

GREATER SHEPPARTON CITY COUNCIL

# UNIVERSAL ACCESS AND INCLUSION PLAN

2022 - 2026



GREATER  
SHEPPARTON

---

If you require the 2022-2026 Universal Access and Inclusion Plan in Easy English or an alternative format, email **council@shepparton.vic.gov.au** or phone **5832 9700**.

If you are deaf or have a hearing or speech impairment, please contact us through the National Relay Service on 13 36 77.

**Cover Artwork:**

Artist: Muhammad Ali Akbari

Artwork: The value of learning and knowledge

## **Acknowledgement of Country**

We, Greater Shepparton City Council, acknowledge the Yorta Yorta Peoples of the land which now comprises Greater Shepparton, we pay our respect to their tribal elders, we celebrate their continuing culture and we acknowledge the memory of their ancestors.

### **Message from the Mayor**

Greater Shepparton City Council is pleased to present the Greater Shepparton Universal Access and Inclusion Plan (UAIP) 2022-2026. Council's vision is for all residents and visitors to have full and equal access to Greater Shepparton's vibrant lifestyle. Council is committed to enhancing our strong and inclusive communities and continuing to create opportunities for all.

Council has an important role to play in supporting the livability of the region for people with a disability. Our UAIP 2022-2026 sets out a practical and fiscally responsible approach to improve the accessibility and inclusiveness of the Council's infrastructure, services, and information over time.



The UAIP 2022-2026 outlines what Council will do to address the barriers people with a disability might face, and it also acknowledges the contribution that people with a disability make every day to our diverse community.

Council is looking forward to working with the community on the implementation of the UAIP 2022-2026.

A handwritten signature in black ink that reads "Kim O'Keeffe".

**Cr Kim O'Keeffe,  
Mayor**





## WHAT IS THE UNIVERSAL ACCESS AND INCLUSION PLAN?

The Universal Access and Inclusion Plan (UAIP) is a document designed to identify and address the barriers all sectors of the community encounter in their day-to-day life. The UAIP outlines how Council intends to improve access and inclusion for residents of and visitors to Greater Shepparton by identifying key actions which respond to the priority areas that will be delivered over the UAIP's lifetime.

## **What is inclusion, access and disability?**

To be part of the local community, people living with a disability or barriers require buildings, streets, and open spaces that are accessible and welcoming. Along with accessible public transport that meets their needs.

Access refers to the removal or reduction of barriers (physical or attitudinal) to safe and dignified access to and participation in community activities. Access is just one small part in the broader context of inclusion.

Whilst there is no universally accepted definition of social inclusion the Australian Social Inclusion Board defines social inclusion as having the resources, opportunities and capabilities to:

### **Learn**

Participate in education and training

### **Work**

Participate in employment, unpaid or voluntary work including family and carer responsibilities

### **Engage**

Connect with people, use local services and participate in local, cultural, civic and recreational activities

## **Have a voice**

Influence decisions that affect them

According to the Disability Act 2006, Disability includes anyone with impairment or barrier of a physical, intellectual, psychiatric, neurological or sensory nature. Disability can either be temporary or permanent and something that is acquired or present from birth.

The World Health Organization (WHO) definition of a barrier is “Factors in a person’s environment that, through their absence or presence, limit functioning and create disability.”

## **Council's Role**

Greater Shepparton City Council acknowledges not all people living with a disability are alike. People living with a disability, individuals with specific needs, priorities and perspectives are often based upon their own personal circumstances and experiences.

The Disability Discrimination Act 1992 makes it a legal requirement for Greater Shepparton City Council to provide equal access to employment, public buildings, goods, services and facilities.

All Victorian councils have a Disability Action Plan (DAP) which is sometimes known as a UAIP, like in the case of Greater Shepparton City Council. A DAP identifies actions to remove physical barriers for people with a disability and is also designed to increase employment and change community attitudes.

Councils provide a range of advice, support, guidance and services to ensure the wellbeing of people with a disability to maintain their preferred lifestyle and independence, and have the same opportunities as other members of the community.

