

Glenorchy City Council

ACCESS

ACTION

PLAN

2006



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Introduction

As a Local Government authority, Glenorchy City Council is ideally placed to ensure the minimisation of barriers faced by people with a disability, particularly in the physical environment. Further, we are ideally placed to ensure environmental design practices that maximise access to the community for all.

The Disability Discrimination Act allows, and the Human Rights and Equal Opportunities Commission encourages, organisations to prepare an Access Action Plan indicating the organisation's own strategies for eliminating discrimination in its roles and functions. This is the second Action Plan that Council has developed.

By developing and implementing the Action Plan Glenorchy City Council is demonstrating its commitment to the inclusion of people with a disability in the public life of the city. The plan identifies strategies which, when implemented, will diminish the likelihood of Glenorchy City Council discriminating against a person on the ground of disability.

Having an Access Action Plan assists Council to move toward eliminating discrimination in a considered way. It will enable resources to be used in the most important areas first and will ensure other matters are prioritised to be addressed in the future.

The purpose of the Access Action Plan is:

1. *To plan for, as far as possible, the elimination of discrimination against persons on the ground of disability by Council in carrying out its roles and functions and*
2. *To promote by example, recognition and acceptance within the community of the principle that people with a disability have the same fundamental rights as the rest of the community.*

The plan is developed around three major strategies:

1. Ensuring Council provides all members of the community access to its facilities, services and employment
2. Encouraging an organisational culture that ensures access needs are considered in undertaking all of Council's roles and functions *and*
3. Working with the community to respond to access needs

Underpinning the Access Action Plan is Council's Access Policy, which was adopted by Council on 10th June, 2003. (Appendix A).

About Glenorchy City

Glenorchy was given city status in October 1964 and is now the 4th largest local government area in the State with a total population of 42,518 people.

Along with the rest of Tasmania, Glenorchy endured a period of economic and population decline in the 1990s which impacted on the health and wellbeing of the community.

The City has an ageing population profile.

While most families in Glenorchy are couple families (76%) there is a high proportion of one-parent families (22%) in the City. Of those families in 2001 64.6% included children, which is slightly higher than the proportion for the State as a whole (61.6%).

In 2001 there were 2,615 adults receiving a Disability Support Pension in Glenorchy, 257 people receiving a Carer's Pension, and 918 Carers receiving a Pension through the Child Disability Allowance. Glenorchy has a relatively high number of special purpose group homes for people with disabilities located within its boundaries.

About 10% of Housing Stock in Glenorchy is public housing but there is limited housing available for young people, young families, men at risk of homelessness and students.

While 28% of people in Glenorchy live in rental accommodation and/ or public housing 67% either own or are buying their home. Nevertheless, the rate of home ownership for Glenorchy is lower than for Tasmania as a whole.

Glenorchy has a higher unemployment rate than the rate for the State as a whole (11.4% compared to 10.1% for Tasmania) and is recognised as an area of high socio-economic disadvantage by the Australian Bureau of Statistics.

The largest percentage of Glenorchy employees in 2001 worked full-time (61.1%).

The school retention rate in the City is below the state average (55.4% compared to 62.1%) and, compared to other Tasmanians, fewer of its residents think that educational qualifications are important.

On the other hand, a high proportion of Glenorchy residents like living in Glenorchy (85.4%).

The things Glenorchy residents value about their City are:

- The blend of residential, commercial and industrial activities in the City.
- The sense of community spirit.
- The physical environment (e.g. the river, the proximity to the mountain, the clear air).
- The parks, reserves and playgrounds available in the City.
- The range of social and community services available.
- The range of cultures and diversity within the City.
- The ease of getting around Glenorchy City.
- The fact that families stay within this community.

Glenorchy has a diverse industry base. This is predominantly made up of small businesses employing less than 10 people.

In the past Glenorchy had a strong manufacturing industry base but this profile is changing. The highest proportion of people is now employed in clerical, sales and service roles (20.9%).

