# Access, Equity and Inclusion in Bass Coast



Council's Disability Action Plan
in partnership with our community

2021-25

BASS COAST

## Acknowledgement of Country

Bass Coast Shire Council acknowledge the Bunurong as the Traditional Owners and Custodians of the lands and waters, and pays respect to their Elders past, present and emerging, for they hold the memories, the traditions, the culture and Lore.

Bass Coast Shire Council celebrates the opportunity to embrace and empower the Aboriginal and/or Torres Strait Island Communities in their diversity.

Bass Coast Shire Council will create opportunities for future recognition and respectful partnerships that will honour the Traditional Owners and Custodians, and Aboriginal and/or Torres Strait Islander Peoples.

## Thank you

We would like to thank the Access and Inclusion Advisory Committee and the community for their input to the development of this Plan. We look forward to working together to make Bass Coast accessible and inclusive for everyone in our community.

Cover photo - Cowes Beach Festival 2012

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**Mayor**
**Councillor Brett Tessari**

# Message from our Mayor

**Bass Coast Shire Council is committed to improving access and inclusion for people with disability who visit, live in or work in our Shire. Access for all creates opportunities for more people to be more involved in community life and to reach their unique potential. The 2021-25 Disability Action Plan outlines the actions Council will take over the next four years to improve access and inclusion for all.**

Building on past achievements, we have challenged ourselves to go further with this Plan. In close consultation with our Access and Inclusion Advisory Committee (AIAC) we have created a Plan that we believe will make a meaningful difference to the lives of people with disability, their families and carers. By working together with key stakeholders, we can create a Bass Coast that fosters and promotes inclusiveness for all people with disability, whether their disabilities are 'visible' to others or not.

Over four million people in Australia have some form of physical, mental or sensory disability. In Bass Coast about 6.6 per cent of our population lives with disability, compared to the regional Victorian average of 6 per cent. Over the four-year life of this Plan, the Department of Planning and Community Development forecasts that the population of people with disability in Bass Coast will increase by 11 per cent. Disability is an ordinary part of human existence and not as 'different' as many may think. However, people with disability are often faced with barriers that prevent them from participating in everyday life.

A large focus of this Plan is to embed 'Universal Design' into the way we do things. Applying Universal Design principles will help us create and install infrastructure such as footpaths, street furniture and community facilities, that not only meet mandatory standards, but can be utilised by more people, with a wider range of abilities.

Another major focus over the next four years, is to create more opportunities for people with disability to participate in the social and economic aspects of our community. Encouraging local employers to create more job opportunities, offering more job opportunities within Council and advocating for better public transport are things Council can do. In Bass Coast, just 5.7 per cent of people with disability participate in paid employment, compared to 51.5 per cent of people without disability. This number is too low and suggests that a lot of talent is being overlooked.

I would like to thank the members of our community and organisations who attended our forum in June 2021 and the members of our AIAC. We look forward to your continued input over the next four years. In partnership with other agencies and alongside our community, we are committed to delivering the objectives and actions of this Plan and continuing to advocate on behalf of all our citizens for universal access and inclusion for all.



## Summary

**The 'Access, Equity and Inclusion in Bass Coast' Disability Action Plan 2021-25 (DAP) is a legislative requirement of the *Disability Act 2006* (DA) and needs to be updated every four years. In line with the DA, we must address the following areas in our DAP:**

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

Following a broad consultation and engagement program with members of our community with disability, their families and carers, and service providers, the following key priority areas for further action were identified:

- Physical environment
- Services and support
- Community environment



*Ramp It Up Festival 2013*

# Highlights from Disability Action Plan

**Implementation highlights from the previous DAP are outlined below. Whilst we are keen to celebrate these achievements with our community, we also acknowledge the many challenges that lie ahead.**

**Partnerships and training**

- Enhancing the role of the Access and Inclusion Advisory Committee to provide strategic advice to Council – focusing on infrastructure delivery projects
- Delivery of 'Enabling Women in Leadership' training in Bass Coast facilitated by Gippsland women living with a disability, for women living with a disability in our local area

