

# *All Abilities* Action Plan

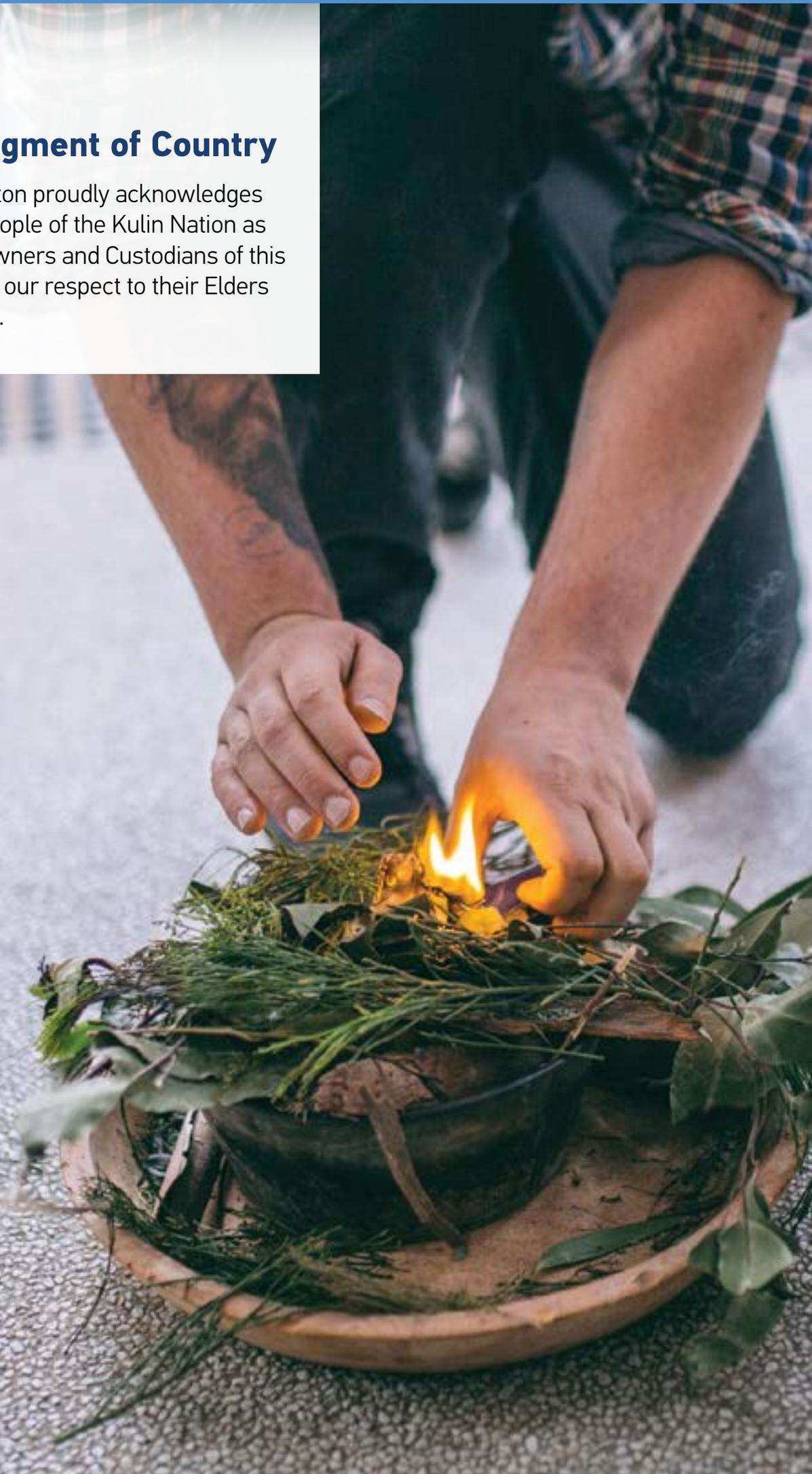
2024–2028



City of  
**KINGSTON**

## **Acknowledgment of Country**

The City of Kingston proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respect to their Elders past and present.





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# Mayor's foreword



I am incredibly proud of this action plan! It was designed with people rather than simply for people because your voices matter. This is a real and honest guide to improving inclusion and accessibility in Kingston for people with disability which benefits our whole community. Frank, thoughtful and straight-forward contributions from a team of locals, who either have disability or care for someone with disability, has given this plan heart.

It is an authentic, achievable path to providing people with disability in Kingston more support and we hope it makes our community members with a disability feel valued, included and able to contribute to our community.

Thanks to the input from this Co-design Team and the broader community – including from people with severe or profound disability who are often overlooked - we now have a wonderful All Abilities Action Plan that is, in fact, a whole-of-Council action plan. It will guide future planning and design, putting accessibility, inclusion and safety front and center of everything we do - because universal design makes things better for everyone.

I am absolutely thrilled it is now full steam ahead to bring positive change in our community to improve access, outdoor spaces and culture in an all abilities Kingston.

A handwritten signature in black ink that reads "Jenna Davey-Burns". The signature is written in a cursive, flowing style.

**Cr Jenna Davey-Burns**  
Mayor

# Message

## from the Co-design Team

The development of the All Abilities Action Plan was guided by a team of 16 local people who either have a disability or care for someone with a disability.

The All Abilities Action Plan has been developed by a diverse group of local people all with different experiences of disability. We contributed our experiences and understandings, working together in a respectful and curious way to develop this plan for the benefit of all people in the community. We all felt we had an equal voice, where our contributions were valued, heard and incorporated in the plan. Non-visible and visible disabilities alike were openly discussed and incorporated into the plan. There were many occasions where we wished the broader Kingston community could have the opportunity to learn what we were learning about one another's disabilities and the challenges and insights they bring.

We used our various backgrounds within the local community to ensure there were many and varied opportunities for local people to have input into this plan. Careful consultation also gave a voice to people with more severe or profound disability who would not usually participate including Scope and Better Health Network clients and students from Yarrabah School.

The plan is for everyone who lives, works, studies or visits Kingston. It is a real and honest plan. It continues to be a work in progress in that the more we achieve, the more we can do to include people with disability in our evolving, learning and growing community.

## The importance of language

Kingston City Council is committed to using language that is relevant and respectful. While we may not always get it right, we are committed to being open to change, listening to experiences and continuing to learn.



The Co-design Team.

## How to read the document

This document is set out in two sections. The first section provides a brief introduction to the All Abilities Action Plan, followed the Action Plan itself. Many people are interested in Council's commitments, so we've designed the Action Plan to be quick and easy to find. For people seeking a deeper understanding of the policy context, data insights, community feedback and how the plan was developed, section two provides more detail.

This document adopts a first person perspective, incorporating words and stories from our community. Our aim is to create a document that is easily understood that everyone can connect with.

# Section *One*



# Overview

## Purpose and process

In 2023, Kingston commenced developing its next four-year All Abilities Action Plan to improve physical access, social inclusion and economic opportunities for people with disability. A co-design approach was used which means this plan was designed with people rather than for people. A team of community members who either have a disability or care for someone with disability, came together to help guide the development of the plan. Universal Design Consulting was engaged to facilitate the co-design process and provide community consultation activities across the municipality.

The Co-design Team met on six occasions. In addition to sharing their own lived experience, issues and opportunities to inform the plan, they identified who and how to consult within the Kingston community and refined a range of approaches that included face to face meetings, community drop-in sessions and online surveys. Targeted consultations were held with disability services including Scope, Better Health Network, the Salvation Army and Yarrabah School to ensure that those who may not have a voice in discussions were able to participate. Approximately 225 people were engaged in face-to-face conversations. Combined with online responses through surveys and quick polls on Kingston's Community Engagement website *Your Kingston Your Say*, a total of 391 people were engaged.