The main industry employers in Glenorchy are the wholesale and retail trades, and the education and community services sectors, although big companies such as Incat, Cadburys and the EZ Company are still important.

Glenorchy has good transport infrastructure including a network of bus routes, a bicycle path that spans most of the length of the City, a freight rail line, and an extensive road system.

However, while available data indicates that 67.8% of those residents surveyed are happy with their level of access to transport, more Glenorchy residents think that it is an important issue compared to other Tasmanians.

Glenorchy residents enjoy a high level of access to significant outdoor areas such as the Mt Wellington Park and the Derwent River foreshore.

The city also provides a diversity of recreational and sporting facilities with a significant number of parks, entertainment centres and sporting facilities.

Council's Values

In developing the Community Plan, members of our community have identified the following values as important. These values although developed within the broader framework of the Community plan seem particularly relevant for this Action Plan.

The values are statements that reflect the conditions people felt were necessary if we were to achieve our Vision. *Glenorchy being the best place in Tasmania to live, work and play; a city where people cared for each other and acted together to improve our lifestyle and environment through a strong sense of community.*

The values are:

People

Each person is equal and has a positive contribution to make. The rights and opinions of all are heard, valued and respected.

Diversity

We value differences that enrich our community and the positive contributions everyone can make in improving the quality of community life.

Progress

We value innovation, flexibility and imagination in building a better and sustainable community.

Prosperity

We commit ourselves to achieving social and economic prosperity for all.

Environment

We work together to improve our city so we can enjoy a safe and healthy environment and a good quality of life.

We respect our heritage and have pride in our city.

Council is committed to working in a way that upholds these values and the individual rights that are inherent within them. Embedded within all of the values is the right of all members of the community to be treated with independence, dignity and respect and the right to have access to the public life of the community.

Developing the Action Plan

Council is committed to producing an Action Plan that addresses its responsibility to ensure that all members of our community have access to the public life of the City. As such, a comprehensive process has occurred to ensure that a plan has been produced that will outline the way forward to further reducing barriers to access.

The Process

1. A sub-committee of the Access Advisory Committee formed to oversee the development of the plan. The sub-committee, together with Council's managers, reviewed the previous Action plan to determine which actions from that plan were completed and which of the remaining actions needed to be carried forward to the new plan; outlined the process for determining the content of the Action Plan; oversaw and had input into the plan and reviewed the process as the plan was developed.
2. Council officers met. Approximately thirty officers from across Council participated in a workshop to identify current barriers to access and to suggest actions for removing those barriers
3. A first draft of the Action Plan was developed
4. The sub-committee reviewed the draft plan
5. A second draft was developed
6. The Corporate Management Team reviewed the plan and provided input
7. A third draft was developed and circulated to the Corporate Management Team and to the officers involved in the initial workshop for further comment
8. The Access Committee reviewed the plan and provided input
9. A fourth draft was developed and the Corporate Management Team reviewed the additional input
10. The plan was put to Council for 'in principle' approval.
11. The plan was circulated for public comment: to individuals (through the Gazette and a public meeting); on Council's web site; to local organisations representing people with a disability; to Council's Precinct Committees and to the business precinct committees and all Council staff.
12. A final draft was developed based on feedback from the public consultation
13. The sub-committee met to finalise the plan
14. Council adopted the Plan at its meeting on 24th July, 2006.
15. The Action Plan was lodged with the Human Rights and Equal Opportunity Commission and the Anti-discrimination Commission

Strategies

The following three major strategies form the basis of the Action Plan. Listed under each strategy are the actions we intend to take to ensure the strategy is met.