**Getting out and about**

- Development of new Mobility Maps for the townships of Cowes, Inverloch and Wonthaggi, including 'out and about' access information across the whole of Bass Coast
- Community advocacy for improved access in Wonthaggi Town Centre as part of the Wonthaggi Activity Plan, resulting in the short-term upgrade of two high priority pedestrian crossings in Wonthaggi Central Business District (CBD) identified by local disability advocates, as requiring immediate works to improve pedestrian access and safety

**Better facilities**

- Accessible design in the development and renewal of infrastructure such as improving accessibility for users at the Bass Coast Children's Centre
- Delivery of a Changing Places facility as part of the Cowes Transit Centre Project
- Successfully advocated for a Changing Places facility as part of the Guide Park Regional Playspace redevelopment
- Delivery of an Ascension Platform Lift for stage access at Wonthaggi Union Community Arts Centre

**Better communication**

Development of Council's website to include level 'AA' of the Web Content Accessibility Guidelines 2.0

- Accreditation with Scope's Communication Access Symbol Program for all of our Customer Service and Visitor Information Centres
- Installation of new signage at Council's Civic Centre to enhance the customer experience, particularly for people with a disability

## Our consultation

Council partnered with our Access and Inclusion Advisory Committee (AIAC) to ensure our DAP represents the priorities of our community.

The AIAC is made up of community members with disability, their family and/or carers, and representatives from disability service providers across Bass Coast. The AIAC advises Council on access and inclusion issues for people living with disability across the Shire, and helps in developing solutions.

Our consultation was multi-layered to ensure we heard from as many community members and stakeholders as possible. Our key consultation strategies included:

- Broad and visionary community consultation as part of the 'Our Bass Coast. Our Future.' campaign
- Collaboration and consultation with our AIAC, including individual interviews
- A one-day forum which brought together people with disability, their families, carers, advocates, service providers and other key stakeholders

Based on the varied and complex feedback we received on access and inclusion in Bass Coast, we have developed some clear priorities for action in this DAP over the next four years.

Whilst this DAP has fewer actions than our previous DAP, we believe these new actions will have greater impact. We recognised that greater change needs to occur. People with disability living, working and visiting Bass Coast are still faced with a range of access barriers in their day-to-day lives. They are often not given the opportunities to participate more fully in community and civic life, or to the extent that they wish to.

**The diagram below depicts some of the highest priorities identified from our consultation.**

## Keep doing

- Upgrading, maintaining and increasing infrastructure and facilities
- Consulting and listening
- Working with the AIAC

## Start doing

- Appling Universal Design principles upfront
- Creating more opportunities to bring people together
- Creating more employment opportunities

## Stop doing

- Closing services down during COVID-19 lockdowns
- Assuming, removing things and making decisions without consultation
- Jargon and bureaucracy



*Access & Inclusion in Bass Coast Forum 2021*

# Disability in Bass Coast at a glance

The Survey of Disability, Ageing and Carers (Australian Bureau of Statistics 2016) indicates that approximately 26 per cent of the Bass Coast population are living with disability (8,600 people). This is well above the national average of 18.3 per cent. It is estimated that by 2026, this number will grow to 10,700 people. This data includes people with age-related impairments, who might not define themselves as a person with disability or require services to support them with their day-to-day lives.

Excluding people with age-related impairments, population forecasts show an increase in the number of people with disability across all age groups. While people aged over 75 account for a substantial proportion of this, significant percentage increases are also forecast in the 15-19 and 35-44 age groups.

**Forecasts by Age on the Number of People with disability living in Bass Coast**

| Age | Disabled persons 2021 | Disabled persons 2025 | Numerical change | Per cent change |
|---|---|---|---|---|
| 0- 4 | 19 | 21 | 2 | 9 |
| 5- 9 | 58 | 63 | 5 | 9 |
| 10-14 | 52 | 54 | 3 | 5 |
| 15-19 | 41 | 48 | 7 | 17 |
| 20-24 | 41 | 44 | 3 | 7 |
| 25-29 | 32 | 33 | 2 | 5 |
| 30-34 | 49 | 53 | 4 | 8 |
| 35-39 | 62 | 68 | 6 | 10 |
| 40-44 | 74 | 83 | 10 | 13 |
| 45-49 | 133 | 140 | 7 | 5 |
| 50-54 | 108 | 116 | 9 | 8 |
| 55-59 | 136 | 142 | 6 | 4 |
| 60-64 | 190 | 198 | 8 | 4 |
| 65-69 | 196 | 210 | 13 | 7 |
| 70-74 | 214 | 219 | 5 | 2 |
| 75-79 | 276 | 315 | 39 | 14 |
| 80-84 | 262 | 337 | 74 | 28 |
| 85+ | 487 | 547 | 60 | 12 |
| Total | 2,429 | 2,692 | 263 | 11 |