## Disability in Kingston

The City of Kingston is a diverse community in Melbourne's south-east with an estimated population of 160,005 in 2022<sup>1</sup>. Like other Australian municipalities, one in five people in Kingston have some form of disability. It is estimated that 33,445 people in Kingston have some form of disability<sup>2</sup>. In 2020, 9,311 (5.9%) people in Kingston reported needing assistance with day to day living<sup>3</sup>. As age increases so does the prevalence of disability. In 2021 people aged 70 years and over comprised 13% of the Kingston population<sup>4</sup>. It is expected that the number of people aged between 75-85 years will increase by 36% over the next 20 years.

National Disability Insurance Scheme (NDIS) statistics show that the primary disability for which people were receiving NDIS support for in 2021 was Autism (1,042), followed by psychosocial disability (461), intellectual disability (489) and developmental delay (414).<sup>5</sup>

Awareness of neurodiversity has become more common over the past few years. Neurodiversity is a combination of traits that are seen as both strengths and challenges. Neurodiversity can include Dyspraxia, Dyslexia, Attention Deficit Hyperactivity Disorder (ADHD), Dyscalculia, Autistic Spectrum, Tourette Syndrome and others<sup>6</sup>. Responding to the challenges faced by people with neurodivergence in our community requires different strategies than the historical focus on physical access issues like ramps and tactile indicators.

1 ABS, 2022

2 ABS, 2020

3 ABS, 2020

4 ABS, 2021

5 NDIS, 2023: <https://data.ndis.gov.au/explore-data>

6 Syracuse University, National Symposium on Neurodiversity, 2011, Arder



## Overview (continued)

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### The plan

Historically, disability was viewed as a medical problem in which an individual and their family could be aided by not-for-profit organisations or charities. More recently, we have come to see disability through the social model and as a valid and vital part of life's diversity.

The plan proposes 30 actions listed under four priority areas in response to research, data, legislative frameworks, the findings of community consultation and the Co-design Team's priorities.

The priorities are:

- Changing attitudes and caring communication
- Healthy and active lifestyle
- Getting around Kingston
- Participating in the workforce

Each priority has an outcome statement developed by the Co-design Team. Each priority area includes a number of actions, tasks, lead departments within Council, timelines and budget.

### Implementation and reporting

This is a whole-of-Council plan that will be progressively implemented over four years. Implementation will strengthen existing community partnerships and require the development of new alliances. Progress towards the 30 actions will be reported annually to the Victorian Government and Kingston City Council.

An update will be provided to the community each year via Council's Annual Report.

# All Abilities Action Plan

## Vision

As a person with disability in Kingston I feel valued and included and can contribute to my community. I have the freedom to access what I need, when I need it, without feeling vulnerable, because I live in a community where diversity is seen as a strength and accessibility and inclusion benefit everyone.

- Developed by Co-design Team

The Actions are grouped under four priority areas that emerged during the consultation. The Co-design Team developed an outcome statement for each priority to paint a picture of what Kingston will be like when these changes are achieved.

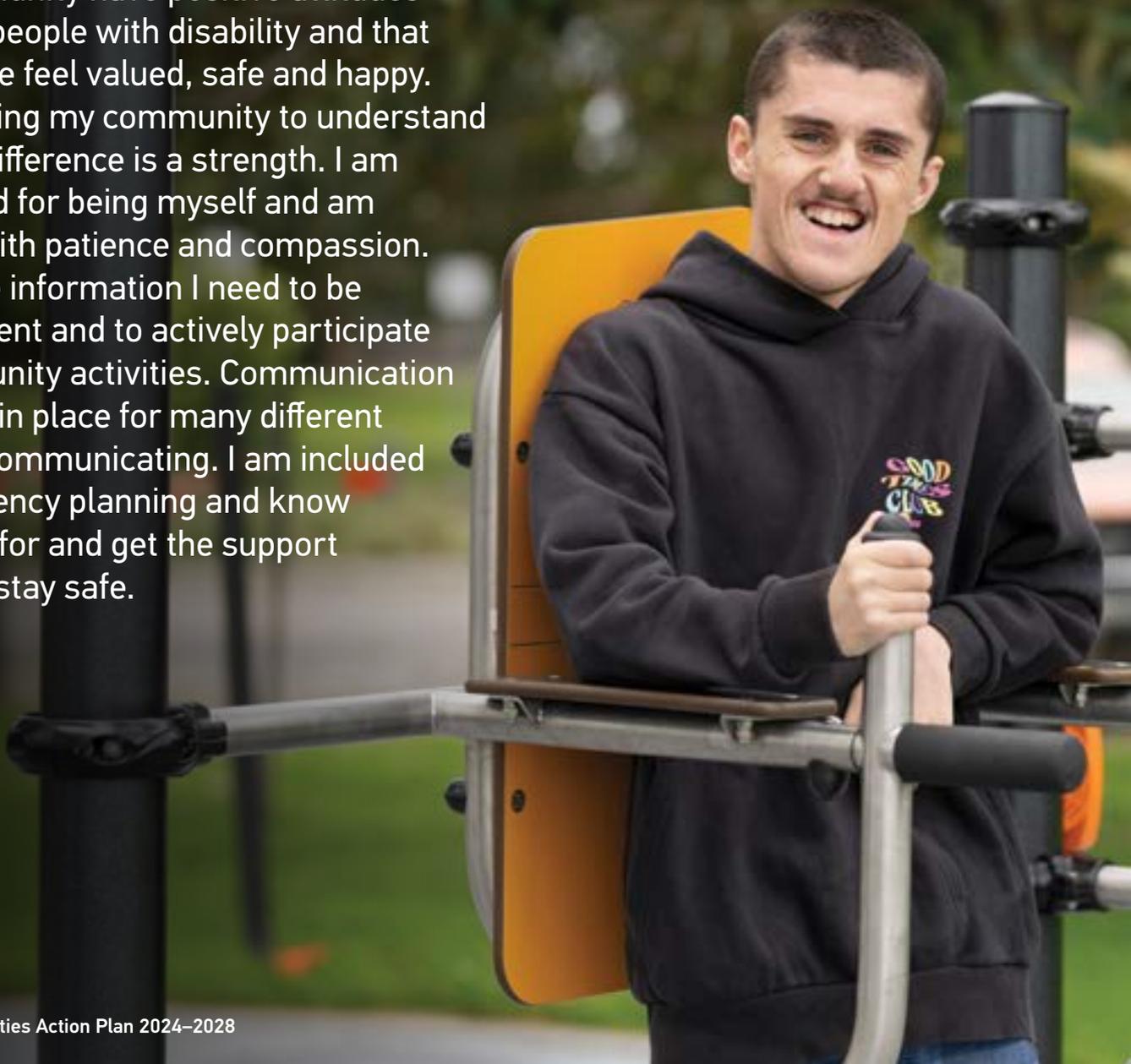


# Priority 1: Changing Attitudes and Caring Communication

*“Can I tell you a story and change your mind?”*

## **Outcome:**

In an inclusive Kingston, people throughout the community have positive attitudes towards people with disability and that makes me feel valued, safe and happy. I am helping my community to understand that my difference is a strength. I am embraced for being myself and am treated with patience and compassion. I have the information I need to be independent and to actively participate in community activities. Communication tools are in place for many different ways of communicating. I am included in emergency planning and know I can ask for and get the support I need to stay safe.



# Priority 1:

## Changing Attitudes and Caring Communication

### Action 1.

#### Enhance disability information provision on the City of Kingston website

Finding out about local social and recreational activities for people with disability is not always straightforward. During consultation many people commented that they had 'lost track' of activities since COVID-19 shutdowns. A review of City of Kingston's Disability Information webpage to provide further, timely information about inclusive social groups and opportunities, inclusive sports groups, beach access, local transport options and other local information about access and inclusion is needed.