1 Ensure Council provides all members of the community access to its facilities, services, and employment in fair and equitable manner

- Ensure that the main Council Building is Accessible to all members of the Community
- Develop policies/procedures that ensure a consistent approach to access for roads, footpaths, street scapes and the urban environment
- Develop policies/procedures that ensure a consistent level of access for Council owned/occupied buildings
- Develop policies/procedures that ensure a consistent level of access to Council Reserves, Parks, Playgrounds and Recreation Areas
- Develop policies/procedures that ensure a consistent approach to access within Council's Building and Planning Functions
- Develop policies/procedures that ensure a consistent approach to access to Council's information/administrative processes
- Ensure the effectiveness and safety of accessible infrastructure
- Ensure that all members of the community have access to Council's direct services
- Ensure that present and future employees with a disability have access to employment at Glenorchy City Council
- Allocate resources to address Council's obligation to provide access when undertaking its roles and functions.

2 Encourage an organisational culture that ensures access needs are considered in undertaking all of Council's roles and functions

- Establish formal processes that ensure access becomes a whole of organisation responsibility
- Increase understanding of the role of the Access Committee
- Increase the level of awareness of, and responsibility for, access at Elected Member, Manager and Officer level

3 Work with the community to respond to access needs

- Work with key committees to create a greater understanding of the needs of people with a disability
- Ensure information/training is provided to business owners
- Ensure that Council Officers have access to community members advice pertaining to access when developing projects
- Increase access to sport for people with a disability
- Increase access to natural areas in Glenorchy

The Community Access Advisory Committee

In 1988 Council formed a Community Access Advisory Committee. For some years the committee met on an as needed basis. Regular monthly meetings commenced in 1995 and the committee became a special committee of Council in 1997.

Most members of the Access Committee are dedicated volunteers who give their significant skills and many hours of their time to fulfil their role. Their efforts are greatly appreciated by Council.

Committee membership includes: Community representatives in various disability areas, elected members, representatives of community organisations, representatives from State Government departments and Council officers representing areas of Council which have a significant responsibility with regard to access. This balance of membership allows for broad discussion and decision making with regard to access issues.

The committee has a permanent Action Group, which convenes as needed to provide advice on individual access issues.

Members of the committee provide advice and assistance to Council in a number of areas including:

- Identifying access issues within the City which fall within Council's access obligations
- Overseeing Council's Action Plan
- Providing advice to Council officers and elected members on access issues, including making comment on development applications lodged with Council
- Assisting in the development of access related policies and procedures
- Providing advice to other levels of Government on access issues
- Undertaking site visits to give advice on individual access matters
- Providing Disability Awareness training to Aldermen, Officers and occasionally to external organisations
- Celebration of the International Day of People with a Disability.

Disability Discrimination Act (1992)

The Act

All people, organisations and all levels of government are subject to the Disability Discrimination Act (1992). The Act makes it unlawful to discriminate against people with a disability on the basis that they have a disability, once had a disability, or may one day have a disability. Also, it is unlawful to discriminate against a person on the basis of an association with: a person with a disability; or a person who once had a disability; or a person who may one day have a disability. Under the Act, discrimination is considered in the areas of:

- access to premises
- the provision of goods, services or facilities
- the disposal of land
- the administration of Commonwealth laws and programs
- requests for information
- accommodation
- education

Action Plans

Council has developed this Access Action Plan in line with the requirements of the Disability Discrimination Act. Under the Disability Discrimination Act, Action Plans include the following elements:

- a) developing policies and programs
- b) communicating these policies and programs
- c) reviewing practices within the service provider, with a view to the identification of discriminatory practices
- d) setting assessable goals
- e) developing evaluation mechanisms for reviewing the policies, programs and actions within the Plan
- f) allocating responsibility for implementing each of these actions

Unjustifiable Hardship

Under the Act, the only ground for not meeting the obligations of the Act is unjustifiable hardship. Where issues of unjustifiable hardship have to be decided, section 11 of the Disability Discrimination Act requires the Human Rights and Equal Opportunities Commission or the courts to consider all relevant circumstances of the case, including:

- the nature of the benefit or detriment likely to accrue or be suffered by any persons concerned; and
- the effect of the disability of a person concerned; and
- the financial circumstances and the estimated amount of expenditure required to be made by the person claiming unjustifiable hardship; and
- in the case of the provision of services, or the making available of facilities-an action plan given to the Commission under section 64.