For the purposes of this document, an internal partner is any Council department or employee working towards achieving the actions in this plan. For the purposes of this plan, an external partner is any service provider or person living or working in Greater Shepparton that is assisting Greater Shepparton City Council to achieve the actions outlined in this plan

The development, implementation, monitoring and evaluation of the UAIP will be led by Council's Access and Inclusion Officer working in collaboration with internal and external partners. Various Council Departments and Teams will be required to report their progress against the actions outlined in this plan. The report(s) will be tabled at a Council meeting on an annual basis. The submitted report(s) will then be published on Greater Shepparton City Council's website.



## Universal Design Principles

Greater Shepparton City Council is guided by seven principles of Universal Design and where possible tries to utilise the principles as a key tool to inform our programs, practices, policies, services and projects.

According to the Centre for Universal Design Australia the seven principles include:

### 1. **Equitable use**

The design is useful and marketable to people with diverse abilities. For example, a website that is designed to be accessible to everyone, including people who are blind and use screen reader technology, employs this principle.

### 2. **Flexibility in use**

The design accommodates a wide range of individual preferences and abilities. An example is a museum that allows visitors to choose to read or listen to the description of the contents of a display case.

### 3. **Simple and intuitive**

The use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level. Science lab equipment with clear and intuitive control buttons is an example of an application of this principle.

### 4. **Perceptible information**

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities. An example of this principle is captioned television programming projected in a noisy sports bar.

### 5. **Tolerance for error**

The design minimizes hazards and the adverse consequences of accidental or unintended actions. An example of a product applying this principle is software applications that provide guidance when the user makes an inappropriate selection.

### 6. **Low physical effort**

The design can be used efficiently, comfortably, and with a minimum of fatigue. Doors that open automatically for people with a wide variety of physical characteristics demonstrate the application of this principle.

### 7. **Size and space for approach and use**

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of the user's body size, posture, or mobility. A flexible work area designed for use by employees who are left or right handed and have a variety of other physical characteristics and abilities is an example of applying this principle.

# SUMMARY OF RELEVANT LEGISLATION AND POLICIES

The Universal Access and Inclusion Plan 2022- 2026 has been informed by the legislative and policy context from the international arena as well as across the three tiers of government. This framework promotes and protects the rights of people with a disability and also aims to address issues of discrimination and disadvantage to make society a more equal place. The table below lists the relevant legislation and policies considered in the development of this Plan:

## International

United Nations Universal Declaration of Human Rights 1948

United Nations Convention on the Rights of Persons with Disabilities 2008

## National

Disability (Access to Premises – Buildings) Standards 2010 (reviewed 2021)

AS1428.1 – 2021 Design for access and mobility: General requirements for access - New building work

AS1428.2 – 1992 (Reconfirmed 2015) Design for access and mobility, Part 2: Enhanced and additional requirements - Buildings and facilities

AS1428.3 – 1992 (Reconfirmed 2015) Design for access and mobility, Part 3: Requirements for children and adolescents with physical disabilities

AS1428.4.1 – 2009 (Review) Design for access and mobility, Part 4.1: Means to assist the orientation of people with vision impairment - Tactile ground surface indicators

AS1428.4.2 – 2018 Design for access and mobility, Part 4.2: Means to assist the orientation of people with vision impairment - Wayfinding signs

AS1428.5 – 2021 Design for access and mobility, Part 5: Communication for people who are deaf or hearing impaired

Commonwealth Disability Discrimination Act 1992

Commonwealth State Territory Disability Agreement 1991

## State

Victorian Disability Act (2006)

The Victoria Charter of Human Rights and Responsibilities Act 2006

The Local Government Act (2020)

Victorian State Disability Plan 2020-2023

Disability Standards for Accessible Public Transport 2002

Victorian Equal Opportunity and Human Rights Commission Strategic Plan 2017-22

## Local

Council Plan 2021-2025

Public Health Strategic Plan 2018 – 2028

Municipal Emergency Management Plan (audited every 3 years)

Community Living Local Law 1 (2018-2028)

Greater Shepparton 2030 Strategy

Multicultural Strategy 2019-2022

Communication Style Guide (internal document)

Greater Shepparton Urban Design Manual

Infrastructure Design Manual

## Population demographics and statistics

According to the Australian Bureau of Statistics, the 2016 census data indicated that:

### One in five

Australians reported living with a disability or disabilities (18.3% or 4.3 million people)

The percentage of people that require assistance with core activities increases as people age.