Tasks	Lead Department	Timeline	Budget
» Identify information priorities from the Co-design Team and community consultation	» Inclusive Communities	2024–25, monitor ongoing	Included in existing budget
» Develop key customer documents in easy English	» Advocacy, Communications and Engagement		
» Review and update Council's website content annually			
» Build a collection of photographs of local people with disability and carers in locations around Kingston and utilise them in Council's various print and online publications			
» Promote accessible parking spaces in Kingston through various mediums			

## Priority 1: Changing attitudes and caring communication (continued)

### Action 2.

#### Develop 'Local People, Local Stories' program

When people with disability tell their story it can have a profound impression and change long-held attitudes and prejudices. Storytelling is an age-old form of passing on wisdom and understanding. Kingston Libraries and Kingston Arts will skill up and support local people with disability to tell their stories to a wider local audience through a structured and supported program. The program will form part of Kingston Libraries proposed oral histories program.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"><li>» Develop format and approach for the program</li><li>» Recruit and train local people with disability in storytelling</li><li>» Deliver live, record program and distribute via various platforms</li></ul>	<ul style="list-style-type: none"><li>» Arts, Events and Libraries</li><li>» Inclusive Communities</li></ul>	Investigate and develop in 2024–25; deliver in 2025–26; monitor ongoing	Included in existing budget and seek external grant for storyteller training

### Action 3.

#### Implement a neurodiversity-friendly program in Kingston's libraries

Libraries are a treasured community resource long valued by many people with disability as a source of trusted information and community connection. Kingston's library staff will be provided with further training about how different people process and communicate information in different ways and have different sensory tolerances to noise, light and crowds. Quiet and sensory-friendly spaces will be developed, and in any infrastructure review, establishing quiet rooms in libraries will be prioritised.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"><li>» Develop quiet rooms and sensory-friendly spaces in selected library locations and explore opportunities for quiet rooms in other Councils buildings</li><li>» Promote an understanding that storytime is for everyone, including children whose disability may lead to noisy behaviours</li><li>» Maintain staff knowledge and use of communication tools such as communication boards for customers with limited verbal capacity</li><li>» In any infrastructure review, consider integrating quiet rooms into libraries</li><li>» Develop a quiet room toolkit to support Council and other organisations to provide quiet rooms</li></ul>	<ul style="list-style-type: none"><li>» Arts, Events and Libraries</li></ul>	2024–25, Communication tools currently in use; Quiet rooms as opportunities arise	Quiet room costs will be considered as part of infrastructure reviews

## Action 4.

### Implement a targeted training program plan for customer-facing staff

Every individual's understanding of disability is different. This understanding can be shaped by our personal experience of having a family member, colleague or friend with disability or in some cases, not knowing anyone with disability. Council wants to increase staff confidence and skills when communicating with people with disability ensuring that all our residents can make the most of local services and facilities on offer. Currently, community centres, customer service centres and libraries have communication boards available to assist customers who need this support.

Tasks	Lead Department	Timeline	Budget
» Maintain Scope communication accreditation (Access Symbol) delivered to community centres, customer service centres and libraries for the current three-year period, then review	» Customer Experience and Corporate Performance	Map priorities, develop program in 2024–25, Deliver; in subsequent years	Included in existing budget
» Explore providing training for staff in welcoming and communicating to customers with disability	» Arts, Events and Libraries		
» Explore implementing the Hidden Disability Sunflower Program	» Inclusive Communities		

## Action 5.

### Maintain web and communications accessibility

The digital world is a major part of our lives and the main way Council communicates to residents and ratepayers. Council is dedicated to working towards the Web Content Accessibility Guidelines (WCAG) 2.1 AA Standards across our website and digital communications. The WCAG ensures that people who are blind or vision impaired can use screen readers which convert text to speech and make font sizes, colours, contrasts and language readable. 'You can't be what you can't see' is a commonly used phrase in disability advocacy. Including positive images of people with disability in Council communications will help increase awareness and foster a greater sense of inclusion for people with disabilities.

Tasks	Lead Department	Timeline	Budget
» Work towards WCAG 2.1 AA Standards	» Advocacy, Communications and Engagement	2024–25, monitor ongoing	Included in existing budget
» Increase staff awareness and use of online accessibility checking tools			
» Develop an internal guide for accessible and inclusive communications			

**Priority 1: Changing attitudes and caring communication (continued)**

**Action 6.**

**Establish an ongoing disability access and inclusion consultative forum**

The combined experience and wisdom of the 16 member Co-design Team that helped develop this plan has increased Council’s understanding of what is relevant and important to people with disability and where significant improvements can be made. Council will investigate establishing some form of paid ongoing co-design consultative forum to provide perspectives from people with disability for input on project, strategy and policy development.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> <li>» Invite the All Abilities Plan Co-design Team members to continue providing advice on key strategic Council projects</li> <li>» Investigate adapting the Co-design Team as a consultative group providing advice to Council</li> </ul>	<ul style="list-style-type: none"> <li>» Inclusive Communities</li> <li>» Advocacy Communications and Engagement</li> </ul>	Investigate, establish processes in 2024–25; monitor ongoing	Sitting fees for participants included in existing budget

**Action 7.**

**Install hearing loops or best practice assistive listening devices in selected rooms in Council buildings**

During meetings held in Council facilities, a person’s ability to hear can impact on their ability to participate and access services. Currently, the most widely used and accessible technology is hearing loops or audio induction loops installed in a room providing a magnetic, wireless signal that can be received by a hearing aid. Council will monitor current and best practice assistive listening devices and make them available where possible. Other building design features like carpeting and acoustic panels can also assist in creating a more hearing friendly environment.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> <li>» Prioritise installation of hearing loops or best practice assistive listening devices in new and existing in buildings where community meetings occur</li> <li>» Provide information within the room and via Council’s website and intranet about the locations of hearing loops or best practice assistive listening devices and how to use them</li> <li>» Continue using carpeting and acoustic treatments where possible and appropriate during renewal works.</li> </ul>	<ul style="list-style-type: none"> <li>» Infrastructure</li> <li>» Inclusive Communities</li> </ul>	Develop list of target rooms in 2024-25; implement progressively	Buildings renewal and maintenance budget

## Action 8.

### Communicate opportunities and accessibility updates to carers

Approximately 17,747 people in Kingston care for a family member or friend.<sup>7</sup> Carers Victoria describe carers as 'social glue'. Keeping carers connected and informed has positive impacts for themselves, those that they care for and our community. Programs and services, provided through other levels of government for example, offer financial support to keep carers engaged in the community while continuing their caring role. Historically, carers were often not considered and overlooked. Council understands the need to keep carers informed and aims to communicate directly with them.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"><li>» Create a mailing list to communicate opportunities and accessibility updates in Kingston to carers and people with disability</li><li>» Promote support services and resources for carers</li><li>» Work directly with carers to better understand their challenges when caring for someone in Kingston</li></ul>	<ul style="list-style-type: none"><li>» Inclusive Communities</li></ul>	2024–25, monitor ongoing	Communications and promotional support included in existing budget

## Action 9.

### Communicate access improvements to facilities

Often people with disability will develop an internal map of what places are and are not accessible to them. If we improve accessibility, it is important to communicate the change. Everyone's access needs are different and its more useful to describe the conditions than to simply label them as accessible. This also signals to people with disability that Kingston is actively and continually working to be more inclusive.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"><li>» Provide explicit information as part of promoting new and upgraded facilities</li><li>» Describe the improvements and use photographs of the accessible elements</li></ul>	<ul style="list-style-type: none"><li>» Inclusive Communities</li><li>» Advocacy, Communications and Engagement</li></ul>	2024–25, monitor ongoing	Included in existing budget



