

ATTACHMENT #2 - DISABILITY ACTION PLAN 2008 - 2012 ANNUAL COMPLIANCE REPORT

DEPARTMENT	ITEM	ACTION	TIMEFRAME	COMMENTS
Asset Services				
1. Civil Infrastructure Planning	1.1	Ensure a program of inspection and rectification of trip hazards is conducted in appropriate civil infrastructure – laneways, kerbs, roads, footpaths.	Years 1, 2, 3, 4, 5	Yes, Trip Hazard Analysis Report.
	1.2	Install tactile and audio indicators in major street refurbishments particularly in activity centres when designing new roads works	Years 1, 2, 3, 4, 5	Yes, these are installed in new upgrades
	1.3	Ensure there is a program of proactively correcting pram crossings particularly on major roads	Years 1, 2, 3, 4, 5	Yes, program undertaken each year
	1.4	Annual audit of foot paths to increase accessibility and to repair where tree roots prevent access	Years 1, 2, 3, 4, 5	Yes, audit undertaken each year
	1.5	Manage and promote the hoardings permit process which governs how accessible the footpaths is around it	Years 1, 2, 3, 4, 5	Yes, is being managed
	1.6	Ensure requests for street lighting are responded to promptly	Years 1, 2, 3, 4, 5	Yes, actioned.
		Audit undertaken and rectification works identified of the Port Melbourne Activity Centre to improve accessibility (the other activity centres will be done in year 2)		New to action plan
	1.7	Where necessary request water companies to install new fire hydrants under ground which makes pedestrian space more accessible	Years 1, 2, 3, 4, 5	Yes, complete
2. South Melbourne Market	2.1	Police and where appropriate remove A frames and sandwich boards	Years 1, 2, 3, 4, 5	Yes, Being monitored but needs to be tightened
	2.2	Manage the yellow line obligations of stall holders	Years 1, 2, 3, 4, 5	Yes, monitored well – we have a good working relationship with by-laws so we have good compliance across the market
	2.3	Ensure lift at the market is maintained and in good working order to increase accessibility to the car park	Year 1	Yes, Lift is being maintained regularly and we respond to faults very quickly.
	2.4	Ensure there is a wheelchair on premises at the market for customer use	Year 1	Yes, We have a wheelchair on the premises
		Due to the fact the SMM office is upstairs an intercom has been installed so anyone in a wheelchair, or who has difficulty with stairs or has a pram can buzz us and still get assistance.		New to action plan
3. Capital Works	3.1	Capital works evaluation panel will consider disability compliance when considering new works	Years 1, 2, 3, 4, 5	Yes, always considered
	3.2	Disability checkbox to be included into capital works business case template	Year 1	Yes, has been included in template
	3.3	Capital works community consultation to be conducted in accessible buildings/rooms	Years 1, 2, 3, 4, 5	Yes, it's taken into account

Buildings and Green Services				
1. Maintenance	1.2	Heritage requirements where possible are considered. Discussions occur with heritage advisors on all building assets	Years 1, 2, 3, 4, 5	Yes, liaise with Heritage Advisor on heritage issues
	1.3	Maintain walking ramps, paths and steps to the beach	Years 1, 2, 3, 4, 5	Yes, maintenance issues are reported when beach cleaning is undertaken
	1.4	Ensure council owned tree maintenance is carried out to increase accessibility of footpaths	Years 1, 2, 3, 4, 5	Yes, two programmes Tree Pruning Programme & Tree Root Pruning Programme
2. Building Projects	2.1	Promote the accessibility of the St. Kilda Town Hall	Year 1	Yes, currently promoted as all ASSIST staff will be relocating there in the next few weeks
	2.2	Promote and plan for continued accessibility of all child care centres	Years 1, 2, 3, 4, 5	Yes, accessibility is always taken into account
	2.3	Promote and plan for continued accessibility of all community hubs	Years 1, 2, 3, 4, 5	Yes, accessibility is always taken into account
	2.4	Plan for the Betty Day Centre and the Mary Kehoe Centre to become accessible	Years 1, 2, 3	Yes, Betty Day will be accessible once completed
	2.5	Urban Studies Centre will be accessible when complete	Years 1, 2, 3	Yes, DDA consultant has approved the lay out of the Urban Studies Centre as of 4th May 2009, it will be compliant
	2.6	South Port Life Saving Club will be accessible	Years 1, 2, 3	Yes, Southport Surf Lifesaving Club will be fully accessible as it has been built on street level, there will be disabled toilets and lift access to all three floors
	2.8	Plan for improved accessibility for the St. Kilda Library in coming capital works programs	Years 1, 2, 3, 4	Yes, This project is at concept design at the moment but a DDA consultant will be brought in to ensure that public building is fully accessible.
Services	3.1	Port Phillip staff to operate from the accessible 222 Bank St South Melbourne building	Years 1, 2, 3, 4, 5	Yes, All staff will be moving from 222 Bank St to Sth Melbourne Town Hall
	3.3	Large print documentation, translated material if needed, PA and hearing loops available during any community consultation	Years 1, 2, 3, 4, 5	Yes, large print documents are provided if requested. Hearing loops available at town hall and we have purchased a portable one for these occasions
3. Green and Open Spaces	4.1	Continue to explore ways of making gravel paths and edgings around playgrounds more accessible	Years 1, 2, 3, 4, 5	Yes, site analysis
	4.2	Continue to explore equipment for people with disabilities when upgrading play spaces	Years 1, 2, 3, 4, 5	Yes, always considered - Garden City Playspace fully accessible and equipped for diversity
	4.3	Continue to plan for future stages of the St. Kilda's Edge project being accessible	Years 1, 2, 3, 4, 5	Yes, including St Kilda Promenade & Foreshore connection
	4.4	Tree planting and streetscape development should always include accessibility consideration	Years 1, 2, 3, 4, 5	Yes, Accessibility consideration is a part of the site analysis
	4.6	Continue to plan and advocate for accessible public lighting in parks and open space	Years 1, 2, 3, 4, 5	Yes, projects include lighting along paths
Community Services				
Services	1.1	Deliver respite hours for carers of older people and carers of younger people with disabilities	Years 1, 2, 3, 4, 5	Ongoing, part of Home and Community Care service