**14.8 %** of the population identifying as being born in a country other than Australia.

A further **22.1%** of Australians had a long-term health condition, but no disability.

**9.2%** of people aged between 70 and 74 need assistance with day to day activities.

This figure increases to **25.4%** for people aged 80 to 84 years and 42.8% for people aged 85 and over. It is important to recognise the term 'disability' represents many different personal challenges of impairment.

## Disability prevalence in Greater Shepparton region

According to the Australian Bureau of Statistics 2016 census data, Greater Shepparton currently has a population of 65,076. Using the statistics above, it is estimated there are currently 11,600 people in the municipality who have a permanent disability, and 3,600 residents who are living with a temporary disability.

The municipality's Aboriginal population is the largest in regional Victoria, with an estimated **3.5 %** of residents having an indigenous heritage.



Photograph of Bentley Corbo taken in 2021 at the Sacred Heart primary School celebrated Bullying No Way Day.

Each student at the school designed and decorated a t-shirt with their own message that relates to inclusion and acceptance.





# DEVELOPMENT OF UNIVERSAL ACCESS AND INCLUSION PLAN 2022- 2026

The UAIP 2022-2026 was developed in response to legislative and policy context and in consultation with people with a disability; carers; service providers; the broader community; and Council staff. The engagement period for the development of the UAIP occurred between April 15 and 26 July 2021. The engagement activities included a diverse range of methods to ensure a broad range of people were able to participate.

# PROMOTION OF THE UAIP CONSULTATION

A number of methods were used to promote the opportunity to get involved in the development of the UAIP including:

**Table 1. Engagement Tools**

	<p>The UAIP survey and workshop bookings were advertised on the Shaping Greater Shepp webpage. The page hosted information about the previous UAIP, project timelines, workshop and pop up consultation details and the opportunity to book an individual session with the Access and Inclusion Officer.</p> <p>During the engagement period a total of 394 visits were recorded to the site.</p> <p>Posters were distributed to more than 270 individuals and organisations. Posters were displayed across Council sites and other sites including Stellar Café, Connect GV and libraries in Shepparton, Mooroopna and Tatura.</p>
	<p>Social media posts occurred periodically throughout the consultation period on Council's Facebook pages to encourage participation in the consultation. Social media posts reached 193 over the engagement period.</p> <p>A number of individuals and organisations reposted and/or shared the posts on their Facebook pages.</p>

	<p>Email invitations were sent to more than 270 people and organisations on the Access and Inclusion email list. Invitations were also distributed by other Council Officers via their professional networks.</p>
	<p>The community consultation was advertised in the Shepparton News and Shepparton Adviser from 12 June to 26 July 2021. These newspapers are distributed throughout Greater Shepparton.</p>
	<p>Information regarding the consultation was provided to NDIS's Local Area Coordinator (Interreach). Greater Shepparton Network of Disability Service Providers, along with all providers registered with the National Disability Agency, known as NDIA that provide services in Greater Shepparton.</p> <p>Information regarding the consultation was provided to service providers working in the access and inclusion sector including SCOPE, Rumbalara, The Ethnic Council of Shepparton and District, WDEA Works to name a few.</p>

**Table 2. Community Engagement activities**



A total of 303 voices were captured during the UAIP engagement period.



The UAIP survey formed the main component of engagement. Council received 98 responses. 48 in hard copy and 50 via the survey on the Shaping Greater Shepp website.



A total of four workshops were made available for community members and service providers to attend.



Numerous drop-in sessions were facilitated. The Access and Inclusion Officer also visited neighbourhood houses in Tatura and Murchison along with drop-in sessions in the Shepparton, Mooroopna and Tatura libraries. The Access and Inclusion Officer also visited the Social Connections program in Mooroopna.



