of indicators relating to Mornington Peninsula, which highlight the level of disability within the Municipality.

1998 ABS Survey - Disability, Ageing and Carers

The Australian Bureau of Statistics – Disability, Ageing and Carers Survey undertaken in 1998 broadly identified the level of disability within Australia.

Number of People with a Disability

Using the Australia wide established figure of 19%, it would be expected that out of the total Mornington Peninsula population of approximately 125,000 there are approximately 23,750 people with a disability residing in the Municipality.

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There are of course additional people with a disability who work in, or visit, the Municipality daily, particularly given the high tourism within the area.

The Options Vic Five Year Strategic Plan for an inclusive sport and recreation community, produced by LDC consulting, states that: "According to the Southern Metropolitan Region, Department of Human Services, 2001 data, a total of 23,051 residents of the Mornington Peninsula Shire are estimated as having a disability."

For further data, please see appendix number 1

Age and Disability

There is a direct correlation between ageing and disability. It is widely recognised that as people get older their experience of disability increases, particularly in the area of mobility and physical disability. The Shire's Health and Well Being Plan indicates that:

"15.7 percent of the population is mature adults between 65 - 84 years and 1.9 per cent of the population is 85 years and over. The Peninsula has one of the highest proportions of people over 60 years in the State. This is generally due to people ageing in place and an increasing number of retirees moving to the Peninsula. The high proportion of over 60 years population is predominantly located in the southern parts of the Peninsula in towns such as Rosebud/Rosebud West, Rye, Dromana and Sorrento/Blairgowrie. (also within the main Peninsula tourism belt) Older people are also increasing in the Mornington and Flinders areas."

It is likely that the majority of older residents are women, because they generally out live men, with this imbalance increasing with age. According to the Victorian Burden of Disease Data (2000), Life expectancy is increasing; "for Peninsula males born in 1999 life expectancy was 77 years and for females was 82 years."

Women are more likely to live alone, may be more financially insecure, may lack social supports and have specific health needs. With advances in age, the need for assistance increases and demands on services such as Home Care, Home Maintenance and Community Transport increases significantly.

Cultural Diversity and Disability

It is vital that the whole community benefits from improved accessibility, regardless of cultural origin. The Health and Well Being Plan for the Shire indicates that most residents who were not born in Australia come from the United Kingdom, New Zealand and the Netherlands. People who are from non-Anglo cultures may experience "double disadvantage" in some aspects of disability access to services and the built environment. Recreation opportunities, for example, need to be culturally relevant and may need to be promoted in a range of languages. The MPS Health and Well Being Action Plan issue number 12 states that: "Communities are enriched by diverse cultural influences." The Action Plan specifies actions within timelines, that Council can enact in partnership with the broader community to reach and include communities of all cultures within the Shire.

5. Developing the Access Plan

The Access Plan Reference Group guided the development of the Plan

Members of the Group represented the Shire's Disability Consultative Committee, Leisure Link Up and Council's Units for Planning, Infrastructure, Social Planning & Community Development and Aged and Disabled Care Units. The **Mornington Peninsula Shire Disability Consultative Committee** provided on-going advice on the development of the Access Plan, through discussions at Committee meetings and through representation at staff training and community consultation sessions.

In December 2003, Mornington Peninsula Shire Council commissioned Access Audits Australia (AAA) to provide training and present at consultation forums in the first stage of the development of an Access Plan for the Shire.

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This project was initiated as part of the implementation of the Mornington Peninsula Shire access and equity policy “Just, Not Just the Same”, adopted in December 2002 and the Health and Well Being Plan, which was adopted by Council in March 2003.

In undertaking the development of the Access Plan it is important to recognize the work Council has previously undertaken to improve access in all areas of service planning, delivery and provision of facilities. The Plan builds on many existing achievements, including:

- Policy development which has articulated the Shire’s commitment to the rights of people with disabilities, in particular through the Shire’s Health and Well Being Plan and the Access and Equity Policy.
- Council’s Community Plan to 2003 (currently under review).
- Equal opportunity legislation training which all staff are required to attend following their appointment.
- Access Consultation Forums (training needs analysis) with councillors, executive and staff and the Mornington Peninsula Shire Disability Consultative Committee.
- The work of the Mornington Peninsula Shire Disability Consultative Committee, which brings individual community representatives, community organization representatives, local offices of government organizations and council staff together to identify, investigate and resolve community access issues.
- Increased recreation opportunities for people with disabilities through council support for community initiatives such as establishing community gardens and the Hastings Library lounge.

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- Accessible amenities such as ramp-entry to the pool at the Pelican Park Aquatic Centre and an Access for All Playground.
- The continual provision of services to people with disabilities and their carers, through assistance with personal care, respite options, delivered meals and inclusion in mainstream programs such as school holiday programs.
- Collaboration with Leisure Link Up/Options Victoria Access for All Abilities Program to develop a disability profile of the Mornington Peninsula and to identify existing recreation opportunities and increase and improve these possibilities.

This work provides the impetus for further action to improve access for all.

6. How the Access Plan Phase 1 was Implemented

This first stage in the development of the Access Plan has involved a range of activities to increase awareness and understanding of staff and councillors in relation to the scope of access responsibilities and the issues that must be considered. In addition, forums have been held with residents and service providers to identify access issues and determine initial priorities for access action within the Municipality.

7. Staff Workshops

Eleven staff workshops were conducted during March 2004. The aim of the workshops was to raise staff awareness of access issues and to assist staff to identify areas where they required further information or training. This further training would then provide staff with appropriate skills and knowledge to address the wide range of access issues within their areas of responsibility. An average of twelve people attended each one and a half-hour session, with feedback from all sessions being very positive.

8. Staff Access Awareness Workshops

Staff from a wide cross section of work areas attended these introductory awareness sessions and information was provided in relation to the following:

- Overview of the Disability Discrimination Act (DDA).
- Council responsibilities under the DDA.
- Disability types and scope of access considerations.
- Access to premises, from footpaths to buildings.
- Access to information and communication systems.
- Access to publications.
- Promoting access within Council and the broader community.
- “Good Access is Good Business”: access to commercial buildings and services.
- Access issues for specific work areas.

One participant wrote: “The best presented and most informative session I have attended in over twenty years in Local Government.”

Another commented: “Very worthwhile. – opened my eyes to ‘access for all’.”