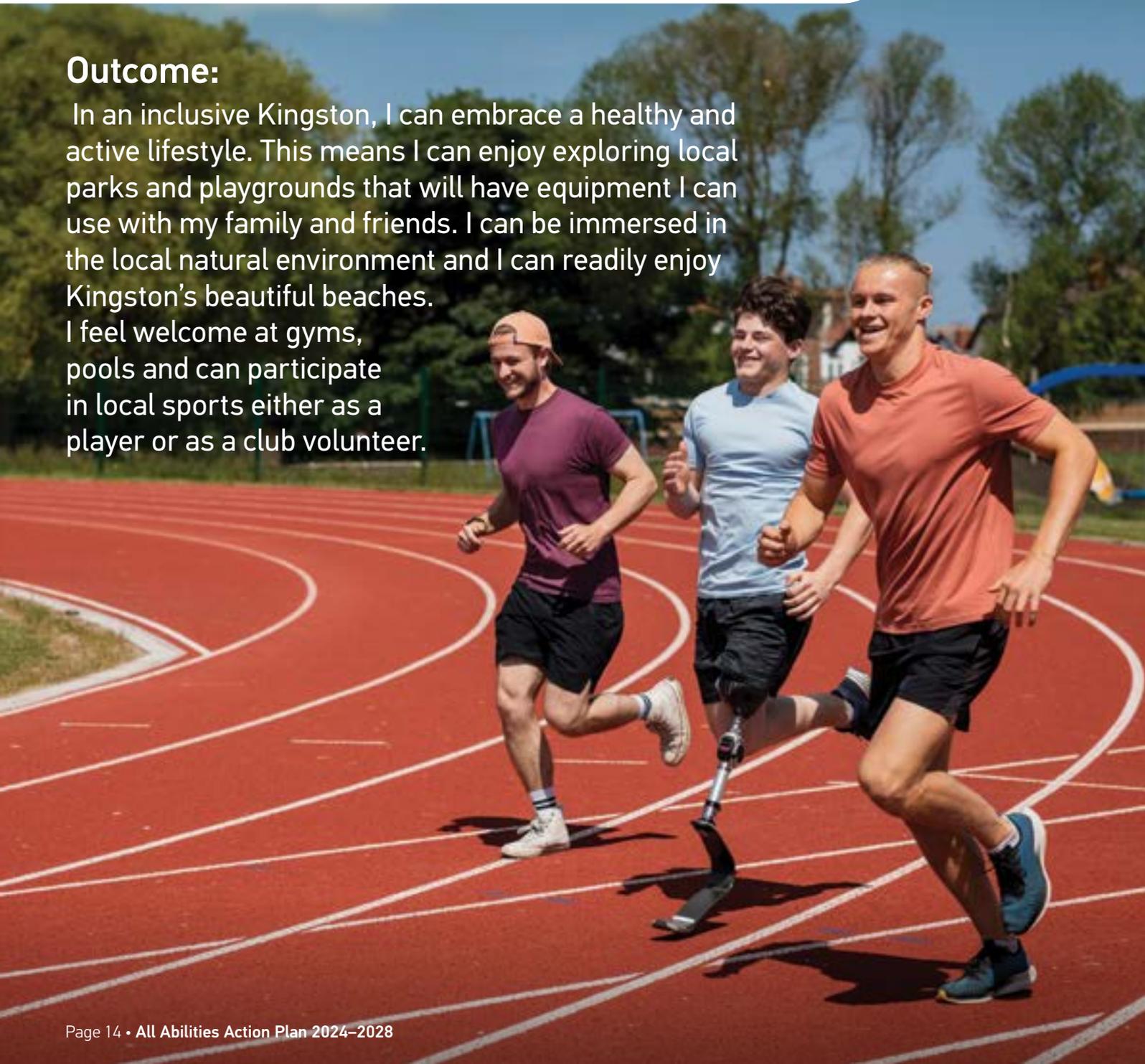
## Priority 2: Healthy and Active Lifestyle

*“Can I play and be healthy and active here?”*

### Outcome:

In an inclusive Kingston, I can embrace a healthy and active lifestyle. This means I can enjoy exploring local parks and playgrounds that will have equipment I can use with my family and friends. I can be immersed in the local natural environment and I can readily enjoy Kingston’s beautiful beaches.

I feel welcome at gyms, pools and can participate in local sports either as a player or as a club volunteer.



# Priority 2:

## Healthy and Active Lifestyle

### Action 10.

#### Improve beach accessibility

Visiting the beach has a positive effect on our mental and physical health and it's an experience that everyone deserves the opportunity to enjoy. With six patrolled beaches along 13km of coastline, each beach varies in terms of the six factors of accessibility needed to enable a person with mobility issues to access the water. These factors are: accessible parking; compliant path of travel from parking to life saving club; availability of beach wheelchair; system for booking the beach wheelchair; accessible change facility with hot showers; beach matting including a system to install it. The initial focus will be on the four lifesaving clubs within the municipality that have made progress towards accessibility: Mordialloc, Carrum, Chelsea Longbeach and Mentone.

Tasks	Lead Department	Timeline	Budget
<p>At Mordialloc, Carrum, Chelsea Longbeach and Mentone Life Saving Clubs:</p> <ul style="list-style-type: none"> <li>» Review current access conditions of Clubs and continue to work towards improved accessibility at these sites</li> <li>» Develop a broad plan for accessibility across Kingston's patrolled beaches</li> <li>» Develop a Memorandum of Understanding around beach wheelchairs and matting in partnership with clubs</li> <li>» Identify equipment gaps and support clubs with funding applications for necessary equipment</li> <li>» Provide information on Council's website about beach wheelchairs and the need for participants to bring a support person</li> <li>» Continue to work with Accessible Beaches Australia and the Beach and Waterways Access Network regarding an integrated nation-wide booking program</li> <li>» Continue to implement foreshore access improvements</li> <li>» Construction of a new ramp at Parkdale</li> <li>» Continue planning access improvements at activity precincts and car parks along the Mentone Parkdale foreshore including at the Dixon Street, Antibes Street and Rennison Street car park</li> </ul>	<ul style="list-style-type: none"> <li>» Active Kingston</li> <li>» Inclusive Communities</li> <li>» Open space</li> <li>» Infrastructure</li> <li>» City Works</li> <li>» Project Management Office</li> </ul>	<p>Develop plan in 2024–25, implement progressively</p>	<p>Included in existing budget. Annual budget: may require budget bids for improvements</p>

**Priority 2: Healthy and active lifestyle (continued)**

**Action 11.**

**Encourage and promote accessible programs and activities along the Kingston foreshore**

Kingston’s coastal setting inspires a range of water-based recreation. There are some opportunities for people with disability to participate, and these require further development and promotion.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> <li>» Promote Mordialloc Motor Yacht Club’s and Mordialloc Sailing Club’s Sailability Program</li> <li>» Promote Parks Victoria’s accessible kayak launch facility at Patterson River via Council’s website</li> <li>» Explore opportunities with other water-based recreation clubs to deliver additional programs</li> </ul>	<ul style="list-style-type: none"> <li>» Active Kingston</li> <li>» Inclusive Communities</li> </ul>	2024–25, monitor ongoing	Included in existing budget

**Action 12.**

**Support sporting clubs to be more inclusive**

Many people with disability would like to be part of a sporting team and many clubs would like to be more inclusive but are unsure of how to achieve this. There are many mental health benefits to participating and belonging to a sporting club. There are also several existing all abilities activities within the community, providing opportunity to explore an all abilities precinct within Kingston.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> <li>» Provide financial support through the Kingston Grants Program for clubs to engage specialised coaches to upskill sporting club coaches and to purchase specialist equipment required for inclusion</li> <li>» Broker partnerships with existing inclusive clubs who can help guide and mentor other clubs</li> <li>» Encourage clubs to offer modified programs, equipment and opportunities for increased participation</li> <li>» Promote volunteering options within clubs for people with disability who may like to participate off-field (eg. scoring)</li> <li>» Assist sports club to apply for non-council funding</li> <li>» Partner with peak bodies to share skills with local clubs</li> </ul>	<ul style="list-style-type: none"> <li>» Active Kingston</li> <li>» Inclusive Communities</li> </ul>	2024–25, progressively implement	Included in existing budget and encourage clubs to seek City of Kingston community grants

## Action 13.

### Implement Kingston’s sporting pavilion development guidelines and consider the broader precinct to prioritise access improvements

Sports pavilions play a significant role as social hubs for everyone associated with sporting clubs. This may include players and volunteers, as well as friends and family members who come to support and spectate. Kingston’s Sporting Pavilion Development Guidelines place an emphasis on disability access and are to be progressively implemented as new facilities are constructed and older pavilions are renovated.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> <li>» Prioritise accessibility improvements</li> <li>» Seek input from people with disability when developing plans for pavilions and reserves</li> <li>» Describe and promote the improvements once implemented</li> <li>» Review broader sport reserves access as part of pavilion development</li> </ul>	<ul style="list-style-type: none"> <li>» Active Kingston</li> <li>» Infrastructure</li> <li>» Open Spaces</li> </ul>	2024–25, progressively implement	Included in Capital Works Plan

## Action 14.

### Progressively increase the accessibility of parks in line with Council’s Open Space Strategy

Kingston’s Open Space Strategy is the framework for the development and management of our diverse outdoor spaces that give the municipality character and appeal. As a relatively flat area topographically, Kingston has a natural advantage in developing parks that are accessible and easy to navigate. A growing body of research is confirming what many people know intuitively, that time spent outdoors and in nature is good for our mental and physical health. Parks are free and available to all. They are places where people connect for family gatherings, play exploration, exercise and sport.

