



Whitehorse Disability Policy & Action Plan

2008 – 2011

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City of Whitehorse

Adopted by Council
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Acknowledgement of Country

In the spirit of reconciliation, Whitehorse City Council acknowledges the Wurundjeri people as the traditional owners of the land now known as Whitehorse and pays respect to their Elders past and present.

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Executive Summary

Work undertaken by the Victorian Local Governance Association estimates that approximately 23% of the Whitehorse population has a disability. For about one third of these people the disability restricts the day-to-day life of that person and some 4% need assistance with physical, communication and/or self care activities from family, friends and carers. Some people are born with a disability and others acquire one through illness, injury or ageing. Disabilities may be permanent or temporary and can affect physical, social and mental functioning.

The development of the Whitehorse Disability Policy & Action Plan 2008-2011 builds on the successful achievements of previous plans developed over the last seven years. Major achievements have been made in improving physical access to public transport and public buildings, in making Council information more widely available to people with sensory impairments and working with the Whitehorse Disability Advisory Committee to progress initiatives and advocate on behalf of people with disabilities.

The current Plan is based on a social model of health where emphasis is placed on the impact of social, economic, environmental and built/physical barriers that prevent people from fully participating in the life of the community.

The Plan is aimed at reducing these barriers and this is reflected in its major priority areas:

1. Strengthening the community;
2. Improving the built environment;
3. Enhancing information and communication;
4. Providing responsive and accessible services; and
5. Promoting employment, education and training.

Each priority area has actions that will be undertaken by Council in partnership with key stakeholders during the life of the Plan to enable people with disabilities, their families and their carers to participate more fully and equally in the life of the Whitehorse community. Implementation of the Plan will involve a collaborative effort across all Council departments and the community. Highlighted priority areas and subsequent actions were identified through extensive consultation with Council staff and the broader community including people with a disability, carers and parents.

The Whitehorse Disability Policy & Action Plan 2008-2011 sits under Council's Municipal Public Health Plan (MPHP) 2008-2010 *Healthy Community, Healthy City* and will progress a number of priorities from that Plan that relate to the four dimensions of wellbeing eg economic, environmental, built/physical and social, for example, 'Supporting Healthy Connected Communities' which aims to improve the overall wellbeing of the Whitehorse community, increase social connectedness, celebrate the community and promote community engagement.

The actions in the Plan can be seen in the context of the Commonwealth Disability Discrimination Act 1992 (DDA). The Act makes it unlawful to discriminate against a person with a disability. Council has taken a proactive approach to meeting its responsibilities under the DDA by embedding a consideration of the needs of people with a disability across its planning and decision-making and including people with a disability in the development of the Plan.

Introduction

The 2003 Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers showed that 20% of the Australian population, or nearly 4 million people, have one or more disabilities. The Whitehorse Disability Action Plan 2008-2011 encompasses:

- Intellectual disability
- Physical disability
- Sensory disability
- Acquired Brain Injury
- Neurological impairment
- Psychiatric disability

There are many different kinds of disability and a wide variety of situations people experience:

- The disability may be permanent or temporary
- It may exist from birth or be acquired later in life
- A person may have one disability or a number of disabilities
- A person's disability may be apparent, such as loss of a limb; or hidden, such as epilepsy or a mental illness
- Disability may be more or less severe in its impact
- People with the same disability are as likely as anyone else to have different abilities

Contemporary definitions of disability have moved away from seeing disability as simply a medical condition or an individual's personal problem, towards a more social definition. The Preamble of the yet to be ratified United Nations Convention on the Rights of Persons with a Disability (2006) recognises that:

Disability is an evolving concept and that disability results from the interaction between people with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others.

Consequently, the notion of "disability" is not fixed and can alter, depending on the physical and social environments in various communities. By addressing, social, built/physical, economic and environmental impacts all people can participate as active members of society and enjoy the full range of their rights.

The Victorian State Disability Plan 2002-2012 highlights the rights of people with a disability to live and participate in the community on an equal basis with all other people within the State of Victoria. Furthermore, the Plan recognises the contribution of people with a disability, the need to respect and value diversity and the need to work towards making communities more inclusive. The Victorian Government's vision for the future is that:

By 2012, Victoria will be a stronger and more inclusive community-a place where diversity is embraced and celebrated, and where everyone has the same opportunities to participate in the life of the community, and the same responsibilities towards society as all other citizens of Victoria.

Political Context

Since the development of the Whitehorse Disability Action Plan 2004-2006 there has been considerable developments in the field of legislation and policy related to people with disabilities at the International, National, State, Local Government and local levels.

1. International

In 2007 Australia became one of the first nations to sign the United Nation's International Covenant on the Rights of Persons with Disabilities. This is the first step before Australia ratifies the Convention.

The purpose of the Convention is to promote, protect and ensure the full and equal enjoyment of all human rights by people with disabilities. It covers a number of key areas such as accessibility, personal mobility, health, education, employment, rehabilitation, participation in political life, and equality and non-discrimination. The Convention marks a shift in thinking about disability from a social welfare concern, to a human rights issue, which acknowledges that societal barriers and prejudices are themselves disabling.

2. Commonwealth Government

The Commonwealth, State, Territory Disability Agreement (CSTDA)

The Agreement provides the national framework for the delivery, funding and development of specialist disability services for people with disabilities. Under the three agreements signed to date (the first in 1991) all parties are responsible for funding specialist services for people with disabilities:

- The Australian Government has responsibility for the planning, policy setting and management of specialised employment assistance;
- State and Territory governments have similar responsibilities for accommodation support, community support, community access and respite;
- Support for advocacy and print disability is a shared responsibility.

The Australian Government has signed individual agreements with each State and Territory under the umbrella of the Multilateral Agreement. These agreements commit the parties to work together to address key issues for people with a disability including:

- Flexibility between service provision by different levels of government;
- The situation of young people living in Australian Government funded residential aged care facilities; and
- Issues facing people with a disability who are ageing.

The Commonwealth is also responsible for the payment of benefits and allowances to people with disabilities, their carers and families through Centrelink.

Commonwealth Disability Discrimination Act (DDA) 1992

The Act, commonly referred to as the DDA, makes it unlawful to discriminate against someone with a disability or someone who has an association with a person with a disability such as a carer. Discrimination is when a person with a disability is treated less fairly than someone without a disability. The DDA covers the following areas:

- Education;
- Employment;
- Access to public premises;
- Provision of goods, services and facilities;
- Accommodation and buying land;
- Activities of clubs and associations;
- Sport; and
- Administration of Commonwealth Government laws and programs.

Those involved with the administration and provision of the above areas have a responsibility to consider how they can avoid being discriminatory towards people with a disability. This might involve making modifications to buildings or equipment, changing procedures and processes or expanding programs to be more inclusive of people with a disability.

The Human Rights and Equal Opportunity Commission are responsible for the complaint process.

3. State Government

The Disability Services Division of the Department of Human Services funds providers across the non-government sector to provide direct support and care for people with an intellectual, physical, sensory and neurological disability and acquired brain injury. The Division also provides some care and support services to people with disabilities. The services and supports are governed by the provisions of the Disability Act 2006.

