



---

---

# Disability Access Policy and Action Plan for the Tasman Council 2006 - 2016

---

---

In accordance with the Commonwealth Disability Discrimination Act (1992), Tasmanian Discrimination Act (1993),  
Australian Standards 1428, 2001

Approved by resolution of Council – 19 April 2006.

## Disclaimer

Any representation, statement, opinion or advice, expressed in this publication is made in good faith but on the basis that Coaching Access Management Systems Pty Ltd, its employees are not liable (whether by reason of negligence, lack of care or otherwise) to any person for any damage or loss whatsoever which has occurred or may occur in relation to that person taking or not taking (as the case may be) action in respect of any representation, statement or advice referred to above.



## Foreword by Mayor

Good access to Tasman Council facilities and services benefits everyone within the community including people with disabilities, their families, friends and carers, people pushing prams, and older people. The Tasman Council is committed to improving access for ratepayers and visitors to Council facilities and services. The commissioning and development of this Disability Access Policy and Action Plan is one expression of the Council's commitment to improving access for all to the community.

The Tasman Council seeks to ensure that people with a disability, older people, and people with mobility difficulties can participate in all aspects of life with dignity and respect. Disability can take many forms. Disability may involve restrictions in a person's physical, intellectual, and/or sensory such or learning abilities.

The development of the Disability Access Policy and Action Plan has involved a number of individuals and representatives of organisations, through the Tasman Council Access Advisory Committee and surveying of the Council staff and community. The Tasman Council would like to take this opportunity to thank everyone for their contribution to the success of this policy and plan. It is intended to inform the strategic direction of future Council business.

I commend the Tasman Council Disability Access Policy and Action Plan to you.

Roger Self  
Mayor



## Terms

- ◆ **Disability** is defined by the Australian Disability Discrimination Act 1992 as:
  - total or partial loss of the person's bodily or mental functions; or
  - total or partial loss of a part of the body; or
  - the presence in the body of organisms causing disease or illness; or
  - the presence in the body of organisms capable of causing disease or illness; or
  - the malfunction, malformation or disfigurement of a part of the person's body; or
  - a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
  - a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour.
  
- ◆ **Access** is defined in terms of the ability of the residents and visitors to use the service or facility provided. Consequently, a service is accessible when:
  - it is easy to find out about
  - it is easily understood
  - it is easy to get to
  - it is easy to use
  - people who use it feel they are welcome
  - people know that they will get the right assistance when they need it
  - people are confident that every reasonable effort will be made to address the customer's requirements.



- ◆ “**Discrimination** means treating people with a disability less favourably than people without that disability would be treated under the same circumstances.

*Discrimination* also exists where there is a condition or requirement imposed, which may be the same for everyone but which unfairly excludes or disadvantages people with a disability (for example in employment, education, or access to goods or services). Different treatment of people with a disability is not unlawful discrimination where it is reasonably intended to ensure that they have equal opportunities or to meet their special needs.”

(Discrimination is defined by the Federal Disability Discrimination Act 1992)



## Disability Issues

### Commonwealth Legislation

All services and supports must be provided in accordance with the *Federal Disability Discrimination Act, (DDA) 1992*. The Act makes it unlawful to discriminate against people on the basis that they have, or may have, a disability. It also makes it unlawful to discriminate against a person on the basis of one of his or her associates, such as a friend, having, or potentially having, a disability.

The DDA obliges all public premises and services to have arrangements in place which ensure accessibility. The DDA is a complaints driven mechanism which requires active participation by the public to assist in making the community accessible. Complaints of discrimination may be forwarded to the Human Rights and Equal Opportunity Commission (HREOC) which is charged with monitoring compliance with the DDA.

### The Context of Disability

A disability can affect a person's capacity to communicate, interact with others, learn or get about independently. It is usually permanent but may be episodic. People may have more than one disability. Disabilities can be:

**Sensory:** affecting, for example, vision and/or hearing.

**Neurological:** affecting a person's ability to control their movements, for example, epilepsy.

**Physical:** affecting mobility and/or a person's ability to use their body.

**Intellectual:** affecting a person's judgement, ability to learn and communicate.

**Cognitive:** affecting a person's thought processes, personality and memory resulting, for example, from an injury to the brain.