Tasks	Lead Department	Timeline	Budget
<p>When improving existing open space or developing new open space include, as appropriate and possible:</p> <ul style="list-style-type: none"> <li>» Firm or sealed surfaces for strategically selected paths and walking loops to ensure all weather access, for people using wheelchairs, or with balance issues</li> <li>» Firm or sealed surfaces from carparks to main features such as picnic shelters and playgrounds</li> <li>» Design of picnic shelters and furniture to allow for wheelchair access</li> <li>» Seats with arms and backs at intervals along paths to provide rest points and an opportunity for quiet enjoyment</li> <li>» Accessible, and all gender public toilets</li> <li>» Accessible drinking fountains</li> <li>» Shade trees</li> <li>» Information about accessibility on Council’s website to assist people to plan their journey</li> </ul>	<ul style="list-style-type: none"> <li>» Open Space</li> <li>» Inclusive Communities</li> </ul>	As per Open Space Strategy	Included in Capital Works Plan

## Priority 2: Healthy and active lifestyle (continued)

### Action 15.

#### Design for greater accessibility in park and street furniture

Parks and street furniture provide an opportunity to enjoy the surroundings. For many people public seats provides rest points that make a longer journey manageable. The design of furniture can affect the overall accessibility of a site.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"><li>» In developing a manual for design of street and park furniture a diversity of body types and access requirements will be taken into consideration including:<ul style="list-style-type: none"><li>- Seats with backs and armrests</li><li>- Pads that accommodate wheelchair users adjacent to standard seating</li><li>- Picnic tables that can accommodate mobility aids.</li></ul></li></ul>	<ul style="list-style-type: none"><li>» Open Space</li><li>» Inclusive Communities</li><li>» Active Kingston</li></ul>	Develop manual in 2024–25	Included in existing budget



## Action 16.

### Improve the accessibility of playgrounds

Play is important for mental, physical and social development. Our playgrounds need to be places where all children and parents feel welcome and can play safely. Council has a plan for playgrounds and recreation facilities that includes play equipment in playgrounds. While not every part of every playground needs to be fully accessible, every playground needs to have some accessible elements. Children use play equipment differently and inventiveness is part of play. The quality and inclusiveness of a play space is more than just the sum of its play equipment. Paths to the equipment, seating, shade trees (and a toilet depending on the classification of the space) can make a park more or less welcoming and valued as a community gathering space.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> <li>» Plan new playgrounds and upgrade existing playgrounds in accordance with the schedule and classification of the Play Your Way Strategy</li> <li>» Progressively improve regional level playgrounds to include accessible play equipment that can be used by children with mobility, agility or intellectual disabilities</li> <li>» Multiple items of accessible play equipment in suburb and district level parks</li> <li>» Some accessible play equipment in local level parks</li> <li>» Seating and shade trees to enable all members of community to enjoy the space</li> <li>» Ensure there is an accessible path surface to all accessible pieces of equipment</li> <li>» Ensure information about the features of the most accessible playgrounds is available via Council's website, to allow families to plan a visit</li> <li>» Engage with a Disability Discrimination Act (DDA) consultant and/or people with disability when planning or undertaking a major upgrade</li> <li>» Include children with disability in the Play Your Way Park Inspector Program</li> </ul>	<ul style="list-style-type: none"> <li>» Active Kingston</li> <li>» Open Space</li> <li>» Inclusive Communities</li> </ul>	As per Play Your Way Strategy	Included in existing budget as per Play Your Way Strategy and Capital bids

**Priority 2: Healthy and active lifestyle (continued)**

**Action 17.**

**Increase the accessibility and inclusivity of Kingston’s festivals**

The City of Kingston celebrates its community through a series of annual events including Mordi Fest, Spring Fair and Carols by Kingston. All members of the local community are invited to attend. Further consideration of access needs will allow more people with disability to feel welcome and able to participate. An Auslan interpreter currently attends Carols by Kingston. Many community events are held that are not run by Council. There is opportunity to assist other organisations to make their events more accessible and inclusive.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> <li>» Improve physical access to and within Kingston’s events</li> <li>» Provide quiet/low sensory spaces where appropriate and possible</li> <li>» Investigate providing a portable Changing Places facility at larger events</li> <li>» Communicate access conditions in detail as part of festival promotion</li> <li>» Explore commercial partnerships with specialist organisations to deliver accessibility</li> <li>» Develop a checklist to share with other groups organising events in Kingston</li> </ul>	<ul style="list-style-type: none"> <li>» Arts, Events and Libraries</li> </ul>	2024–25, progressively implement	Existing budget and additional funding may be required

**Action 18.**

**Embed Universal Design Principles in all Council building projects**

Universal Design is the practice of designing and composing a built or developed environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> <li>» Provide training to staff including Council capital works owners, design leads and project managers, to understand the principles of Universal Design and their application</li> <li>» Embed all abilities consideration into planning and design stages of the project management framework</li> </ul>	<ul style="list-style-type: none"> <li>» Project Management Office</li> <li>» All capital works clients</li> </ul>	2025–26, progressively implement	Existing budget

## Action 19.

### Allow for dignified disposal of incontinence materials in toilets managed by Council

Public toilets allow us to stay away from home for longer periods. Urinary incontinence affects one in four adult Australians. Poor bowel control is common, affecting about one in 20 people. The social stigma of incontinence combined with the availability and accessibility of toilets can influence the extent to which people with disability and incontinence are able to participate in community. These factors can determine where people travel within the community and how much time they can spend away from home. Discreet and hygienic disposal of continence pads in a public facility can help to maintain dignity and independence. This can be a particular issue for men as male cubicles have traditionally lacked hygienic disposal bins.

Tasks	Lead Department	Timeline	Budget
» Ensure toilets have at least one all gender cubicle with a bin that allows for disposal of incontinence materials	» Open Space » City Works	Implement as per Toilet Construction Schedule	Existing budget

## Action 20.

### Increase the network of Changing Places facilities in Kingston

Some people require lifting from a wheelchair for toileting or changing when out in the community. Many rely on a Changing Places facility, which has a hoist, toilet and adult change table. Kingston currently has four Changing Places located at Peter Scullin Reserve in Mordialloc, Bicentennial Park in Chelsea, Mentone Life Saving club and near Carrum Surf Life Saving Club. A well-planned network of Changing Places across Kingston will further enhance access. Recognising the investment required in construction and maintenance, careful strategic planning is required in locating facilities. Public toilet planning is guided by the City of Kingston Public Toilet Strategy (2016) which is to be reviewed in 2024-25.