	1.2	Ensure an inclusive school holiday program for all children	Years 1, 2, 3, 4, 5	Ongoing
	1.3	Expand the free community bus across the municipality	Year 1	Complete, review of timetable and route conducted Dec 08 and amended timetable commenced April '09
	1.4	Deliver a range of community services to people with disabilities including personal care, home care, respite care, property maintenance, delivered meals, recreation and leisure support	Years 1, 2, 3, 4, 5	Ongoing service delivery as part of Home and Community Care program
	1.5	Flexible services to be offered for people with disabilities including group shopping and flexible service times for people with mental health issues.	Year 1	Complete
	1.6	Proposed direct subsidy for people with disabilities accessing vacation care.	Year 1	Completed
	1.7	Increase opportunities for young people aged 12 years plus during the school holiday periods including children with additional needs.	Year 1	Family and Children's' Services to continue liaising with Youth Services regarding development of Program.
	1.8	Promote the affordability subsidy targeting low income families which includes families of people with disabilities	Years 1, 2, 3, 4, 5	Ongoing
	1.9	Expand and promote the rubbish bin service for people with disabilities in Community Care	Years 1, 2, 3, 4, 5	Ongoing
	1.10	Promote the Maternal and Child Health universal access policy for parents and their children. The enhanced service is targeted at vulnerable families which includes families of people with disabilities	Years 1, 2, 3, 4, 5	Ongoing
	1.11	Investigate use of children's centre at weekends for respite service provision. This would offer group respite to children with disabilities	Year 1	Investigation Complete. Moving into implementation with policies and procedures.
	1.12	Promote the family support service and maternal and child health offering information and support to parents/guardians of people with disabilities or where the parents/guardians themselves have a disability	Years 1, 2, 3, 4, 5	Family Support developed closer links with services such as MOIRA.
	1.13	Scope a range of support and activities people with disabilities aged 18 – 30 and their carers	Year 1	Weekend Respite Program for young people with high needs to commence '09/10 financial year
	1.14	Extend the community meals subsidy program and creatively fund groups of people with disabilities and their families to share food together.	Year 1	Complete, Community Access Planned Activity Groups now accessing meals subsidy
	1.15	Formalise and promote the support options for people with disabilities who wish to attend Council's functions, events and meetings.	Year 1	Process for arranging Community Carers to assist at Council functions now in place.
	1.16	Increase participation in the carer support group to potentially include holidays, camps, lunches and guest speakers	Year 1	Monash Med Students doing Health Promotion project with this group and our Dementia Group

2. Advocacy	2.1	A Children's Plan to be developed for children by children that includes children with disabilities – this gives a voice to children with disabilities in the planning, development and evaluation of policies and services that are relevant to them.	Year 1	Consulting with children training is being provided to Family & Children's Services staff on the 8th, 15th & 16th May 2008. Children's Plan will be distributed for comment June 08. Ongoing consultations in development of Care Plan in Children's respite.
	2.2	Identify the need for targeted playgroups for children with additional needs	Year 1	Discussions with Playgroup Victoria were held in April. Further planning will be undertaken when Broadway redevelopment is complete (est. Sept. 08)
	2.3	Lobby the Commonwealth Government (Family and Children Services and Indigenous Affairs FACSIA) for funding to increase inclusion support subsidy in vacation care and child care	Year 1	COPP children's services staff participated on Inclusion Support Agency Regional Advisory Committee as opportunities arise.
	2.4	Advocate for kindergartens not run by the City of Port Phillip to secure greater Inclusion Support Subsidy (ISS) funding	Year 1	COPP children's services staff participated on Inclusion Support Agency Regional Advisory Committee. As opportunities arise.
	2.5	Explore possibility of attracting case management funding for families with complex needs due to a disability in the family.	Year 2	As opportunities arise.
	2.6	Create alliances with service providers within the City of Port Phillip who specialise in services for people with disabilities	Year 1	Participate in the Disability Respite and Recreation Expo in Feb 2009. Continue to participate in Active Service Model opportunities for integrated service delivery. Ongoing
3. Information	3.1	Translate information on services for people with disabilities into languages other than English	Years 1, 2, 3, 4, 5	Professional development for carers working with diverse cultures commencing with a "World Café" workshop in June 09
	3.2	Explore ways of offering and providing better information to people with disabilities and their families. Better written and verbal information needs to be developed including reviewing brochures on advocacy and general support	Years 1, 2, 3, 4, 5	Brochures complete and include translated information about how to access the information. Revised client agreement forms being translated into other languages. New business cards for staff have large print on back
4. Staff Training	4.1	Provide training for vacation care to ensure programs are inclusive to people with high support needs.	Years 1, 2, 3, 4, 5	Ongoing and updated as required
	4.2	Staff to be better trained in the use of equipment to meet the needs of people with disabilities. Increase the quality and quantity of equipment available to support people with disabilities	Years 1, 2, 3, 4, 5	Manual handling training occurs annually. Equipment provided by Council is minimal and monitored according to needs of individual clients.
	4.3	Continue to promote and fund staff training to include certificates 3 and 4 (task appropriate) and a diploma in disability.	Years 1, 2, 3, 4, 5	Current Cert 111 being conducted through Swinburne University and in partnership with City of Bayside
Customer Service				