*(Source: Forecasts by the Department of Community Development based on 2016 ABS Census data. socialstats.com.au)*

In 2016, the number of people in Bass Coast needing help in their day-to-day lives due to disability was 2,153 (or 6.6 per cent of the population). This was an increase of approximately 1 per cent from the previous census (2011) and is slightly higher than the average for regional Victoria (6 per cent).

According to the Gippsland Primary Health Network's (PHN) 2016 Needs Assessment Snapshot for Bass Coast, the top five causes of disability within Bass Coast are:

1. Neurological and sense disorders
2. Mental disorders
3. Malignant cancers
4. Chronic respiratory disease
5. Cardiovascular disease

Bass Coast has the highest rate of home and community care clients aged 70 years or older in Gippsland (660 per 1,000 target population), much higher than the Victorian rate of 408.

Census data from 2016 indicates that in Bass Coast, 3,499 carers were providing unpaid assistance to a person with a disability, long term illness or old age. This represents 12.7 per cent of the population aged over 15, higher than both the Victorian average of 11.6 per cent and the national average of 11.3 per cent. The number of people who provided unpaid assistance to a person with disability, long term illness or old age in Bass Coast increased by 416 between 2011 and 2016. The most recent national data (2017) indicates that of those providing unpaid assistance to people with disability, 70 per cent are women.

**For further information, see Social Statistics for Victorian Communities at socialstats.com.au**



*Strolling along Cowes Foreshore 2019*



# Access, Equity and Inclusion in Bass Coast

The DAP 2021-25 outlines what we plan to do over the next four years to help make a difference to the lives of people with disability in our community.

This DAP doesn't list everything we do to improve access and inclusion for all, including people with disability in Bass Coast. Access improvements such as new/ upgraded footpaths, buildings and community facilities are already included in our Capital Works Program (link to be inserted in final publication) and adopted each year, so we haven't repeated them in this DAP. Likewise, 'business as usual' actions such as processing accessible (disabled) parking permit applications aren't listed here. These day-to- day activities are still very important and will continue to be undertaken, but the intention of this DAP is to keep a sharp focus on the things that will be done differently to help bring about long-term change for people with disability, their families and carers in Bass Coast.

**The actions for Council to undertake in this DAP are grouped into three priority areas. As you will see below, our role in each varies:**

## Physical environment

Includes footpaths, streetscapes, buildings, recreation and community facilities

OUR ROLE

Council has a significant direct role in delivering physical infrastructure

## Services and support

Includes personal support services, transport services, employment, housing and health services

Council's role has changed. It is no longer a key service provider, but advocates for improved services. Local service providers and businesses can play a big role here too

## Community environment

The community environment is about a sense of belonging and safety for all

Council has an important role in community safety and addressing barriers to access. Sporting clubs, community groups and businesses also have a key role

# Overview

**Physical environment actions**

1. Improve the planning, design, and consultation for all new public use infrastructure
2. Implement better planning and consultation to improve access to and within town centres/CBD
3. Improve the design, safety, and location of existing accessible car parking spaces
4. Work with Bass Coast businesses to make their premises accessible to all
5. Implement more beach access improvements

**Services and support actions**

6. Use policy and advocacy to influence better outcomes in regard to affordable, accessible housing in Bass Coast
7. Advocate for better public transport services
8. Influence and provide leadership to increase employment opportunities for people with disability
9. Advocate for improved health services for people with disability and carers

**Community environment actions**

10. Improve engagement and consultation with the disability sector in Bass Coast
11. Further strengthen the role of the Access and Inclusion Advisory Committee (AIAC) and diversify its membership
12. Improve the recognition and support of carers
13. Increase inclusion, participation and safety in the community for people with all disability types

A more detailed explanation of the above actions and how we plan to achieve these is provided on the following pages. Each action has one or more specific and real deliverable/s that will enable progress to be easily monitored. One 'lead' department within Council has been assigned responsibility for each deliverable and other departments may also play a role . The year/s in which the work is planned to be undertaken is also provided.