Tasks	Lead Department	Timeline	Budget
» As part of the review of Kingston's Public Toilet Strategy, identify locations and a strategy for a network of Changing Places facilities throughout Kingston	» Open Space » Infrastructure » City Works » Inclusive Communities	2024–25, progressively implement.	Included in existing budget for Aquatic centre, seek partial State funding for a facility
» Identify a strategic location for a Changing Places facility in the north of the municipality, preferably located as part of a community facility, in line with design and location guidelines of the Public Toilet Strategy. Seek a development opportunity or subsequent budget bid for implementation			
» Construct a new Changing Places facility in the proposed new Aquatic Centre in Governor Road, Mordialloc			



## Priority 3: Getting Around Kingston

*“Can I get where I need to go?”*

### **Outcomes:**

In an inclusive Kingston, I can get where I need to go using my preferred modes of transport and safely enjoying the journey. Along the way there are places to rest and recharge my body and mind, with comfortable sheltered seating and quiet spaces. I can find parking spaces that meet my access needs. I have access to facilities like accessible toilets, Changing Places facilities and sensory-friendly spaces that enable me to extend the time I can spend out in the community.



# Priority 3:

## Getting Around Kingston

### Action 21.

#### Undertake an access audit on intersection designs

Many conditions, ranging from epilepsy to quadriplegia, can prevent people from driving. This increases the reliance on a well-integrated network of footpaths, shared paths, and public transport to be able to get around efficiently, comfortably, and safely. The broader benefits of more walkable neighbourhoods with good public transport include greenhouse gas mitigation, increased community safety, decreased stress and greater opportunity for incidental exercise. Many people with disability rely on the location and additional time allowance of accessible car spaces to make their journey by car manageable. For people who use wheelchairs or mobility scooters, the interface surface between the footpath and the road can be a challenge and sometimes a barrier, where there are steep gradients or an uneven meeting of surfaces.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"><li>» Conduct an access audit on proposed new or upgraded intersection designs to ensure a smooth path of travel specifically for people using a wheelchair or mobility aid</li><li>» Respond to resident concerns regarding uneven crossings</li><li>» Conduct accessibility audits in major activity centers</li></ul>	<ul style="list-style-type: none"><li>» Infrastructure</li><li>» City Works</li><li>» Inclusive Communities</li></ul>	Commence 2024–25 and monitor ongoing	Existing budget

### Action 22.

#### Progressively upgrade accessible parking in Kingston

Accessible car parking allows people with disability with the appropriate parking permit to park closer and for longer than standard conditions, recognising that they may require more time and effort for functions like shopping. Like all car parking in urban areas, space for accessible car parking is contested. People without an obvious disability often face unfair abuse for using an accessible car park.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"><li>» Progressively implement and upgrade Council's accessible parking resources, with consideration for community requested spaces, while also endeavouring to upgrade outdated spaces to current standards</li><li>» Implement a community education program to reduce the hostility that people with a non-visible disability often face when using accessible car spaces</li></ul>	<ul style="list-style-type: none"><li>» Infrastructure</li><li>» Inclusive Communities</li></ul>	2025–26	May require additional budget allocation

### Priority 3: Getting around Kingston (continued)

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#### Action 23.

#### Implement the Walking and Cycling Plan including a focus on inclusion and accessibility

Council's Walking and Cycling Plan 2023–2028 seeks to 'provide safer, more healthy, accessible and sustainable ways of getting around that cater for people from diverse backgrounds, so they can easily access local services and work. Its guiding principles include: safe, healthy, inclusive and accessible.' Many people with disability do not have an option to drive and rely on Kingston's walking infrastructure.

Tasks	Lead Department	Timeline	Budget
» Progressively implement the walking and cycling plan including a focus on inclusion and accessibility	» Infrastructure	As per Walking and Cycling Plan	Included in existing budget as per Walking and Cycling Plan

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#### Action 24.

#### Advocate for an adequate network of public transport shelters throughout Kingston

Comfortable and safe bus shelters and train stations are becoming increasingly important as the climate emergency worsens and people with disability, whose health may be vulnerable, may have to wait for transport in extreme weather conditions. In many highly exposed areas, there is only a pole designating a stop.

Tasks	Lead Department	Timeline	Budget
» Work in collaboration with the Department of Transport and Planning (DTP) to advocate for new public transport shelters	» Infrastructure » Advocacy, Communications and Engagement	Commence 2025–26, ongoing	Existing budget

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## Action 25.

### Work with local traders to support actions to improve access to local business

Shops in Kingston vary in accessibility, not just entering a building but also navigating inside. Staff also vary in their confidence in welcoming customers with disability. During community consultation, some people with disability spoke about avoiding some shopping areas and favouring others due to access or attitudes. The City of Kingston has previously prepared information materials and undertaken valuable work with local traders through a 'Good Access is Good Business' campaign. This program can be reviewed, updated and enhanced.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> <li>» Review Good Access is Good Business program materials, refine and redevelop resources, and progressively implement with traders' groups</li> <li>» Include a range of resources such as toolkits on the Kingston Jobs website to support local business to be more accessible and inclusive</li> <li>» Encourage and promote a range of training opportunities to support business to be more accessible and inclusive of people with disability</li> </ul>	<ul style="list-style-type: none"> <li>» City Economy and Innovation</li> <li>» Inclusive Communities</li> </ul>	Review materials in 2024–25, pilot 2025–26	Included in existing budget

## Action 26.

### Ensure the needs of people with disability are considered in emergency planning, response and recovery

The climate emergency is increasing the frequency and severity of disasters like heatwaves, bushfires, thunderstorms and flooding. People with disability may need additional support in receiving (hearing/seeing) warnings, moving to a safer place, care in the time they are in a relief centre, and additional physical and financial support should they be forced to permanently relocate from their home. Often people with disability have lower incomes and fewer financial reserves, therefore they have access to fewer appropriate accommodation options.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> <li>» Future iterations of the Municipal Emergency Management Plan (next review scheduled for early 2024) will consider and incorporate planning to ensure people with disability are supported before, during and after emergency events. Considerations may include methods of sharing emergency warnings, how to ensure people with disability are safe and adequately supported in emergency evacuations, and are considered in planning for recovery</li> <li>» Ensure Emergency Relief Centre's activated by Council are equipped to cope with and adapt to the needs of people with disability</li> <li>» If permanent relocation of a person with disability is required, advocate to state and federal agencies to provide appropriate support</li> </ul>	» Infrastructure	Review Municipal Emergency Response Plan in 2024–25	Included in existing budget



# Priority 4: Participating in the Workforce

*“Can I contribute?”*

## Outcome:

In an inclusive Kingston, I can actively participate in the workforce and contribute to my community as an employee or volunteer. This means being interviewed by employers who are educated about disability and open to diversity, gaining meaningful employment or volunteering that works for the employers and myself; and feeling accepted as an active member of a team.

The labour force participation rate for people with disability aged 15–64 years is 53.4%, compared to 84.1% of people the same age without disability (Australian Bureau of Statistics, 2020). Despite the hard work of Disability Employment Services and others, this figure has remained largely unchanged from 2003 (53%) to 2018 (53.4%). However, employers often remark on the loyalty and problem-solving skills of people with disability. The concept of ‘getting a foot in the door’ or ‘being given a chance’ was encountered many times during the consultation for this plan.

