

Frankston City

# Disability Action Plan 2021-2025

Full Version



*Lifestyle Capital of Victoria*



*Photo: Mac, a young person with brightly coloured rainbow hair, who uses a wheelchair, is speaking into a microphone as the keynote speaker at Frankston City Council's 2021 International Day against Homophobia, Biphobia, and Transphobia (IDAHOBIT) event.*



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## Welcome to Frankston

Frankston City Council acknowledges the Bunurong people of the Kulin Nation as the Traditional Custodians of the lands and waters in and around Frankston City, and value and recognise local Aboriginal and Torres Strait Islander cultures, heritage and connection to land as a proud part of a shared identity for Frankston City.

Council pays respect to Elders past and present and recognises their importance in maintaining knowledge, traditions and culture in our community.

Council also respectfully acknowledges the Bunurong Land Council as the Registered Aboriginal Party responsible for managing the Aboriginal cultural heritage of the land and waters where Frankston City Council is situated.

## Message from the Mayor

I'm pleased to present the Frankston City Disability Action Plan 2021–2025 to the thousands of municipal residents living with a disability, to the carers who reinforce our values, and to the wider community who will benefit from the inclusion it will bring.

This Plan marks a change in approach – from being incorporated into Council's Health and Wellbeing Plan, to a dedicated action plan that has a greater focus on addressing the limitations of places and services on which people living with disabilities depend.



*Photo: Frankston City Mayor Cr Kris Bolam JP*

I want to thank the 256 people whose views contributed to the development of this plan – residents living with disability, carers, family and friends, disability service providers and groups and Council officers.

The information they have provided and the input of Council's Disability Access and Inclusion Committee has been vital in creating actions to address barriers associated with parking, public transport, toilets, pathways, shopping centres, beaches, parks and play spaces.

They have also had an influence on actions to address poor attitudes and unconscious bias, a vulnerability to abuse, a lack of accessible information and barriers to accessing services. Carers who assist a wide variety of people, including those living with disability, a mental illness, or challenges associated with age and ongoing medical conditions, are recognised in this action plan as people who provide critical connections and have their own need for support.

While Council has worked to improve disability access and inclusion, Frankston City still has more to offer through its beautiful natural environment and events.

Ways to improve disability access to the beaches and waterways, to increase participation of people with disabilities and carers in sport and active recreation, to communicate better around services and emergency management and for inclusion in major consultations and events are just a few of the areas covered in this action plan.

Promoting education, volunteering and employment opportunities also exists alongside a focus on partnerships that will enable Council to extend those opportunities.

I would invite you to support the actions included here and to watch for updates as we work to achieve initiatives over the next four years that will enhance the lives of individuals and strengthen our community as a whole.



# Acknowledgements

## Our Community

Frankston City Council would like to thank the many community groups and individuals who participated in our community engagement process; sharing their lived experiences, knowledge and ideas.

This feedback was analyzed by the Disability Access and Inclusion Committee to identify the priorities for this Disability Action Plan and was used to inform the actions.

## Disability Access and Inclusion Committee (DAIC)

This Disability Action Plan was developed with the assistance of Frankston City Council's Disability Access and Inclusion Committee (DAIC).

The DAIC is a committee of 12 volunteer members comprising of:

- 8 community members with lived experience of disability; and
- 4 representatives of local disability service providers.

The purpose of the DAIC is:

- a) To provide advocacy and advice on issues, projects and plans to enhance the access, participation and inclusion of people with a disability in Frankston City.
- b) To support Council in achieving the goals outlined in the Disability Action Plan.



*Photo: Some members of the Disability Access and Inclusion Committee at Keast Park Seaford working with Council staff to improve the accessibility of boardwalks in Seaford.*

## Executive Summary

The Disability Action Plan 2021-2025 (The Plan) outlines how we will work over the next four years to:

- Improve access and inclusion for people with disability; and
- Recognise and support the role of carers.

1 in 6 people in Australia (18% of the Australian population) live with disability. The likelihood of living with disability increases with age.<sup>i</sup> This 18% equates to approximately 25,801 of Frankston City's estimated population in 2020 which was 143,338.<sup>ii</sup>

Meanwhile, according to the 2016 ABS Census 12,486 people in Frankston City (11.4%) were helping to provide this assistance as unpaid carers.<sup>iii</sup>

This Plan was developed to meet Council's ethical and legal responsibilities under international, national and state laws, policies and plans. The Plan also aligns with the Frankston City Council's 2040 Vision, Council Plan 2021-2025 and Council's Community Strength policy domain.

To learn about the local barriers to access, inclusion and supports for people with disability and carers in our community we engaged with the following stakeholders:

- People with disability
- Their carers, family members and friends
- Disability service providers and groups
- Frankston City Council's Disability Access and Inclusion Committee (DAIC) and
- Council staff.

Stakeholder feedback indicated the barriers to access, inclusion and supports are diverse. This Plan aims to strategically address these diverse barriers with a whole-of-Council approach by embedding best practice and Universal Design Principles into the planning and development of all Council services, programs, infrastructure and communications.

In addition to a whole-of-Council approach, Council understands that it's essential to collaborate and partner with state and federal government, specialist services and the community to achieve universal access and inclusion.

Our priorities and objectives are outlined on the following page. The Plan will span four years (2021-2025) and Council's progress on the actions will be reviewed and reported on each year in Council's Annual Report.

## Our priorities and objectives

### Priority 1: Increase active participation in the community

1.1 Improve access to public open spaces, play spaces and infrastructure

1.2 Promote accessible and inclusive sport and active recreation opportunities

### Priority 2: Increase social inclusion, engagement and mental wellbeing

2.1 Improve access to information

2.2 Promote civic participation and leadership

2.3 Promote access and inclusion in community activities and events

2.4 Promote support services available to people with disability and carers

### Priority 3: Support respectful relationships

3.1 Promote the prevention of violence against people with disability.

3.2 Reduce stigma of disability in the community

### Priority 4. Reduce barriers to education and employment

4.1 Promote education, volunteering and employment opportunities for people with disability

4.2 Improve access for people with disability to public transport



# Introduction

## Introduction and definitions

The Disability Action Plan 2021-2025 (The Plan) outlines how we will work over the next four years to:

- Improve access and inclusion for people with disability; and
- Recognise and support the role of carers.

