

Town of East Fremantle
Disability Access and Inclusion Plan
2016 - 2020



This plan is available upon request in alternative formats such as large print, electronic format (disk or emailed), audio or Braille.

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Access and Inclusion Policy Statement

The Town of East Fremantle is committed to ensuring that the community is an accessible and inclusive community for people with disability, their families and carers.

The Town of East Fremantle interprets an accessible and inclusive community as one in which all council functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disability, providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community.

The Town of East Fremantle recognises that people with disability are valued members of the community who make a variety of contributions to local, social, economic and cultural life. The Town believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life.

The Town of East Fremantle is committed to consulting with people with disability, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.

The Town of East Fremantle is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.

The Town of East Fremantle is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disability through improved access to facilities and services in the community.

The Town of East Fremantle is committed to achieving the seven desired outcomes of its DAIP.

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Acknowledgements

The Town of East Fremantle acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

In particular, thanks are given to HAAC, Neighbourhood Watch Committee, council staff and individual community members.

The consultation for the amendments to this Plan was conducted by Stoneham and Associates Public Health Consultants.

BACKGROUND

The Town of East Fremantle

The Town of East Fremantle was created in 1897, when it separated from the greater Fremantle area. It covers an area of 3.2 square kilometres, and is bounded to the north and west by the Swan River. To the east it shares a common boundary with the City of Melville, and to the south and west with the City of Fremantle.

The town has a rich history. The Nyungar people obtained food and drinking water from the river edges and open grassy areas. The Niergarup Track which linked the fledgling Swan river colony based in Fremantle to the future city centre of Perth in 1831 is documented traversing along the East Fremantle cliff edge finishing at the river ferry crossing at Preston Point. Early settlement of the area consisted of large farm holdings, and as the colony prospered during the 1890's gold rush, the nature of the settlement altered dramatically, rapidly changing to a residential area.

The town is divided into 4 wards – the Plympton ward consists of workers' cottages which were established between 1890 and 1910, and several shops along historic George Street, many of which have undergone recent renovations. The Woodside and Richmond Precincts contain many homes dating from 1900 to 1940, many on quarter acre blocks and characterised by beautiful gardens and mature trees. The Preston Point ward was developed in the 1950's, building styles reflecting that era, with many enjoying expansive views over the river. This area is undergoing further growth and development at this time.

East Fremantle is known for some of its historic buildings including the Trade Winds Hotel – formerly The Plympton, the Royal George Hotel located on George Street, residences Knocknagow, Aldgate, Woodlawn and former residence and latter hospital Woodside. The area is home to an array of sporting clubs and the following clubs have been in existence for over 100 years – the East Fremantle Football Club, the East Fremantle Bowling Club, the East Fremantle Croquet Club and the East Fremantle Tennis Club.

Functions, facilities and services (both in-house and contracted) provided by the Town of East Fremantle

The Town of East Fremantle is responsible for a range of functions, facilities and services including:

Services to property: construction and maintenance of council owned buildings; construction and maintenance of roads, footpaths and cycle facilities; waste collection and disposal; litter control and street cleaning; planting and caring for street trees; numbering of buildings and lots, bush fire control.

Planning and Regulatory services: planning of road systems, subdivisions and town planning schemes; building approvals for construction, additions or alterations to buildings; health services including water and swimming pool monitoring, pollution control, food premises and public building inspections, and ranger services, including dog control and the development, maintenance and control of parking, and the provision of community services within the public domain.

General administration: the provision of general information to the public and the lodging of complaints and payment of fees including rates and dog and cat licenses.

Processes of government: ordinary and special council and committee meetings; annual meeting of electors and election of council members; and community consultations.

Services to the community: provision and maintenance of playgrounds, parks, gardens, reserves and facilities for sporting and community groups; public library and information services; environmental health services; Home and Community Care Services, citizenship ceremonies; youth services and community events.

The Town of East Fremantle Neighbourhood Link

The Town of East Fremantle Neighbourhood Link Program commenced in 1989 and provides a range of comprehensive support services to the frail aged and people with disability living in the Town and nearby locations.

The program is based on a "wellness" concept which is based on the principles of successful ageing and the key components of the model include:

- 1) An emphasis on capacity building or restorative care to maintain or promote a client's capacity to live as independently as possible. The overall aim is to improve functional independence, quality of life and social participation.
- 2) An emphasis on a holistic 'person-centred' approach to care, which promotes clients' wellness and active participation in decisions about care.
- 3) Provision of more timely, flexible and targeted services that are capable of maximising the client's independence.