Glenorchy City Council Access Action Plan

Purpose To plan for, as far as possible, the elimination of discrimination against persons on the ground of disability by Council in carrying out its roles and functions.

And to promote, by example, recognition and acceptance within the community of the principle that people with a disability have the same fundamental rights as the rest of the community.

Strategy	How	What
<p><i>1. Ensure Council provides all members of the community access to its facilities, services, and employment in a fair and equitable manner.</i></p>	<p>1.1 Ensure that the main Council Building is accessible to all members of the Community</p>	<p>1.1.1 Understand access needs within and around the main Council building by undertaking an access audit</p>
		<p>1.1.2 Provide an accessible toilet in the main Council Building</p>
		<p>1.1.3 Improve access to the rear entrance to Council</p>
		<p>1.1.4 Provide accessible interview rooms</p>
		<p>1.1.5 Provide TTY phones in appropriate locations</p>
		<p>1.1.6 Use signage/colour to provide clear direction to all users eg contrasting carpet</p>
		<p>1.1.7 Establish a process that ensures all maintenance works and modifications to the main Council building do not restrict access and where applicable improve accessibility</p>
		<p>1.1.8 Provide access/egress in an emergency for all members of the community in a safe, timely and dignified manner</p>
		<p>1.1.9 Work with Tas. Fire to review the emergency evacuation plan for people with a disability in the main Council Building</p>

		<p>1.1.10 Provide evacuation plans that are accessible – e.g. easily read and understood by all members of the community</p>
		<p>1.1.11 Hold a fire drill during an Access Committee Meeting</p>
		<p>1.1.12 Develop policy to ensure access is addressed whilst meeting security needs</p>
	<p>1.2 Develop policies and procedures that ensure a consistent approach to access for roads, footpaths, street scapes and the urban environment</p>	<p>1.2.1 Improve access to roads and footpaths:</p> <ul style="list-style-type: none"> • Develop criteria to prioritise access requests for improvements to road/footpath networks • Develop policy and procedures determining the level of access required on different types of roads/footpaths throughout the city • Develop policy and procedures that identify and prioritise routes to be made accessible • Undertake audits of routes prioritised to receive access upgrades • Develop policy and procedures determining the level of access required when undertaking external maintenance works (temporary access whilst works are undertaken) • Amend footpath policy to consider access when selecting materials for footpath construction • Ensure the continuity of the colour schemes on footpaths • Develop policy and procedures for the installation of kerb ramps in all footpath replacement works

		<p>1.2.2 Improve access in the streetscape:</p> <ul style="list-style-type: none">• Implement the Footpath Trading Code• Develop policy and procedures outlining the criteria to be used to provide an accessible streetscape (including street furniture, and infrastructure assets)• Include consideration of access in the Public Art Policy• Develop policy for the placement and maintenance of trees and shrubs on/overhanging footpaths and roundabouts• Investigate strategies to ensure footpath works carried out by external organisations do not create barriers to access
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		<p>1.2.3 Improve access in the urban environment:</p> <ul style="list-style-type: none"> • Work with Metro to prioritise and meet access needs at bus stops • Establish policy and procedures for the upgrading of access to bus stops • Form a working group to develop policy in relation to on-street accessible parking • Research best-practice access and egress from accessible parking spaces • Investigate providing ‘drop off zones’ in the CBD • Work with the Department of Infrastructure Energy and Resources to prioritise the development of better access across the Brooker Highway • Work with the Department of Infrastructure Energy and Resources to provide wheelchair sensors at traffic lights on the Brooker Highway and the Derwent Entertainment Centre
		<p>1.2.4 Ensure the maintenance and safety of access works:</p> <ul style="list-style-type: none"> • Develop policy and procedure to provide guidance in situations where access vs. safety (eg kerb ramps on steep inclines, suitability of surface types) • Develop policies and procedures that ensure initial levels of access are maintained including: maintaining best practise in access during maintenance works, recording access improvements, site audits