For the purpose of this plan, **people with disability** refers to people with one or more disabilities, which may include: intellectual, physical, neurological, sensory, learning, immunological or physical disfigurement disabilities as well as developmental delay, acquired brain injury, mental illness or other long-term medical conditions. Disability may be the result of illness, accident or genetics and may be visible or hidden

This Plan aligns with the social model of disability; a model that views society and environments as disabling, rather than the individual's impairment. This model views diversity in humans (such as disability) as something which is natural and expected, therefore it is the responsibility of society to plan and accommodate for this diversity.

There are a wide range of barriers that prevent people with disability from being able to fully participate in their community. These include but are not limited to:

- Physical barriers
- Lack of accessible information
- Lack of accessible transport options
- Cost of services
- Attitudes and unconscious bias
- Communication barriers
- Sensory barriers

In addition, carers face their own barriers to accessing support. A **carer** is anyone who provides care for a person with a disability, a mental illness, an older person or someone with an ongoing medical condition. Council recognises that carers may need their own supports to help them maintain their own health and wellbeing while managing their role as carer.

Carers may face barriers to supports due to being time poor, juggling multiple responsibilities and their finances and resources are often impacted due to the time spent providing unpaid care.

## Purpose

The purpose of the Plan is to ensure that the access and inclusion needs of people with disability and carers are considered and planned for, in line with our ethical and legal responsibilities under international, national and state laws and policies.

The Plan aims to:

1. Reduce the barriers to access and inclusion for people with disability
2. Support the health and wellbeing of carers in our community

Council acknowledges the barriers to access, inclusion and supports are diverse and recognises intersectionality and the additional barriers people may face due to their gender, race, culture, sexuality or other identities. To learn about the local barriers to access, inclusion and supports, Frankston City Council engaged with local stakeholders to learn from their experiences.

This Plan seeks to address these diverse barriers while embedding best practice and universal design principles into the planning and development of all Council services, programs, infrastructure and communications. Universal Design is a human-centered approach that promotes accessibility and positive outcomes for all community members.

The Plan determines how Council will approach and deliver its services, programs, infrastructure and communications over the next four years in collaboration with State and Federal Government, specialist services and the community.

This Plan builds upon the achievements of Council's Health and Wellbeing Plan 2017-2021, which incorporated Council's previous Disability Action Plan. Moving forward, Frankston City Council's Disability Action Plan will be a stand-alone document. This will promote an action based focus on identifying and responding to the needs of people with disability.

## Council's Role

The Plan acknowledges the many roles Council has in working to improve access and inclusion for people with disability and carers. Council is:

- A **planner and manager of community environments and infrastructure** such as roads and pathways, community buildings, parks, playgrounds and sporting facilities.
- A **planner and provider of health and community services** across the lifespan, through services such as: Maternal Child Health Services, immunisations, playgroups, youth services, home and personal care services, Meals on Wheels, libraries as well as arts and culture activities events and festivals.
- A **provider of information** regarding what is happening and available in the community through our customer service centres, websites, social media accounts and print publications.
- A **community connector** that links individuals and groups with services, supports, programs, volunteer opportunities and facilities to meet their needs.
- An **advocate and leader** that listens and responds to the needs of the local community
- A **partner** that fosters relationships with State and Federal Government, not for profit and private sector businesses to achieve positive outcomes for our community.
- An **employer**

## Scope

This Plan is a roadmap for a whole-of-Council approach to improving access and inclusion for people with disability in Frankston City, and for supporting the health and wellbeing needs of carers. The implementation of the Plan requires a whole-of response which will be overseen by the Community Strengthening department.

The Plan spans four years (2021-2025) and Council's progress on actions will be reviewed and reported on each year in Council's Annual Report.



# Our Community

## Our Municipality

Frankston City is situated 40 kilometres south of Melbourne CBD in Victoria, Australia. Frankston City is home to an estimated 2020 population of 143,338<sup>iv</sup> on its 131 square kilometres of land.

Our municipality boasts an 11 kilometre coastline boundary along the eastern side of Port Phillip Bay, with our remaining boundaries neighboring City of Kingston, City of Greater Dandenong, City of Casey and Mornington Peninsula Shire.

Frankston Central is one of nine nominated Metropolitan Activity Centers<sup>v</sup>, offering the outer southern Melbourne region major health, education, arts and retail precincts making Frankston City it a desirable place to work and live.