1. Service Provision	1.1	Continue to monitor the physical access at ASSIST Centres and remedy inaccessible spaces where necessary. This includes lift access, ramps, low counters, space to meet in foyer, public waiting area, meeting spaces and toilets.	Years 1, 2, 3, 4, 5	Yes continually assessed
	1.2	Promote the improved location of customer services and planning services as 2 key partners for community business at the St. Kilda Town Hall	Year 1	Yes, both are accessible at the front counter
	1.3	Promote the improved location of cashier function and customer services as important services for community business at the ST. Kilda Town Hall	Year 2	Yes, accessible from front counter
	1.5	Plan for and co-ordinate the movement of customer service staff to 222 Bank St South Melbourne where there are low counters, toilets and ramps which improve access	Year 1	All staff will be located at Sth Melbourne Town Hall - fully accessible
	1.6	Guarantee customer service access across the Municipality by ensuring staff presence at each of the municipal town halls. Ensure all sites are all accessible	Years 1, 2, 3, 4, 5	Yes, staff available at all locations
	1.7	Ensure better hearing cards are available at the main reception areas of council.	Year 2	Hearing loop located at St Kilda & South Melbourne Town Halls
	1.8	Promote Port Phillip as being always accessible to people with disabilities who wish to do business in person	Years 1, 2, 3, 4, 5	Yes, accessibility is promoted
	1.9	Create an environment where people don't have to come into the town halls to do business with Council. This is a major commitment to enable as many transactions as possible to be done on line – e.g. parking permits, planning applications, parking renewals	Years 1, 2, 3	Yes, Online strategy being developed
	1.10	Increase the number of ways that people with disabilities can do business with Council including in person, phone, web, mail, e-mail. With Same Day Service being a promise.	Years 1, 2, 3	Yes, all of the above available as well as TTY phone
	1.11	Create a series of customer service promises – base level commitments to the community – 2008 as the year of all customers	Year 1	Yes, service promise created
	1.12	Ensure 24 hour access to support through the interface between the City of Port Phillip and the after hours service provided	Years 1, 2, 3, 4, 5	Yes, after hour service provided
	1.14	Explore options to partner with the State Government in developing a citizen portal to give residents information into all government services.	Years 1, 2, 3	The State Government has advised that it does intend to pursue this option. We hope to explore other related options.

2. Staff Training	2.1	TTY is available and staff are trained in its use as required	Years 1, 2, 3, 4, 5	Yes, available & staff are trained in usage
	2.2	Assist and Counter staff are trained in customer service standards to improve access for people with disabilities. They are trained in knowledge of Council's services and information available that is useful to people with disabilities.	Years 1, 2, 3, 4, 5	Yes, staff attend refresher training
	2.3	Ensure interpreter services and Auslan interpreters are available on request for all business with Council, ensure staff are trained in their use and promote their availability	Years 1, 2, 3, 4, 5	Yes, available and staff are trained
	2.4	Continue to engage staff who are bi-lingual who improve access for people with disabilities who speak languages other than English	Years 1, 2, 3, 4, 5	Yes, currently 3 staff are taking language courses
3. Civil Spaces and Events	3.1	Promote the civic places including Town Halls and their meeting spaces that are available and subsidised (or free) for people or groups of people with disabilities	Year 1	Promoted on COPP internet website and communicated internally to Community Planning & Policy Officers internally. Advertised in Divercity council publication periodically.
	3.2	Support elected Councillors at public events to access their communities through the catering, equipment and resources. This increases access of all residents to their elected ward Councillors	Year 1	Yes, Facilitated via the Mayoral Office Business Unit.
	3.3	Support people with disabilities through public events and consultation through communication, venue hire, staffing, catering, staff support, expertise, cleaning, public address systems, audio loops, wheelchair access	Year 1	Yes, All Town Halls have disability access ramps and audio loop functionality patched through in house PA systems.
	3.4	Offer and promote to the community the subsidised use of community buses which allows people with disabilities the chance to access their wider community at affordable costs	Year 1	Yes, Promoted on COPP internet website and communicated internally to Community Planning & Policy Officers. Buses are fitted with manual ramps to aid access.
	3.5	Develop a meetings and events checklist for accessibility requirements for public, civil and internal events	Year 1	Yes, Complete and complied with by Meetings & Events at enquiry stage.
Infrastructure Services				
1. Civil Infrastructure	1.1	Prepare civil maintenance budget to include funding for disabled ramps, tactile indicators and keep both clean and well repaired and maintained.	Year 1	On going
	1.2	Install pram crossings which are a standard grade, wheelchair friendly and DDA compliant	Years 1, 2, 3, 4, 5	On going as part of the footpath rehabilitation program