Via a feedback sheet provided, participants identified a number of areas where they were keen to gain further information and training. Staff identified and requested training in 56 aspects of accessibility (see appendix 5)

9. Access Tours

The aim of the Councillors and Staff Access Tours is to identify a range of access issues relating to building elements and operational practices that must be considered when premises are being planned, built and used. AAA facilitated five access tours in March 2004 at the following locations:

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- Rosebud Shire Offices and surrounding car parks.
- "The Briars" Nepean Highway, Mount. Martha.
- Pelican Park Aquatic Centre, Hastings.
- Mornington Shopping Centre.
- Hastings Library, Hastings.

Staff from a range of Council Units attended these three-hour tours. In addition a one-hour Councillors Access Tour of the Rosebud Shire Offices with Councillors.

The feedback from these Access Tours was very positive with participants asking for follow up information to assist with further areas of their work.

The five Access Tours provided an opportunity for interested staff from specific work areas to look closely at particular premises or facilities and to discuss the range of access issues relevant to these assets.

Particular attention was paid to:

- Car parking.
- Paths of travel.
- Reception counters for public and staff.
- Accessible toilets.
- Office areas.
- Meeting rooms.
- Staff facilities.
- Outdoor elements.
- Recreational elements.
- General direction and information signage (external and internal).

Further detail on the Access Tours is contained in Appendix 3.

10. Technical Training Sessions

AAA facilitated three Technical Training sessions in April 2004 to provide specific information to staff in relation to particular areas of Council operations. These included:

- Economic development and tourism.
- Planning.
- Infrastructure.

Many aspects of disability access planning, design and construction were discussed in the three - hour technical sessions. Again, very positive feedback was received from participants, who found the sessions valuable in enhancing their understanding of access and considering new approaches in their areas of responsibility. Further information on the outcomes of the Technical Sessions is presented in Appendix 4.

11. Community Forums

Two community forums were conducted. The first was in March and the second in April 2004. They provided an opportunity for community members to gain information about the Access Plan process and to identify access issues that were significant to them. These forums were held in Rosebud and Hastings.

People with a wide variety of access challenges attended, including people with vision impairment, hearing impairment, mobility, neurological and intellectual disabilities. Participants were asked to identify their "top priority" access issues for action to assist Council with further planning in this area.

Enthusiastic participants identified many issues within the Shire that were of concern, as well as recognising the valuable Shire initiatives already undertaken in relation to addressing access issues, including the opportunity to contribute through these forums.

Participants were invited to identify areas of concern and access issues and to prioritise these to assist Council with developing strategies for the Access Plan. These are detailed in Appendix 6.

12. Service Provider Forum

AAA facilitated a forum for Service Providers within the Shire, which was held in Rosebud. Eighteen people attended. This forum provided an opportunity for Service Providers to gain an understanding of the Access Action Plan process and provide input regarding access issues and suggested areas for action by Council to address these.

See appendix 7 for specific outcomes of the forum.

13. Additional Consultations

In addition to the above activities AAA undertook a number of one to one consultations with staff from Council in the following areas:

- **Economic Development** re footpath trading. This discussion covered actions taken and experiences by other municipalities when introducing changes to existing footpath trading activities, particularly in respect of improving access for all users through shopping precincts, including people with disabilities. Council's draft "Commercial Activities on Footpaths Policy" was considered and some contacts in other municipalities identified who may be able to help with advice etc.
- **Team Support and Development** regarding possible redeployment and return-to-work options for Council staff on WorkCare.
- **Information Technology** regarding Council's responsibilities to ensure equity of access in the provision of communications services, particularly regarding the installation and use of TTYs (telephone typewriter).

- **Infrastructure Strategy** regarding access related information that his staff, particularly those involved in statutory planning, would find of assistance in the Technical Training session they were to attend at Mornington.
- **Statutory Planning** regarding access issues to be considered in relation to the new Mornington Library, which is nearing completion. This included a brief inspection of the main entrances into the Library, while construction prevented a viewing of the interior of the building.
- **Sustainable Infrastructure Group** regarding new Mornington Library project, which is due to be handed over shortly to Council.
- **Environment Protection (check title)** regarding issues of interest for the Rangers and Planning Enforcement staff who were listed to attend a specific Technical Training session.
- **Infrastructure Maintenance** regarding the preferred areas to be covered for personnel in the specific Technical Training session designed for Infrastructure Maintenance personnel.

14. Categories of Access Improvements Recommended

The following recommendations are based on the information gathered via the consultative processes undertaken with the staff, the community and service providers throughout the project.

- Immediate.
- Medium term and long range.

There is no timeframe or identification of responsibility and over how many years is this expected – need to incorporate review and evaluation – idea of costs? This will be asked under financial implications.

Footpaths

Establish a program for construction of footpath "missing links" to ensure continuation of paths of travel in residential areas.

Ensure inclusion of access responsive design elements in future footpath design and construction.

Undertake a review and modification process to remove trip hazards from footpaths.

Develop environmentally sensitive Foreshore pathway strategy to improve access along Foreshore areas.

Shopping Centres

Develop a policy requiring provision and maintenance of a continuous accessible path of travel along building lines within shopping centres.

Establish an education process to assist commercial operators to appreciate the benefits and opportunities of improving access through shopping centres, including provision of Good Access is Good Business Seminars and a Good Access is Good Business Handbook for traders.

Consider auspicing a "Good Access" award program to acknowledge responsive actions by commercial operators.

Premises General

- Ensure availability of hearing augmentation when required in Council owned or controlled buildings.
- Ensure all new premises or renovations are constructed to current access standards.
- Identify ten "high use" – "high risk" premises and undertake professional access audits to identify access issues and develop plan for action.

Toilets and Amenities

Identify high use public toilets, undertake a professional access audit and implement an upgrade program to provide appropriate accessible facilities.

Ensure accessible public toilet facilities are appropriately serviced and maintained in order to maximize usability.

Develop information in relation to location of accessible toilet facilities (see Information).

Parking Bays

Undertake a review of the use, location, numbers and accessibility of existing parking bays throughout the Municipality, including an audit of bays, that are designated for use by people with disabilities.

Develop a construction and maintenance process to improve the availability of designated accessible parking bays.

Encourage private business operators to provide appropriate designated accessible parking bays.

Review the "policing" of accessible parking bays to ensure high peak times are monitored and abusers of bays are identified and fined. e.g. school drop off and pick up times.

Signage

Review current signage installations throughout the Municipality.

Establish a signage policy, which supports use of effective signage designed to improve readability by all users.