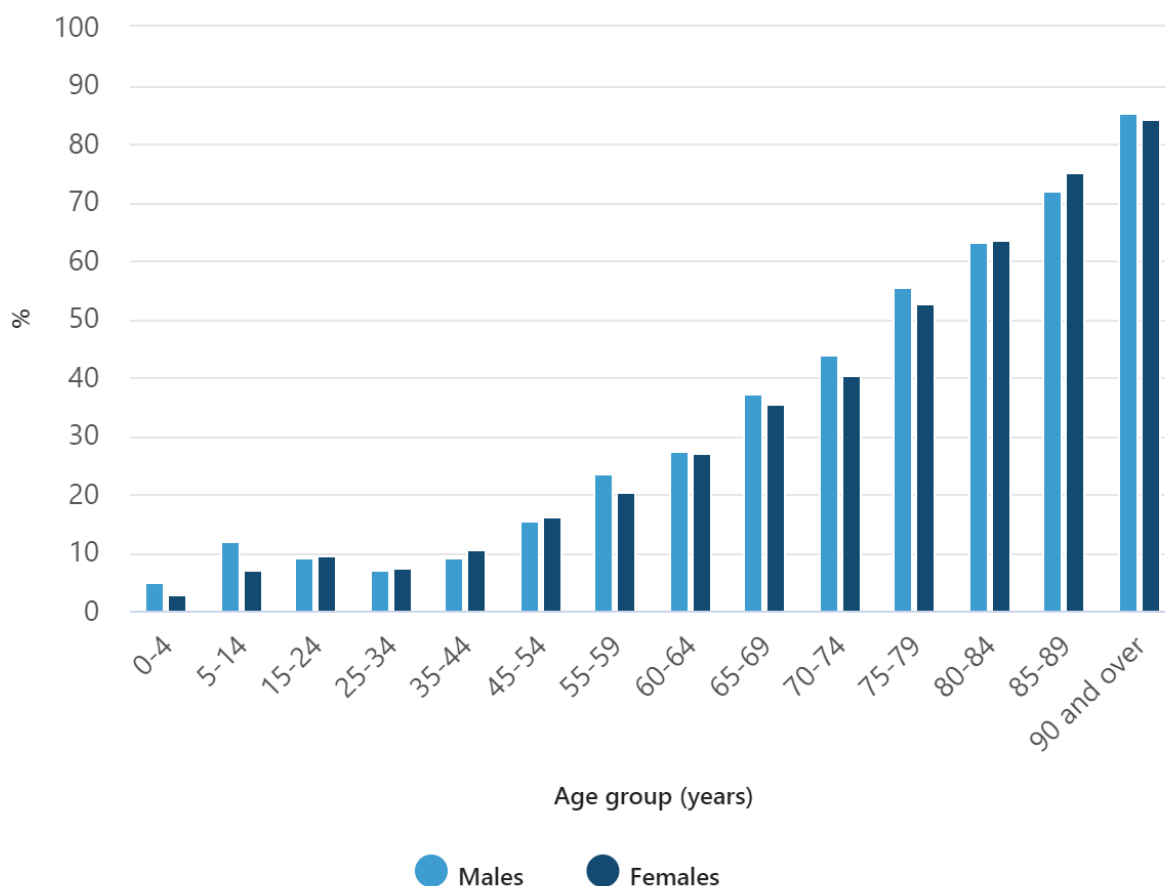
Image: 1 Map of Frankston City showing suburb boundaries

## Disability in Australia

Unless otherwise indicated, the following disability data was sourced from the Australian Bureau of Statistics' (ABS) 2018 Survey of Disability, Ageing and Carers (SDAC), the most comprehensive source of disability prevalence in Australia.

- 1 in 6 people in Australia (18% of the Australian population) live with disability: 17.6% Males and 17.8% Females
- The likelihood of living with disability increases with age. As illustrated in the graph below, 3.7 % of 0-4-year-olds live with disability, with prevalence increasing across the lifespan to 84.6% of those aged 90 years and over

Disability prevalence rates by age and sex, 2018



Source: Australian Bureau of Statistics, Disability, Ageing and Carers, Australia: Summary of Findings 2018

Graph: 1 Disability Prevalence rates by age and sex 2018. Source: Australian Bureau of Statistics, Disability Ageing and Carers, Australia: Summary of Findings, 2018

## Types of Disability & Use of Aids and Equipment

- 76.8% of Australians report a physical disorder as their main disability
  - 29.6% of these were musculoskeletal disorders including:
    - 12.7% were arthritis and associated disorders
    - 12.6% back problems
- 23.2% of Australians report a mental or behavioural disorder as their main condition, including:
  - 7.5% Psychoses and mood disorder
  - 6.5% intellectual and development disorders
  - 6.1% neurotic, stress related somatoform disorders.
- There were 205,200 Australians with Autism in 2018, which was a 25.1% increase from 2015 (164,000). A diagnosis of Autism was 3 times more prevalent in males than females: 1.3% male prevalence rate compared with 0.4% female prevalence rate).
- 384,000 Australians are blind or have low vision in Australia (as estimated by Vision Australia based on 2016 ABS population data and ABS Survey of Disability Ageing and Carers).<sup>vi</sup>
- 1 in 6 Australians have some form of hearing loss.<sup>vii</sup>
- 53.1% of Australians with disability use aids or equipment because of their condition:
  - 29.4% use communication aids (18.4% of which is a hearing aid)
  - 17.1% use a mobility aid.
- In 2016, 11,682 Australians spoke Auslan at home, up from 5,306 when it was first recorded in the Census of 2001.



## Impact of Disability on Core Activities and Living Situation

- 3.9 million Australians with a disability experience challenges with core activities such as communication, mobility or self-care and/or a schooling or employment restriction.
- 95.7% of Australians with disability lived in households while 4.3% live in care-accommodation. The likelihood of living in care accommodation increases with age and severity of disability.
- 35.9% of Australia's households include a person with disability.

## Education, Employment and Income of People with Disability

- Of Australians with disability aged 15 and over:
  - 1 in 3 (33.4%) had completed year 12 or equivalent
  - 1 in 6 (16.1%) had a bachelor degree or above
- 48% of working aged (15-64) Australians with disability were employed, compared with 80% of Australians without disability in 2018.
- In 2018, the medium gross personal income of people with disability was 49.7% of the medium gross income of people without disability (\$505 per week compared with \$1016 respectively).

## Discrimination, Violence and Abuse of People with Disability

- 1 in 10 (9.6%) people with disability over the age of 15 had experienced discrimination, (10.3% of women and 8.8% of men).
- 1 in 3 (33.1%) people with a disability over the age of 15 avoided situations because of their disability.
- 1 in 2 (47%) adults with disability have experienced violence after the age of 15, compared to 1 in 3 (36%) adults without disability. <sup>viii</sup>
- 1 in 5 (20%) adults with disability have experienced abuse before the age of 15, compared to 1 in 10 (11%) adults without disability. <sup>ix</sup>
- Women with disability report higher rates of sexual violence and intimate partner violence than their male counterparts (25% compared with 15% respectively). <sup>x</sup>

## Carers in Australia

- Approximately 1 in 9 Australians (10.8% or 2.65 million) were providing unpaid care for a person with disability or older Australian in 2018.
- 1 in 11 carers are under the age of 25.
- 3.5% of all Australians were primary carers.
  - 7 in 10 primary carers were women.
  - 37.4% of primary carers lived with disability themselves, more than twice the rate of non-carers (15.3%).