The Office for Disability was established in the Department for Victorian Communities in 2006 (now the Department for Planning and Community Development) with a mandate to put disability on the agenda across the Victorian Government. The Office's role is:

- To provide expert policy advice and support to the Minister for Community Services to implement a coordinated whole-of-government response to disability;
- To support the Victorian Disability Advisory Council according to sections 11-13 of the Disability Act 2006
- To support the development and implementation of disability action plans according to section 38 of the Disability Act 2006; and
- To manage programs and activities that will support the aims of the Office eg Community Awareness projects.

The Office's aim is:

- To encourage and influence Victorian Government policy and activities to improve outcomes for people with a disability and to deal with barriers to participation in our communities; and
- To progress the vision and goals of the Victorian State Disability Plan 2002 - 2012 and the mandate of the Charter of Human Rights and Responsibilities Act 2006.

Victorian Disability Act 2006

The Act was established in 2007 and replaces the Intellectually Disabled Person's Services Act 1986 and Disability Services Act 1991. The new Act was developed to reflect State Government direction in the way that support to people with disabilities is provided. The Act relates to people with a disability and disability services. The principles on which the Act is based includes equity, self-determination and choice, diversity and non-discrimination.

The Act provides for:

- A stronger whole-of-government, whole-of-community response to the rights and needs of people with a disability, and
- A framework for the provision of high quality services and supports for people with a disability.

It covers such areas as:

- Access to disability services
- Providing high quality services
- Involving people with disabilities in developing more flexible and individualised service plans
- Strengthening rights in residential services
- Providing better complaints and review systems

Victorian Charter of Human Rights and Responsibilities Act 2006

The Charter is an Act of Parliament that clearly sets out the human rights and responsibilities of all Victorians. The key sections in relation to disability are:

(8.2) Every person has the right to enjoy his or her human rights without discrimination.

(8.4) Measures taken for the purpose of assisting or advancing persons or groups of persons disadvantaged because of discrimination do not constitute discrimination.

The Victorian State Disability Plan 2002-2012

The Plan was launched in September 2002 and it outlines the State Government's agenda for people with a disability. The Plan has five key priority strategies:

- Reorient disability supports
- Develop strong foundations for disability supports
- Promote and protect people's rights
- Strengthen local communities
- Make public services accessible

The MetroAccess initiative is a key outcome of the Plan. The Department of Human Services funds this program and it is delivered in partnership with Local Government by employing MetroAccess officers at each metropolitan council. RuralAccess applies to regional council's. The program is based on community building principles and seeks to 'bring together the strengths, resources and creativity of individuals, communities and government to enhance the community membership and participation opportunities for people with disabilities.

A Fairer Victoria 2005

A Fairer Victoria, which was launched in 2005, is the Victorian State Government's social policy platform to tackle disadvantage and create opportunities for all

Victorians. The majority of the strategies contained in the policy, relate to people with a disability, their families and carers. Specifically, section ten of the social policy action plan is designed to ensure that people with disabilities enjoy the same rights as other Victorians and to increase their opportunities to participate in the community. Key actions that have been implemented are:

- The development of the new Disability Act
- The establishment of an Office for Disability
- The launch of an accessible housing program

Active Participation Strategy

The Department of Human Services (DHS) Disability Services Division has developed an Active Participation Strategy. The Strategy encourages government, support providers and the community to explore a range of practical and creative ways to actively involve people with a disability at all levels of individual, organisational and community management and decision making processes. The Strategy has four project areas:

- Active participation in policy making – developing principles, guidelines and systems to strengthen the active participation of people with a disability and their families in the development of Disability Services operational policy
- Strengthening and building participatory practice - identifying, promoting and building participatory practices to increase the active participation of people with a disability and their families in the planning, delivery, monitoring and review of supports
- People planning participating – exploring experiences and approaches to individualised and community planning through a series of community forums to be implemented across the state and led by people with a disability
- Voices on Board – strengthening the active participation of people with a disability on DHS boards, committees and advisory groups

Disability Services Cultural and Linguistic Diversity (CALD) Strategy

Also developed by the DHS Disability Services Division, the Strategy provides practical advice about how to meet the cultural and linguistic needs of people with a disability, their family and carers and provides examples of good practice from across the disability services sector.

Access for All Abilities

The Access for All Abilities Program (AAA) is funded by Sport and Recreation Victoria. It aims to develop and support sport and recreation environments that are inclusive of and accessible to people with disabilities. Regional providers are funded to deliver the program.

4. Local Government

Local Government Act 1989

Under Section 3C of the Act the following objectives of a Council are particularly relevant to disability:

- (1) The primary objective of a Council is to endeavour to achieve the best outcomes for the local community having regard to the long term and cumulative effects of decisions
- (2) c) To improve the overall quality of life of people in the local community
- e) To ensure that services and facilities provided by Council are accessible and equitable

In addition, Local Government also has a legislated Equal Opportunity role.

5. City of Whitehorse

The City of Whitehorse is one of the largest providers of services to older people and people with disabilities in the municipality. Council's Aged and Disability Services Department provide a wide range of services and activities that enable older people, people with disabilities and their carers to maintain their quality of life as residents of the City of Whitehorse. These services include Home Care, Personal Care, Respite Care, Home Maintenance and Meals on Wheels, social support and an assisted transport program. The services are extremely well utilised. For example, more than 3200 people regularly use Home Care.

Through the development of the Council Plan 2006-2010 Council determined the following key strategic objectives:

- 1) Provide responsible leadership and governance;
- 2) Foster our local economy;
- 3) Support our community;
- 4) Protect and enhance our natural environment; and
- 5) Create sustainable urban environments.

The development of the Whitehorse Disability Policy & Action Plan 2008-2011 will progress Council towards achieving these objectives, particularly in relation to providing support to the community.

The Whitehorse Disability Policy & Action Plan 2008-2011 sits under Council's Municipal Public Health Plan (MPHP) 2008-2010 *Healthy Community, Healthy City* and will progress a number of priorities from that Plan that relate to the four dimensions of wellbeing eg economic, environmental, built/physical and social, for example, 'Supporting Healthy Connected Communities' which aims to improve the overall wellbeing of the Whitehorse community, increase social connectedness, celebrate the community and promote community engagement.

As mentioned above, an outcome of The Victorian State Disability Plan 2002-2012 is the employment of a MetroAccess or RuralAccess Officer in each Local Government Area. A responsibility of this position is to develop regular Community Building Plans, highlighting priorities, issues and responses relevant to the local community. The MetroAccess Community Building Plan will integrate with the Whitehorse Disability Policy and Action Plan.

The following are some examples of projects undertaken by Whitehorse Council's MetroAccess Officer:

- Access Awareness training for Council staff – general and specific training on how to improve access to Council information, services and facilities for people with disabilities
- Missed Business – information for local businesses on how to make their premises and goods and services more accessible, inclusive and welcoming.

- Whitehorse Disability Awareness Project – is a project to raise awareness about disability amongst primary school students that includes people with disability as presenters

Home and Community Care Program

The Home and Community Care Program (HACC) provides community services to frail aged and younger people with a disability and their carers and is a joint Local, State and Federal cost-shared program.