# Access, Equity and Inclusion in Bass Coast Disability Action Plan

## Goal 1: An Accessible and Safe Physical Environment

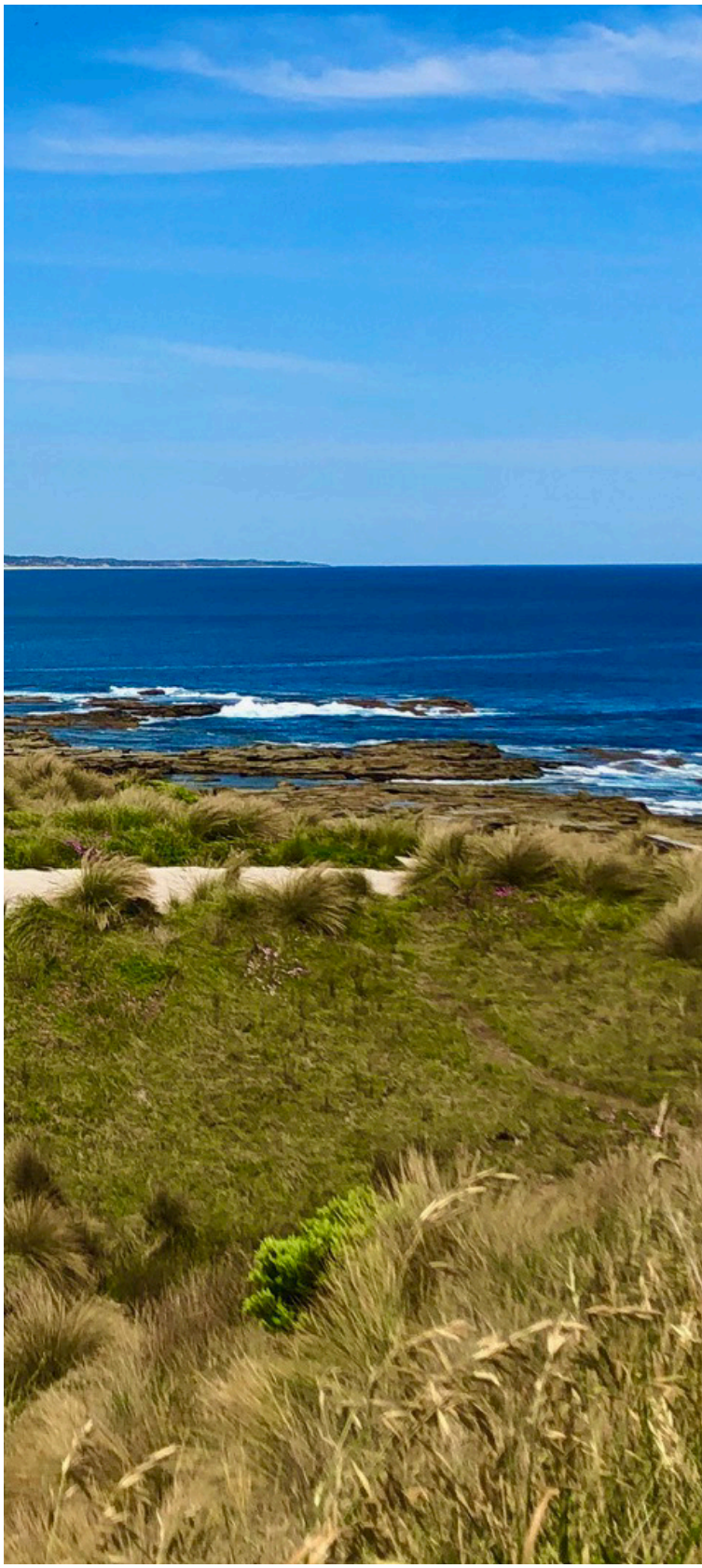
Physical infrastructure includes things like footpaths, crossings, street furniture and lighting, playgrounds, recreation facilities and parking spaces. The need for accessible and safe physical infrastructure across Bass Coast is is high and we continue to address specific needs each year through the Capital Works Program. However, we learned from the Access and Inclusion in Bass Coast Forum in June 2021 that Council may be able to have a bigger impact by focusing this DAP on improving our approach to Physical Infrastructure – that better planning, designing and consultation about new infrastructure could bring about better results for everyone.