The Access and Inclusion Officer conducted internal consultations with Council teams.



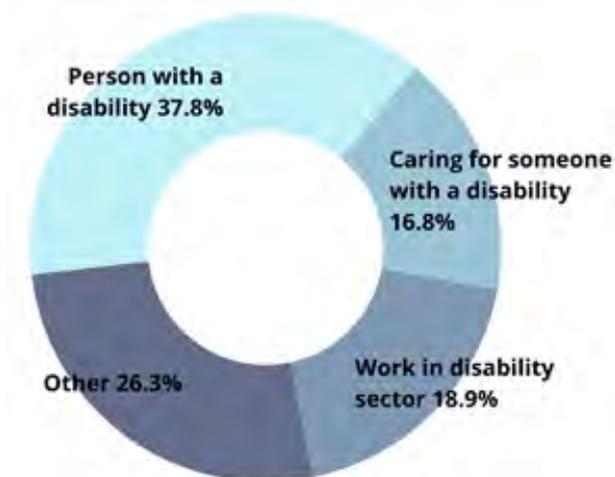
The Access and Inclusion Officer also conducted internal consultations with the Disability Advisory Committee, Positive Ageing Advisory Committee, Community Planning Committees and the Women's Charter Advisory Committee.

# CONSULTATION FINDINGS

Outlined below are the consultation findings from community surveys conducted for the next iteration of the UAIP (2021-2025).

## Participants Profile

- 98 participant's responded to the survey
- Participant ages ranged from 15 to 85+ with majority aged between 55 to 64 years (22%)
- Majority of participants identified as female (61%)
- 4% of participants identified as Aboriginal or Torres Strait Islander
- 10% of participants were born overseas
- Majority of participants (55%) indicated they either had a disability or were caring for a friend or family member with a disability



## What's working?

- Participants identified the following areas as key areas where they think Council is doing well:
  - Sporting events and all abilities sporting opportunities
  - Provision of accessible infrastructure for new projects
  - Social connections
  - Disabled parking and wheelchair access
  - All abilities playground facilities
  - Inclusion of the Access and Inclusion Officer in Council program and infrastructure planning

## What can be improved?

- Majority of participants (57%) identified that Council information on what is happening in the community was not provided in an appropriate format
- The most preferred consultation method was by post (52%) closely followed by social media (44%)
- Majority of participants (52%) identified that council consultations are not carried out in an accessible and inclusive manner

# KEY PRIORITIES EMERGING FROM THE CONSULTATION

- The biggest barriers facing Greater Shepparton in becoming an accessible and inclusive community were identified as:



## Where to advocate

- The top priority advocacy areas identified were:
  - More accessible public transport
  - More social housing in Greater Shepparton
  - More special disability accommodation

As a result of the community engagement activities four key priorities have emerged.



## SOCIAL

Our people feel connected, included and valued.



## BUILT AND NATURAL

Our people can participate in our built and natural environment.



## ECONOMIC

Our people have a better choice of pathways that lead to education, employment and volunteering opportunities.



## LEADERSHIP AND GOVERNANCE

Our people have a role in leading the way and are supported through good governance and policy direction.

# UAIP ACTIONS

Key actions have been developed to respond to these priorities which can be found in the UAIP Action Plan provided later in this document. The UAIP actions have been categorised as:

**Ongoing:** Embedded as business as usual

**ST:** Short term – (Year 1-2)

**MT:** Medium-term – (Year 2-3)

**LT:** Long term – (Year 3-4 plus)

**Lead(s)** – the Council Officer or Department responsible for implementing the action

**Partner(s)** – Council Officers or external stakeholders assisting the lead to implement the action



# SOCIAL

Our people feel connected, included and valued.