**Psychiatric:** affecting a person's emotions, thought processes and behaviour, for example, schizophrenia and manic depression.



## Access Policy

The Council will promote fairness by developing inclusive opportunities, enabling all people to have appropriate access to facilities and services, and enhancing the independence and participation of all within the community.

The Council acknowledges that people with a disability are valuable members of the community who expect and are entitled to equitable access to services and facilities, without prejudice.

The Council aims to raise awareness of the diverse needs of the community and enhance the skills and confidence of Council officers in meeting the individual access needs of people with a disability, older people and people with mobility issues.

The Council aims to ensure that people with a disability are not discriminated against directly or indirectly through the actions or inactions of the Council.

The Council aims to reduce and remove through the implementation of planned strategies the physical, communication and attitudinal barriers that prevent people with a disability from participating fully within the community.

The Council is committed to promoting the rights of people with a disability to equity in access, respect, opportunity and participation in all aspects of community life within the region, in accordance with the Disability Discrimination Act (1992).



The Council's access principles are:

- To ensure all people have equitable access to all aspects of Council facilities and services.
- To ensure all people are aware of their rights and responsibilities in regards to Council, as members of the local community
- To ensure there is no discrimination based on disability in any of its policies, functions, services, or activities.
- To ensure the removal of all barriers which may prevent people with a disability, older people, and people with mobility issues from participation and access to Council facilities, services, programs and activities.
- To ensure all new facilities and services are in compliance with the requirements of the Disability Discrimination Act and the Australian Standard 1428.
- To promote awareness of the Disability Discrimination Act requirements and the benefits to the whole community of ensuring equal access for all, to the planning and development industry.
- To advocate and support improvements to accessibility for all people in the local area and promote community awareness of access needs.
- To liaise and consult with people on all access and disability related matters.
- To promote positive and inclusive images of people with a disability, older people and those with mobility issues within Council and the community.





# Access Action Plan

## 1. Improving access to Council Buildings Services and Facilities

**GOAL:** To ensure all new Council buildings and facilities are designed and built to be equally accessible to all, and where possible to modify current buildings and facilities to be accessible to all people.

| Objectives   | Strategies   | Budget Resources | Responsible Department | Completion Date |
|--|--|------------------|------------------------|-----------------|
| To improve access to Council owned buildings and facilities. | To audit the accessible issues to all Council Offices and facilities such as the pathways system, ramp, door way and car parking, and height of the front counter for wheelchair users.  |                  |                        | 2 years         |
|  | To review Council's Car Parks and Parking in accordance with the AS 1428, by improving parking in main township centres, improving parking markings in all main streets, and providing allocation of disability parking bays in the car parks and bays on the streetscape. |                  |                        | 2 years         |
|  | To develop accessible public toilets across the municipality in areas of high use, especially considering circulation spaces and door widths within the design. .  |                  |                        | Up to 10 years  |



| Objectives  | Strategies  | Budget Resources | Responsible Department | Completion Date |
|---|---|------------------|------------------------|-----------------|
| (Cont.)   | To design all new Council owned buildings and facilities in accordance to the AS 1428.  |                  |                        | Current         |
|   | To design all new works on footpaths, kerb ramps and streetscapes in accordance to the AS 1428.   |                  |                        | Current         |
|   | To undertake an access audit of the existing Council Halls, Recreation facilities, and Council Sporting Venues with a view to the development of new accessible toilets, pathways, and other facilities at these sites. |                  |                        | Up to 5 years   |
|   | To review Council's Parks and Recreational Facilities in accordance with the AS 1428 such as addressing the gradient of pathways, coverage from weather.  |                  |                        | 5 years         |
| To improve accessible information boards and signage across the region. | To assess all external signage such as the establishment of Council noticeboards, and directional signage to toilets and other services.  |                  |                        | 2 years         |