	1.3	Regularly inspect roads in Port Phillip for evidence of pot holes and repair as necessary	Years 1, 2, 3, 4, 5	Local roads are inspected yearly and major roads six-monthly.
	1.4	Conduct an audit of existing pram crossings and construct up to 30 per year	Years 1, 2, 3, 4, 5	Ongoing
	1.5	Ensure DDA compliance program in all major contracts and this is monitor this through regular meetings with civil construction contractors	Years 1, 2, 3, 4, 5	DDA compliance in contracts is monitored during the weekly meetings with contractors
	1.6	Undertake a program of signage and line marking for accessible parking spots and signage for pram crossings	Years 1, 2, 3, 4, 5	Ongoing, undertaken as a routine line marking and signage program
	1.7	Ensure footpaths are regularly inspected for trip hazards and trip points – regime of inspections – and promote the role the community can play in auditing their local community	Years 1, 2, 3, 4, 5	Footpaths are inspected on a yearly basis, those located in major shopping centres are inspected weekly and those in minor monthly.
	1.8	Proactively and reactively inspect civil infrastructure and repair and maintain it to improve access. This includes seats, benches and other furniture, signs, footpaths, litter bins, access to shops and buildings, bus stops and shelters	Years 1, 2, 3, 4, 5	Civil infrastructure is inspected proactively as par of the maintenance programs in place and reactively through the CRM module and other inspections requests.
	1.9	Conduct route audits around shopping precincts to improve access – in particular Clarendons St, Ormond Rd, Carlisle St, Bay St, St. Kilda Rd and Fitzroy St to ensure they are accessible. As a result create access and tactile indicator priorities	Year 1	Audit conducted as a one off basis.
2. Service Provision	2.1	Promote the rubbish bin initiative for people with disabilities who find it difficult to take out and bring in the rubbish bins	Years 1, 2, 3, 4, 5	Completed, on call request, address listed with waste management services.
	2.2	Develop and promote flexible waste collections that are also available to people with disabilities when requested	Years 1, 2, 3, 4, 5	Completed, flexible arrangements written into contracts specifications.
	2.3	Information brochures to be made available from the South Melbourne Depot in large print if requested and interpreters are also available. Staff will be trained in the use of interpreters	Year 2	Waste Strategy and Operations Officer prints out large scale versions of the Waste brochure for all the town halls. We have the standard translation messages and phone numbers listed on the back of the brochure
	2.4	A flexibly tailored hard rubbish service will be developed and promoted which will include collecting waste from inside the property line	Year 1	Completed, writing in as part of hard waste collection contract.

	2.5	A flexible street and beach cleaning schedule will be promoted that improves access around key tourist destinations including the beach and shopping precincts like Fitzroy St which will improve amenity and aesthetics but also to improve access	Year 1	The Coordinator of Street & Beach Cleaning has created a flexible cleaning schedule. The Key Activity Centres are cleaned twice daily, which includes all footpaths etc. to ensure accessibility is at a premium. The foreshore is cleaned once a week and the beach and all access ramps are cleaned once a day to ensure that there is no build up of sand.
City Development				
1. Service Provision	1.1	Ensure all public consultations are done in accessible venues and places	Years 1, 2, 3, 4, 5	Yes, all consultations are undertaken in Town Halls.
	1.2	Ensure people with vision and hearing impairments are catered for when conducting public consultation through use of large print material, clear communication, Auslan interpreters and hearing loops	Years 1, 2, 3, 4, 5	As requested – have not had a request for any such service but invitation letters could be updated to request hearing or vision impaired to advise us in advance if they require assistance.
	1.4	Provide advice for and where possible ensure floor level of future new buildings are at ground level	Years 1, 2, 3, 4, 5	Yes
	1.5	Ensure larger future developments have made provision for accessibility features like toilets and ramps	Years 1, 2, 3, 4, 5	Yes, This is achieved through Building Regulations rather than Planning Provisions
	1.6	Provide expert advice when communicating the accessibility requirements on developments and suggest alternatives as required. Continue to provide advice on accessible shopping precincts and continue to work with private building surveyors regarding access	Years 1, 2, 3, 4, 5	Yes, advice is given regularly by Building Surveyors
2. Advocacy	2.3	Promote the goal of universal access to all public buildings and actively pursue this goal where appropriate	Years 1, 2, 3, 4, 5	Where appropriate this happens
Health and Amenity				
1. Parking Service Provision	1.1	Continue to allocate and promote parking provision for people with disabilities	Years 1, 2, 3, 4, 5	Yes
	1.2	Promote Council's commitment to free parking for people with a valid disability parking permit	Years 1, 2, 3, 4, 5	Yes, Stickers displayed on parking meters - free parking
	1.3	Continue to develop the collaboration with neighbouring Councils to provide consistent parking conditions for people with disability permits	Years 1, 2, 3, 4, 5	Yes, same systems as City of Melbourne
	1.5	Continue to audit and monitor new development and the enforcement role of trip hazards	Years 1, 2, 3, 4, 5	Yes, internal process to refer to Infrastructure Services or Asset Services
2. Footpath Trading Service Provision	2.2	Monitor the impact on kerbside trading through changes to dining, drinking and smoking outside premises	Year 1	Yes, Footpath Trading Guidelines are being updated
	2.3	Immunisation sessions is a universal service – and ensure buildings are always accessible	Years 1, 2, 3, 4, 5	Yes, All immunisation sessions are wheelchair accessible