| Action # | Action Description | Ref | Deliverable/s |
|---|---|---|---|
| 1 | **Improve the planning, design, and consultation for all new public use infrastructure**<br>This includes:<br>• Playgrounds<br>• Parking spaces<br>• Buildings and facilities<br>• Street furniture<br>• Recreation and community facilities<br>• Aquatic facilities | 1.1 | Universal Design principles are embedded in the Council's Project Management Framework and the Project Implementation Plan for all new public use infrastructure. |
| | | 1.2 | Reports to Council seeking endorsement for public use capital works include a completed checklist for Universal Design principles. |
| | | 1.3 | The Bass Coast disability sector is engaged during advocacy campaigns for new infrastructure (eg. Bass Highway at Kilcunda, aquatics facilities). |

## 2021-2025

| Lead | Year 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| Service Manager and Infrastructure Delivery | ● | ● | ● | ● |
| Infrastructure Delivery | ● | ● | ● | ● |
| Advocacy | ● | ● | ● | ● |

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| Action # | Action Description | Ref | Deliverable/s |
|---|---|---|---|
| 2 | **Implement better planning and consultation to improve access to and within town centres/CBDs** | 2.1 | The AIAC is formally consulted in the preliminary and final phase of new strategic land use plans via a presentation and opportunity for input (including Activity Centre Plans, Structure Plans and Heritage Plans). |
| | | 2.2 | Identify the top three pedestrian safety priorities for people with disability at least twice during the life of this DAP. Priorities to be considered for implementation as part of Council's Local Road Safety Improvement Program. |
| 3 | **Improve the design, safety and location of new and existing accessible car parking spaces** | 3.1 | A review of accessible car parking spaces is undertaken in consultation with the AIAC (subject to funding). |
| 4 | **Work with Bass Coast businesses to make their premises more accessible to all** | 4.1 | 'Building Inclusive Businesses and Community Organisations' program delivered and widely promoted. |
| 5 | **Implement more beach access improvements** | 5.1 | Universal Design principles are applied to beach access solutions. |

| Lead | Year 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| Strategic Planning | ● | ● | ● | ● |
| Asset Management | | ● | | ● |
| Asset Management | | ● | | |
| Social and Community Planning and Economic Development | ● | ● | ● | ● |
| Asset Management and Coast and Bushland | ● | ● | ● | ● |



## Goal 2: Accessible, Adequate and Appropriate Services and Support

While Council has less of a direct role in services than it does in physical infrastructure, this DAP also tackles other long-standing challenges faced by people with disability, their families and carers. This includes better, more accessible and appropriate support services, affordable and accessible social housing, availability of public transport, health, and opportunities for people with disability to participate in work. This DAP outlines what we propose to do and we urge local businesses, service providers, investors, and innovators to work together to also address these issues.

| Action # | Action Description | Ref | Deliverable |
|---|---|---|---|
| 6 | **Use policy and advocacy to influence better outcomes in regard to affordable, accessible housing in Bass Coast** | 6.1 | The scope of the Social and Affordable Housing Strategy is reviewed to consider housing options for people with disability. |
| 7 | **Advocate for better public transport services** | 7.1 | The Bass Coast disability sector is engaged as part of the campaign seeking a state government review of the public transport network. |
| 8 | **Influence and provide leadership to increase employment opportunities for people with disability** | 8.1 | Opportunity is provided to people with disability within Council's 'Trainees and Apprenticeships Program'. |
| | | 8.2 | People with disability are provided work experience and graduate development opportunities at Council. |
| | | 8.3 | Gather data periodically to establish the number of employees who identify as having disability. |
| | | 8.4 | The employment of people with disability is encouraged through regular engagement with local business. |
| | | 8.5 | A report is prepared with recommendations addressing the potential use of social procurement principles in the procurement policy. |

| Lead | Year 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| Social Planning | ● | | | |
| Advocacy | ● | ● | ● | |
| People and Culture | ● | ● | ● | ● |
| People and Culture | ● | ● | ● | ● |
| People and Culture | ● | ● | ● | ● |
| Economic Development | ● | ● | ● | ● |
| Procurement | | ● | | |