## 2. Improve Community Participation, Consultation and Communication

**GOAL: To ensure members of the community are able to participate in Council activities, have input into and kept informed of Council's decision and directions.**

| Objectives   | Strategies   | Budget Resources | Responsible Department | Completion Date |
|--|--|------------------|------------------------|-----------------|
| To ensure all communication issued by Council is accessible and "user friendly" for all members of the community | To establish mechanisms for enhanced communication with stakeholders,  |                  |                        | 3 – 5 years     |
|  | To establish a database that keeps a record of people who require information in alternate formats.  |                  |                        | 1 year          |
|  | To provide improved information mechanisms and accessible services for the community to Council meetings such as electronic records.   |                  |                        | 1 year          |
|  | To establish a set of business guidelines that communicates and informs the business community on their requirement to improve access to sites for people with disabilities. |                  |                        | 2 – 3 years     |
|  | To ensure all Council meetings and other Council sponsored meetings are held in physically accessible venues, where possible.  |                  |                        | Current         |

### 3. Improve Community and Staff Training

**GOAL: To ensure there is widespread understanding of the needs of people with disabilities and to ensure that Council staff have the skills to provide quality services to all customers.**

| Objectives  | Strategies   | Budget Resources | Responsible Department | Completion Date |
|---|--|------------------|------------------------|-----------------|
| To ensure Council communicates all policies, procedures, and guidelines governing improving access for people with a disability to the community. | To publicise accessible information on the Council website, and inform the availability of the information to the community.   |                  |                        | 1 year          |
|   | To incorporate disability awareness, and other relevant training into the staff induction process.   |                  |                        | 1 year          |
|   | To provide all staff with a general disability awareness training session to upgrade their knowledge and skills in the area.   |                  |                        | 1 year          |
| To ensure Council's policy on Festivals, Events and Promotions is communicated to and encourages promoters to meet the AS 1428                    | <p>All events, festivals and promotions organisers are provided with information from Council that has stipulation to improving access to sites and toilets.</p> <p>Council officers to check accessibility of the festival, event and promotion as part of their routine inspections.</p> |                  |                        | 2 years         |



## 4. Improve Development and Approval Processes

**GOAL: To ensure new building developments throughout the Council are accessible for all.**

| Objectives  | Strategies  | Budget Resources | Responsible Department | Completion Date |
|---|---|------------------|------------------------|-----------------|
| To ensure Council approvals of new developments and Building Applications complies with the Australian Standards (AS) 1428. | To ensure approvals of all new building plans by Council meet the requirements of the Australian Standard 1428. |                  |                        | Current         |
| To ensure that all Council contractors are aware of the requirements of the Australian Standards to their area of practice  | To regulate the management of all contractors in line with their knowledge base of the Australian Standards.    |                  |                        | Current         |



## 5. Other Developments to Facilities and Services

**GOAL: To be a leader within the region by continually developing and improving services to be more inclusive and accessible for all.**

| Objectives   | Strategies  | Budget Resources | Responsible Department | Completion Date |
|--|---|------------------|------------------------|-----------------|
| To ensure the Access Policy and Action Plan is publicly launched, circulated and readily available in a range of formats                           | To provide information on the Council website and in written format at meeting points around the region.  |                  |                        | 6 months        |
| To review progress of the performance within the management planning cycle of Council  | To ensure progressive reporting and the incorporation of the disability access action plan into standard performance reporting by Council.  |                  |                        | Annually        |
| To implement improvements that will encourage the business and tourism industry of the region to adopt and implement improved accessible services. | To ensure monthly meeting with the business and tourism industry consider the financial advantages of improved accessible services and the new market opportunities provided by the senior and disability tourism market. |                  |                        | Ongoing         |
|  | To incorporate marketing through South East Business Enterprise Services and Port Arthur Region Marketing.  |                  |                        | Ongoing         |