	2.4	Provide an enforcement and education role in relation to footpath and shop front trading to ensure access along the footpaths	Years 2, 3	Yes - Local Laws Officer have ongoing contact with traders - The Footpath Trading Guidelines have been reviewed
	2.6	Promptly respond to complaints about breaches of permits where it impacts on access to public space – tables, chairs and other furniture being outside shop fronts	Years 1, 2, 3, 4, 5	Yes, Same Day Service via CRM's
	2.7	Provide an enforcement role of the Building Act – in particular obstructions from buildings	Years 1, 2, 3, 4, 5	Yes, Included in local law officer PD and enforced under local law
	2.8	Provide and promote off leash areas for dogs - Alma Park is an area for people with guide dogs – it is also an accessible park	Years 1, 2, 3, 4, 5	Yes, Off leash Review undertaken this year
3. Other Service Provision	3.1	Continue to develop and foster the relationship with Vision Australia to educate and police the access to food premises for seeing eye dogs	Years 1, 2, 3, 4, 5	Yes, current stakeholder management
	3.3	Promote and expand the home delivered sharps container service for people with disabilities	Years 1, 2, 3, 4, 5	Yes, Health Services currently run a Diabetic Sharps Programme
	3.4	Continue to promote the role of school crossing supervisors allow people to safely cross roads	Years 1, 2, 3, 4, 5	Yes, team leader liaises with schools
	3.5	Promote the role of and implement the suggestions of community auditors regarding the built environment who feedback issues on accessibility in the City of Port Phillip.	Years 1, 2, 3, 4, 5	Yes, where suggestions are made
Culture and Recreation				
1. Service Provision	1.1	Councils Access for All Abilities JCAAA – service for people with disabilities, service for community groups and sporting clubs, access to arts programs and recreation and leisure program	Years 1, 2, 3, 4, 5	Yes, current workshops and ongoing programs
	1.2	Continue to work with sporting clubs to increase options for participation for people with disabilities	Years 1, 2, 3, 4, 5	Yes, regularly invited to participate
	1.3	Develop and distribute a sports facilities accessibility map for all sports facilities and equipment across the City	Years 1, 2	No, has not been undertaken. This will be considered in future years of the Plan.
	1.4	Develop and promote a recreation program for people with disabilities which will include dance parties, sports programs, vacation programs and integrated school holiday programs.	Years 2, 3, 4	Yes, ongoing programs
	1.6	Promote the House Bound library service which delivers books to people at home who cannot visit a branch	Years 1, 2, 3, 4, 5	Yes and ongoing, extension of service will occur due to closure of the Emerald Hill Branch

	1.7	Continue to support young people with disabilities to access sport, recreation and leisure programs through Council youth and recreation workers	Years 1, 2, 3, 4, 5	Yes, ongoing workshops and programs
	1.8	To investigate services gaps and needs for young people with disabilities through broadening relationships with service networks	Years 1, 2, 3, 4, 5	Yes, youth networks and liaising with groups such as YDAS.
	1.9	Develop, promote and celebrate the Arts Access programs – for people with disabilities to be involved in arts – particularly those with physical disabilities and those with mental illness	Years 1, 2, 3, 4, 5	Access Arts projects and partnerships continue to develop and grow. Participant numbers are steady with most groups full to capacity. New projects are developed based on community need/request.
	1.10	Promote and celebrate mental health week	Years 1, 2, 3, 4, 5	Mental Health Week events supported or produced by Access Arts events in 2008 include - The Mad Hatters Music Party by Music Network artists, A Cup of Tea With Aunty Marge by SPARC Theatre and Paul Dunn Retrospective - St Kilda Town Hall Gallery.
	1.11	Continue to offer gallery space to artists with disabilities	Years 1, 2, 3, 4, 5	Yes, currently being offered
	1.12	Make the St. Kilda Festival more accessible using recommendation from the audit done in 2007. This will include inaccessible infrastructure, signage, training of staff, accessible open space like Alfred Square and O'Donnell Gardens.	Years 1, 2,	Yes, currently being undertaken
	1.13	Continue to develop and promote an Inclusive arts program	Years 1, 2, 3, 4, 5	Access Arts projects continue to improve and expand. Our projects are recognised at state and federal level as best practice.
	1.14	Lobby other levels of government for increased funding for support for people with disabilities and their families.	Years 2, 3	Yes, currently being undertaken
	1.16	Ensure all community consultation is held in accessible spaces	Years 1, 2, 3, 4, 5	Yes, always taken into consideration
	1.17	Rollout the recommendations in the Sports Policy which targets disadvantaged groups	Years 1, 2, 3, 4, 5	CoPP as part of the JCAAA continues to implement a program of activities that support people with disabilities in sport CoPP also continues to roll out the low cost / no cost lifestyles sports program
2. Capital Works and Equipment Purchase	2.1	Develop the Elwood Park Sports Pavilion to be fully accessible	Years 1, 2, 3	Yes, will be fully accessible
	2.4	Budget for and purchase accessibility equipment as required for use at facilities and playgrounds	Years 1, 2, 3, 4, 5	Yes, when appropriate
3. Staff and Employment	3.1	Explore options for training staff in mental health and challenging behaviours with an objective of staff spending a day as or with a disabled person	Years 1, 2, 3	Not yet occurred. Will be considered in future years of the Plan.

		3.2 Continue to employ people with disabilities in the Port Phillip libraries and to extend the employment across the disability range.	Years 1, 2, 3, 4, 5	Yes, Earlier this year we appointed a part-time staff member (in our Technical Services area). In addition we have a small group of participants in a work experience/integration program offered through Holmesglen that do a range of collection maintenance activities, primarily at St Kilda weekly throughout term.
		3.3 Staff will promote the services provided by the department that can be provided to people with disabilities – Awareness raising exercise as a target	Years 1, 2, 3, 4, 5	Yes, services are currently being promoted
Community Development				
1. Community Facilities		1.1 Provide and promote the subsidised or free community space and facilities to groups and individual people with disabilities. These facilities will be staffed to provide assistance with bookings, day programs and supports groups. On occasion they will also	Years 1, 2, 3, 4, 5	Yes, current logometrix facility evaluation process and signage review and upgrade
		1.2 Explore all Council owned facilities and develop a program to identify what remedial action needs to take place for these facilities to become accessible. Some of the works that might be required includes ramps, wide access points, toilets, hand rails and	Years 1, 2, 3, 4, 5	Yes, current logometrix facility evaluation process and signage review and upgrade
		1.3 Fully develop the Betty Day Centre so as to become fully DDA compliant	Year 2	Yes, fully DDA compliant
		1.4 Audit signage at all community facilities and make decisions on whether signage is DDA compliant, if Braille signage is required and whether tactile indicators need to be retro fitted	Year 1	Yes, current logometrix facility evaluation process and signage review and upgrade
		1.5 Assist key tenants of Council owned facilities to ensure services they provide are inclusive for people with disabilities	Years 1, 2, 3, 4, 5	Yes, current logometrix facility evaluation process and signage review and upgrade
2. Service Provision		2.1 Ensure information is provided in large print, black on white print, and in other languages where relevant.	Years 1, 2, 3, 4, 5	Yes, when requested is available
		2.2 Offer and where necessary review service agreements with community organisations who provide services to people with disabilities	Years 1, 2, 3, 4, 5	Yes currently being reviewed
		2.4 Continue to budget for, auspice and promote a number of community events for people with disabilities including multicultural day, diversity day, senior's festival, harmony day, civic awards, international Day for People with Disabilities and the Community	Years 1, 2, 3, 4, 5	Diversity/Harmony Day done