The aims of the HACC Program are:

- To provide a comprehensive, coordinated and integrated range of basic maintenance and support services for frail aged people, people with a disability and their carers; and
- To support these people to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing their inappropriate admission to long term residential care.

The type of services funded through the HACC Program includes, but is not limited to:

- Allied health care
- Meals and other food services
- Domestic assistance
- Personal care
- Home modification and maintenance
- Transport
- Respite care
- Advice, support, information and advocacy
- Social support
- Assisted transport

Equal Opportunity

In line with Local Government's legislated Equal Opportunity role, the City of Whitehorse has appointed a dedicated Officer whose role in part, is the implementation of Council's Equal Opportunity program.

Council Service Areas

Many departments across the City of Whitehorse work both strategically and responsively with people with disabilities, their families and carers. A diverse range of creative and innovative initiatives are undertaken in: Organisation Development, Compliance, Development Strategy & Business Services, Engineering & Environmental Services, Urban Design, Capital Works, City Works, Parkswide, Civic Services, Communications, Home and Community Care Services, Health & Family Services, Arts and Recreation Development and Community Development.

Profile of Disability

The Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers carried out in 2003, showed that 20% of the Australian population, or nearly four million people, have one or more disabilities. A report on the survey results found the following:

- Most people with disabilities (86%) experienced limitations in the core activities of self-care, mobility or communication, or were restricted in schooling or employment activities
- Physical conditions were the most common, main health condition of people with a disability (84%). Mental and behavioural disorders amounted to 16% and these people were far more likely (46%) to have a profound or severe core-activity limitation than people with a physical condition
- Disability increased with age with just over half of all people aged over 60 years having a reported disability, 19% of which were profound or severe. The overall disability rate for those aged 90 years and over was 92%
- Rates of disability and profound or severe core activity limitations for 5-14 year old males were almost double those for 5-14 year old females. In contrast, females aged over 80 years had a much higher rate (52%) of profound or severe core activity limitation than males of the same age (34%)

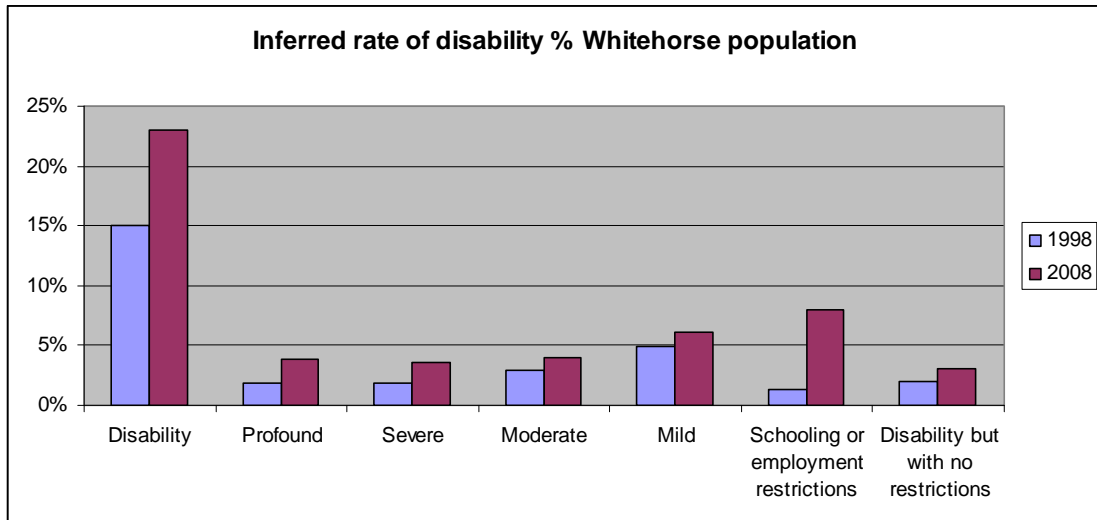
The survey also found that 13% of the population were carers who provided some assistance to those who needed help because of disability or age. The majority of primary carers were female (71%). An average of 40 hours or more per week of care was provided by 37% of carers and 18% spent 20 to 39 hours per week.

Disability in Whitehorse

Detailed and accurate figures on the numbers of people with particular disabilities living in Whitehorse are not easy to obtain. The following section provides some indication of the level and extent of disability in the local community.

In 2008, approximately 23% of the residents of Whitehorse are estimated to have a disability, including over 2,020 children, 17,090 people of working age, and 14,300 older residents. Just over a third of these people have disabilities causing profound or severe restriction in relation to communication, mobility and self-care. For 13,100 residents, their disabilities place limits upon employment or educational opportunities.

The following graph shows the increase in estimated rates between 1998 and 2008. The increase is largely due to the ageing of the population.



Source: VLGA Social Statistics Library i) In the case of schooling and employment restrictions, the 1998 figures only included people who had no other restrictions.

- **ABS Census**

In 2006 the ABS Census included a number of questions about people's need for assistance with physical, communication and self care activities.

People in Whitehorse had similar needs for assistance to those in the rest of Melbourne (4.2% compared to 4.0%). The need for assistance increased markedly with age. More than twice as many 75 to 84 year olds required assistance than did 65 to 74 year olds.

Core activity need for assistance (Persons by age)	City of Whitehorse		
		2006	
Enumerated data	number	%	Melbourne SD %
0 to 4 years assistance needed	81	0.1	0.1
5 to 14 years assistance needed	304	0.2	0.2
15 to 19 years assistance needed	112	0.1	0.1
20 to 24 years assistance needed	104	0.1	0.1
25 to 34 years assistance needed	221	0.2	0.2
35 to 44 years assistance needed	348	0.2	0.2
45 to 54 years assistance needed	427	0.3	0.3
55 to 64 years assistance needed	499	0.3	0.5
65 to 74 years assistance needed	731	0.5	0.6
75 to 84 years assistance needed	1,666	1.2	1.0
85 years and over assistance needed	1,573	1.1	0.8
Assistance needed total	6,066	4.2	4.0
No need for assistance	131,079	91.8	89.7
Not stated	5,625	3.9	6.3
Total	142,770	100.0	100.0

Source: Australian Bureau of Statistics, Census of Population and Housing, 2006, 2001, 1996, and 1991

The 2006 Census also asked about unpaid aid provided to people with disabilities. A total of 12,650 or 11% of Whitehorse residents over the age of 15 provided unpaid assistance to someone with a disability, a long-term illness or problems related to old age. This compared to 10% of the rest of Melbourne.

- **Centrelink Pensions and Benefits**

In 2006 a total of 6,180 Whitehorse residents received a disability related pension or allowance. The majority of these were adults aged between 16 and 64 years receiving the disability support pension. The highest proportion of recipients was aged between 55 and 64. People aged 64 years and over that have a disability receive the old age pension and additional support through the Home and Community Care Program.

- **Home and Community Care (HACC)**

Council provides a range of services to people who are frail and aged and younger people with disabilities and carers.

The table below lists the most prevalent conditions experienced by people who receive Council HACC services.

Sample of Disability Types Among People Currently Receiving HACC Services, City of Whitehorse as at 31 March 2008.