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| Action # | Action Description | Ref | Deliverable |
|---|---|---|---|
| 9 | **Advocate for improved health services for people with disability, their families and carers** | 9.1 | Health services are improved and expanded through collective advocacy with Bass Coast Health (BCH), Latrobe Community Health Services (LCHS) and Gippsland Primary Health Network (GPHN).<br>Initiatives could include:<br>• Therapy bus, disability clinic<br>• Online information services and a 'mud map' of health services and professionals in Bass Coast<br>• Caring for carers including respite services<br>• Specialist paediatrician and dentistry services |
| | | 9.2 | Council leads an initiative to better connect disability service networks with mainstream health service provider networks. |

| Lead | Year 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| Social Planning | ● | ● | | |
| Social Planning | | ● | | |



## Goal 3: Inclusive and Safe Community Environment

The community environment refers to those things that ensure people with disability, their families, and carers are connected, supported, safe in their communities and have access to participate in all aspects of life in the same way as everyone else.

| Action # | Action Description | Ref | Deliverable |
|---|---|---|---|
| **10** | **Improve engagement and consultation with the disability sector in Bass Coast** | 10.1 | A review of the DAP is held during Year 2, involving people with disability, carers, services, government and business. |
| **11** | **Further strengthen the role of the AIAC and diversify its membership** | 11.1 | A review of attributes and skills for membership of the AIAC is prepared and new members recruited to strengthen gaps. |
| **12** | **Improve the recognition and support of carers** | 12.1 | An annual event or activity to recognise, support and plan with carers and link them to support networks, including respite. |
| | | 12.2 | Commentary on how Council has implemented the provisions of the Victorian *Carers Recognition Act 2012* is incorporated into Council's Annual Report. |
| **13** | **Increase safety in the community for people with all disability types** | 13.1 | The Vulnerable Persons Register is reviewed to improve how people with disability are assisted during emergencies. |
| | | 13.2 | The outcomes of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability are reported to Council and a decision is made in consultation with the AIAC, as to whether any changes to the DAP are required. |
| | | 13.3 | An education and awareness campaign is implemented to increase safety on shared pathways. |

| Lead | Year 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| Social Planning | | ● | | |
| Social Planning | ● | | | |
| Social Planning | ● | ● | ● | ● |
| Governance | ● | ● | ● | ● |
| Community Safety | ● | | | |
| Social Planning | | ● | | |
| Community Safety | ● | ● | | |





*Cowes Beach Festival 2012*

# Attachment 1: Policies and laws affecting Disability Action Plans

This DAP exists within a wider set of laws and policies, internationally and within Australia, addressing the rights of people with disability.

Policies and laws at international, national, state and local level have a bearing on the Disability Action Plans of all councils in Victoria. More information about the policies and laws is included below.

There is also a Royal Commission (RC) into Violence, Abuse, Neglect and Exploitation of People with Disability currently in progress. The Royal Commission's recommendations will likely result in changes to policies, laws and practices in Australia to better protect people with disability in all settings.

Due to delays caused by the COVID 19 pandemic, the Australian Government has announced that it will extend the final reporting date for the RC to 29 September 2023. This DAP doesn't include actions that might be the subject of the royal commission recommendations. Instead, Council will be informed of the recommendations when they are released. Council can update this DAP in response to any recommendations that might apply to local government.

## International

The United Nations Convention on the Rights of Persons with Disabilities (UN CRPD).

The purpose of the present UN CRPD is to 'promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity'.

The UN CRPD requires member countries (including Australia) to ensure that people with disability are treated like everyone else.

An Easy English version of the UN CRPD is available here: **universaldesignaustralia.net.au/easy-read-uncrpd**

## National

**National Disability Strategy (NDS)**

The NDS is the mechanism under which the principles of the UN CRPD are incorporated into policies and programs in Australia. A new NDS (**dss.gov.au/disability-and-carers/a-new-national-disability-strategy**) is being developed,

though work has been delayed by the COVID-19 pandemic.