	2.5	Continue to recognise and celebrate the work of community organisations whose work supports people with disabilities in our community. Community grants will be offered to grass roots groups in a community development context	Years 1, 2, 3, 4, 5	Yes, support is offered and celebrated
	2.6	Support people with disabilities from the indigenous community through the funding and provision of workshops like the Deep Listening workshop	Year 1	Yes, workshops are ongoing
	2.7	Ensure all community consultation is in accessible spaces where possible. Ensure people with disabilities are catered for through the provision of Auslan interpreters, hearing loops and support	Years 1, 2, 3, 4, 5	Yes, accessibility always considered
	2.8	Co-ordinate and financially support the work of organisations, agencies and churches who feed those at risk of malnutrition in our community	Years 1, 2, 3, 4, 5	This has also been achieved through our involvement with ISEPICH and their food security initiative.
	2.9	Roll out the actions identified in the Ageing Well policy which advocates for physical access in the City of Port Phillip for older people and people with disabilities	Years 1, 2, 3, 4, 5	Has been completed
	2.10	Provide housing advice, support, referral, networking and housing placement for people at risk of homelessness (this includes disadvantaged groups including people with disabilities)	Years 1, 2, 3, 4, 5	Yes, our Housing Info & Support service is recurrent and ongoing
	2.11	Develop and promote affordable and inclusive leisure and recreation options for people with disabilities through the Social Support and Recreation Access program	Years 1, 2, 3, 4, 5	Yes, Collaborative work with 2 recreation agencies to develop new free or low cost accessible and inclusive activities occurs each year - 2008/2009 South Port Uniting Care and Christchurch Community Centre
3.Strategic Advocacy	3.2	Lobby other areas of government to increase funding and identify solutions for issues affecting people with disabilities. Contribute to the discussion of younger people being cared for in nursing homes	Year 2, 3, 4	Being progressed by DHS
	3.3	Continue to support the Older Persons' Consultative Committee who provides advice to Council on matters affecting older people and people with disabilities,	Years 1, 2, 3,	Yes, support is continued
	3.4	Explore the option of developing a Disability network of agencies primarily concerned with supporting and delivering services to people with disabilities in the City of Port Phillip	Year 2, 3	Done, Forum being held 17 June 2009
	3.5	Promote the actions of the Metro Access Strategy which is concerned with working across council to create partnerships around accessibility topics	Years 1, 2, 3	Yes, completed
	3.6	Develop an Accessibility/Inclusion/Disability Strategic Framework	Years 1, 2	Yes, The Disability Framework is currently being designed by the Metro Access Project Officer and the final draft should be ready to go to council in July 2009

Economic Development				
1. Service Provision	1.1	Regularly review the footpath trading guidelines that have been developed in part to make footpaths accessible for people with disabilities. Work with local laws, planners, traders and police to enforce trading guidelines	Years 1, 2, 3, 4, 5	Yes, Guidelines under review
	1.2	Rollout the recommendation in the Tourism Strategy which includes actions to improve access for people with disabilities	Years 1, 2, 3	We have produced information and maps which make it easier for people to access goods and services in our community
	1.3	Conduct and document a trial at the bottom end of Fitzroy St to ensure access is still a priority when kerbside trading is done against the building line – this includes all tables, chairs, umbrella, A frames, glass screens, and heaters	Year 2	Yes, currently being undertaken
	1.4	Ensure access is part of the permit application process for Street Festivals	Years 2, 3, 4, 5	Yes, this is considered as part of the application process
	1.5	Identify another restaurant precinct to conduct an accessible dining guide	Years 1, 2	No, has not been undertaken. Will be considered in future years
	1.7	Prepare a capital works business case for the construction of Gateway signage to key shopping and trading precincts across the municipality and ensure these are DDA compliant	Year 2, 3	Yes, this was proposed for the 2008/2009 Capital Works Program.
3. Trader Liaison	3.1	Monitor the changes to smoking regulations and their impact on footpath traffic and accessibility	Year 1	Yes, this has triggered the changes to guidelines. Regular enforcement also triggered by complaints
	3.2	Manage and monitor the mobile food vans and the permit process to ensure these businesses do not obstruct access to people with disabilities	Years 1, 2, 3, 4, 5	Yes, ongoing review
	3.3	Develop and distribute a business kit now which will be made available in large print if requested	Year 2, 3	Yes, large print available on request
	3.4	Continue to sponsor the business awards including a community award or partnership award which is targeted to a community minded business	Year 1, 2, 3	Yes, sponsorship will continue
	3.5	Ensure that where possible the business breakfasts are conducted in accessible venues. Where possible conduct community consultation in accessible buildings	Years 1, 2	Yes, this always considered before choosing a venue
Environment and Renewal				
1. Parking Services	1.1	Provide disabled parking spaces on public roads in accordance with Australian Standards	Years 1, 2, 3, 4, 5	Yes, Australian Standards are always complied with
	1.3	Apply Australian standards for disability compliant parking bays and impose this on all new parking spaces across the municipality	Years 1, 2, 3, 4, 5	Yes, Australian Standards are always complied with