## Priority 4:

### Participating in the workforce

#### Action 27.

##### Work towards creating an inclusive work environment

Spending a significant portion of our lives at work highlights the importance of being part of a workplace that fosters inclusivity and accessibility. Providing reasonable accommodations, such as assistive technologies, can ensure that employees with disabilities can perform their roles effectively. Moreover, promoting awareness and sensitivity training among staff can cultivate an atmosphere of understanding and acceptance. Investing in training and development initiatives for people leaders creates a top-down approach to promoting inclusivity and cultivates a supportive environment contributing to the well-being and success of all employees.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"><li>» Develop a Disability Learning Strategy to develop staff and people leaders skills and knowledge</li><li>» Explore opportunities to enhance the experience of people employed by Kingston with disability</li><li>» Develop a reasonable adjustment policy</li></ul>	<ul style="list-style-type: none"><li>» People and Culture</li></ul>	Develop Strategy 2024–25; Implement Strategy 2025–26	Included in existing budget; additional budget required for implementation

#### Action 28.

##### Work towards establishing inclusive employment pathways

Council itself is a major employer in the City Of Kingston. To support people with disability to be employed at Council a review of all stages of Council's recruitment processes, including interview practices will be conducted to ensure we are an equal opportunity employer for people with disability. Ensure systems and processes are in place to support employees with disability, their supervisor and teammates, including through transitions such as staff changes and restructures.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"><li>» Review recruitment practices to be more equitable for people with disability</li><li>» Develop partnerships with specialists in disability employment management</li><li>» Establish opportunities for work experience/ placement for people with disability at Kingston</li></ul>	<ul style="list-style-type: none"><li>» People and Culture</li></ul>	Explore, review and develop in 2026–28	Included in existing budget; additional budget required through budget bids

**Priority 4: Participating in the workforce (continued)**

**Action 29.**

**Strengthen partnerships to facilitate opportunities for employment**

There are many organisations whose role involves employment for people with disability, and strengthening local partnerships could identify new opportunities. We have heard from special developmental schools that in some instances they are seeking only one hour a week of work experience for a student. We have heard from some local businesses that they ‘don’t know where to start’ in considering employing a person with disability. Employers who have people with disability on staff stress the importance of being able to call on specialist assistance when difficulties arise. Young people may be unaware of the support available to them through services like Trades Hall’s Young Workers Centre. Council can play a valuable role in facilitating discussion between Disability Employment Services, potential employers and local people with disability.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> <li>» Bring together the NDIS Local Area Coordinator (Brotherhood of St Laurence), local disability services (eg Marriott), Yarrabah School and local disability employment services to investigate barriers and opportunities to increasing employment opportunities</li> <li>» Convene local job networks and traders associations to support employment opportunities for people with disability</li> <li>» Assist employers to navigate the disability employment supports</li> <li>» Promote local success stories through communication channels</li> <li>» Encourage part time and micro opportunities as well as full time employment</li> <li>» Encourage and promote a range of training opportunities to support businesses to employ people with disability</li> </ul>	<ul style="list-style-type: none"> <li>» Inclusive Communities</li> <li>» City Economy and Innovation</li> </ul>	2024–25, monitor ongoing	Included in existing budget

## Action 30.

### Increase opportunities for people with disability and seniors to volunteer locally

Volunteers provide a vital contribution to our society. Volunteering takes many forms including life saver beach patrols, opportunity shop staffing and library assistance. For many people with disability, volunteering is a way of giving back or being part of the community that can fit with their capabilities and available time and energy. For some people volunteering can provide a pathway to employment. The value of volunteering to the Australian economy is estimated to be \$25B. Council itself is a volunteer-involving organisation as well as an information and referral service for local volunteer opportunities. For some people with disability, the identification requirements for volunteer work can be hard to achieve as they may not have a driver license.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> <li>» Review volunteer engagement policies and practices to ensure that policies are welcoming for people with disability and can accommodate needs for carer attendance or other reasonable adjustments</li> <li>» Ensure that promotional material for volunteering includes images and stories of people with disability</li> <li>» Train Kingston's (internal) volunteer coordinators in working with staff with disability</li> <li>» Encourage other local volunteer-involving organisations in Kingston to engage people with disability</li> <li>» Work with other community organisations to develop a process for accrediting volunteer applicants who may not have the regular identity documents required in a volunteer recruitment process</li> <li>» Include volunteer opportunities and information on the Kingston Jobs website for people with disability</li> <li>» Develop a Volunteering Strategy for Council with consideration and provision for inclusion of people with disability</li> <li>» Provide training to support local volunteer-involving organisations to engage people with disability, as part of Council's training calendar</li> </ul>	<ul style="list-style-type: none"> <li>» Inclusive Communities</li> <li>» Providers such as Australian Network on Disability</li> </ul>	Review in 2024–25; develop Strategy in 2025–26	Included in existing budget ~\$3,000

# Section *Two*



# How was the plan developed?

## Establishment and role of the Co-design Team

People with disability, carers and disability service providers who live or work in the City of Kingston were invited to be part of a Co-design Team to help shape the plan. An expression of interest was advertised in April 2023 and 26 applications were received. 18 people were recruited, with 16 members remaining active throughout the process. The Co-design Team helped to develop a consultation plan which outlined how to consult the community about their experiences and views on disability. After community consultation the team reviewed the Consultation Summary Report and used this information and their lived experience to guide the development of the All Abilities Action Plan. The ideas and feedback from the Co-design Team were invaluable, particularly in helping plan the consultation process ensuring the voices of people with disability were heard and adding both details and insights that would not have been thought of otherwise. We thank them for their time and commitment to this process and service to our community.



Kingston City Council Staff at Dingley Village Farmers Market, gathering community feedback for the All Abilities Action Plan.

## Consultation methods

Council engaged Universal Design Consulting to assist in consulting with the Kingston community. A Consultation Report by Universal Design Consulting documents the consultation process and findings. A summary is presented here (full report available at: [www.kingston.vic.gov.au/services/health-and-support/accessibility](http://www.kingston.vic.gov.au/services/health-and-support/accessibility)).

## Information gathering phase

This plan is based on information gathered through an initial phase of consultation held from April to July 2023 that sought to understand:

- What challenges are there for people with disability in Kingston?
- What's working well?
- What good ideas people have seen elsewhere, as an indication of what improvements they would like to see for Kingston.

## How was the plan developed? (continued)

### Consultation methods and tools

A range of consultation methods and tools were developed in collaboration with the Co-design Team to provide a variety of ways for community members to give feedback ensuring those with differing abilities and communication needs could participate. A total 391 people were engaged in the community consultation (refer to Table 1 for further details).

The methods and tools used were:

- Survey (online and print version)
- Quick Poll (online)
- Social Media (Facebook, Instagram, LinkedIn)
- Postcards and posters (distributed to libraries, community centres, shops)
- Pop-ups
- Meetings in community settings
- Co-design Team
- One-on-one interviews
- Kingston Staff consultation
- Kingston Councillor workshop

Table 1: Total responses – Survey and direct conversations

Type	Number	%
People with disability	68	22.5%
Carers	38	12.5%
Disability staff and teachers	79	26%
Council staff and Councillors	55	18%
Other (friends, residents)	64	21%
<b>Sub-total</b>	<b>304</b>	<b>100%</b>
+ quick poll (de-identified)	87	-
<b>Total</b>	<b>391</b>	<b>100%</b>

Figure 1: Poster asking for community feedback for the All Abilities Action Plan



# What we heard

The feedback gathered from surveys and community conversations has been organised into the following four key priority areas of the plan, as developed in collaboration with the Co-design Team. These encompass the aspirations and needs of the community and are:



## Priority 1: Changing attitudes and caring communication

Creating an environment of acceptance, understanding, and accessible communication is central to this theme. The focus is on promoting positive attitudes towards people with disability and ensuring that information is accessible to everyone. The objective is to encourage an open and accepting community where people with disability are treated with patience, respect, and understanding.



## Priority 2: Healthy and active lifestyle

Ensuring that everyone can enjoy a healthy and active lifestyle within Kingston is a priority. This theme highlights the importance of accessible outdoor spaces, inclusive playgrounds, and opportunities for sports and recreational activities. The aim is to provide an environment where people of all abilities can engage in physical activities, access nature, and connect with their community while prioritising their well-being.



## Priority 3: Getting around Kingston

Facilitating easy and safe movement throughout Kingston is the core of this theme. The emphasis is on improving transportation options, parking facilities, and infrastructure to enable accessible navigation. The goal is to ensure that people with disability can move freely, independently, and safely across Kingston, promoting their overall engagement with the community.



## Priority 4: Participating in the workforce

People with disability in Kingston want to actively contribute and participate in the workforce. This theme focuses on creating an environment where individuals with disabilities can find meaningful employment and contribute to the community as both employees and volunteers. The goal is to empower people with disability to feel valued and integrated within the workforce, thereby enhancing their overall well-being and community involvement.

# Disability in Kingston

One in five Australians has a disability of some form<sup>8</sup>. In Victoria 18.4% of Victorians report having a disability and in the City of Kingston, 9,311 (5.9%) people reported that they need assistance with day-to-day living due to disability<sup>9</sup>.