Recreation

- Incorporate "access for all" requirements in the development of new recreation facilities including playgrounds and open space areas.
- High public use / high profile facilities and amenities should be priorities for access audits and works to address access barriers.

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- Investigate provision of an accessible swimming facility within the Rosebud area
- Evaluate current recreation opportunities for people with disabilities and develop appropriate programs
- Identify accessible venues for school holiday programs

Education and Awareness

- Provide access awareness raising programs for Council staff and community members including business operators (see section regarding training in this report)
- Regularly utilise local media and Council publications to raise awareness of needs of older persons and people with disabilities

Information

- Investigate development on printed and electronic information regarding accessible parking, accommodation and toilets for use by people with disabilities.
- Develop improved information sharing systems to assist people with disabilities in the community.
- Publish information about areas, premises and activities that provide access for people with disabilities.
- Utilise Council News publications to highlight access issues and access to services, facilities and programs.
- Work with local service providers to ensure information regarding access availability is advertised widely.

Communication

- Arrange for provision of sign language interpreters when required for Council activities, functions and events.
- Establish protocols to ensure Council communication processes are responsive to the needs of all users.

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- Review current communication systems within Council operations to ensure access for all is available. e.g. telephone, Telephone Typewriter, web access, hearing augmentation etc.

Tourism

- Ensure tourism publications and information provision is accessible for all users.
- Undertake access audits of Tourism Information Centres to identify access barriers and develop a program of action to remove these.
- Develop an Access Guide to tourism accommodation within the Municipality.
- Ensure tourism publications include information regarding accessible areas and facilities.
- Provide education programs to tourism operators regarding the benefits and opportunities of providing access for all.

15. Recommendations for Phase 2 of the Mornington Peninsula Shire Access Plan

Issue

One of the most effective ways in which Council can increase both the quantity and quality of work improving disability access is to ensure that Councillors and staff have up to date knowledge on relevant access requirements. An on-going program of training is required as:

- Changes occur in regulations, standards, legislation and community expectations.
- New procedures, products and technology become available.

There is on-going demand for a range of training opportunities, both from staff who were unable to participate in the most current round of workshops and from staff who attended the sessions, but are seeking the next level of training and/or additional resources.

Training opportunities offered within the inner metropolitan area are not often practical for staff to attend, because of the distance workers would need to travel to attend. Professional training, therefore, usually needs to be offered on site.

Recommendation 1

That Council provide and encourage on-going access training for all staff as well as industry-specific training, developed in consultation with staff about their training needs.

Issue

The application of building codes and standards is complex. Advice from a professional access auditor is usually required to ensure that:

- Regulation requirements are met.
- Access is optimised, beyond the basic requirements.
- Project budgets are maximised by eliminating the need to revisit completed projects to remove access barriers.
- Council meets legislative requirements, avoiding potentially time consuming and costly litigation.

Recommendation 2:

That Council engage access auditors to lead staff through the process of conducting access audits on three demonstration projects for high use, high profile infrastructure in the planning stages.

Issue

The completed phase of the Access Plan is just the beginning. Enacting the specific recommendations from Councillors, staff and the broader community requires cultural change in the priority access is given within daily work and the ways it can be encouraged and achieved. It is important that Council provide leadership whilst

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simultaneously engaging with workers across the organization and the broader community, through consultation and implementation of further initiatives.

Recommendation 3

That an E Team (working party) including a representative of the Executive be formed to oversee the implementation of the findings of the Access Plan to date.

16. RESOURCES – Disability Services

Interpretation, Translation and Alternative Communication Providers

Service Offered	Name and Contact Details
Disability Awareness Training in a variety of areas including communications and publications. Accessible web site design, development and testing. Access Audits and Actions Plans.	Access Audits Australia 92 Old Eltham Road Lower Plenty 3093 Phone: (03) 9431 3472 Email: AAAaxs@bigpond.net.au
Information in large print, Braille, easy English, illustrations, audio cassette.	Vision Australia Foundation 454 Glenferrie Road Kooyong 3144 Phone: (03) 9864 9342 Mobile: 0417 587 104 Fax: (03) 9864 9344 Email: tonyclark@ozemail.com.au
Information in large print, Braille, easy English, illustrations, audio cassette.	The Royal Victorian Institute for the Blind 85 High Street Prahran 3181 Phone: (03) 9521 3400 Fax: (03) 9521 3670 Email: tbl@rvibtbl.vib.org.au
Information on audio cassette.	LOTE Marketing 53-55 Oliver Street Ringwood 3134 Phone: (03) 9879 6234 Fax: (03) 9879 6215 Email: lote@virtual.net.au
Information in large print and Braille.	Mr William Jolley Managing Director Jolley William and Associates 20 Wadham Parade Mount Waverley 3149 Phone: (03) 9807 5137 Email: wjolley@ozemail.com.au

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Service Offered	Name and Contact Details
Technology for people who are deaf or have a hearing impairment. Sells, services and repairs a range of products and provides a consultancy service on providing access for the deaf and hearing impaired. Provides and services TTY equipment.	Word of Mouth Technologies 27 Macauley Place Bayswater 3153 Phone (V): (03) 9729 9974 TTY: (03) 9729 9969 Fax: (03) 9729 8863 Email: info@wom.com.au Website: http://www.wom.com.au
Auslan Interpreting and Notetaking Service.	VICDEAF Victorian Deaf Society ACN 004 058 084 101 Wellington Parade South East Melbourne 3002 TTY: (03) 9657 8130 Voice: (03) 9657 8111 Fax: (03) 9650 6843 Email: info@vicdeaf.com.au
Provision of TTY Interpretation Service.	National Relay Service (Australian Communication Exchange) Text – Voice – TTY – 133677 Fax: 1800 555 690 TTY: 1800 555 630 Website: www.aceinfo.net.au
Provide a wide range of captioning services as well as a viewing guide of captioned programs, advertisements and films.	Australian Caption Centre (ACC) 180 Bank Street South Melbourne 3205 Voice/TTY: (03) 9696 1996 Fax: (03) 9696 1994 Email: accmelb@auscap.com.au
Hiring of adaptive telephone technology.	Telstra's Disability Equipment Program Mail: Disability Enquiry Hotline Telstra Corporation Ltd Reply Paid 4997 Melbourne 8060 Phone: Voice Enquiries: 1800 068 424 TTY Enquiries: 1800 808 981
Translating and Interpreting Service	TIS – Translating and Interpreting Service DIMIA (Attn: TIS) Casselden Place 2 Lonsdale Street Melbourne 3000 24 Hour Interpreting Service: 131450 Fax: 1300 654 151 General Enquiries: 131450