New enquiries to Neighbourhood Link from potential clients and/or their carers are referred in the first instance to the Commonwealth Respite Carelink Centre by the Community Services Officer for HACC eligibility screening and information provision. If eligible for HACC services, potential clients then participate in a Regional Assessment with a HACC Regional Assessment Service. Once assessment is completed, and if eligible, HACC services can commence.

The following support programs are available to eligible Home and Community Care (HACC) clients:

1. In-Home Respite support is provided by a Support Officer in the home to give carers time off from their caring duties and provide a change of scene for the client. Planned respite allows the carer some time to take care of themselves and their needs. Their health and wellbeing is essential to enable them to continue to provide long term care.
2. Domestic Assistance – Support Officers provide assistance with domestic duties that a client may have difficulty with, or is no longer able to do. The service helps maintain the client's home and, with ongoing support and encouragement, allows the client to regain skills, maintain independence, and enjoy a better quality of life.
3. Social Support (one on one) is provided which may mean many things such as shopping, visiting, visiting people, banking, paying bills, helping with telephone calls or writing letters. With a wide range of support offerings, we can assist in creating a support system that is specific to a client's need, yet allows them to fully participate in their community.
4. Social Support (Group Activity) During February to November each Monday (excluding Public Holidays), HACC clients are offered opportunities to attend social outings on the community bus to a variety of different venues and locations. Maintaining social contact and interaction within a community has proven benefits to a person's physical and mental wellbeing. We offer social support to clients who may otherwise have limited community interaction.
5. Gardening/Home Maintenance – This service is for essential repairs and minor maintenance of a house, garden or yard and may include changing light bulbs, mowing lawns, removing rubbish or fixing taps. The program supports clients in maintaining or regaining independence in their own home. The service provides upkeep for safer day to day living, and can assist with identifying and adapting the client's garden and home to be more manageable.

6. Counselling, Information, Advocacy and Referral – A number of services which help the client and/or carer such as dementia support and counselling, carer support and counselling, referral to other services or one on one training or advice are available at all times.
7. Centre- based Day Care for Older Adults – The Neighbourhood Link Centre-based Day Care program is located at the Tricolore Community Centre and provides support programs and activities for up to 17 frail aged/and or people with disability daily from Tuesdays to Fridays. Our centre provides support to prevent social isolation and enable clients to interact with others in a comfortable home-like environment whilst carers have a break. The centre is run as a sociable, peaceful, interesting, caring place for people to be together during the day. Activities such as craft, bingo, music and guest speakers are held, and outings to link people into the community are organised. Nutritious lunches are available at a small cost. Transport to and from the Centre if required can be arranged.
8. Centre-based Day Care Summer Holiday Program – This program is based at the Sumpton Green Community Centre and provides an annual holiday program from December to February for young people with disability aged between 13 – 30 yrs of age. The program accommodates approximately 30 families and caters for up to 10 participants per day, providing not only activities for the participants, but respite for the family. In general, participants are high support, with intellectual disability and display challenging behaviours. It is a popular and enjoyable program.
9. Transport - The following transport services are available;

Centre-based Day Care – ‘Door to Door’ pickup bus service for participants of Centre-based Care to and from their homes can be arranged.

Thursday Shopping Bus Service – The program offers a ‘door to door’ pickup bus transport service every Thursday for clients who are unable to drive and don’t have access to someone who does. The bus service goes to the Spud Shed in Jandakot and then onto Cockburn Gateways Shopping Centre in Success. This service aims to enable the client to continue their own weekly shopping, have access to discount grocery outlets and a social component meeting and mixing with other people and linking participants back into the community.

People with disability in the Town of East Fremantle

The 2011 Census stipulates that resident population in East Fremantle is 6,930. According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and carers (2003), 20.6% of Australians or more than 1 in 5 people, identify themselves as having some form of disability. Based on the population estimate and these findings, it is estimated that there are around 1,427 people with disability living within the Town. The population of East Fremantle has been very stable however increased residential infill development may lead to modest population growth in future years. The ABS survey has confirmed that around half of people aged over 60 identified themselves as having a disability. The Town of East Fremantle has the following percentage population by the following age groups:

- Persons 55-64 years – 13.3%
- Persons 65-74 years – 7.2%
- Persons 75-84 years – 4.3%
- Persons 85 years and over – 1.1%

This constitutes just on 25% of the total population, or 1,883 persons.