	0-4	5-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-84	85-100	TOTAL
Acquired Brain Injury	0	0	0	1	1	2	5	4	2	0	0	15
Arthritis	1	0	0	0	3	1	4	37	139	104	108	397
Aspbergers Syndrome	0	1	8	0	0	0	0	0	0	0	0	9
Attention Deficit Disorder	0	2	5	0	0	0	0	0	0	0	0	7
Autism	0	29	16	3	0	0	0	0	0	0	0	48
Back Condition	0	0	0	0	0	5	11	35	99	64	68	282
Blood pressure	0	0	0	0	0	0	0	12	57	50	51	170
Cancer	0	0	0	0	0	0	8	19	94	37	27	185
Cerebral palsy	0	4	6	4	1	7	2	1	0	0	0	25
Congestive Cardiac Failure	0	0	1	0	0	0	1	6	32	38	59	137
Developmental delay	0	15	16	2	1	0	0	0	0	0	0	34
Frailty general	0	1	1	0	0	1	3	27	181	161	200	575
Hearing impairment	0	7	2	0	0	0	0	0	5	5	18	37
Intellectually impaired	1	5	3	2	8	14	9	3	0	0	1	46
Orthopaedic	0	1	1	0	0	1	1	2	31	21	30	88
Stroke	0	0	0	0	0	2	10	18	67	39	40	176
Total	2	65	59	12	14	33	54	164	707	519	602	2231

The most common disability types are those associated with ageing and include general frailty, arthritis and degenerative back conditions.

The following table shows that the highest users of Council's HACC Services are people aged 70 years and over. People aged between 20 and 40 years old are the lowest users.

Age of people currently Receiving HACC Services, City of Whitehorse as at 31 March 2008

Age Group	0-4	5-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-84	85-100	Total
Service Numbers	40	80	97	26	60	132	174	475	1621	1123	1191	5019

Further information about recipients of Council HACC Service is shown below. Client assessment is the most frequent service provided followed by home maintenance and spring-cleaning.

Services Provided by HACC Services, City of Whitehorse as at 31 March 2008

Service Type	Number of Recipients
Adult Day Care	128
Client Assessment	4814
Community Bus	486
Food Services	639
Home Care	2444
Home Maintenance	2307
Personal Care	336
Respite Care	55
Spring Cleaning	1894
Specific Scheme	205
Visiting Nurse	523

The nature and extent of disability in Whitehorse is difficult to ascertain precisely but data from the variety of sources analysed in the above section suggests that the overall rate is slightly higher than the rest of Melbourne and particularly so in relation to disability among older people, which more than likely relates to the ageing of the Whitehorse population.

Development of the Plan

The Whitehorse Disability Policy & Action Plan 2008 – 2011 has been developed with the purpose of providing a clear direction to Council for increasing the participation of people with disabilities in all aspects of community life.

The Plan demonstrates Council's leadership role in addressing access and equity issues for people with disabilities, their families and carers and a commitment to ensuring a whole-of-Council approach, as many areas of Council have the capacity to impact on the issues and priorities that were highlighted through the consultation process. The Plan also fosters a community partnership approach that aims to work towards a more inclusive community for all.

The development of the Plan has been guided by those people who will be impacted by or have a role in the proposed strategies, including people with a disability, family members and carers, service providers and Council staff.

A Project Officer who was one of the facilitators of the Whitehorse Disability Awareness Project was engaged to establish a Reference group and conduct the consultation process.

1. Community and Cross-Council Engagement

1.1 Establishment of the Whitehorse Disability Policy and Action Plan Reference Group

The Whitehorse Disability Policy and Action Plan Reference Group was established in 2007 to oversee and support the development of the Plan and to have input into the community consultation process. A Councillor was appointed as chair of the Reference Group, which was made up of representatives from relevant Council Departments and key stakeholders including people with a disability, service providers and the Department of Human Services. Membership of the Reference Group reflects a comprehensive and holistic approach to the planning and consultation processes. (Appendix A)

1.2 Cross-Council Consultations

Staff Survey

A survey (Appendix B) was developed to encourage Council staff to evaluate their knowledge of and their contribution to the implementation of the previous Plan and provide input into the new Plan, including suggestions for future actions and identification of potential partners (both internal and external). Surveys were distributed through:

- Staff Team meetings, internal staff forums and Council staff rooms
- Team Leaders to all Aged and Disability Service staff
- Coordinators to Children's Services and Youth Services staff
- Electronic surveys made available to all staff through the Council intranet site

A total of forty Council staff completed the survey.

Staff Forums

Two Council forums were conducted, targeting Managers and Coordinators from across Council to share both achievements and challenges experienced in the implementation of the previous Plan and subsequently to workshop strategies and

actions for inclusion in the new Plan. These forums were particularly useful in identifying staff training needs and developing strategies for building capacity within Council to more effectively respond to access and equity issues. The forums were well attended by twenty-one Officers from eight Council Departments representing a cross section from all four of Council's Management areas:

- Corporate Services
- City Development
- Human Services and
- Infrastructure

Team Meetings

Consultation sessions were conducted with Officers from Departments who were targeted due to their involvement in key implementation areas of the Plan. These Departments included:

- Communications
- Community Development
- Engineering and Environmental Services

A total of sixteen staff including Officers, Managers and Coordinators participated in these sessions.

1.3 Community Consultation

Community Surveys

The survey (Appendix C) was designed to encourage input from people with disabilities, their families and carers, relevant service providers and interested community members. The survey provided an opportunity for people to evaluate their experience of Council services and programs, identify barriers to participation in community life and contribute their ideas for future actions. The community survey was distributed through:

- Mail outs to relevant service providers and community groups
- Email distribution through existing agency and community networks
- Electronic surveys and information provided through the Council Website
- Council's Customer Service Centres, local libraries, community meetings and relevant events
- Community consultation sessions and focus groups

In total, fifty-nine community surveys were completed.

Community Consultations

Three general community consultation sessions were conducted where people with disabilities, their families and carers, agency representatives and community members were encouraged to attend.

The sessions were held in Box Hill and Nunawading at various times including evening, weekend and during working hours to encourage maximum participation. The consultation sessions were advertised through the Whitehorse News, the Whitehorse Leader and the local community radio show, 'The Vibe'. Invitations were also disseminated widely throughout the community along with the community survey. Special dietary requirements were catered for and provision made for participants with special needs including sign language interpreters, attendant care support and taxi vouchers to ensure the process was inclusive and accessible. In addition, a focus group session was also conducted with members of the Whitehorse Disability Advisory Committee (DAC) 2008-2010.

The community consultation sessions and focus group engaged fifty-three people from a wide cross-section of the community, including Whitehorse residents with a disability, parents and carers as well as professionals from the disability field.

Data collated from the Council and community surveys and consultations has informed the priorities, strategies and actions incorporated in the Whitehorse Disability Policy and Action Plan 2008-2011.

2. Achievements of the Previous Plan

Accessible and Responsive Services

- Validation and rates notices are being produced in a format that is easier and clearer to read, including: improved color contrast, larger print, and use of symbols, community languages, alternative formats.
- The Inclusion Support Program continues to provide support and guidance for Council's Children's services to ensure that services are inclusive.