	Action	Lead and Partners	Timeline
1.1	Implement all relevant actions in the Council Plan 2021-2025.	Access and Inclusion Officer All departments	Ongoing
1.2	Partner and lead on programs and activities that regularly celebrate people with disabilities/barriers by developing an annual calendar and promoting on Council's website.	Access and Inclusion Officer Activities in the Park Events Riverlinks External Stakeholders	Ongoing
1.3	Develop training for all staff in creating accessible documents with the assistance of an accredited training organisation where required.	Access and Inclusion Officer People and Development Communications and Engagement All Departments	ST
1.4	Ensure inclusion and accessibility is integrated into the Community Engagement (CE) policy, procedures and consultation plans by contributing to the development of the CE Toolkit to ensure accessibility checklists and tools inform CE practice.	Access and Inclusion Officer Communications and Engagement Corporate Governance	ST

	<b>Action</b>	<b>Lead and Partners</b>	<b>Timeline</b>
1.5	<p>Review and update existing accessible checklist (e.g. accessible event checklist).</p> <p>Publish checklists on the Access and Inclusion page of the Council website.</p>	<p>Access and Inclusion Officer</p> <p>Municipal Building Surveyor</p> <p>Tourism and Major Events Projects</p> <p>Riverlinks</p>	ST
1.6	<p>Review policies to ensure they are written for the intended audience (e.g. providing documents in easy English).</p> <p>Publish a 'Writing for accessibility guide' and distribute to all Greater Shepparton City Council Staff.</p>	<p>Access and Inclusion Officer</p> <p>Communications and Engagement</p> <p>All Departments</p>	ST MT
1.7	<p>Ensure press conferences, especially those providing short-notice emergency information, are recorded and have closed captions. Update Media Policy to include closed captioning and/or use of Auslan Interpreters at all major press conferences.</p>	<p>Access and Inclusion Officer</p> <p>Corporate Governance</p> <p>Communications and Engagement</p> <p>Emergency Management Coordinator</p>	ST MT

	<b>Action</b>	<b>Lead and Partners</b>	<b>Timeline</b>
1.8	<p>Create resources that assist community and Council staff in creating internal and external inclusive events.</p> <p>Develop an A to Z access guide to assist Council and external stakeholders to run accessible and inclusive events.</p> <p>Publish the guide on the Access and Inclusion page of the Greater Shepparton City Council website.</p>	<p>Access and Inclusion Officer</p> <p>Riverlinks</p> <p>Communications and Engagement</p> <p>Events</p> <p>Economic Development</p>	ST MT
1.9	<p>Review all Council webpages to ensure accessibility requirements are being met (standards WCAG 2.1 AAA) and Victorian Government Accessibility Guidelines; user testing with people with lived experience.</p> <p>Have Councils websites assessed by an accessible communication subject matter expert and implement recommendations.</p>	<p>Access and Inclusion Officer</p> <p>Communications and Engagement</p>	ST MT
1.10	<p>Access and Inclusion Officer to work with internal and external partners to review current statutory requirements around accessible events. Where needed update Council's policies and procedures to ensure compliance with all statutory obligations.</p>	<p>Access and Inclusion Officer</p> <p>Communications and Engagement</p> <p>Events</p> <p>Economic Development</p> <p>Municipal Building Surveyor</p> <p>Riverlinks</p>	ST MT

	<b>Action</b>	<b>Lead and Partners</b>	<b>Timeline</b>
1.11	Review, update and promote all Council's access initiatives. E.g. adult changing places facility, scooter recharge scheme and mobility maps.	Access and Inclusion Officer Aquamoves Communications and Engagement Assets GIS	MT
1.12	Provide advice to all Council departments to ensure their day to day activities promote access and inclusion (especially those running customer facing activities).  Access and Inclusion Officer to attend team meetings and discuss how daily activities may effect access and inclusion on a day to day basis.	Access and Inclusion Officer All Team Leaders	Ongoing



# BUILT AND NATURAL

Our people can participate in our built and natural environment.