ABS Statistics also record “Core Activity Need for Assistance” – a variable developed to measure the number of people with a profound or severe disability. People with a profound or severe disability are defined as needing help or assistance in one of the three core activities of self-care, mobility and communication because of a disability, long term health condition (lasting 6 months or more) or old age. The number of persons requiring assistance in the Town of East Fremantle is 247 persons. It is likely that this figure will increase in the future as a consequence of an aging population.

Planning for better access

It is a requirement of the Disability Services Act that all local government authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act and the Commonwealth Disability Discrimination Act (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA’s requirements for Action Plans.

PROGRESS SINCE 2012

Progress since Disability Access and Inclusion Plan 2012 - 2016

1. Existing functions, facilities and services are adapted to meet the needs of people with disability.

Information about services is provided in formats that meet the communication requirements of people with disability.

Council is able to provide information in various forms including large print or disk upon request. A Better Hearing card is displayed on the reception counter. Fax and email addresses are displayed on all Council letterhead. Council maintains a website to further improve information services – www.eastfremantle.wa.gov.au. Council has developed and maintained a Facebook page since 2015 and distributes quarterly newsletters to all residents. It is intended to commence monthly e-newsletters towards the end of 2016.

Advice and services are delivered by staff who are aware of and understand the needs of people with disability.

Council's Principal Environmental Health Officer continues to liaise with the Disability Services Commission via its website to be kept informed of issues related to disability access.

Opportunities are provided for people with disability to participate in public consultations, grievance mechanisms and decision making processes.

People with disability are able to participate at public meetings, functions, Council meetings and in local government elections. Should there be any difficulty in access, Council officers are keen to assist.

2. Staff awareness of the needs of people with disability and skills in delivering services are improved.

- Key council staff received disability awareness training. Clearly this is an on-going program within new staff inductions.

3. Opportunities are provided for people with disability to participate in public consultations, grievance mechanisms and decision making processes.

- Information about planning processes, electoral processes, council meetings and complaints processes was provided in clear and precise language and made available in alternative formats upon request.
- Municipal elections voting are held in accessible buildings and postal voting via the Australian Electoral Commission was introduced in 2014.
- E-rates were introduced in 2015 allowing people to pay their rates from home.

4. Access to buildings and facilities is improved.

In 2012 accessible drinking water fountains were provided at Riverside Road, adjoining newly installed exercise equipment, and at Locke Park adjoining an existing pathway and accessible to wheel chair users.

The joint East Fremantle/Fremantle Library continues to improve its services each successive year. Examples include the provision of audio reading devices to foster inclusion by print disabled users and homebound delivery service.

The Town continues its footpath replacement program whereby all slab footpaths are being replaced with concrete, and all bituminised footpaths are being resurfaced.

In 2016, 4 ACROD bays were supplied as part of private developments such as the Richmond Quarter, facilitating improved access in our Town Centre. There are now 15 ACROD bays in the Town of East Fremantle.

The new car park at John Tonkin Park and the associated boat ramp has improved access for park users and boat launchers who have a disability. The new boat ramp is wide enough to facilitate the use of wheelchairs.

In 2016, the Public Transport Authority upgraded all bus shelters along Canning Highway to ensure they met with current disability access standards.

In 2016, the Town Centre redevelopment Richmond Quarter opened representing the first totally disability accessible development within the Town.

Access and Inclusion Policy Statement for People with Disability, their Families and Carers

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The Town of East Fremantle recognises that people with disability are valued members of the community who make a variety of contributions to local, social, economic and cultural life. The Town believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life.

The Town of East Fremantle is committed to consulting with people with disability, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately.

The Town of East Fremantle is committed to ensuring that its agents and contractors work towards the desired outcomes in the DAIP.

The Town of East Fremantle is committed to working in partnership with local community groups and businesses to facilitate the inclusion of people with disability through improved access to facilities and services in the community.

The Town of East Fremantle is committed to achieving the seven desired outcomes of its DAIP.

7 Desired Outcomes of the Disability Access and Inclusion Plan

- 1. People with disability have the same opportunities as other people to access the services of and any events organised by a public authority.**
- 2. People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.**
- 3. People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.**

- 4. People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.**
- 5. People with disability have the same opportunities as other people to make complaints to a public authority.**
- 6. People with disability have the same opportunities as other people to participate in any public consultations by a public authority.**
- 7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.**

DEVELOPMENT OF THE DAIP

Responsibility for the Planning Process

Council's Principal Environmental Health Officer is responsible for the development of the DAIP. The plan was referred to elected members, staff and key community leaders including a core group of people with disability who have consulted on previous issues for their comments and suggestions. On-going consultation with individuals with disability has assisted to highlight problem access areas and these will be considered during development of the Plan along with other comments and suggestions received.