17 Useful Websites

- Access Audits Australia www.accessauditsaustralia.com.au
- Municipal Association of Victoria www.mav.asn.au/access/
- Disability Organisation Individual Websites www.disabilityinfo.org.au
- Disability Information Network Australia www.vicnet.net.au/~dina
- Community and disability news www.infoexchange.net.au
- Information Victoria www.information.vic.gov.au
- Human Rights and Equal Opportunity Commission www.humanrights.gov.au
- Australian Standards www.standards.com.au
- Australian Building Codes Board www.abcb.gov.au
- Australian Heritage Commission www.environment.gov.au
- Australia Community Exchange www.aceinfo.net.au
- Disability News Communication Government www.facs.gov.au
- Employment of people with disabilities www.work.asn.au
- Employers Making a Difference www.emad.asn.au
- Disability Employment Action Centre www.deac.org.au
- Department of Workplace Relations www.dwrsb.gov.au
- Work Place Modification Scheme www.facs.gov.au/disability/ood/workmods.htm
- Disability Equipment Information system www.deis.vic.gov.au
- Technical Aid for the Disabled www.technicalaid.org.au
- Information on Recreation, Tourism, Sport and Arts including International Day of People with a Disability www.nican.com.au
- Carers Website www.carers.asn.au

18 Useful Publications

Title	Subtitle	Author
Access Awareness Handbooks	Various Titles	Access Audits Australia
Disability Discrimination Act	A Guide to Best Practice in Local Government	Australian Local Government Association
Accessible Communities	Local Government Best Practice Examples of Access and Equity for people with disabilities	Australian Local Government Association
Accessible Workplaces	Best Practice Resources for the Employment of people with disabilities in Local Government	Australian Local Government Association
Using Disability Discrimination Act Law		Villamanta Legal Service
Accessible Design in Australia		National Access Working Group
Buildings	A Guide to Access Requirements	Disability Services Commission, Western Australia
Access Resource Kit		Disability Services Commission, Western Australia
Expanding your Sport and Recreation Markets	Universal Access for your Facility and Programs	Disability Services Commission, Western Australia
Right of Access	A Guide to Developing Action Plans and Implementing Access for people with disabilities	Villamanta Legal Service
Outdoor Access for All		Victorian Department of Youth, Sport and Recreation
Manual of Best Practice	Access for People with mobility disabilities	Western Sydney Regional Organisation of Councils Limited
Easy Access to Historic Properties		English Heritage, London
Access to Heritage Buildings for people with disabilities		Eric J Martin
Improving Access to Heritage Buildings	A practical guide to meeting the needs of people with disabilities	Eric J Martin

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Title	Subtitle	Author
Awareness of Disability for Workers in HACC Services	An Information Booklet	Centre for Social Health for Department of Health and Community Services Victoria
Buildings, Interiors and Outdoor Areas for Home and Community Care Services	A Design Guide	Department of Planning and Development Victoria
Local Area Planning	A Community Infrastructure Checklist for New Residential Developments – A Working Document	Local Government Community and Social Planners Network 1999
Likely Loos	A Guide to Accessible Public Toilets in Victoria	ParaQuad Victoria
Accessing New Markets	You Can Make a Difference to Customer Relations for People with Disabilities	Disability Services Commission, Western Australia
Anxiety to Access	Tourism Patterns and Experiences of New South Wales People with a Physical Disability	Simon Darcy, Tourism New South Wales
Accessing Melbourne	The visitor information guide to Melbourne for people with a disability	City of Melbourne
Access Unlimited	A step-by-step guide to an inclusive teenage holiday program	Moreland City Council
Victorian State Disability Plan 2002 – 2012		Department of Human Services, Victoria

APPENDICES

APPENDIX 1

People with a Disability Living On the Mornington Peninsula

The following data is an extract from the Leisure Link Up (Options Vic) Five Year Strategic Plan for an inclusive sport and recreation community, produced by LDC consulting

According to the Southern Metropolitan Region, Department of Human Services, 2001 data, a total of 23,051 residents of the Mornington Peninsula Shire are estimated as having a disability, as shown in figure 26 below. The majority of these residents have a physical disability. Fewer numbers of residents have a sensory or psychological disability, an acquired brain injury or an intellectual disability respectively.

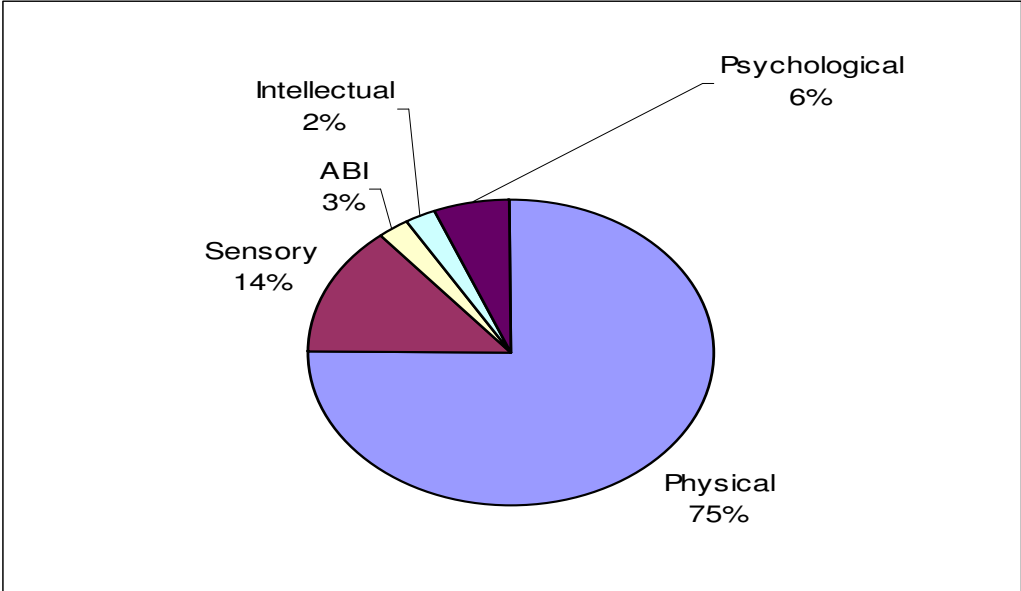


Figure 26: People with a disability by disability type
Source: Department of Human Services, Southern Metropolitan Region, 2001 estimates.