	<p>1.3 Develop policies/procedures that ensure a consistent approach to access for Council owned/occupied buildings</p>	<p>1.3.1 Develop policy and procedures which determine the level of access required for different types of Council owned/occupied buildings</p>
		<p>1.3.2 Develop policy and procedures which determine the access requirements for different levels of Council Owned Buildings</p>
		<p>1.3.3 Develop policy and procedures which determine prioritisation of access upgrades to Council owned/occupied buildings</p>
		<p>1.3.4 Develop policy and procedures that ensure initial levels of access provided are maintained. Including; maintaining best practise in access during maintenance works, recording access improvements and undertaking site audits</p>
		<p>1.3.5 Investigate options for 24 hour a day access to accessible public toilets</p>
	<p>1.4 Develop policies/procedures that ensure a consistent approach to access to Council reserves, parks, playgrounds and recreation areas</p>	<p>1.4.1 Develop policy and procedures that determine the level of access for different types of Council reserves, parks, playgrounds and recreation areas</p>
		<p>1.4.2 Develop policy and procedures determining the access requirements when undertaking works in different types of Council reserves, parks, playgrounds and recreation areas (including type of soft fall, selection of equipment, playgrounds that should be accessible)</p>
		<p>1.4.3 Develop policy and procedures that determine prioritisation of access upgrades to Council reserves, parks, playgrounds and recreation areas</p>

		<p>1.4.4 Develop policy and procedures that ensure initial levels of access are maintained including: maintaining best practise in access during maintenance works, recording access improvements and site audits</p>
		<p>1.4.5 Develop policy and procedures determining the level of access required in Council owned sporting facilities</p>
		<p>1.4.6 Research innovative design for playgrounds that allows maximum access to children with a disability</p>
		<p>1.4.7 Investigate the need for/provide accessible toilets on the cycleway</p>
		<p>1.4.8 Investigate the need for/provide accessible toilets at KGV oval.</p>
	<p>1.5 Develop policies and procedures that ensure a consistent approach to access within Council's Building and Planning Functions</p>	<p>1.5.1 Determine how Council is to meet its obligations to ensure access to developments (new and existing) through its Building and Planning functions</p>
		<p>1.5.2 Establish a working group to explore options for gaining professional access advice on development applications</p>
		<p>1.5.3 Ensure, through our planning scheme that building lines in central business districts are kept straight</p>
		<p>1.5.4 Develop criteria that address access issues that arise when building lines are not straight</p>
		<p>1.5.5 Establish a working group to explore options to require access plans for major developments</p>

		<p>1.5.6 Encourage Tas. Heritage Council, The Human Rights and Equal Opportunity Commission and the Anti Discrimination Commission to develop protocols with regard to access to Heritage Buildings</p>
		<p>1.5.7 Develop policy/procedure/change planning scheme that addresses issues relating to the safe passage of pedestrians through Council owned and private car parks</p>
	<p>1.6 Develop policies/procedures that ensure a consistent approach to access to Council's information/administrative processes</p>	<p>1.5.8 Identify/address access issues in the Moonah Car Park</p>
		<p>1.6.1 Develop policy to determine the accessibility requirements for Council Documents, including the provision of identified documents in various formats</p>
		<p>1.6.2 Provide a Council Web site that meets and exceeds accessibility standards</p>
		<p>1.6.3 Develop/add to procedures/check lists to ensure access is addressed as part of normal processes in all Council Departments</p>
		<p>1.6.4 Provide and maintain a current access map</p>
		<p>1.6.5 Provide the Gazette to the radio station for people with a disability</p>
		<p>1.6.6 Investigate options for making the Gazette more accessible</p>
		<p>1.6.7 Make the Gazette available on Council's web site in a format that is accessible</p>