Community Consultation Process

The process included the following steps:

- Review of the Disability Access and Inclusion Plan 2012-2016 and subsequent review reports to see what has been achieved and what still needs work;
- Examination of other council documents and strategies;
- Investigation of contemporary trends and good practice in access and inclusion;
- Consultation with the Operations Co-ordinator in respect of the external environment, Manager Planning Services in respect of the built environment, Executive Manager Finance and Administration in respect of web page upgrading and human resource matters, and Community Services Officer with regard to services provided to people with disability in the Town of East Fremantle.
- Consultation with the community; and in particular individuals who have a disability. Between the 1st and 30th May 2016, residents of the Town of East Fremantle were asked to complete a survey to inform the amendment of the Town's Disability Access and Inclusion Plan. Surveys were available on-line or in hard copy. Targeted dissemination to existing carers, seniors and disability groups occurred. A total of 55 completed responses were received. Just over 53% of the people consulted self-identified as having a disability and 17.7% were either carers or organisations who supported those with a disability.
- The Draft DAIP 2016-20 was published on Council's website for one month to seek community feedback which will be utilised to inform the Plan.

- The community was informed through an advertisement in the local newspaper, The Herald, referring interested parties to Council's website to feedback to the Town.
- The findings of the community consultation have been incorporated into the Plan.

Findings of the consultation

The findings of the consultation will be incorporated into the Plan.

Access Barriers

Consultation to date has identified a range of barriers. These access barriers included:

- Events may not always be held in a manner and location that best facilitates the participation of people with disability;
- Suitable parking for people with disability may not be meeting the needs of this growing demographic;
- Staff may be uninformed or lacking in confidence to adequately provide the same level of service to people with disability;
- People with disability may not be aware of consultation opportunities with the Town;
- People with certain disability cannot physically access the first floor of the Town Hall; and
- The Town facilities that need most focus to improve access for those with a disability include footpaths, retail premises within the Town, sporting facilities and the Town's beaches and foreshores.

Responsibility for implementing the DAIP

It is a requirement of the *Disability Services Act* that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of Council. Some actions in the Action Plan will apply to all areas of Council while others will apply to a specific area. The Action Plan sets out who is responsible for each action.

Communicating the plan to staff and people with disability

- The Draft DAIP will be published on Council's website and the community notified per newspaper advertisement.

- Following endorsement by the Disability Services Commission and the Council, copies of the plan will be available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio on computer, by email and on the council website.
- The finalised DAIP will be published on council's website, the draft DAIP removed and the community notified per newspaper advertisement

Review and evaluation mechanisms

The *Disability Services Act* sets out the minimum review requirements for public authorities in relation to DAIPs. The Town's DAIP will be reviewed at least every 5 years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Review and monitoring

- Disability Access and Inclusion issues are considered by the Neighbourhood Watch Committee and the Executive Group; both of which meet periodically and as required to review progress on the implementation of the strategies identified in the disability access and inclusion plan.
- The review of the Town's DAIP will be included in the DAIP 2016-2020 which will be submitted to the Disability Services Commission in 2016. The report will outline what has been achieved under the Town's DAIP 2012-2016.
- The Principal Environmental Health Officer will prepare a progress report each year on the implementation of the disability access and inclusion plan.

Evaluation

- Once a year prior to 31 July council will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies. This will inform the further implementation of the plan.
- In seeking feedback the Council will also seek to identify any additional barriers that were not identified in the initial consultation.
- The Council will use consultation processes such as meetings with people with disability and disability organisation phone-ins.

- Elected members of council and council officers will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.

REPORTING ON THE DAIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

Council will report on the implementation of its DAIP through its annual report and the prescribed proforma to the Disability Services Commission by 30 June each year, outlining:

- its progress towards the desired outcomes of its DAIP;
- the progress of its agents and contractors towards meeting the seven desired outcomes; and
- the strategies it used to inform its agents and contractors of its DAIP which are (list – e.g. through tender documentation, through contract or contract variation, by email or by correspondence).

Strategies to Improve Access and Inclusion

As a result of the consultation process the following overarching strategies will guide tasks, reflected in it's internal Implementation Plan, that the Town of East Fremantle will undertake from 2016-2020 to improve access to its services, buildings and information. The seven desired outcomes provide a framework for improving access and inclusion for people with disability in the Town of East Fremantle.