	Action	Lead and Partners	Timeline
2.1	<p>Conduct a full compliance audit of Councils buildings including Council offices, Childcare centres and other facilities to determine the priority areas for repair, maintenance and upgrades.</p> <p>Develop an ongoing maintenance plan supported within the 10-year strategic infrastructure plan. Priority is given to highly utilised assets.</p>	<p>Access and Inclusion Officer</p> <p>Corporate Governance</p> <p>Strategic Assets</p> <p>Assets Management</p> <p>GIS</p> <p>Design Investigation</p> <p>Projects</p> <p>Manager Aquamoves</p> <p>Manager KidsTown</p> <p>Municipal Building</p> <p>Surveyor</p> <p>Emergency Management</p> <p>Coordinator</p>	<p>Audit and prioritising</p> <p>ST – MT</p> <p>Implementation</p> <p>Ongoing</p>

	Action	Lead and Partners	Timeline
2.2	<p>Conduct a full compliance audit of Council’s footpaths, shared pathway networks and Accessible Parking Bays.</p> <p>Determine priority areas for repair maintenance and upgrades.</p> <p>Determine areas where footpath needs to be implemented to enhance connectivity and accessibility.</p> <p>Develop an ongoing maintenance plan supported within the 10-year strategic infrastructure plan. Priority is given to highly utilised assets.</p>	<p>Access and Inclusion Officer</p> <p>Strategic Assets</p> <p>Assets Management</p> <p>GIS</p> <p>Design Investigation Projects</p>	<p>Audit and prioritising ST – MT</p> <p>Implementation Ongoing</p>
2.3	<p>Conduct an audit of all Council workplaces to develop and make recommendations to achieve a more inclusive and accessible workplace.</p> <p>Develop an upgrade and renewal plan to ensure Council workplaces are accessible and inclusive for staff, users and visitors over the life of the UAIP.</p>	<p>Access and Inclusion Officer</p> <p>Team Leader - Building Maintenance</p> <p>Team Leader - Occupational Health and Safety</p> <p>Strategic Assets</p>	<p>Audit and prioritising ST - MT</p> <p>Implementation Ongoing</p>

	<b>Action</b>	<b>Lead and Partners</b>	<b>Timeline</b>
2.4	<p>Undertake an audit of all playgrounds and play equipment for accessibility.</p> <p>Determine priority areas for repair, maintenance and upgrade, of equipment with accessible play equipment.</p> <p>Develop an ongoing maintenance plan supported within the 10-year strategic infrastructure plan. Priority is given to highly utilised assets.</p> <p>Replace existing equipment with an accessible equipment as the existing equipment reaches the end of its designed lifespan.</p>	<p>Access and Inclusion Officer</p> <p>Parks, Sport and Recreation</p> <p>Strategic Assets</p> <p>GIS</p> <p>Strategic Assets</p>	<p>Audits and prioritising; ST-MT</p> <p>Development – ongoing</p>
2.5	<p>Explore opportunities to improve access to the natural environment and include access and inclusion considerations within funding applications e.g. river access.</p> <p>Ensure access and inclusion is a corner stone of all projects aimed at promoting accessing and utilising the natural environment.</p> <p>Ensure Access and Inclusion Officer is included in the planning and design phases of all Greater Shepparton City Council projects providing access to the river or natural environment.</p>	<p>Access and Inclusion Officer</p> <p>Sustainability and Environment</p> <p>Design Investigations</p> <p>Strategic Assets</p> <p>GIS</p> <p>River Connect Project Officer</p> <p>Sustainability Officer</p> <p>River Connect Education officer</p> <p>External agencies e.g. Parks Victoria</p>	<p>Ongoing</p>

	Action	Lead and Partners	Timeline
2.6	Update all guidelines and criteria associated with Greater Shepparton City Council grants programs to ensure universal design principles are embedded. Develop and implement a new annual grants program 'Access and Inclusion' grants (capital and non-capital) for businesses and not for profits.	Access and Inclusion Officer Economic Development Community Wellbeing Municipal Building Surveyor Grants Coordinator	ST
2.7	Insist on the implementation universal design principles being implemented in all council projects.  Work with external stakeholder to increase their knowledge of and subsequent implementation Universal Design Principles in future projects.	E.g. access consultants, local businesses especially those involved in the service or construction industries etc.	Ongoing
2.8	Review and improve Council's fault reporting and complaints process to ensure it is flexible, accessible and inclusive and responsive.  Monitor number of complaints with a view to minimise the number of complaints being made.	Corporate Governance Strategic Assets Building Maintenance Parking Maintenance Officer Assets Building and Facilities Coordinator Communications and Engagement Access and Inclusion Officer Customer Service	ST - MT