*Photo: Seaford Pier and foreshore*

## What we know about Disability and Caring in Frankston City

- In Frankston City, the 2016 ABS Census found 7277 people (5.4% of the population) reported needing help in their day-to-day lives due to disability. This percentage is up from 4.5% in 2011 and is currently above the Greater Melbourne's percentage of 4.9%.<sup>xi</sup>
- Frankston City had 120 Auslan users in 2016.<sup>xii</sup> Frankston City has consistently had one of the highest concentrations of Auslan Signers per 10,000 people in Metro Melbourne.<sup>xiii</sup>
- According to the 2016 Census, 12,486 people in Frankston City (11.4%) had provided unpaid assistance to people with disability in the last 2 weeks.<sup>xiv</sup>

## Our Planning Approach

### Stakeholder Engagement Process

In preparing for this Plan we sought to gain an understanding of the local barriers to access and inclusion through community engagement. We sought feedback from the following stakeholders:

- People with disability,
- Carers, family and friends;
- Disability service providers and groups
- Council staff

During Stage 1 engagements in April-May 2021, we received feedback from 206 community members via:

- Online and hard copy surveys: 51 contacts
- Email: 1 contact
- Phone and face-to-face appointments with community members: 6 contacts
- Pop-up stall engagements: 47 contacts
- Meetings with disability groups and services in the community. 101 contacts

Stakeholder feedback was reflected on by Frankston City Council's Disability Access and Inclusion committee who identified strategic priorities and recommended actions.

Stakeholder feedback is summarized in this Plan with the priorities, objectives and actions to make it clear how we plan to respond to your feedback.

The draft Disability Action Plan then went out for Stage 2 consultations in August 2021 for final feedback. We received feedback from 50 community members. This feedback was used to make some final adjustments to the Plan before seeking Council endorsement of the Plan in October 2021.



## Legislative Context

The Plan has been developed to align with our responsibilities under the following:

### International

- United Nations Convention on the Rights of Persons with Disabilities

### National/Australian

- Disability Discrimination Act 1992
- Disability (Access to Premises – Buildings) Standards 2010
- Disability (Standards for Accessible Public Transport) 2002
- Disability Standards for Education 2005
- National Disability Strategy 2010-2020 (A new National Strategy is currently under development)

### State/Victorian

- Disability Act 2006
- Equal Opportunity Act 2010
- Local Government Act 2020
- Carers Recognition Act 2012
- State Disability Plan – Absolutely Everyone 2017-2020 (a new State Plan is currently under development)

Specifically, the Disability Action Plan addresses the four (4) key areas of action as legislated in the Victorian Disability Act 2006. These are:

- Reducing barriers to people with a disability in accessing goods, services and facilities
- Reducing barriers to people with a disability in obtaining and maintaining employment
- Promoting inclusion and participation of people with a disability in the community
- Achieving tangible changes in attitudes and practices which discriminate against people with a disability

## Local Policy Context

The Plan aligns with the frameworks outlined in Frankston City Council’s key strategic planning documents:

- Council Policy Domains & Frankston City’s Community Building Outcomes Framework
- Council Vision 2040
- Council Plan 2021-2025
- Health and Wellbeing Plan 2021-2025

The table below highlights the Council Policy Domains, Vision 2040 Themes, Council Plan Outcomes and Health and Wellbeing Priorities.

10 Years +						
Policy Domains						
Healthy Community	Safe Community	Stronger Families	Community Strength	Sustainable Environment	Sustainable Economy	Skilled Community
Community Vision 2040 Themes						
Healthy and safe families	Vibrant and inclusive communities	Natural environment and climate action	Connected places and spaces	Industry, employment and education	Advocacy, governance and innovation	
4 Years						
Council Plan Outcomes						
Healthy and safe communities	Community strength	Sustainable environment	Well planned and liveable city	Thriving economy	Progressive and engaged city	
Health and Wellbeing Priorities						
Building active Communities	Building healthy communities	Increasing mental wellbeing and inclusion	Strengthening climate action for community wellbeing	Strengthening gender equality and respectful relationships	Reducing harms from gambling, alcohol and other drugs	
Disability Action Plan Priorities						
Increase active participation	Increase social inclusion, Engagement and mental wellbeing		Support Respectful Relationships		Reduce barriers to access and employment	

The table below demonstrates how the Disability Action Plan Priorities and Objectives fit within Council Policy Domains.

Policy Domains	Priorities	Objectives
<b>Healthy Communities &amp; Sustainable Environment</b>	Increase active participation in the community	Improve access to public open spaces, play spaces and infrastructure
		Promote accessible and inclusive sport and active recreation opportunities
<b>Community Strength</b>	Increase social inclusion, engagement and mental wellbeing	Improve access to information
		Promote civic participation and leadership
		Promote access and inclusion in community activities and events
		Promote support services available to people with disability and carers
<b>Stronger Families</b>	Support respectful relationships	Promote the prevention of violence against people with disability
		Reduce stigma of disability in the community
<b>Skilled Community and Sustainable Economy</b>	Reduce barriers to education and employment	Promote education, volunteering and employment opportunities for people with disability
		Improve access for people with disability to public transport



## **PRIORITY 1:**

### **Increase active participation in the community**

#### **Our Objectives**

- **Improve access to public open spaces, play spaces and infrastructure**
- **Improve access to inclusive sport and active recreation opportunities**



*Photo 1 Cooper, a young person who uses a wheelchair, and his two sisters appreciate the sealed pathways through the open spaces at Ballam Park in Karingal.*