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Strategy	Timeline
Ensure that people with disability are provided with an opportunity to comment on access to services. This will be achieved through the dissemination of relevant documents through service providers.	On-going
Continue to monitor the Town's Access and Inclusion policy to ensure it supports equitable access to services by people with disability.	On-going
Continue to support the City of Fremantle to upgrade the library technology as accessible as possible.	Improvements are made each year

Strategy	Timeline
Continue to align Council plans and strategies with the DAIP principles.	Ongoing
Council will ensure that any events are organised using the DAIP planning proforma so that they are accessible to people with disability.	Ongoing

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Strategy	Timeline
Ensure all buildings and facilities are accessible to people with disability in accordance with the "Access to Building Standards" and the Building Code of Australia.	On-going
Ensure that all new or redevelopment works provide access to people with disability in accordance with the "Access to Building Standards" and the Building Code of Australia.	On-going
Ensure all premises and other infrastructure related to transport facilities are accessible.	On-going
Review existing and plan for additional ACROD parking to meet the demand of people with disability in terms of quantity and location. Continue to ensure all relevant private developments include ACROD parking.	On-going

Advocate to local businesses and tourist venues the requirements for and benefits flowing from the provision of accessible venues, highlighting that this was identified as a priority through the consultation process. Continue to promote "You're Welcome" www.access.wa.gov.au	On-going
Ensure that parks and reserves are accessible, by using the concept of Universal Design in all new facilities and amendments to existing facilities. These design principles aim to simplify life for everyone by making the built environment more usable to as many users as possible.	On-going
Increase the number of accessible playgrounds.	On-going
Improve access to the Swan River and foreshores for people using wheelchairs and other disability accessibility aids. An audit of the foreshore which was conducted as part	On-going

of the East Fremantle Foreshore Master Plan will guide future developments and public open space standards. Implement the recommendations of the Master Plan.	
Ensure that all new and redeveloped public toilets meet the associated accessibility standards. Advertise universal toilet locations on the Town website by placing an asterisk next to the club houses with a universal toilet e.g., Bowling Club, Cricket/Lacrosse Club, East Fremantle Yacht Club, Dovenby House, Glyde In and Zephyrs.	On-going
Promote the public facilities that are disability friendly on the Town's website	December 2016. Updated December every year
Audit the Town's footpaths to identify areas for improvement for people with a disability and parents with prams. The specific issues identified through the consultation will be prioritised on the computer program (Roman) which details all Town footpaths and highlights future maintenance works in order of priority.	Ongoing

Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Timeline
Improve community awareness that Council information can be made available in alternative formats upon request. The Town will attempt to convert the most relevant information into Large print (minimum 16-point font size) and audio, CD or podcast. These formats are the most commonly used.	On-going
Continue to improve staff awareness of accessible information needs and how to obtain information in other formats. This will be done through induction training.	On-going
Investigate and facilitate the use of interpreters and online programs to improve the availability of Council meetings to people with a hearing impairment.	On-going
Provide documentation regarding services, facilities and customer feedback in an appropriate format using clear and concise language. Print this information on the Town's website.	On-going

Strategy	Timeline
Work with existing partners to develop a register including services available for those with a disability.	Register developed by June 2018

Outcome 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Strategy	Timeline
Continue to improve staff awareness of accessible information needs and how to obtain information in other formats. This will be done through induction training.	On-going
Improve the awareness of new elected members about disability and access issues.	On-going
Further generate and sustain existing staff awareness of disability and access issues.	On-going

Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.

Barrier	Timeline
Ensure that current grievance mechanisms are accessible for people with disability.	On-going
Improve staff knowledge so they can facilitate the receipt and resolution of complaints from people with a disability.	On-going
Ensure that grievance mechanism processes and outcome satisfaction survey forms are available in formats to meet the needs of people with disability. Promote these forms on the Town's website.	On-going

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Strategy	Timeline
Sustain community awareness about consultation processes in place.	On-going
Sustain monitoring of the DAIP to ensure implementation and satisfactory outcomes.	On-going

Strategy	Timeline
Improve access for people with disability to the established consultative process of Council.	On-going
Be receptive to a broad range of views on disability and access issues from the local community.	On-going

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Strategy	Timeline
Adopt inclusive recruitment practices in our position applications.	August 2016
Continue to work with The Edge Employment Agency to identify grants to assist with the employment of people with a disability, including at the Council Offices.	Ongoing