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Figure 27 below indicates that the majority age group of people with a disability in Mornington Peninsula Shire is 70-74.

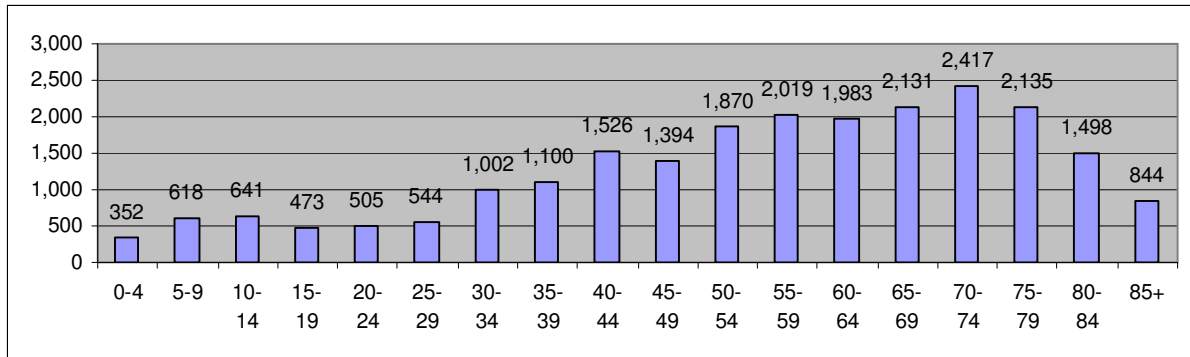


Figure 27: People with a disability by age

Source: Department of Human Services Southern Metropolitan Region, 2001 estimates.

According to Department of Human Services, Southern Metropolitan Region 2001 data, 87% of Mornington Peninsula Shire residents with a disability may experience profound to mild restrictions, as well as employment and educational restrictions in their daily life resulting from their disability. The majority of people with a disability in Mornington Peninsula Shire experience mild to moderate restrictions, as shown in figure 28 below. This estimate is also broken down by degree of restriction and age cohort as illustrated in figure 29 below.

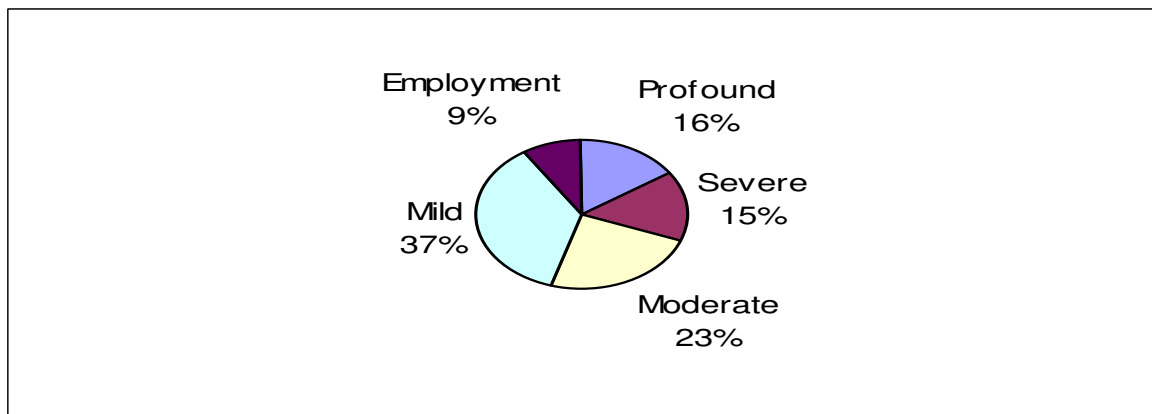


Figure 28: Degree of restriction

Source: Department of Human Services Southern Metropolitan Region, 2001 estimates.

Mornington Peninsula Shire Access (disability) Plan

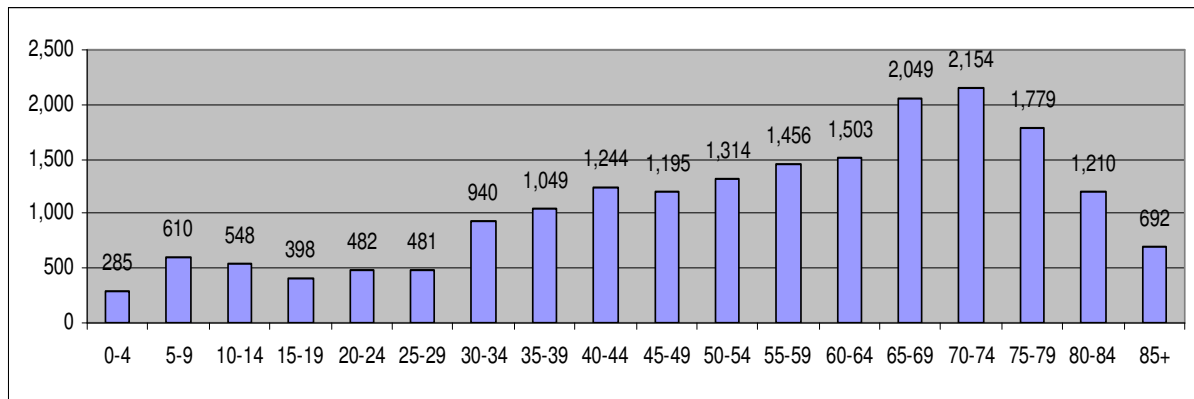


Figure 29: People with a disability restriction by age. *Source: Department of Human Services Southern Metropolitan Region, 2001 estimates.*

A total of 2,887 people with a disability in the Mornington Peninsula Shire are identified as not having a restriction in their core activities of self care, mobility and communication; or schooling or employment restrictions. The majority of people with no restrictions are in the 65-69 age group, see figure 30 below.