## What you told us

### *Accessing the Community*

- Community feedback indicated that your favorite places to visit in the community was Frankston Arts Centre, Frankston City Libraries and the Seaford Wetlands.
- You told us that mapping and promoting information about the accessible features in Frankston City would assist people with disability wanting to spend more time out in the community.
- You told us that the common barriers to actively accessing these places were:
  - **Parking:** limited availability at key locations, size, surrounding obstructions and fees.
  - **Public Transport:** difficulty with timetables, wayfinding & shelter; limited accessible buses running and safety
  - **Toilets:** lack of Changing Places (fully accessible public toilets with all ages changing table and hoist), not knowing their location and accessible features, unclean or damaged facilities, MLAK locked facilities.
  - **Pathways:** Damage and obstacles on pathways, lack of pathways and connections
  - **Shops and Shopping Centers:** Insufficient space to enter or move around freely, steps and lack of seating for rests.
  - **Beaches:** no beach matting for improved access to sand and water, lack of Changing Places, parking and hoists.
  - **Parks and Play Spaces:** lack of awareness about location and details of accessible play and picnic features, ground cover barriers such as tanbark under playgrounds and lack of pathways.

### *Access to Sporting and Recreation Activities*

- You also told us that you were largely unaware of accessible sporting and recreational opportunities available to people with disability.



## What we are already doing

Currently our key accessible facilities include:

- Changing Places rooms available at George Pentland Gardens.
- A beach wheelchair available for free hire at Frankston Visitor Information Centre.
- A Liberty Swing at Frankston Waterfront Reserve (requires an MLAK key, which can be borrowed from Frankston Visitor Information Centre).
- Wheelchair friendly BBQ and picnic tables at Frankston Waterfront Reserve.

Council also provides:

- Community spaces, including neighbourhood houses, community centres, libraries, youth hang outs and community meeting rooms.
- Community transport to shopping centres, the library and local seniors clubs for disadvantaged residents experiencing difficulty using public and private transport.
- Council provides venues and support to a wide range of sport and recreation clubs, including specialist all abilities sporting programs.
- Maintenance, development and upgrade of open spaces, play spaces and infrastructure to improve accessibility for all.

## Related policies, strategies & plans

- Council Plan
- Long Term Infrastructure Plan
- Open Space Strategy
- Public Toilet Strategy
- Transport Strategy
- Masterplans for Parks
- Health & Wellbeing Plan
- Paths Development Plan
- Biodiversity Policy
- Frankston City Centre Revitalisation Action Plan
- Municipal Early Years Plan
- Positive Ageing Action Plan
- Frankston Leisure Strategy



## Actions for 2021-2025

<b>PRIORITY 1:</b>	
<b>Increase active participation in the community</b>	
<b>Objectives</b>	<b>Actions</b>
<b>1.1</b> Improve access to public open spaces, play spaces and community infrastructure.	<b>1.1.1a</b> Develop a database that records the location and detailed information about the accessible infrastructural features and facilities in Frankston City (e.g. parking, pathways, equipment for all ages, public toilets and sporting facilities).
	<b>1.1.1b</b> Use this data to identify gaps in universal design and to advocate for upgraded features.
	<b>1.1.1c</b> Develop a suite of digital and hard copy information promoting these accessible features and services to the local community and tourists, encouraging their use and the active engagement of people with disabilities in Frankston City.
	<b>1.1.2.</b> Explore options and create a plan to improve disability access to beach and waterways in Frankston City (e.g. beach matting, equipment, closer accessible parking).
	<b>1.1.3</b> Explore the viability of reintroducing a Recharge Point Scheme for Electric wheelchairs and Scooters in Council buildings.
<b>1.2.</b> Promote accessible and inclusive sport and active recreation opportunities.	<b>1.2.1</b> Investigate and promote accessible sport and active recreation opportunities in Frankston City to people with disabilities and carers.
	<b>1.2.2</b> Explore new initiatives and partnerships that will help increase participation of people with disability and carers in sport and active recreation opportunities.

## How we will measure progress

- New promotional material of accessible facilities and features
- Records of the DAIC's advocacy work
- Records of new and upgraded community infrastructure, facilities, equipment and features
- Records of community feedback and outcomes
- List of Current sports that have modified rules, games and/or equipment to cater for people with a disability
- Number of accessible sport and recreation opportunities advertised within Frankston City on <https://www.aaaplay.org.au/> increase
- Numbers of people with disability participating and increase as reported by clubs/organisers

## **PRIORITY 2:**

# **Increase social inclusion, engagement & mental wellbeing**

### **Our Objectives**

- **Improve access to information**
- **Promote civic participation and community leadership**
- **Promote access and inclusion in community activities and events**
- **Promote support services available to people with disability and carers**



*Photo: A group of people with disability are having fun learning circus skills like hula hoop.*

## What you told us

### *Information*

- While digital information is a common way to find information, your feedback made it clear that hard copy formats are still valued as an accessible form of communication.
- Other important forms of communication for people with disability included:
  - Verbal (in person or via an online button to listen to information read aloud)
  - Closed captioning on videos and alternate text for images
  - Translation services (including Easy Read Versions) and interpreting services (including Auslan signing)
- The accessibility of all forms of communication (digital, hard copy and live) could be improved, with the implementation of access standards strongly recommended.
- Mapping and promoting information about the accessible features in Frankston City would assist people with disability wanting to spend more time out in the community.

### *Accessible and Inclusive Activities and Events*

- You told us that it was challenging to find information about what local activities were accessible and inclusive to people with disability, with most people finding out through word of mouth.
- You would prefer to have the opportunity to try activities out before committing.
- You said that it was often difficult to find information about the access and inclusion considerations at local activities, events and festivals. Many stakeholders stated that if access and inclusion information was not actively advertised they would not go.
- Crowds, lack of finance, transport and availability of support staff were common barriers to activities and events.
- Examples of features people with disability would like to see at events include: Auslan interpreters, sensory spaces, clear pathways and a Changing Places bathroom.