		1.6.8 Provide Council documentation (including brochures and flier) that is ‘jargon free’
		1.6.9 Include strategies to ensure access in all Council’s strategic plans
	1.7 Ensure the effectiveness and safety of accessible infrastructure	1.7.1 Monitor and evaluate accessible infrastructure and feed back issues to Australian Standards
	1.8 Ensure children with a disability have access to Council services	1.8.1 Identify ways/opportunities to lobby Commonwealth Government for increased resources/funding for services to meet the needs of children with a disability
		1.8.2 Formalise processes for supporting/training staff who are working with children with a disability
		1.8.3 Formalise processes and methods for supporting parents with children with a disability eg production of tailored resources, counselling, information kits
		1.8.4 Design and implement staff training that responds to the needs of children with a disability
	1.9 Ensure all members of the community have access to Council’s rubbish collection services	1.9.1 Investigate an alternative collection service for people who are unable to put their wheelie bins/recycling crates out for collection
		1.9.2 Review rubbish collection services to address access issues, including contractual arrangements with service providers
		1.9.3 Pick up rubbish collection access issues in new developments as part of the planning approval process

	1.10 Ensure that present and future employees with a disability have access to employment at Glenorchy City Council	1.10.1 Review Council's employment policies and processes to ensure that people with a disability are not discriminated against in employment practices
		1.10.2 Undertake a review of employment policies, processes and practices to ensure that appropriate accommodations are made available for people with a disability
		1.10.3 Develop a strategy that increases the number of people with a disability employed by Council
		1.10.4 Remove physical barriers to potential employment for people with a disability
	1.11 Allocate resources to address Council's obligation to provide access	1.11.1 Review the Access Action Plan as part of the budget process
		1.11.2 Extend the hours of the Access Officer Position to ensure that adequate time resources are available to support the implementation of the Action Plan
		1.11.3 Evaluate the need for Council to provide an accessible vehicle or other means of accessible transport (inc the need for the Youth Program Bus to be accessible).
	2. <i>Encourage an organisational culture that ensures access needs are considered in undertaking all of Council's roles and</i>	2.1 Establish formal processes that ensure access becomes a whole of organisation responsibility
2.1.2 Develop new/review existing policies/procedures (inc. checklists) to ensure access issues will be/have been addressed		

<i>functions</i>		2.1.3 Develop processes at departmental level that ensure all staff are aware of policies and procedures relating to access that are relevant to their area of work
	2.2 Increase understanding of the role of the Access Committee	2.2.1 Review Access Policy
		2.2.2 Develop terms of reference for the Access Committee
		2.2.3 Develop a set of principles with the Access Committee, around 'the way we work'
		2.2.4 Develop membership policy for Access Committee
		2.2.5 Determine the process for referral of projects/issues across the organisation to the Access Committee
		2.2.6 Include role of the Access Committee In Disability Awareness Training and Corporate Induction
		2.2.7 Provide communication training to Access Committee members
	2.3 Increase the level of awareness of, and responsibility for, access at Elected Member, Manager and Officer level	2.3.1 Continue to offer Disability Awareness Training as part of the Corporate Training Program
		2.3.2 Provide Disability Awareness Training to all Elected Members and Managers
2.3.3 Identify positions for which Disability Awareness Training should be mandatory		
2.3.4 Provide external advice and training to Corporate Management Team and Senior Officers		

		<p>2.3.5 Provide external training in access, tailored to meet the needs of the technical areas of Council</p>
		<p>2.3.6 Ensure employees access related goals/achievements are recognised in learning and development plans and the salary review process</p>
		<p>2.3.7 Develop a set of principles that ensure the accessibility of all Council Committees, Special Committees and Working Groups</p>
		<p>2.3.8 Consider access issues in the formation and operation of all Council Committees, Special Committees and working groups</p>
<p>3 <i>Work with the community to respond to access needs</i></p>	<p>3.1 Work with key committees to create a greater understanding of the needs of people with a disability</p>	<p>3.1.1 Provide Disability Awareness Training to Precinct Committees and other Special Committees of Council</p>
		<p>3.1.2 Provide information about access to Precinct Committees and other Special Committees of Council</p>
	<p>3.2 Ensure information/training is provided to business owners</p>	<p>3.2.1 Provide Disability Awareness Training to business owners and staff</p>
		<p>3.2.2 Offer the provision of Disability Awareness Training to Senior Staff at Metro</p>
		<p>3.2.3 Include approaching businesses about access issues in the role of the Access Officer</p>
		<p>3.2.4 Provide information to business owners/proprietors on the concept that good access is good business</p>