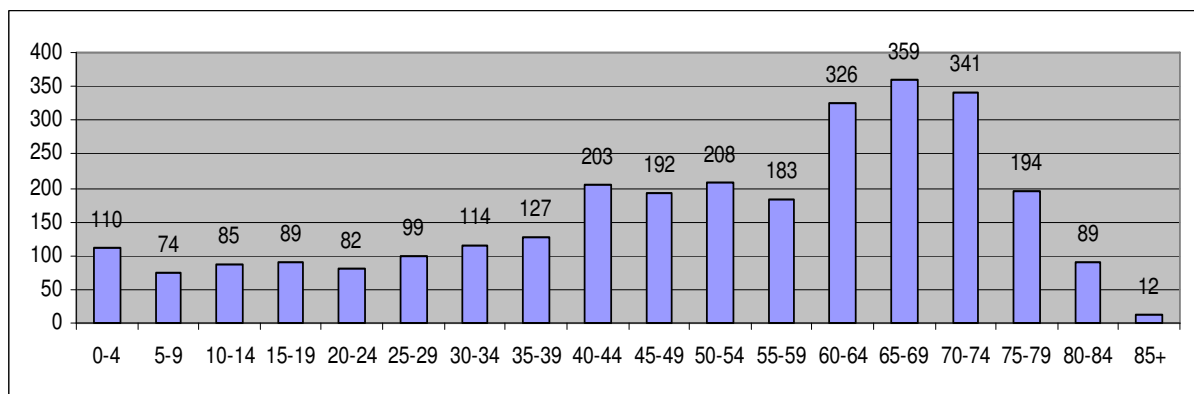


Figure 30: People with a disability but no restriction, by age. *Source: Department of Human Services Southern Metropolitan Region.*

According to Department of Human Services, Southern Metropolitan Region, as at September 2003, 3,832 Mornington Peninsula Shire residents were receiving a Disability Support Pension.

Department of Human Services, Home and Community Care Minimum Data Set data indicates that for the March 2003 Quarter there were 2,954 people in Mornington Peninsula Shire receiving Home and Community Care services, of which 295 were receiving the Disability Support Pension.

APPENDIX 2

List of Relevant Council Policies, Guidelines, Strategies and Plans

The following papers have been developed by the Mornington Peninsula Shire and are available on Council's website www.mornpen.vic.gov.au and/or by contacting Council on 1300 850 600:

- Health and Well Being Plan.
- Access and Equity Policy, "Just, Not Just the Same".
- Community Plan.
- Elder Persons Strategy.
- Older People and Housing Development Guidelines.
- Community Transport Strategy.
- Arts and Culture Strategy.
- Shared Paths Strategy.
- Footpaths Strategy.
- AAA Housing Policy.
- Commercial Use of Footpaths Policy.
- Signage Policy.
- Events and Festivals Policy.

Appendix 3

Access Tours

Issues specific to particular sites were:

Rosebud Shire Offices and environs

- Appropriate and consistent direction and information signage.
- Consistent and continuous path surfaces.
- Provision and maintenance of a continuous accessible path of travel.
- Installation of appropriate kerb ramps.
- Effective definition of glazed exterior and interior surfaces.

"The Briars" Nepean Highway, Mount Martha

- Provision and location of a designated accessible parking bay.
- Appropriate and consistent direction and information signage.
- Provision and maintenance of a continuous accessible path of travel to and through areas and facilities.
- Establishment of rest areas and viewing points in outdoor spaces and along boardwalks.
- Appropriate access and circulation spaces within buildings (e.g. bird hides).

Pelican Park Aquatic Centre, Hastings

- Access from existing designated accessible parking bays.
- Provision and maintenance of a continuous accessible path of travel to and through areas and facilities.
- Appropriate and consistent exterior and interior direction and information signage.
- Definition of steps and entry points.
- Modifications to external handrails to improve safety.
- Possible access improvements to facilities (toilets, pools, spa) within the Centre.

Mornington Shopping Centre

- Establishment of a continuous accessible path of travel along building lines.
- Appropriate and consistent direction and information signage.
- Placement of street furniture and commercial activities on footpaths.
- Provision of appropriately designed kerb ramps and path links.
- Lack of accessible entries into retail and business premises.

Hastings Library, Hastings

- Access from existing designated accessible parking bays.
- Effective exterior and interior signage.
- Provision and maintenance of a continuous accessible path of travel to and through the building.
- Placement of furniture, displays and shelving units to ensure required circulation spaces.
- Modifications required to the designated accessible toilet.

Appendix 4

Outcomes of Technical Training Sessions

The three Technical Training sessions were presented to staff from Economic Development and Tourism, Planning and Infrastructure. The key issues identified in these sessions included:

Economic Development and Tourism Information	Planning (Statutory) and Infrastructure Strategy	Infrastructure Maintenance
<ul style="list-style-type: none"> • Controls for the use of footpaths, including commercial activities. • Education and information provision for commercial operators wishing to using footpaths. • Council responsibilities regarding access to premises occupied by other organisations. • Access difficulties at various tourist information centres. • Improving access to printed materials, including signage. 	<ul style="list-style-type: none"> • Council responsibilities when considering applications for development approvals. • Education of commercial operators regarding responsibilities when using footpaths. • Possible enforcement action regarding use of footpaths. • Provision and maintenance of a continuous accessible path of travel. • Opportunities to incorporate access improvements in projects. • Ensure initial design is access responsive. • Need to ensure access is maintained for all users during building projects. 	<ul style="list-style-type: none"> • Inclusion of access responsive elements within regular maintenance programs. • Some simple and effective access improvements don't need to be expensive. • Continually look at all infrastructure projects from an access perspective. • Establishment and maintenance of a continuous accessible path of travel to and through buildings and outdoor spaces. • Effective exterior and interior signage. • Everyone has opportunities to achieve access improvements.

Appendix 5

Staff Requests for Further Training

The most requests for further information and training relate to the following areas:

Physical Infrastructure – Design and Construction		Communication	
Application of Australian Standards	20	Customer Service	16
Access to Premises	22	Signage	16
Roads and Footpaths Construction	20		
Car Parking Design and Construction	19		
Planning and Building	17		
Streetscapes	15		

63 Staff Requested Further Training In:	140 Staff Requested Further Training In:	150 Staff Requested Further Training In:	162 Staff Requested Further Training In:
<ul style="list-style-type: none"> • Social Planning • Waste Management • Family Services • Home and Community Care Services • Presentations • Sports • Technical Issues • Vision Impairment • Youth Services • Committees of Management • Consultations • Theatres and Cultural Venues • Asset Management • Building Surveying • Building Maintenance and Upgrade • Publications • Services for Older Adults 	<ul style="list-style-type: none"> • Children’s Services • Strategic Planning • Shopping Centres • Tactile Tiles • Websites • Disability Types • Neighbourhood Houses • Building Development • Employment • Good Access is Good Business • Hearing Impairment • Transport • Disability Access Plans • Libraries • Playgrounds • Tourism Services and Venues • Mobility • Recreation 	<ul style="list-style-type: none"> • Customer Services • Signage • Planning and building • Car Parking • Australian Standards • Roads and Footpaths • Access to Premises 	<ul style="list-style-type: none"> • Bus Shelters • Checklists • Information Services • Access Development Plans • Communications Systems • Festivals and Events • Parks and Reserves • Street Trading • Toilets • Disability Discrimination Act • Local Laws • Outdoor Furniture • Streetscapes