### *Support services available to people with disability and carers*

- While many of you were already linked in with services like meals on wheels, which you considered to be “a real lifeline”, you told us you were keen to learn more about the support services available to you in the community and how you can link in.
- Many carers were unaware of what supports and services they were entitled to or how to access them.
- There was concern about how carers can take time out for themselves when they already have so much to juggle.



## What we are already doing

### *News and Information:*

- Website and social media pages
- Hard copy news: Frankston City News (6 editions per year) delivered to homes and available at key community locations like our libraries.
- Digital news: Frankston City eNews (fortnightly) and a range of targeted newsletters (e.g. bi-monthly Positive Ageing Newsletter).
- Council can be contacted via our three Customer Service Centres (Frankston, Langwarrin and Seaford), by phone, via the National Relay Service, email or live chat via website.
- Emergency information is provided on Council's website and social media. In addition, Frankston City Council collaborated in the development of [www.emergencyprepare.com.au](http://www.emergencyprepare.com.au) which supports residents with information and advice preparing for emergencies, including a guide to packing a personalised emergency kit.

### *Civic Participation and Leadership Opportunities:*

- Live streaming and recording of Council meetings.
- A variety of Council advisory committees including the Disability Access and Inclusion Committee
- Community engagement opportunities for Council plans, policies and projects including Council's "Engage Frankston!" website: <https://engage.frankston.vic.gov.au/>.
- Reporting issues: phone, online and "Snap Send Solve" app options available.

### *Social Inclusion and Participation*

- A range of targeted and community events including Party in the Park, Youth Open Mic Nights, Annual Frankston Seniors Festival, Pets Day Out, Ventana and The Waterfront Festival.
- Inclusive Groups and activities for all ages: playgroups, youth groups, seniors groups including Seniors Friendly Small Business Project, Potluck Social Inclusion Program.
- Social Stories are available for Frankston Arts Centre, Cube 37 and Frankston Libraries.
- Frankston City Libraries provide safe, welcoming and inclusive spaces for the community. They offer free Wi-Fi, computer access, newspapers, magazines, DVDs, CDs, books (including large print and audio) in hard copy and digital formats. Staff and online tutorials are available to support access to our range of resources. Support is also available to access Vision Australia's Library of Braille resources. A Home Library Service is available to those unable to visit the library due to health or mobility issues.

- Accessible performances, exhibitions and active participation programs at Frankston Arts Centre (FAC). Accessible performances include audio description, Auslan, relaxed performances and open captioning.
- Frankston Arts Centre (FAC) offers programs specifically designed for people with disability, including a weekly circus class, *Circus on Wheels*. Alongside specific programs, the FAC public programs and workshops are all offered with a focus on accessibility and all abilities are welcomed to participate.
- Educational and social connection opportunities at our Libraries and Community Centres.
- The Community Recovery Call Centre provides information, support, referral and advocacy in response to a wide range of community support needs including financial hardship.
- Assessment, advocacy and referrals to support the individual needs of residents that require community and in-home supports.
- Community transport to shopping centres, the library and local seniors clubs for disadvantaged residents experiencing difficulty using public and private transport.
- Maternal and Child Health Service provide high quality health and development assessments, education and support for children 0-6 years and their families, including referrals to provide networking opportunities to support inclusion and mental wellbeing.
- Provision of a broad range of inclusive and accessible activities and services that meet community needs, including youth programs.
- Positive Ageing activities to support capacity building.
- Continue to offer a range of programs that respond to community needs at Frankston North, Karingal and Frankston South Community Centres.

## Related policies, strategies & plans

- Council Plan
- Health and Wellbeing Plan
- Municipal Emergency Management Plan
- Community Engagement Policy
- Positive Ageing Action Plan
- Municipal Early Years Plan
- Arts and Culture Plan

## Actions for 2021-2025

<b>PRIORITY 2:</b> <b>Increase social inclusion, engagement and mental wellbeing</b>	
Objectives	Actions
<b>2.1</b> Improve access to information	<b>2.1.1</b> Review and update Council’s communications policies and guidelines to improve accessibility of information provision.
	<b>2.1.2</b> Continue works to improve the accessibility of Council’s website features and content, complying with accessibility standards at level AA as covered in <a href="#">The World Wide Web Consortium Web Content Accessibility Guidelines 2.1 (W3C’s WCAG 2.1)</a> . For example, information on the website is simple, concise and in plain English.
	<b>2.1.3</b> Explore options for improving the communication of disability specific information to people with disability, carers and the disability service sector.
	<b>2.1.4</b> Review and update the Municipal Emergency Management Plan for March 2022 in consultation with the Disability Access and Inclusion Committee and other vulnerable groups to ensure their communication and support needs are addressed.
	<b>2.1.5</b> Advocate for the introduction of the Emergency Management Advice Service (EPAS) program to be rolled out in Frankston City Council to increase support of our vulnerable residents in emergency situations.
<b>2.2</b> Promote Civic Participation and Community Leadership	<b>2.2.1</b> Continue to resource Frankston City Council’s Disability Access and Inclusion Committee (DAIC) whose members use their lived experienced and knowledge to provide feedback and advice on Council projects through a disability lens.  Council will engage the DAIC during the planning stages of projects and will be maintain accountable by reporting back the outcome of the committee’s recommendations.
	<b>2.2.2</b> Review and update Council’s community feedback mechanisms to ensure universal design.
	<b>2.2.3</b> Finalise the Community Engagement Framework and Toolkit to support staff in creating accessible and inclusive Community Engagement Plans that invite people of all ages and backgrounds to give feedback on projects that will affect them.