	<p>3.3 Ensure that Council Officers have access to community members advice when developing projects</p>	<p>3.3.1 Investigate establishing register of residents interested in issues relating to disability who could be contacted for advice/comment during the development of projects, works, changes etc</p>
	<p>3.4 Increase access to sport for people with a disability</p>	<p>3.4.1 Offer the provision of Disability Awareness Training to key people involved in the development of sport in Glenorchy</p>
		<p>3.4.2 Provide accessible toilet facilities at all major Council owned sporting facilities in Glenorchy</p>
		<p>3.4.3 Provide information on access to sporting clubs and facility owners</p>
	<p>3.5 Increase access to the natural environments in Glenorchy</p>	<p>3.5.1 Work with all levels of Government to enhance access to natural areas</p>
	<p>3.6 Form stronger links with other Access Committees</p>	<p>3.6.1 Identify and take up opportunities to work with/celebrate with other Access Committees</p>

Appendix One Access Policy

Background

Glenorchy City Council recognises that people with a disability are valued members of the community who strengthen the social, economic and cultural life of the City of Glenorchy. Council is committed to working in partnership with the community and others to strive to achieve an accessible City.

The Commonwealth Disability Discrimination Act 1992 and the Tasmanian Anti-Discrimination Act 1998 require Council not to discriminate against people with a disability in relation to the provision of goods, services and facilities.

Council's understanding of "disability" is defined by the *Disability Discrimination Act 1992* (s4) as

- a. total or partial loss of the person's bodily or mental function
- b. total or partial loss of a part of the body
- c. the presence in the body of organisms causing disease or illness
- d. the presence in the body of organisms capable of disease or illness
- e. the malfunction, malformation or disfigurement of a part of the person's body
- f. a disorder or malfunction which results in the person learning differently from a person without the disorder or malfunction
- g. a disorder illness or disease which affects a person's thought processes, perception of reality, emotions or judgement or which results in disturbed behaviour
- h. the disability previously exists
- i. the disability previously existed but no longer exists
- j. the disability may exist in the future
- k. the disability is imputed to a person

Policy Statement

Council accepts its social, moral and statutory obligations to the ongoing development of a city that is accessible to all.

In particular Council will:

1. adopt and implement strategies that aim to ensure that in meeting the obligations of its roles and functions, all programs, policies and procedures are accessible to all;
2. ensure that people with a disability accessing Council services and facilities are treated in a manner that enhances dignity, independence and equality of service;
3. continue to maintain and update an Action Plan in accordance with Sections 60 and 61 (a-f) of the Disability Discrimination Act (1992);
4. continue to identify and address access issues with existing Council infrastructure;
5. ensure all works on Council infrastructure meet the requirements of regulations and standards related to access;
6. develop and apply objective criteria in relation to Council infrastructure works to determine when the requirements of standards related to access should be exceeded. These criteria could include level of usage, location, social impact etc.;
7. be committed to the ongoing education of employees in relation to the needs of people with a disability;
8. maintain the Glenorchy City Council Access Committee to provide advice to Council on access issues relating to Council's functions, programs, policies and procedures;
9. provide support to meetings of the Glenorchy City council Access Committee through the Access Officer;
10. continue to develop consultation techniques to enable for people with a disability to participate in Council processes;
11. work with other levels of Government, other relevant authorities and community-based organisations to address access issues within the Glenorchy Local Government area;
12. continue to implement strategies that develop and encourage greater understanding of the social and physical barriers experienced by people with a disability in accessing the community;
13. encourage and support local forums and networks which address access and disability issues
14. and implement the access policy throughout Council.