Appendix 6

Issues for Action from Community Forum

Key issues identified included the need for:

Built Environment	Information
<ul style="list-style-type: none"> • Improved access to Hastings Council Centre (wider doors and accessible toilets). • Provision of unisex accessible toilets. • Access for all in Libraries. • Relocation of car parks from Foreshore areas to improve access. • Appropriate accessible car parks on Foreshore. • Maintenance of footpaths to remove tripping hazards, leaves, etc. • Implementation of appropriate access specifications in installation of Foreshore paths and information provision to Foreshore Committees re requirements for access. 	<ul style="list-style-type: none"> • Links on the Council website to information regarding access standards. • Information in relation to funding options to improve access. • Information on the Council website promoting accessible areas and facilities. • Information in Tourist Information Centres promoting accessible areas and facilities. • Education in relation to access to parks and reserves and how to prioritise access action. • Experiential education for staff and Councillors re access (e.g., day in a wheelchair). • Community education in relation to fire safety for people living next to bushland. • Guidance in relation to development of access strategies and undertaking access audits. • Information improvements regarding the Home Maintenance Program.

SERVICES AND ADVOCACY

Priorities for Action

- Improvements to premises to provide ease of access.
- Installation of appropriate accessible car parking on Foreshore areas.
- Improvements to public toilets for access and safety.
- Development of information regarding accessible areas and facilities.
- Education of staff, Councillors and community via site visits and access tours.
- Upgrade of signage to improve access.
- Improvements to venues for holiday programs to provide access for all.
- Utilising laterally responsive solutions to provide access in sensitive environmental areas.
- Allocation of funding to improve access.

Priorities for Action Identified at Community Forums

(These are the issues chosen when participants were asked to identify which actions they considered to be their top priorities).

- Development of information regarding accessible areas, premises and activities within the Shire.
- Improvements to access to and within shopping centres and education for traders about the benefits and opportunities of providing good access.
- Improvements to access on footpaths.
- Upgrade of public toilets to provide appropriate access and information regarding location of accessible toilets.
- Upgrade to signage within the Shire to ensure clear, concise signage is provided at key direction points.
- Review of tourism information centres and services to ensure physical access is provided at centres and accessible information regarding tourism access is also available, including information regarding tourist accommodation.

Mornington Peninsula Shire Access (disability) Plan

- Improvements to communication systems and strategies for people with hearing impairment.
- Additional accessible parking bays at appropriate locations to meet minimum standards and increased policing of bays to deter non permit holders from using these.
- Review of recreation opportunities for people with disabilities and development of accessible facilities and programs to include access for all.
- Development of community and staff education programs to raise awareness of range of access issues.

Appendix 7

Service Provider Forums

Key issues Identified included the need for:

Information and Communication		
<ul style="list-style-type: none"> • Further access workshops. • Improved information sharing. • More opportunities for networking for people with disabilities and families. • Monitoring of access issues and reviewing action. • Use of correct terminology in all Council publications and appropriate publicity for access to services. • Promote access for all. • Provision of information in relation to areas and facilities that are accessible. • Education to improve tolerance and awareness of needs of people with disabilities. • Improvements to information exchange. 	<ul style="list-style-type: none"> • Information regarding what is accessible. • List of accessible toilets in Shire. • List of accessible tourist accommodation in Shire. • Good Access is Good Business education for traders. • Encouragement and reward for good access through awards and public acknowledgement. • Promotion of safe paths of travel. • Development of guidelines for scooter users to ensure accessible and safe paths of travel are maintained for all users form car parks, to shops and into shops. • Community education in relation to rights of users of assistance animals. 	<ul style="list-style-type: none"> • Provision of sign language interpreters at events, functions, etc. • Improved awareness of hearing disabilities. • Increase in awareness raising/access tours with experiential components (e.g., people using wheelchairs) to experience some access barriers and challenges.

Mornington Peninsula Shire Access (disability) Plan

Physical Infrastructure	Services
<ul style="list-style-type: none"> • Improvements to access through shopping centres. • Review of commercial use of footpaths to ensure appropriate access is provided at all times, particularly on market days. • Continuous accessible paths throughout the community Mornington. • Installation of non-slip pavement materials on footpaths. • Review of trip hazards on footpaths. • Provision of an accessible swimming pool in Rosebud. • Improvements to accessible parking. • Installation of hearing augmentation in community facilities. • Installation of emergency evacuation alerts for people with hearing impairment. • Improvements to outdoor spaces including rest areas with accessible seating. • Provision of accessible amenities and equipment in public places (e.g., taps). • Lights (or other traffic safety measures) installed on pedestrian crossing to Ritchies Supermarket (Salmon Street, Hastings). 	<p>Improved focus on accessible Recreation and Leisure services and opportunities.</p> <p>Improvements of policing of accessible car parks.</p> <p>Restrictions on loud music in public spaces</p> <p>Free registration of assistance animals via Council.</p>

Appendix 8

Notes from Centrelink Carers Forum

2.30 Tuesday 18 May, 2004

Issues

Participants were asked: "If I could do three things tomorrow that would assist you, what would you like to happen?"

"A nice cup of coffee with friends."

"All our friends disappeared when my (family member) got a disability."

- Opportunity to mix informally and share information with other carers, like a drop in occasion.
- Access to shops: able to negotiate footpaths and to get into shops, as well as being able to get around inside them.
- Better footpaths.
- Access to up to date information.
- Ramps in public places that are built with the right gradients (not so steep).
- Educate the general community about carers, about why they have the person with a disability with them most of the time.

"People give you looks when you turn up to an event with a (family member). They don't understand that you have to bring them with you."

- Accessible parking – other people use them who aren't eligible: put up signs stating the dollar amount of the fine, have cards that can be placed on their windscreens letting them know that they've disadvantaged someone.