Physical Infrastructure and Assets

- Tactile ground surface indicators have been installed in 18 bus-stop locations (in conjunction with the Department of Infrastructure).
- Planning for the development of the 'Sensory Garden' has commenced.
- Installation of a hoist at Aqualink Nunawading

Community Development and Engagement

- Officers worked with Aqualink to develop and maintain programs for people with a disability.
- Whitehorse Disability Awareness Project was presented in local primary schools.
- Development of the Strong Body Strong Mind program offered through Aqualink Box Hill for people with a mental illness.

Leadership and Advocacy

- Council employed its first MetroAccess Development Officer.
- Whitehorse Disability Advisory Committee (DAC) was established.

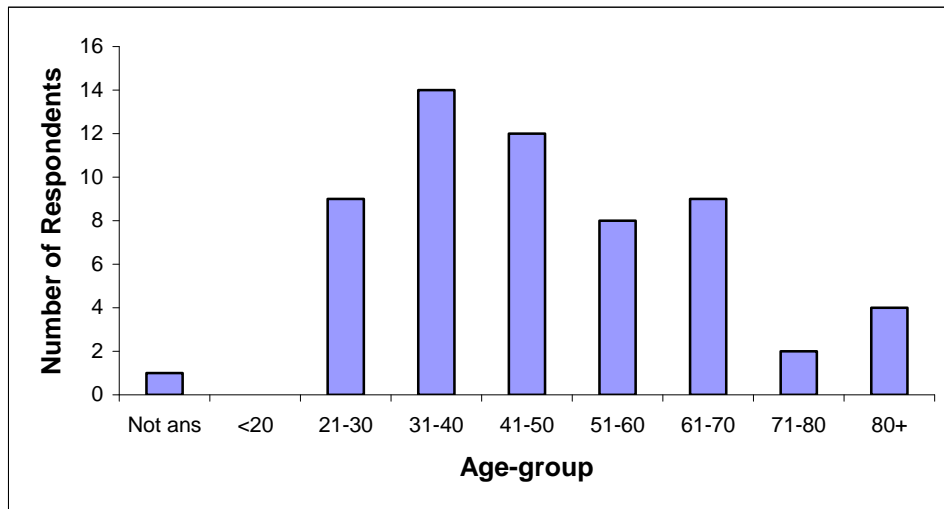
Organisational Culture

- Training sessions were conducted with Council Officers, including Auslan, interview skills, access, and disability awareness sessions.

3. Information collated from Consultation & Engagement process

3.1 Results of the Community Survey

Respondents by Age Group



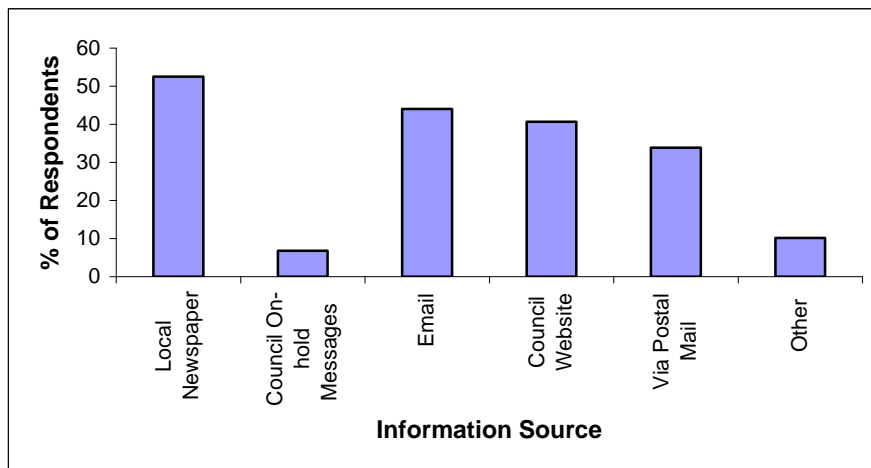
n=59

The community survey had good representation across all post code areas and most age groups. Young people were not as well represented as hoped in the consultation process, however the engagement of young people will be addressed throughout the implementation of the Action Plan.

3.2 Access to Council Information

Survey respondents were asked by which means they would prefer, or would most likely access Council information. The following graph indicates the local newspaper as the most popular means by which people found out about Council initiatives. Email and Council’s website were also popular information channels. Postal mail was seen to be an important information channel, particularly for older residents. ‘Other’ information channels include brochures, text messages and Council’s MetroAccess Officer. Although only a small number of respondents indicated that they accessed Council’s on-hold messages as a means of finding out about current information, residents with disabilities (in particular, those with vision impairments) indicated that this was an important information channel.

Preferred methods of accessing Council Information



3.3 Improving the accessibility of information

Survey respondents suggested the following about improving the accessibility of information:

- Providing flyers/information in plain/easy English format
- Distributing information about holiday programs and other Council services through special schools in Whitehorse.
- Providing information in large print.
- Ensuring that information is distributed in a variety of mediums eg email, website, postal mail, local newspaper and radio etc
- Enhancing phone access to Council services
- Ensuring that electronic versions of information releases are available.
- Ensuring that information is available in RTF (rich text format), in addition to PDF to allow screen readers to access information.
- Ensuring the Council website has capacity to be enlarged and can also be read by screen reading software.
- Ensuring that maps are produced in high colour contrast.
- Advertising information on large posters.

3.4 Accessing Council Services

Respondents were asked whether they currently accessed Council information. Twenty-six respondents (44%) indicated that they were currently accessing Council Services while thirty-three people (56%) indicated that they were not currently accessing any Council Services. Survey respondents indicated that they accessed the following Council services:

Home and Community Care (HACC Services)

- Home respite
- Carer respite
- Home care including cleaning and shopping
- Nursing and Health services
- Meals on wheels

Customer Service

- Pet registration
- House plans enquiries
- Hearing loops

Recreation and Leisure

- Aqualink
- Library services
- Arts programmes, theatre, music
- Bushland parks
- Music in parks
- Community gardens

Public Facilities

- Disabled parking
- Public toilets

Social Support

- Men's shed
- Holiday programs

3.5 Identified Barriers Experienced By People With a Disability

Participants at the community forums were asked to identify the barriers they believe were faced by people with a disability:

- Social isolation/lack of recreational opportunities
- Issues with attendant care-lack i.e. of available resources
- Lack of accessible public/community transport
- Barriers to physical access
- Lack of access to information
- Lack of access to employment
- Issues related to ageing
- Difficulty in engaging as volunteers
- Negative community perceptions/stereotypes
- Lack of engagement and consultation with people with disabilities
- Difficulty in negotiating the service system
- Lack of permanent accommodation
- Not feeling included (specifically at public events)

4. Disability Action Plan

As a result of the consultation process (internal and external), the available data and the Local, State, and Federal Government policy context, the following five goals/priorities have been developed to guide the activities of Whitehorse Council:

- 1. Strengthening the Community**
- 2. Improving the Built Environment**
- 3. Enhancing Information and Communication**
- 4. Providing Responsive and Accessible Services**
- 5. Promoting Education, Training and Employment**

Strengthening the Community

Enhancing communities in Whitehorse through partnerships and collaboration to support and include the participation of people with disabilities, their families and carers in civic life.