2. Built Environment	2.1	Review pram crossings in the City of Port Phillip – Allocate funding for DDA pram crossings to make the City compliant	Years 1, 2, 3, 4, 5	Budget has been allocated 09/10
	2.2	Assist to encourage people not to park over driveways which restrict access to footpaths and work with other parts of the organisation to ensure compliance.	Years 1, 2, 3, 4, 5	Yes, customer service training
	2.3	Review crossovers when changes or upgrades are required or completed	Year 1	Yes, redundant & new crossover reviewed regarding accessibility
	2.4	Ensure all new Information signage is to be DDA compliant	Years 1, 2, 3, 4, 5	implemented as required (has applied to the new pedestrian signage)
	2.5	All transport should be accessible and work towards the state strategy target of accessible transport (tram stops) by 2022 – and further strive to meet Council target of meeting the target by 2017 50% of the above stops should be done by the end of 2012 t	Years 1, 2, 3, 4, 5	Yes, working towards the target
	2.6	Kerbside trading on building lines to be monitored and enforced	Year 1	Yes, regular enforcement triggered via CRM's
	2.8	Ensure space and place management includes disability access as a key principle for the design and construction of any precinct	Years 1, 2, 3, 4, 5	Yes we do it, but also town planning and place managers do it
	2.9	Audit and review the use of tactile indicators and apply the Australian Standards for use of indicators when indicators are proposed for streets in the municipality	Years 1, 2, 3, 4, 5	Implemented where appropriate
3. Pedestrians and Transport	3.1	Use colour as a way to assist access for people with disabilities at traffic lights and pedestrian crossings while acknowledging the impact on the aesthetics of the area	Years 1, 2, 3, 4, 5	Yes, assessments are made with CoPP and Vic Roads
	3.2	Continue to apply and promote the internal guidelines regarding the sustainable transport hierarchy – pedestrians, cyclist, public transport users, motor cyclists, freight, vehicles with more than one occupant and then single occupant vehicles.	Years 1, 2, 3, 4, 5	Ongoing
	3.3	Lobby Vic Roads for access for pedestrians at traffic lights	Years 1, 2, 3, 4, 5	Ongoing
	3.4	Conduct a review of the use of pedestrian safety fencing across the City of Port Phillip	Years 1, 2, 3, 4, 5	Yes, review is partially done
	3.5	Ensure adequate public lighting across appropriate accessible routes through areas of public interest	Years 1, 2, 3, 4, 5	Yes, regularly reviewed
	3.6	Review use of audio indicators across the City of Port Phillip in particular in high use areas	Year 1	completed in major activity centres – others to be completed as traffic signals are upgraded

Corporate Planning and Performance				
	1.1	Disability Action Plan actions will be added to the Business Analyst package to check how work groups are implementing the Disability Action Plan	Year 1	Yes, implemented for the 09/10 business planning period (becoming part of the Metric report for each Department – we require data specifying each action and who/which department owns it) but have not implemented this method of driving accountability via Departmental Metrics for the 08/09 period
	1.2	All future workshops and information sessions will be held in accessible spaces and use the accessibility checklist for planning	Years 1, 2, 3, 4, 5	Yes, all workshops and info session (internal or external) are being conducted in accessible spaces with a focus of ensuring accessibility
	1.3	The department's support officer will act as Disability contact officer for staff with specific accessibility enquiries	Years 1, 2, 3, 4, 5	Yes, all special requirements for the COPP team are logged and adhered to in all instances.
	1.4	Reports could be generated through the department action manager for compliance with the Disability Action Plan actions	Year 2	Yes, for 2009/2010 Asset Services is responsible for updates & reports
Governance and Community Relations				
1. Communication	1.1	Develop a proposal for the replacement of Council's content management system to one with higher accessibility compliance features which should provide the improvements required by the community	Year 2	Yes, current Intranet / Internet upgrade
	1.2	To ensure if possible that the website is AA accessibility rated – to improve access for people with vision and hearing impairments. This will include instant chat software options, correct tagging of images and pod casts options	Year 1	Yes, pod casts & correct images will be available
	1.3	Where possible reduce the use of PDF files	Year 1	Yes. Try size down as much as we can or convert to a number of smaller PDF files
	1.4	Develop an updated accessibility style guide for internal and external publications. This will include font, colour and readability guidelines.	Year 1	Not completed. This action will be considered by the Internal Communications Team in future years as part of the new communications strategy
	1.5	Media releases will be distributed to Radio Print Handicapped	Years 1, 2, 3, 4, 5	Yes, if requested
	1.6	Council's magazine 'Diversity' will have an audio version produced which will be available through libraries and sent to residents upon request	Year 1	Yes. Audio available online and wherever requested