	<b>Action</b>	<b>Lead and Partners</b>	<b>Timeline</b>
2.9	<p>Continue to use existing expertise and where needed engage external subject matter experts, to ensure all projects that are developed and undertaken by Council are being undertaken in a manner that is accessible and inclusive of everyone.</p> <p>Include access consultants on Council's preferred contractor list.</p>	<p>Strategic Assets            Building Maintenance            Parking Maintenance Officer            Building and Facilities Coordinator Inc.            Shepparton Art Museum            Assets            Riverlinks            Access and Inclusion Officer            Statutory Planning            Strategic Planning            Municipal Building Surveyor            Projects</p>	Ongoing
2.10	<p>All new or renovated commercial or community buildings design to be approved by a registered access consultant prior to the commencement of works or the issuing of a building or planning permit.</p>	<p>Strategic Assets            Building Maintenance            Parking Maintenance Officer            Building and Facilities Coordinator Inc.            Shepparton Art Museum            Assets            Access and Inclusion Officer            Statutory Planning            Strategic Planning            Municipal Building Surveyor            Projects</p>	Ongoing



# ECONOMIC

Our people have a better choice of pathways that lead to education, employment and volunteering opportunities.

	Action	Lead and Partners	Timeline
3.1	<p>Review recruitment and selection corporate procedure to identify opportunities to promote and provide an accessible and inclusive recruitment process.</p> <p>Provide staff with training around unconscious bias in the recruitment process.</p>	<p>Access and Inclusion Officer</p> <p>Human Resources</p> <p>Learning and Development</p> <p>All Team leaders and Managers</p>	ST-MT
3.2	<p>Consider access and inclusion outcomes as part of the development of all master plans – include universal design as a requirement in project tender documents.</p> <p>Ensure access and inclusion is a corner stone of all projects as they are created, developed and implemented.</p> <p>Continue to use the Access and Inclusion Officer to assist in ensuring projects are accessible and inclusive.</p>	<p>Access and Inclusion Officer</p> <p>Corporate Planning</p> <p>Procurement</p> <p>Aquamoves</p> <p>Parks, Sport and Recreation</p> <p>Community Development</p>	ST MT

	<b>Action</b>	<b>Lead and Partners</b>	<b>Timeline</b>
3.3	<p>Partner with other providers and assist them to promote accessible tourism in Greater Shepparton.</p> <p>Develop and publish accessible accommodation and accessible business design guides.</p>	<p>Access and Inclusion Officer</p> <p>Economic Development Growing Greater Shepparton Marketing Coordinator</p>	MT LT
3.4	<p>Explore opportunities to expand and promote the Greater Shepparton Mobility Map.</p>	<p>Access and Inclusion Officer</p> <p>Economic Development RiverConnect</p> <p>Community Wellbeing Growing Greater Shepparton Marketing Coordinator</p>	ST MT
3.5	<p>Promote Council's Good Access = Good Business Program and seek new participants to join the program over the life of the UAIP.</p> <p>Develop a database of accessible businesses and publish on the Council website.</p>	<p>Access and Inclusion Officer</p> <p>Communications and Engagement</p> <p>Economic Development Growing Greater Shepparton Marketing Coordinator</p>	Ongoing
3.6	<p>Review the Infrastructure Design Manual to ensure it meets minimum standards/ best practices.</p> <p>Publish updated Infrastructure Design Manual.</p>	<p>Access and Inclusion Officer</p> <p>Strategic Assets Planning and Building Projects</p>	ST - MT

	Action	Lead and Partners	Timeline
3.7	Identify Council's role in supporting affordable and accessible housing in the municipality and support the implementation of the Greater Shepparton Affordable Housing Strategy.	Access and Inclusion Officer Strategic Planning Statutory Planning	ST - MT
3.8	Explore opportunities at the local, State and Commonwealth levels of government to advocate for the improvement in the quality, frequency and increase in the patronage of both local and intermodal public transport.	Access and Inclusion Officer Economic Development Statutory Planning Strategic Planning	Ongoing



## LEADERSHIP AND GOVERNANCE

Our people have a role in leading the way and are supported through good governance and policy direction.