Strategies	Action	Responsibility / Partners	Year
Promote and facilitate active participation by people with disabilities in community planning and activities.	Support and facilitate the Disability Advisory Committee (DAC) and to promote the DAC to Council staff as a resource for access and inclusion issues.	Community Development All relevant Council departments	Ongoing
	Provide community forums and events that take into consideration the needs of people with disabilities as required (such as attendant care, sign and language interpreters, audio loops, lighting, and physical access).	Arts & Recreation Development Community Development Engineering & Environmental Services Communications Aged & Disability Services	Ongoing
	Work in collaboration with disability services, community organisations and businesses to promote the inclusion of people with disabilities via initiatives such as: <ol style="list-style-type: none"> 1) "Good Communication is Good Business". 2) Culturally and linguistically diverse (CALD) forums on disability services. 3) Explore and promote volunteering opportunities for people with disabilities. 4) Work in partnership with disability day and accommodation services to improve service delivery coordination and share information. 5) Implement the "Good Access = Good Business" initiative, including the Missed Business booklet, the Recharge Scheme and promotion of Communication Boards. 	Community Development Aged & Disability Services Development Strategy & Business Services <i>External stakeholders from the Disability Sector; Community Services and Businesses</i>	Ongoing
	Undertake regular consultation with people with disabilities, their carers, families, and service providers.	Community Development Communications All relevant Council departments	Ongoing
	Review and investigate community engagement methods undertaken by Council to include people with disabilities.	Organisation Development Community Development	2
	Seek funding opportunities to develop and support community capacity building initiatives.	Community Development	Ongoing

Strategies	Action	Responsibility / Partners	Year
Advocate for the rights, needs and concerns of people with disabilities, their families and carers.	Support disability and community agencies to advocate on behalf of people with disabilities.	Community Development	Ongoing
	Maximise networking and information sharing opportunities to inform disability service providers about Council services	Aged & Disability Community Development	Ongoing
	Establish partnerships with community and disability organisations to share best practice and increase awareness of disability issues through State, regional and local networks.	Community Development Health & Family Services Aged & Disability Services Arts & Recreation Development	Ongoing
Facilitate positive community attitudes towards people with disabilities.	Support and facilitate disability awareness and education programs in partnership with mainstream and disability services and organisations.	Community Development <i>External Disability Sector & Education Sector</i>	Ongoing
Promote the benefits of providing inclusive and accessible services to business, community and local leaders.	Provide resources, education and information to the business community on the benefits of having accessible and responsive businesses via the “wbiz” website, “Down to Business” newsletter and Whitehorse Business Week.	Development, Strategy and Business Services	Ongoing

Improving the Built Environment

Improving access to the local community for people of all abilities in the City of Whitehorse

Strategies	Actions	Responsibility / Partners	Year
Ensure infrastructure upgrades and new developments are inclusive and responsive to the needs of people with disabilities and compliant with the Disability Discrimination Act (DDA) and Australian Standard regulations.	Ensure all building and facility upgrades and redevelopments are accessible for people with disabilities and are listed and resourced through the Capital Works program.	Capital Works City Works Urban Design Health & Family Services Community Development Arts & Recreation Development Engineering & Environmental Ser	Ongoing
	Explore the potential application of the enhanced Australian Standards.		
	Undertake regular audits of buildings and facilities for DDA compliance.	City Development Infrastructure Human Services	Ongoing
	Ensure all new Council developments are DDA compliant and demonstrate best practice both internally and externally (such as the Civic Centre redevelopment).	Engineering & Environmental Services Urban Design	Ongoing

Strategies	Action	Responsibility / Partners	Year
	Incorporate accessible signage (including large print, Braille and colour contrast) in all new Council developments and upgrade existing signage in line with the Capital Works Program.	Infrastructure Capital Works	Ongoing
	Create a sensory garden experience at Victoria Rose Reserve.	Community Development Urban Design Arts & Recreation Parkswide <i>Community and service stakeholders</i>	1-2
	Continue to conduct safety and access audits on Council facilities, playgrounds and open spaces.	Urban Design Infrastructure Health & Family Services Aged & Disability Services Arts & Recreation Development	Ongoing
	Explore the feasibility of a chair lift at Nunawading Community Centre.	Arts & Recreation Development Capital Works	1
	Investigate the inclusion of audio instructions in Council automated toilets.	Urban Design	1-2
	Refurbish Box Hill Aqualink and Vermont South Sporting complex to include accessible DDA improvements.	Arts & Recreation Development Capital Works	2-3
Demonstrate leadership and advocacy in addressing the built environment concerns of people with disabilities, their carers and family.	Work across Council departments, along with relevant State and peak bodies, and affected community groups to examine public transport concerns.	Engineering & Environmental Services Community Development Aged & Disability Services <i>Other government and community organisations</i>	Ongoing
	Advocate and promote the benefits of safety and access audits to be conducted at local shopping precincts.	Community Development Development Strategy & Business Services	Ongoing
	Advocate and work in conjunction with peak bodies, various levels of government, and relevant community groups for accessible and affordable housing.	Community Development VCOSS <i>State & Federal Government</i>	Ongoing
	Ensure best practice in relation to access (physical, cognitive and sensory) is included in building and planning work- for new and redeveloped buildings	City Development Infrastructure <i>Relevant community organisations, and business</i>	Ongoing

Strategies	Action	Responsibility / Partners	Year
	Continue to plan open spaces that take into account access and community safety in line with best practice in urban design.	Arts & Recreation Development Parkswide Urban Design	Ongoing
	Review Local Laws regarding Footpath Trading policy, Maintenance policy to ensure that residents are safely accessing their community.	Compliance Community Development Economic Development	3-4
Review and provide adequate accessible parking.	Continue to provide adequate and accessible parking bays and kerbs near high use facilities and locations.	Engineering & Environmental Services	Ongoing
	Ensure enforcement of the Disabled Persons Parking Scheme. Advocate for changes to the Disabled Persons Parking Scheme so that it recognises different levels of disability	Compliance <i>Vic Roads</i> <i>Department of Transport</i>	Ongoing
	Respond in a timely manner to requests for reviews of accessible parking.	Engineering & Environmental Services	Ongoing

Enhancing Information and Communication

The provision of accessible information and inclusive methods of communication and community engagement are key to ensuring people with disabilities, their families and carers have equal opportunities for participating in community life in Whitehorse.