The NDS is intended to drive improvements in access to mainstream services, to promote a more inclusive approach to the design of policies and programs, and to ensure that all people with disability can participate and fulfil their potential as equal citizens.

### National Disability Insurance Scheme

In July 2012, the Australian Government introduced the National Disability Insurance Scheme (NDIS) (**ndis.gov.au**), which has been progressively implemented in every state and territory in Australia, by the National Disability Insurance Agency (NDIA) since 2013.

The NDIS changes the way disability supports are provided and is widely regarded as a once-in-a-generation reform. Its key principles focus on improved outcomes for people with disability, their families and carers, driven by participant choice and control (NDIA 2018). It is based on an insurance model and each individual seeking access is assessed against common criteria. Eligible individuals receive a funding package to buy the supports they need, as identified in their individualised plan.

In Bass Coast, the NDIS Local Area Coordination (LAC) Partner with the NDIA, is Latrobe Community Health Service.

### NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission (**ndiscommission.gov.au**) is an independent agency established in July 2018, to improve the quality and safety of NDIS supports and services in New South Wales and South Australia.

On 1 July 2019, the NDIS Commission's jurisdiction expanded to cover Queensland, Victoria, Tasmania, the Australian Capital Territory and the Northern Territory. The NDIS Commission has had full national coverage since 1 December 2020, when Western Australia transitioned to its jurisdiction. The NDIS Commission replaces the disparate and varied state and territory regulatory arrangements and establishes a single national regulator responsible for provider registration, complaints, reportable incidents, oversight of behaviour support and compliance and enforcement.

### National Disability Agreement

The NDA sets out the roles and responsibilities for funding and providing specialist services. It is one of a series of agreements between the Australian and state and territory governments covering major areas like health, education and housing. These agreements provide a framework and measurement approach for tracking progress of agreed performance indicators.

In 2018, the Productivity Commission (PC) conducted a review into the NDA (**pc.gov.au/inquiries/completed/disability-agreement/report**), releasing a study report in early 2019. Key findings included that:

- The NDA is no longer fit-for-purpose, with no apparent progress in improving outcomes for people with disability
- A revised NDA should have an overarching agreement for all aspects of disability policy, not just the provision of specialist disability services

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- Specialist disability services are not the only services people with disability require
- Issues exist in the interface between specialist and mainstream services
- A gap analysis is needed for greater clarity around roles and responsibilities in delivering services to people with disability (PC 2019).

A new National Disability Strategy (NDS) will be finalised in the second half of 2021. To support the NDS, Ministers have agreed to the development of Targeted Action Plans including specific deliverables to improve outcomes for people with disability. Ministers agreed initial action plans should cover employment, community attitudes, early childhood, emergency management and safety.

# State

### State Disability Plan 2021-2025

Absolutely Everyone is the State Disability Plan 2017–2020 for the whole of the Victorian Government. A new State Disability Plan 2021-2025 is under development, with the consultation period now closed. Further information can be found at **statedisabilityplan.vic.gov.au**

# Local

### Bass Coast Shire Council - Council Plan 2021-25

All councils in Victoria are required to prepare a Council Plan within 12 months of the election of a new council. Our Council Plan 2021-25 outlines the strategic direction of Bass Coast Shire Council for the next four years.

The development of the Council Plan 2021-25 took place with the benefit of an extensive community consultation process. We report on our progress toward achieving the Council Plan in the Annual Report and review the Council Plan each year.

### Bass Coast Shire Council - Public Health and Wellbeing Plan 2021-25

Councils are required to prepare a Municipal Public Health and Wellbeing Plan (MPHWP) every four years under the *Public and Wellbeing Act 2008*, (**legislation.vic.gov.au/in-force/acts/public-health-and-wellbeing-act-2008/051**) which also sets out what must be included in the MPHWP. Our MPHWP, 'Healthy Communities Plan 2021-25' provides a strategic framework for improving health and wellbeing in the Bass Coast community.



*Inverloch Hub 2020*

# Attachment 2: Universal Design

One of the most important commitments we are making in this DAP is to embed Universal Design (UD) Principles into our Project Management Framework. UD is the design of buildings, products or environments to make them accessible to most people, regardless of age, disability, background or any other factors and to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design.