	Action	Lead and Partners	Timeline
4.1	Review Council policies and procedures to ensure appropriate language is being used to enhance inclusiveness and access.  Develop guidance documents around the use of inclusive language and writing in all Councils' documentation.	Access and Inclusion Officer Corporate Governance Communications and Engagement All Departmental Team Leaders	Review - MT LT  Development - LT

	<b>Action</b>	<b>Lead and Partners</b>	<b>Timeline</b>
4.2	To investigate participation in the Job Access Program or a similar program to enable Council to become one of the employers of choice for people with disabilities/ barriers in the Goulburn Valley.	Access and Inclusion Officer People and Development Executive Leadership Team	ST
4.3	Support partner agencies to formalise and strengthen existing networks in the access and inclusion space. Explore opportunities to expand these networks.	Access and Inclusion Officer External Stakeholders Community Strengthening Economic Development Aged and Disability Services People and Development	ST MT
4.4	Carry out an organisation-wide assessment against the Australian Network of Disabilities Access and Inclusion Index, or similar assessment tool, use findings to improve organisations accessibility and inclusivity.	Access and Inclusion Officer Executive Leadership Team People and Development Corporate Governance	ST-MT
4.5	Adopt the State Government's Disability Employment Target of 12 per cent by 2026.	Access and Inclusion Officer Corporate Governance Executive Leadership Team	ST commitment Ongoing for implementation

	Action	Lead and Partners	Timeline
4.6	Develop communication key messages and communication boards for all heavily utilised community facilities, Council offices and sporting facilities.	Access and Inclusion Officer Communications and Engagement Community Strengthening Corporate Governance KidsTown Coordinator Aquamoves Centre Manager Manager Active Living Program and Education Coordinator Active Living	ST MT
4.7	Ensure the Universal Access and Inclusion Plan, Council Plan and other key strategic council documents are available in accessible formats and in languages other than English. E.g. the top four languages spoken in Greater Shepparton and Easy English formats.  Develop and deliver Easy English equivalents for the key Council documents within 24 months of this plan's adoption.	Access and Inclusion Officer Communications and Engagement Community Development Corporate Governance	ST

Artist: Kody Bothwell

Artwork: different people (deaf blind shy etc.) coming together as balloons to form one person which is the helping hand at the bottom.



THANK YOU FOR BRINGING YOU

amazing amazing  
amazing amazing

Gratitude Happiness  
Gratitude Happiness  
Gratitude Happiness

Love Love Love  
Love Love Love  
Love Love Love

Positive Positive  
Positive Positive  
Positive Positive

Kindness Kindness  
Kindness Kindness  
Kindness Kindness

Perfect Perfect  
Perfect Perfect  
Perfect Perfect

wonderful wonderful  
wonderful wonderful  
wonderful wonderful



write a wish in this tree

Beautiful Beautiful  
Beautiful Beautiful  
Beautiful Beautiful

Amazing Amazing  
Amazing Amazing  
Amazing Amazing

admiration admiration  
admiration admiration  
admiration admiration

Hope Hope Hope  
Hope Hope Hope  
Hope Hope Hope

Positive Positive  
Positive Positive  
Positive Positive

## CONTACT US

**Business hours:** 8.15am to 5pm weekdays  
**In person:** 90 Welsford Street, Shepparton  
**Mail:** Locked Bag 1000, Shepparton, VIC, 3632  
**Phone:** (03) 5832 9700  
**SMS:** 0427 767 846  
**Email:** council@shepparton.vic.gov.au  
**Web:** www.greatershepparton.com.au

Join the conversation:    