Strategies	Actions	Responsibility/Partners	Year
Ensure information on Council policies, programs, services, facilities and events are accessible and inclusive to people with disabilities.	Investigate and develop the style guide to ensure that all Council publications including policies, reports, brochures, information sheets and newsletters are provided in appropriate formats including: <ul style="list-style-type: none"> • Font type (Arial or Sans Serif) • Color contrast (minimum 30% luminance contrast), • Use of plain English. <p>Include TTY information on Council letterhead, business cards and all Council documents and publications.</p> <p>Include disability access symbols and use internationally recognised symbols in key ledgers for documents and publications such as maps and brochures.</p> <p>Include positive images of people with disabilities where</p>	Communications Community Development All relevant Council Departments	Ongoing

Strategies	Actions	Responsibility/Partners	Year
	<p>appropriate.</p> <p>Provide training and information on accessible style guidelines for staff responsible for producing Council documents and publications.</p> <p>Explore and implement strategies to increase accessibility of Council environmental programs and promotional materials.</p> <p>Consider use of SMS for communication with clients with hearing impairment.</p> <p>Investigate the use of Auslan interpreters at key Council functions such as Carols by Candlelight and providing captioning at events such as Council film nights.</p>	<p>Organisation Development</p> <p>Engineering & Environmental Services</p> <p>Health & Family Services Aged & Disability Services</p> <p>Arts & Recreation Development Community Development</p>	
<p>Provide information in alternative formats where appropriate.</p>	<p>Provide large print versions of Council documents and publications upon request (minimum 18 pt) and where relevant, explore the use of Braille.</p> <p>Include large print on all Council business cards and Braille on business cards for staff in relevant departments. Produce the Whitehorse News, information on Council's Aged and Disability Services and this policy and action plan in audio format.</p> <p>Utilise the on hold phone message service for community messages.</p>	<p>Communications Community Development Aged & Disability Services</p>	<p>Ongoing</p>
<p>Increase access to information for people with hearing impairment.</p>	<p>Promote Council Telephone Typewriter service (TTY) through relevant publications, Council's website and the Whitehorse News.</p> <p>Monitor demand for TTY and requests for services and information through Council Customer Service Centres.</p> <p>Ensure ongoing staff training in the use of TTY services.</p>	<p>Communications Community Development</p> <p>Civic Services</p> <p>Organisational Development</p>	<p>1</p>
<p>Promote Council services, programs, facilities and events to people with disabilities, their families and carers.</p>	<p>Promote Council services, programs, facilities and events through the local media, the Whitehorse News, the Council Website, program newsletters, relevant publications and community events.</p>	<p>Communications All Human Services Departments</p>	<p>Ongoing</p>

Strategies	Actions	Responsibility/Partners	Year
	<p>Update Councils information on Aged and Disabilities Services made available in hard copy and on the Council Website.</p> <p>Utilise the library services, Customer Service Centres and Community notice boards to promote relevant services, programs and events.</p> <p>Maximize networking and information sharing opportunities with relevant service providers including health, welfare and disability services.</p> <p>Translate Council information into community languages where appropriate.</p>	<p>Communications Aged and Disability Services</p> <p>Library Services Customer Service</p> <p>Human Services</p> <p>Communications</p>	
<p>Encourage mainstream services and programs to promote their initiatives to people with disabilities, their families and carers.</p>	<p>Foster partnerships between disability services and mainstream services.</p> <p>Explore and develop initiatives to increase participation of people with disabilities in mainstream services and programs.</p>	<p>Community Development <i>Mainstream service providers</i></p>	<p>Ongoing A&R Services section</p>
<p>Ensure information on the Council website is accessible in line with World Wide Web Consortium (WC3) accessibility guidelines.</p>	<p>Upgrade and regularly review the website content to ensure compliance with W3C guidelines.</p> <p>Provide information on the Website in RTF and PDF formats.</p> <p>Network with other councils and disability organisations to improve website accessibility.</p> <p>Provide staff training to relevant staff on website content accessibility.</p>	<p>Communications Information Systems Community Development</p>	<p>1</p>
<p>Increase availability of online services and opportunities for community engagement.</p>	<p>Continue to develop, implement and review online services such as electronic payment systems and interactive forms.</p> <p>Maintain partnerships with Local, State and Federal governments in relation to online service provision.</p>	<p>Communications Information Systems Community Development Aged and Disability Services Finance</p>	<p>Ongoing</p>
<p>Increase awareness in the Whitehorse community of the positive contributions made by people with disabilities, their</p>	<p>Regularly promote positive stories of people with disabilities and the people who support them through the local media, the Whitehorse News and program</p>	<p>Communications Aged & Disability Services Health & Family Services</p>	<p>Ongoing</p>

Strategies	Actions	Responsibility/Partners	Year
families and carers and also their requirements to participate fully in community life.	<p>newsletters.</p> <p>Continue to make resources developed through the Whitehorse Disability Awareness Project available to primary schools.</p> <p>Explore opportunities for funding and partnership for a Whitehorse Disability Awareness Project targeting secondary schools.</p>	<p>Arts & Recreation Development Community Development <i>Terra Firma</i></p>	
Provide information on local programs, services, support groups and events for people with disabilities, their families and carers.	Regularly update the Whitehorse community services booklet and online database including disability services, support groups and advocacy groups.	Communications Community Development	Ongoing
Increase the uptake of library services by people with disabilities, their families and carers.	<p>Publicise the availability of library resources that can inform individuals and families and the wider community about disability issues and services.</p> <p>Investigate the need for increased targeted resources for people with disabilities available through library services.</p>	Community Development Library Services	Ongoing
Enhance and promote the Disabled Persons Parking Scheme (DPPS) and ensure its effective operation.	<p>Administer and respond to changes to the Disabled Persons Parking Scheme.</p> <p>Regularly promote the DPPS and highlight the negative impacts on people with disabilities resulting from non-permit holders using disabled parking bays through the local media and Whitehorse News.</p> <p>Disseminate information about the scheme to relevant council staff, community groups and organisations.</p>	Traffic & Local Laws Communications	Ongoing
Improve community information about access in public places.	Include disability considerations and mobility information (such as disabled toilets, public seating, pathways of travel and telephones) in the development of Council maps and publications.	Communications Community Development Parkswide Arts & Recreation Development Engineering & Environment Services	1
	<p>Develop and implement the Whitehorse Open Space Strategy.</p> <p>Develop an accessible open space guide in standard and alternative formats.</p>	Arts & Recreation Development Information Systems	1 2

Strategies	Actions	Responsibility/Partners	Year
Raise awareness of the Disability Policy and Action Plan in the community and across all Council Departments.	<p>Promote the Disability Policy and Action Plan and annual implementation reports to the community, Councillors and Council staff through appropriate mediums.</p> <p>Utilise the Council Communication Champions group to raise the profile of disability issues across Council Departments.</p> <p>Explore the feasibility of developing a cross-Council working group to implement the Disability Action Plan.</p>	Community Development Communications	Ongoing
Increase staff knowledge, competence and awareness of disability issues.	<p>Include Disability Awareness Training in the corporate training calendar annually.</p> <p>Provide specific training to targeted staff in relevant departments as required e.g. communications training for Customer Service staff.</p> <p>Continue to provide further education and training in specialist and complex disability issues for relevant staff in Human Services Departments.</p> <p>Expand the Disability Resource Library in the Community Development Department.</p>	Organisational Development Community Development All relevant Council Departments <i>Terra Firma</i>	Ongoing

Providing Responsive and Accessible Services

Ensuring the City of Whitehorse provides services that reflect the needs of the community, and are delivered in a timely and appropriate manner.