	<p><b>2.2.4</b> Expand Council’s Community Panel to 500, promoting widely to ensure representation from diverse communities including people with disability.</p>
	<p><b>2.2.5</b> Develop the website for Engage Frankston! ensuring it meets Website Content Accessibility Guidelines to promote its use by diverse communities including people with disability.</p>
<p><b>2.3</b> Promote access and inclusion in community activities and events.</p>	<p><b>2.3.1</b> Develop an Inclusive Practices Guide to support the meaningful participation of people with disabilities in community meetings, activities and events. Promote the guide widely for Council and community use.</p>
	<p><b>2.3.2</b> Continue to work in partnership with government, businesses and community groups to identify initiatives and opportunities for people with disability and carers to participate and connect in the community through arts, social and mental wellbeing engagement opportunities.</p>
	<p><b>2.3.3</b> Frankston Arts Centre to actively look for opportunities to engage with and showcase the work of artists with disability.</p>
	<p><b>2.3.4</b> Continue to consult and partner with Council’s Disability Access and Inclusion Committee and local disability services to improve access and the meaningful participation of people with disability at Council run events.</p>
	<p><b>2.3.5</b> For all Frankston City Council’s major events, develop and promote access and inclusion guides and social scripts/stories to help the community plan and prepare for their participation.</p>
	<p><b>2.3.6</b> Recognise and celebrate the following awareness events:</p> <ul style="list-style-type: none"> <li>a) International Day of People with Disability</li> <li>b) Carers week</li> </ul>
	<p><b>2.3.7</b> Install new shelving in the Frankston library so that they are a more accessible height.</p>
	<p><b>2.3.8</b> Explore the viability of Auslan Storytime sessions at Frankston at the library.</p>
	<p><b>2.3.9</b> Explore viability of a Peer Worker service to support and facilitate people to access the library.</p>

<b>2.4</b> Promote support services available to people with disability and carers	<b>2.4.1</b> Continue to connect the community through the provision of information, referral and assistance to navigate local support services via the Community Recovery Call Centre.
	<b>2.4.2</b> Explore funding opportunities, partnerships and initiatives to address gaps and barriers to support services for people with disability and carers.
	<b>2.4.3</b> Research and collate and promote local supports available to people with disability and carers of all ages.

## How we will measure progress

- Updated policy/guidelines regarding accessibility of Council communications
- All Council websites meet WCAG Guidelines
- Report on new communication approaches explored and implemented
- New Municipal Emergency Management Plan in 2022
- Report on advocacy for and progress on EMAS in Frankston City
- Minutes and documentation of the advocacy and work of the DAIC
- New Community Engagement Framework and Toolkit
- Diverse representation on expanded Community Panel
- New Inclusive Practices Guide
- Report on new initiatives and purchases to support participation
- New social scripts promoting accessible features of events
- Increased participation at activities and events as reported by organisers
- Report on Council run activities/events for International Day of People with Disability and Carers Week
- New shelving at Frankston City Libraries
- Report on work around Peer Support Program and Auslan Storytime from Library
- Report on the impact of the Community Recovery Call Centre and Community/Home Support Services on people with disability
- Report on identified service gaps and new initiatives to address support needs of people with disability
- New promotional material advertising disability and carer support services

## **PRIORITY 3:**

### **Support respectful relationships**

#### **Our Objectives**

- **Promote the prevention of violence and abuse against people with disability**
- **Reduce stigma of disability in the community**



*Photo: A Frankston City Council Direct Care Worker is sitting at a table having coffee with a community member.*



## What you told us

### *Violence and Abuse*

- You told us that you were concerned about people with a disability being vulnerable to violence, abuse and control. Many of you highlighted concern about the compounded risk for people with disability who had additional risk factors based on their gender, race, culture and sexuality.
- Many were unaware of the specialist supports available for people with disability who face violence and abuse.

### *Stigma*

- You felt it was important that Council staff, local businesses and community groups received disability awareness training.
- You wanted Council to help increase the visibility of people with disability.

## What we are already doing

- Promoting the safety of children and young people in accordance with Child Safe Standards
- Respectful relationships work with young people
- Annually participating in:
  - International Women's Day on March 8
  - International Day against Homophobia, Biphobia, Intersexism and Transphobia on May 17.
  - World Elder Abuse Awareness Day on June 15
  - 16 Days of Activism against Gendered Based Violence in November 25 - December 10

## Related policies, strategies & plans

- Council Plan
- Health & Wellbeing Plan
- Stronger Families Policy
- Family Violence Prevention Action Plan
- Positive Ageing Action Plan
- Child Safe Policy
- Child Safe Standards
- Child Safe Action Plan

## Actions for 2021-2025

<b>PRIORITY 3:</b>	
<b>Support respectful relationships</b>	
<b>Objectives</b>	<b>Actions</b>
<b>3.1</b> Promote the prevention of violence and abuse against people with disability.	<b>3.1.1</b> Identify and address the safety concerns of people with disability and carers in partnership with the police, support services and businesses.
	<b>3.1.2</b> Participate in campaigns promoting the prevention of violence such as 16 days of Activism and World Elder Abuse Awareness Day, ensuring that the voice, needs and support for people with disability is promoted.
	<b>3.1.3</b> Apply an intersectional lens when planning activities relating to the development of the new Family Violence Prevention Action Plan in 2022 and ensure that all activities are accessible to people with disability.
	<b>3.1.4</b> Continue to promote the safety of children and young people with an intersectional lens by addressing the 41 recommendations and actions in the Child Safe Action Plan.
<b>3.2</b> Reduce stigma of disability in the community	<b>3.2.1</b> Introduce a suite of diversity themed professional development training, including Disability Awareness and Universal Design training, for Council staff and volunteers.
	<b>3.2.2.</b> Identify and explore options for additional specialised diversity training to support the specific professional development needs of various Council employee and volunteer teams.
	<b>3.2.3</b> Support and provide disability awareness education to local businesses and community groups to help them to attract and cater to the needs of people with disability.
	<b>3.2.4</b> Increase the positive representation of people with disability and other minorities in Frankston City Council's media and publications by building up a database of images, videos and stories which reflects and celebrates the rich diversity within our community.