		1.7 All relevant printed materials where possible will be made available on request in alternative formats - audio, large print, electronic version	Years 1, 2, 3, 4, 5	Yes, always have electronic option
2. Democratic Process		2.1 Continue to improve accessibility to polling stations and citizenship ceremonies by ensuring wheelchair access	Years 1, 2, 3, 4, 5	Yes, always a consideration
		2.2 Liaise with the Victorian Electoral Commission to ensure people with disabilities are able to cast their vote with dignity and be sure of the confidentiality of their vote	Years 1, 2, 3, 4, 5	Yes, current stakeholder management
		2.3 An audio loop will be installed and used in the council chamber to improve access to council meetings	Year 2	Yes, Completed in April 2009
3. Other		3.1 Focus groups and community consultation will be held in accessible buildings and use the accessibility checklist	Years 1, 2, 3, 4, 5	Yes, accessibility is considered
		3.2 Ensure the property unit considers accessibility requirements for Council's properties where appropriate.	Years 1, 2, 3, 4, 5	Yes, accessibility is considered
Information Technology				
		1.1 Staff with disabilities will be supported through flexible work arrangements including work from home and portal access where required.	Years 1, 2, 3, 4, 5	Yes, IT will provide all equipment and support any employee with special needs when required
		1.2 Equipment will be made available to staff with disabilities including computers loaned to staff at home, mobile phones and blackberries, customised desktops for vision impaired staff, headphones for those with hearing deficits	Years 1, 2, 3, 4, 5	Yes, IT will provide all equipment and support any employee with special needs when required
		1.3 Disability features will be investigated for staff for some software including narration function and magnifying glass function	Years 1, 2, 3, 4, 5	Yes, IT will provide all equipment and support any employee with special needs when required
		1.4 IT will continue to support e-services including pathway on line, permits on line, interact with council through GIS, and pathway requests on line which improves access to Council	Years 1, 2, 3, 4, 5	Yes, IT will provide all equipment and support any employee with special needs when required
		1.5 Computers and software will continue to be supplied to libraries and supported by the libraries in house IT team to improve access to Council's services for people with disabilities	Years 1, 2, 3, 4, 5	Yes, IT will provide all equipment and support any employee with special needs when required
		1.7 Evaluate changes to the Standard Operating Environment and explore acquiring new disability friendly software	Year 2, 3, 4, 5	Yes, new software and options are available for staff with special needs

	1.8	Modified training sessions for staff with disabilities will be developed and promoted	Years 1, 2, 3, 4, 5	Yes, new software and options are available for staff with special needs
	1.9	Information Systems will support the phone system to receive calls from the public which improves access. This includes the PABX and group lines.	Years 1, 2, 3, 4, 5	Yes, IT will provide all equipment and support any employee with special needs when required
	1.1	Map requests from GIS will be made available in large print if requested	Years 1, 2, 3, 4, 5	Yes, when requested
	1.11	IT will continue to maintain the accessibility of the website.	Years 1, 2, 3, 4, 5	Yes, IT will provide all equipment and support any employee with special needs when required
	1.13	Mobile technology will continue to be made available to parking officers to police the disabled parking zones	Years 1, 2, 3,	Yes, relevant sites are on Autocites
Organisation Development/ People and Culture				
	1.1	Review Council's Recruitment Policy in particular the City of port Phillip's commitment to being a non discriminatory organisation	Year 1	Yes, continuously reviewed
	1.2	Organisation Development will deliver Disability specific training for the organisation as well as Respect for Others (EEO) training every two years	Years 1, 2, 3, 4, 5	Disability awareness training is delivered and made available to all staff through the Learning and Development calendar. This will be delivered bi-annually
	1.3	Employment for people with disabilities will continue to be encouraged across the organisation	Years 1, 2, 3, 4, 5	Continual discussions
	1.4	Relationships will continue to be fostered with disability organisations including recruitment agencies for people with disabilities and Victorian Society for the Deaf Community.	Years 1, 2, 3, 4, 5	All ready in place - this service will continue
	1.5	Purchase equipment for staff with particular needs to help them cope with working with a disability	Years 1, 2, 3, 4, 5	Yes, when required
	1.6	Tailored training for people with learning difficulties will be promoted across the organisation	Years 1, 2, 3, 4, 5	Yes, when required
	1.7	Engage external trainers who understand DDA compliance	Years 1, 2, 3, 4, 5	Access Audit Australia are facilitating awareness training for CoPP.
	1.8	Staff consultations will always be held in accessible spaces	Years 1, 2, 3, 4, 5	Conscious effort by whole team

	1.9	Provide large print literature where appropriate and where requested	Years 1, 2, 3, 4, 5	Conscious effort by whole team
	1.10	Employee Assistance Program (EAP) will continue to be promoted and funded for staff	Years 1, 2, 3, 4, 5	Contract confirmed for three years - possibly to extend for a further two years
	1.11	Mental Health will be a focus for training for staff and appropriate courses and trainers will be sourced	Year 1	In process of implementing - Beyond Blue/ awareness. Workplace program.
	1.12	Enterprise agreement will continue to be disability friendly and includes carers leave	Years 1, 2, 3, 4, 5	Already in place - this service will continue
Finance and Investments	1.5	Review the colour of paper that is used for Council's invoices and statements	Years 1, 2, 3, 4	Debtor statements are printed on cream matt paper in black print. This was actioned in consultation with Vision Australia who advised that vision impaired readers see that combination better.
	1.7	Continue to offer phone service as an option for people who need assistance with accounts and for people with disabilities who speak a language other than English at home.	Years 1, 2, 3, 4, 5	Interpreter services are available.
	1.9	Continue to review and promote training manuals and documents including train the trainer and flexible training models which considers how people learn and understand and how they are educated.	Years 1, 2, 3, 4, 5	Purchasing Help cards have been updated to include larger font, larger screen shots and a large screen is used in training sessions. We also have "hands on" training.
	1.10	Explore options to increase the font size and other customised options on pay slips for those staff with vision impairments	Years 1, 2, 3, 4, 5	Customised options are available upon request.
	1.11	Where requested and where possible provide large print reports to staff	Years 1, 2, 3, 4, 5	This is available on request.