Appendix 9



Disability Consultative Committee

Access Forum Notes

(Held at Rosebud Memorial Hall
Thursday 4 November 2004)

The Access Forum was a public forum attended by approximately 100 people (publicity leaflet and agenda attached). People attended as individuals, as well as representatives of funded or unfunded, self advocacy organizations.

There was enthusiasm at the forum for the benefit of exchanging information. It was also considered important to provide opportunities for people with disabilities, their organizations, carers, families and friends to develop a sense of community and gain peace of mind in knowing that many people are experiencing the same difficulties, just as many individuals and organizations are working to improve the number and types of opportunities available to people with disabilities and their carers.

All of the following notes were taken in small group discussions.

What People Stated That They Hoped to Gain From the Forum

Information about:

- Education opportunities for people with disabilities.
- Opportunities for young people to sign language, become more aware, undertake work experience and generally become involved in community projects about disability issues.
- Other opportunities for people with disabilities, such as future projects.
- Access issues from a broader perspective / whole community issues.

Participants Were Asked: “What Changes Would You Like to Happen?”

“Education for the general community: ‘they’re not crazy’. People with a disability are people.”

“Education for people on the myths and fears.”

Department of Human Services to look at improving worker training. Workers need to include listening to people and allowing people a say in their own services, as part of their professional attitude. People shouldn’t be “put in boxes”. Needs vary from person to person. The Department should consult with parents about what they and their sons and daughters want.

Department of Human Services could work more closely with education providers to develop more options for school leavers. The Victorian State Disability Plan should be promoted to the whole community, not just the disability sector, as a way of raising awareness, so that the whole community can make the changes needed to improve access for everyone.

Mornington Peninsula Shire Access (disability) Plan

Promote Centrelink as a direct point of contact for disability work (clarify with Ann from Centrelink).

Greater physical access to facilities and amenities such as parks, car parks, shops, banks and recreation facilities.

ISSUES IDENTIFIED

The following issues were identified as issues that required change:

Carers

- Who cares for the carers? The carer's health and well being is equally vital for carers themselves as it is for the person receiving the care.
- Personal carers should be legally able to administer medication, which is currently seen as a liability risk and not allowed by many services.

Improved Access to the Physical Environment

- Provision of footpaths to maximum accessibility standards (e.g. level, curbing, continuous with street crossings).
- Access to shops and shopping centres, including seating and continuous pathways.
- Larger accessible parking bays to allow for a range of vehicles, including wheel chair buses.
- Access to shops such as video stores.
- Accessible playground equipment.
- Education for providers of playground equipment and improved selection of equipment.

Mornington Peninsula Shire Access (disability) Plan

- Security measures around play areas to make it difficult for people leave the playground, unsupervised.
- Accessible community service centres.
- Beach access, from car parks and paths to the beach and the sea.
- Improved accessibility for people with vision impairment: tactile indicators (e.g. footpath tiles), audio and Braille signals and signage.
- Accessible aquatic facilities throughout the Shire.

Programs and Services

- Public transport (buses, taxis and trains) that is accessible, flexible and comply with all Occupational health and Safety, insurance and other liability considerations.
- Support for volunteers, including funding from trusts and foundations.
- Flexible use of Home and Community Care (HACC) services e.g. delivered meals, personal care, respite.
- Inclusive, general programs rather than just disability specific.
- More programs for people with disabilities.
- A greater number of accessible facilities and amenities (e.g. accessible public toilets in reserves) to enable activities to be held.

Public Awareness and Information Activities

- More opportunities to celebrate International Day for People with Disabilities.
- Public awareness activities to inform people about why the disability access is important and to improve public perception of people with disabilities (people with disabilities and their advocates sometimes fear negative repercussions from asserting their rights). Public awareness initiatives need to target the legal liability of people not complying with state, national and international legislation or standards. Many people are ignorant of the difficulties people

with disabilities face in accessing everyday opportunities that should be open to the whole community. Cost should not be an excuse. Issues need to be put on the political agenda. Children and young people should be made aware about the realities of people with disabilities.

- More forums to exchange information and discuss disability issues.

Speakers Biographies

Ms. Val Johnstone

A member of the Disability Advisory Council of Victoria.

Ms Valerie Johnstone is a person with vision impairment (legally blind). Val has an adult child with an intellectual disability. She is currently self-employed and works in the aged and disability field as a social worker. Valerie's approach to disability issues is informed by personal, professional and community experience. Her major concerns are: access (physical, information, and services), accountability of disability service providers, maintaining a consumer focus, rural issues and self-advocacy. Val has a demonstrated commitment to participation in committees and advisory panels.

Will Crinall

Will Crinall is Manager Capacity Development with Disability Services, Department of Human Services Southern Metropolitan Region - a position responsible for the establishment of the MetroAccess Project in partnership with local government and for promoting community inclusion more generally.

While this is Will's first appointment in Disability Supports he has a long and varied background in Human Services development, delivery and management including 6 years as Director of Peninsula Youth & Family Services here on the Mornington Peninsula. Will lectured for 4 years at Monash University in social policy, social welfare theory and practice and human services management and administration so brings a theoretical orientation as well as practical bent to the work.

Mornington Peninsula Shire Access (disability) Plan

Mark Hopper

In 1982, Mark Hopper had a severe motorcycle accident that completely changed his life's direction. After the amputation of his left arm and leg, Mark was discharged from the army and found himself caught in the government's de-institutionalization of rehabilitation and medical services for people with disabilities. Strongly opposed to the fast tracking of this strategy, he voiced his opinions with politicians and bureaucrats.

In later years, having now been confined to a wheelchair, Mark soon discovered that the Mornington Peninsula was inaccessible for him without the risk of injury. Determined not to be restricted by Council's lack of understanding and awareness, Mark embarked on a campaign to educate the planners and engineers.

He also was active in helping to set up the Mornington Peninsula's "Disability Consultative Committee" which has recently been involved with parking and access issues related to the new Mornington Library.

Mark's personal achievements include improving access to the Rosebud Cinema, Dromana Primary School, Dromana Secondary College, and the Commonwealth Bank in Dromana. Mark has also been involved with the Mount Eliza Streetscape and other major council projects. Mark has resided on the Peninsula for 15 years; he remains a strong voice for people with a disability and their right.

Jonathon Goodfellow

Jonathon Goodfellow, representing the Disability Discrimination legal Service. The Service is funded by the government to provide people with free information and advice, including a casework service.