## How we will measure progress

- Report on actions and partnerships created to reduce violence and abuse of people with disability
- Report on activities and participation in violence prevention campaigns
- Report on how activities for the Family Violence Prevention Action Plan and Child Safe Action Plan addressed and impacted people with disability
- Report on new diversity themed professional development training introduced
- Report on support and education provided to businesses
- Bank of new diverse images that are used regularly in Council communications
- Record of positive news stories relating to people with disability stories published by Council



## **PRIORITY 4:**

# **Reduce barriers to education and employment**

### **Our Objectives**

- **Promote education, volunteering and employment opportunities for people with disability**
- **Improve access for people with disability to public transport**



*Photo: Lisa at Frankston North Community Centre*

## What you told us

- One third of the 51 respondents to our survey felt that people with disability did not have the same access to education and employment opportunities that people without disability do. 52.94% was unsure, while 13.73% believed they did have equal access.
- You told us that integration into mainstream education and lifelong learning opportunities was very important.
- Common barriers to employment you raised include stigma and unconscious bias towards people with disability, inaccessible physical environment in and around workplaces, inflexible workplaces and public transport.
- You want to shift the focus towards what people with disability can do and hear about positive news stories and the accomplishments of people with disability.

## What we are already doing

- Our Community Centres and Libraries run a range of adult education classes and events to support lifelong learning and employment skills.
- Council offer a range of volunteering opportunities across 17 programs and also operate Impact Volunteering a service matching and supporting volunteers and organisations.
- Council delivers the Jobs Victoria Advocates Program to help address the barriers for people to local employment, training, counselling, mentoring and volunteering services and opportunities.
- Partner in the Frankston City Jobseeker Alliance

## Related policies, strategies & plans

- Council Plan
- Sustainable Workforce Strategy
- Sustainable Economy Strategy
- Health and Wellbeing Plan
- Positive Ageing Action Plan
- Volunteer Policy
- Privacy Policy
- Recruitment and Selection Policy
- Frankston City Centre Revitalisation Action Plan (in development)
- Social Procurement



## Actions for 2021-2025

<b>PRIORITY 4:</b>	
<b>Reduce barriers to education and employment</b>	
<b>Objectives</b>	<b>Actions</b>
<b>4.1</b> Promote education, volunteering and employment opportunities for people with disability	<b>4.1.1</b> Continue to fund traineeships at Council targeted at people from disadvantaged groups, including people with disability. Maximise success by addressing access and inclusion barriers and promoting trainee strengths, interests and goals.
	<b>4.1.2</b> Reduce barriers and explore new opportunities to support and encourage people with disabilities to volunteer with Council.
	<b>4.1.2</b> Review Council's Social Procurement processors to ensure that Social Procurement opportunities are accessible to and inclusive of people with disability and other diverse communities.
	<b>4.1.3</b> Create a working group of Council staff to identify and address opportunities to improve diversity and equity in the workplace.
	<b>4.1.4</b> Review and update policy and procedures with a Universal Design lens to promote diversity in the workplace.
	<b>4.1.5</b> Develop, implement and promote a system to collect employee and volunteer demographic data which will enable Council to create, analyse and track its position on targets relating to diversity and equity in the workplace.
	<b>4.1.6</b> Continue to address the barriers for people to local employment, training, counselling, mentoring and volunteering services and opportunities via the Jobs Victoria Advocates Program and the Frankston City Jobseeker Alliance.
	<b>4.1.7</b> Ensure that the needs of people with disability are highlighted in the development of the Sustainable Workforce Strategy.
<b>4.1.8</b> Inform and support local businesses to identify barriers for people with disability and access funding to implement reasonable adjustment options and technology to increase employment opportunities for people with disability.	



<p><b>4.2</b> Improve access for people with disability to public transport</p>	<p><b>4.2.1</b> Advocate and partner with State Government to improve availability and accessibility of Public Transport options in Frankston City.</p>
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### How we will measure progress

- Report number of traineeships provided to people with disability
- Report on updates to Social Procurement Policy
- Report on work of employee working group
- Database of employee and volunteer demographics
- Report on work of Jobs Victoria Advocates program regarding its work with people with disability
- Report on the information and support provided to businesses relating to employment of people with disability
- Report on advocacy and resulting changes relating to public transport in Frankston City

## References

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<sup>i</sup> Australian Bureau of Statistics' (ABS) 2018 Survey of Disability, Ageing and Carers (SDAC), the most comprehensive source of disability prevalence in Australia.

<sup>ii</sup> <https://profile.id.com.au/frankston>

<sup>iii</sup>

[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/LGA22170?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA22170?opendocument)

<sup>iv</sup> <https://profile.id.com.au/frankston>

<sup>v</sup> Plan Melbourne 2050

<sup>vi</sup> <https://www.visionaustralia.org/information/newly-diagnosed/blindness-and-vision-loss>

<sup>vii</sup> Listen Hear! The economic impact and cost of hearing loss in Australia' 2006, Access Economics,

<sup>viii</sup> <https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/justice-and-safety/violence-against-people-with-disability#ref>

<sup>ix</sup> <https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/justice-and-safety/violence-against-people-with-disability#ref>

<sup>x</sup> <https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/justice-and-safety/violence-against-people-with-disability#ref>

<sup>xi</sup> <https://profile.id.com.au/frankston/assistance?WebID=10>

<sup>xii</sup> Australian Bureau of Statistics. 2016 Census

<sup>xiii</sup> Dr Louisa Willoughby / prepared for Vicdeaf (2009) "The Distribution of Victoria's Sign Language Users: Analysis from the 1996 and 2006 census" and "The Distribution of Victoria's Sign Language Users: Analysis from the 2001, 2006 and 2011 census"

<sup>xiv</sup>

[https://quickstats.censusdata.abs.gov.au/census\\_services/getproduct/census/2016/quickstat/LGA22170?opendocument](https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA22170?opendocument)