By applying UD principles, all new Council 'public use' infrastructure will be assessed against the seven UD Principles (**universaldesignaustralia.net.au/7-principles-of-universal-design/**). 'Public use' means the infrastructure that is intended for the public to regularly use or interact with it. For example, libraries and street furniture are public use infrastructure, but a stormwater drain is not. UD doesn't replace or change our obligation to apply mandatory codes and standards for accessible design. UD improves on accessible design. According to the Victorian Health Building Authority, UD focuses "…on user-centred design from the earliest stages of a project – not just at the end stage. This can result in the seamless integration of inclusive features that are often invisible and that do not stigmatise users".

**The seven principles may be applied to evaluate existing designs, guide the design process and educate both designers and consumers about the characteristics of more usable products and environments.**

## Principles of Universal Design

| Principle | Definition |
|---|---|
| **1. Equitable use** | The design is useful and marketable to people with diverse abilities. |
| **2. Flexibility in use** | The design accommodates a wide range of individual preferences and abilities. |
| **3. Simple and intuitive use** | Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level. |
| **4. Perceptible information** | The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities. |
| **5. Tolerance for error** | The design minimizes hazards and the adverse consequences of accidental or unintended actions. |
| **6. Low physical effort** | The design can be used efficiently and comfortably and with a minimum of fatigue. |
| **7. Size and space for approach and use** | Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility. |

**Please note** that the Principles of UD address only universally usable design, while the practice of design involves more than consideration for usability. Designers must also incorporate other considerations such as economic, engineering, cultural, gender, and environmental concerns in their design processes. These Principles offer designers guidance to better integrate features that meet the needs of as many users as possible.

| Guidelines |
| --- |
| • Provide the same means of use for all users: identical whenever possible; equivalent when not.<br>• Avoid segregating or stigmatising any users.<br>• Provisions for privacy, security, and safety should be equally available to all users.<br>• Make the design appealing to all users. |
| • Provide choice in methods of use.<br>• Accommodate right or left-handed access and use.<br>• Facilitate the user's accuracy and precision.<br>• Provide adaptability to the user's pace. |
| • Eliminate unnecessary complexity.<br>• Be consistent with user expectations and intuition.<br>• Accommodate a wide range of literacy and language skills.<br>• Arrange information consistent with its importance.<br>• Provide effective prompting and feedback during and after task completion. |
| • Use different modes (pictorial, verbal, tactile) for presentation of essential information.<br>• Provide adequate contrast between essential information and its surroundings.<br>• Maximise legibility of essential information.<br>• Differentiate elements in ways that can be described (ie. make it easy to give instructions or directions).<br>• Provide compatibility with a variety of techniques or devices used by people with sensory limitations. |
| • Arrange elements to minimise hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.<br>• Provide warnings of hazards and errors.<br>• Provide fail safe features.<br>• Discourage unconscious action in tasks that require vigilance. |
| • Allow user to maintain a neutral body position.<br>• Use reasonable operating forces.<br>• Minimise repetitive actions.<br>• Minimise sustained physical effort. |
| • Provide a clear line of sight to important elements for any seated or standing user.<br>• Make reach to all components comfortable for any seated or standing user.<br>• Accommodate variations in hand and grip size.<br>• Provide adequate space for the use of assistive devices or personal assistance. |




*Fun in the Park Festival 2016*



*'UD is… grounded in the belief that the broad range of human ability is ordinary, not special….UD addresses barriers faced by people with disabilities, older adults, children, and other populations who the design process typically overlooks. UD reduces stigma and provides benefits for all users'.'*

*Centre for Universal Design and Environmental Access*

BASS COAST

# Access, Equity and Inclusion in Bass Coast 2021-25

Council's Disability Action Plan
in partnership with our community

**Bass Coast Shire Council**
**76 McBride Avenue, Wonthaggi, VIC 3995**
**DX 34903 Wonthaggi**
**PO Box 118 Wonthaggi, VIC 3995**

1300 BCOAST (226 278) or (03) 5671 2211 or via the National Relay Service (if you are deaf and/or find it hard hearing or speaking with people who use a phone) on their website:

**infrastructure.gov.au/media-technology-communications/phone/services-people-with-disability/accesshub/national-relay-service**

**basscoast.vic.gov.au/communityplans**