Strategies	Actions	Responsibility / Partners	Year
Ensure services and programs are responsive and accessible to the needs of people with disabilities, their families and carers.	Consider disability issues in the development of all relevant Council policies, action plans and strategies.	Community Development All relevant Council Departments	Ongoing
	Continue to use the Pathway System to report disability related requests and complaints.	Civic Services	Ongoing

Strategies	Actions	Responsibility / Partners	Year
	Develop a Customer Service Charter including consideration for people with disabilities.	Civic Services	Ongoing
Ensure that Council services are coordinated and delivered in an equitable and accessible way.	Review and monitor Home and Community Care policies and procedures, to ensure consumer's needs are met.	Aged & Disability Services	Ongoing
	Provide accessible and regular information to Home and Community care service users regarding: <ul style="list-style-type: none"> • Eligibility criteria • Priorities • Services available • Conditions of service • Complaints procedures • Communication processes • Fees and charges 	Aged & Disability Services	Ongoing
	Explore strategies and collaborate with community and respite services to improve the responsiveness of respite services in the City of Whitehorse.	Health & Family Services Aged & Disability Service Community Development <i>External Respite Providers</i>	Ongoing
	Increase engagement of young people with disabilities in community activities.	Health & Family Services <i>A range of external youth and disability service providers</i>	Ongoing
	Continue to deliver and review quality children's services that are accessible to parents, carers and children with disabilities.	Health & Family Services	Ongoing
	Undertake regular data collection and analysis of population demographics.	Community Development	Ongoing
Ensure opportunities for participation of people with a disability in arts, sport and recreation.	Advocate and support initiatives at a local and regional level for the inclusion of people with disabilities in arts, sports and recreation programs.	Arts & Recreation Development Community Development External sport and disability service providers	Ongoing
	Provide opportunities for people with disabilities to utilise exhibition spaces and performance venues.	Arts & Recreation Development	Ongoing
	Increased networking with disability groups to seek feedback and assist with engagement, particularly around inclusion in arts, sporting and recreational opportunities.	Arts & Recreation Development Community Development	Ongoing
	Continue to work in partnership with Eastern Recreation and Leisure Services (ERLS) in the facilitation of sport and recreation opportunities for people with disabilities.	Arts & Recreation Development Community Development <i>Eastern Recreation and Leisure Services</i>	Ongoing

Strategies	Actions	Responsibility / Partners	Year
	Facilitate training opportunities for facility managers and administrators on the inclusion of people with a disability into their community.	Arts & Recreation Development <i>Disability Service Providers</i> <i>Arts, Sport & Recreation Groups</i> <i>Eastern Recreation and Leisure Services</i>	Ongoing

Promoting Education, Training and Employment

Strategies	Actions	Responsibility / Partners	Year
Continue to ensure existing recruitment and selection processes reflect Councils commitment to a diverse workforce.	Provide position descriptions in accessible formats on the Council website and in hard copy upon request. Provide disability awareness training for staff involved in staff recruitment and selection. Utilise accessible rooms for interview sessions. Provide an accessible work environment and specialised equipment and resources for staff with disabilities as required. Council contractors undertake their services in ways that consider the needs of people with disabilities in line with the Whitehorse Disability Policy and Action Plan 2008-2011 and the Disability Discrimination Act 1992.	Organisation Development Staff selection panels <i>Council contractors</i>	Ongoing
Enhance opportunities for employment, training and volunteer opportunities of people with disabilities in the Whitehorse Community.	Promote Council as a disability friendly employer. Explore the possibility of supporting employment, volunteer and training opportunities for people with disabilities within Council. Promote positive stories of people with disabilities as employees through the local media and Whitehorse News.	Organisation Development Community Development Communications	2
Council to work with and advocate to all levels of Government to develop innovative solutions to disability employment issues	Strengthen partnerships with disability employment agencies and Centrelink. Provide support for the Disability Advisory Committee in advocating on disability employment issues.	Community Development Organisation Development Disability employment agencies Centrelink	2

Appendices

Appendix A

Whitehorse Disability Policy and Action Plan Reference Group

Chair: Cr Sharon Ellis

Council Officers

Manager Community Development
Manager Communications
Manager Organisation Development
Transport Engineer
Parkswide Manager
Coordinator Integrated Social Support
Assets Coordinator Parkswide
Strategic Projects Officer
Project Engineer
Community Development Officers (3)

Community

Vision Australia (2)
Department of Human Services
Yooralla
BrainLink
Client Representative
Local resident from Scope

Appendix B



Internal Council Survey

Department Name: _____

1. What do you think have been the three most significant/successful actions your department has undertaken in relation to implementing the Whitehorse Disability Action Plan in the last three years?

a. _____

b. _____

c. _____

2. What do you believe the impact of these actions has been?

a. _____

b. _____

c. _____

3. What are the greatest challenges you/your department faces with respect to implementing the Whitehorse Disability Action Plan?

4. What do you believe is the MOST significant barrier to implementing Council's Disability Action Plan?

5. What do you think are the greatest barriers people with disabilities face in the community today?

6. What future actions do you believe your department could take in order to address these barriers and further implement the Disability Action Plan?

7. What partnerships (internal and external) need to be strengthened/ fostered to better address these barriers?

8. How would you rate your knowledge of Council's current Disability Action Plan?

- Excellent
- Good
- Fair
- Poor
- No Knowledge

9. Where would you go to find information and resources on disability issues and how confident would you feel in being able to find this information?

10. Is there any additional disability/diversity training that you feel would be useful for you/your department to undertake?

Whitehorse Disability Action Plan Community Survey 2008



Whitehorse Disability Action Plan Community Survey 2008

General Information

1. Which gender do you identify with?

Female

Male

2. What is your age group?

<20

31 - 40

51 - 60

71 -80

21 - 30

41 -50

61 - 70

80+

3. What is your post-code? _____

The Disability Action Plan

4. Do you know about Council's previous **Disability Action Plan**?

Yes

No

Copies of the previous Disability Action Plan are available on Councils website:
www.whitehorse.vic.gov.au or from the Community Development Department Ph: 9262 6443.

5. In which of the following areas do you believe **people with disabilities** experience **significant barriers**?
(please tick as many as are applicable)

Transport

Education

Employment

Community involvement

Physical access

Other: _____

Access to information

Accommodation

Carers support

Recreation/social activities

Appropriate services & programs

6. Of the areas identified above, which **three** would you like to be a focus in Council's Disability Action Plan?

7. What **specific actions** would you like included in Council's next Disability Action Plan to address/respond to these issues?

Accessibility of Council Services, Programs and information

8. Do **you access** any of Council's current **services/programs**?

Yes

No

If yes, which?

9. What is your **experience** of accessing the above **services/programs**?

10. What are your suggestions **to improve the accessibility/useability** of the above **services/programs**?

11. How would you most like to find out about **Council information** e.g., Disability Services/Events/Updates/Council Plans?
(please tick as many as are applicable)

- Local Newspaper
- On-hold Messages at Council
- Email
- Council Website
- Via Postal Mail
- Other (please list) _____

12. How could Council **improve the accessibility** of its information?

13. Do you have any other **comments or suggestions**?

Please return completed surveys by **15 February 2008** to Rebecca Feldman by:

Mail: Community Development Department
City of Whitehorse, Locked Bag 2
Nunawading Delivery Centre. 3110

Fax: 9262 6117

Email: rebecca.feldman@whitehorse.vic.gov.au

Thank you for taking the time to fill out this survey your feedback is useful and appreciated! 😊