There are many conditions that lead to disability with severity of a disability ranging from mild to profound. Some people are born with a disability however most people develop a disability during their life through accident or illness. Anyone could become a person with a disability tomorrow including ourselves, our family or friends.

NDIS statistics provide an insight into the types of disability experienced by Kingston residents. In Kingston 3,356 residents were active participants of the NDIS in the third quarter of the 2022–23 financial year. The primary disability was Autism (1,042), followed by psychosocial disability (461) intellectual disability (489) and developmental delay (414).<sup>10</sup>

Neurodivergence is a general term that refers to conditions which include Autism and ADHD where a person may experience sensory input differently (sometimes more intensely) and process information in a different way to a neurotypical person. The increased recognition and diagnosis of these disabilities requires a more subtle response than for physical access issues like ramps to facilities but is just as important. How information is provided, how customers are received, the design of public buildings, provision of quiet spaces and approaches to staff recruitment all take on a greater focus.

In planning for disability inclusion it is important to consider the issue of income. People with disability are significantly underrepresented in Australia's workforce and despite substantial improvements in Australia's labour market conditions over the last two decades, the gap in employment outcomes for people with and without disabilities has widened. Disability Support Pensions provided by the Australian Government are available to some people and the NDIS provides some assistance for those eligible to fund equipment and services where a person has a permanent and significant disability. NDIS funding has limitations and can be confusing for some to manage.

Individual abilities and community attitudes mean that people with disability are less likely to be in paid employment and are more likely to have a lower income when they are employed<sup>11</sup>. People with disability are more likely to live in poverty or on a low income<sup>12</sup>. Nationally in 2018, 38% (or 670,000) of people aged 15–64 with disability and 51% (or 219,000) with severe or profound disability, had a low level of personal income<sup>13</sup>. As a result, people with disability have less choice and resilience with respect to life expenses like housing, socialising, entertainment, transport and recovery from climate-related crises.

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8 ABS, 2020

9 ABS, 2020

10 NDIS, 2023: <https://data.ndis.gov.au/explore-data>

11 Australian Institute of Health and Welfare, 2022

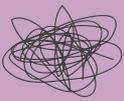
12 VicHealth, 2012

13 Australian Institute of Health and Welfare, 2022

## People with disability in Kingston



**18% of the Australian population** have some form of a disability



**12,796 people living with a mental health condition**



Females

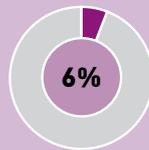


Males

**A greater proportion of females than men need day-to-day help due to a disability**

**31.6%** of the Kingston population have at least one **long-term health condition** (49,897 people)

» Higher than Greater Melbourne 29.5%



**6% of the Kingston population need day-to-day help due to a disability** (9,311 people)

» Higher for Aboriginal and Torres Strait Islander people in Kingston 9.3%



**14.2% of the Kingston population are carers** (17,747 people)

» Higher than Greater Melbourne 12.6%



**A greater proportion of WOMEN are carers**



Women



Men

## People who receive NDIS in Kingston

**3,356**

**Kingston residents are active participants of the NDIS**

**Top 3 age groups on NDIS**



7-14 years



0-6 years



55-64 years

**Top 5 types of disabilities on NDIS**



Autism



Intellectual disability



Psychosocial disability



Developmental delay

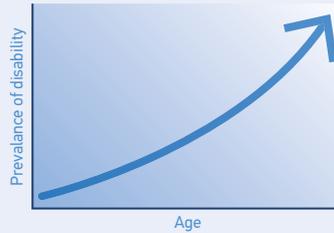


Hearing impairment

## Older people With disability



people over the age of 75 are living with some form of disability in Kingston



The prevalence of disability increases with age



Aboriginal and Torres Strait Islander people over the age of 55 are living with some form of disability in Kingston

## People who need day-to-day help due to a disability in Kingston

### Education



**Did not complete Year 12: 4,081 people**

» Higher than people who do not need assistance: 15%



**Completed tertiary education: 2,310 People**

» Lower than people who do not need assistance: 49%

### Income



**Nil or negative income: 1,045 people**

» Compared to 4% of people who do not need assistance



**More than \$1,000 per week: 631 people**

» Lower than people who do not need assistance: 23%

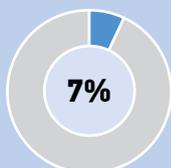


**Income source government benefits and allowances: 5,732 people**

» Higher than people who do not need assistance: 13%



### Employment



**685 people with disability Employed**

» Compared to people who do not need assistance: 56%



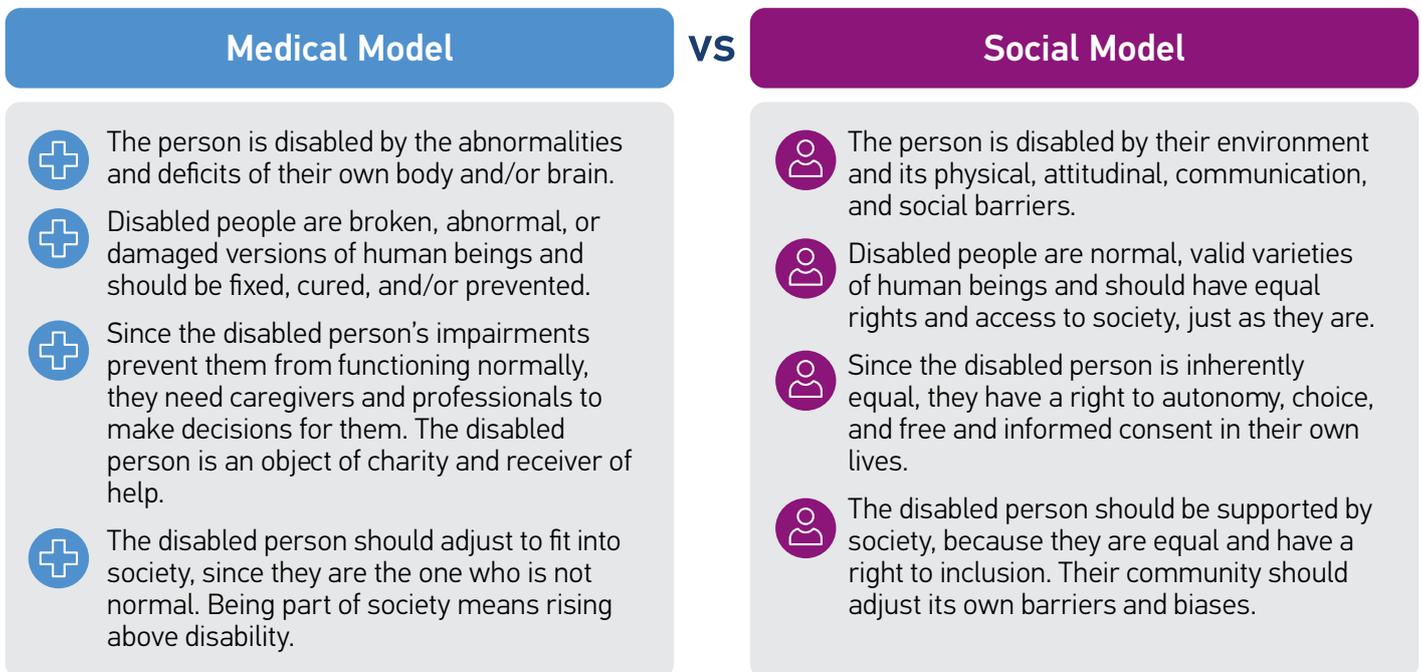
# Approaches to disability inclusion

## The Social Model of Disability

Historically, disability was viewed as a medical problem in which an individual and their family could be aided by not-for-profit organisations or charities. More recently, we have come to see disability through the social model and as a valid and vital part of life's diversity.

As we move away from segregating, institutionalising or 'hiding' people with disability, we work towards being a more integrated and inclusive community and society.

Figure 2: Medical Model Versus Social Model of Disability



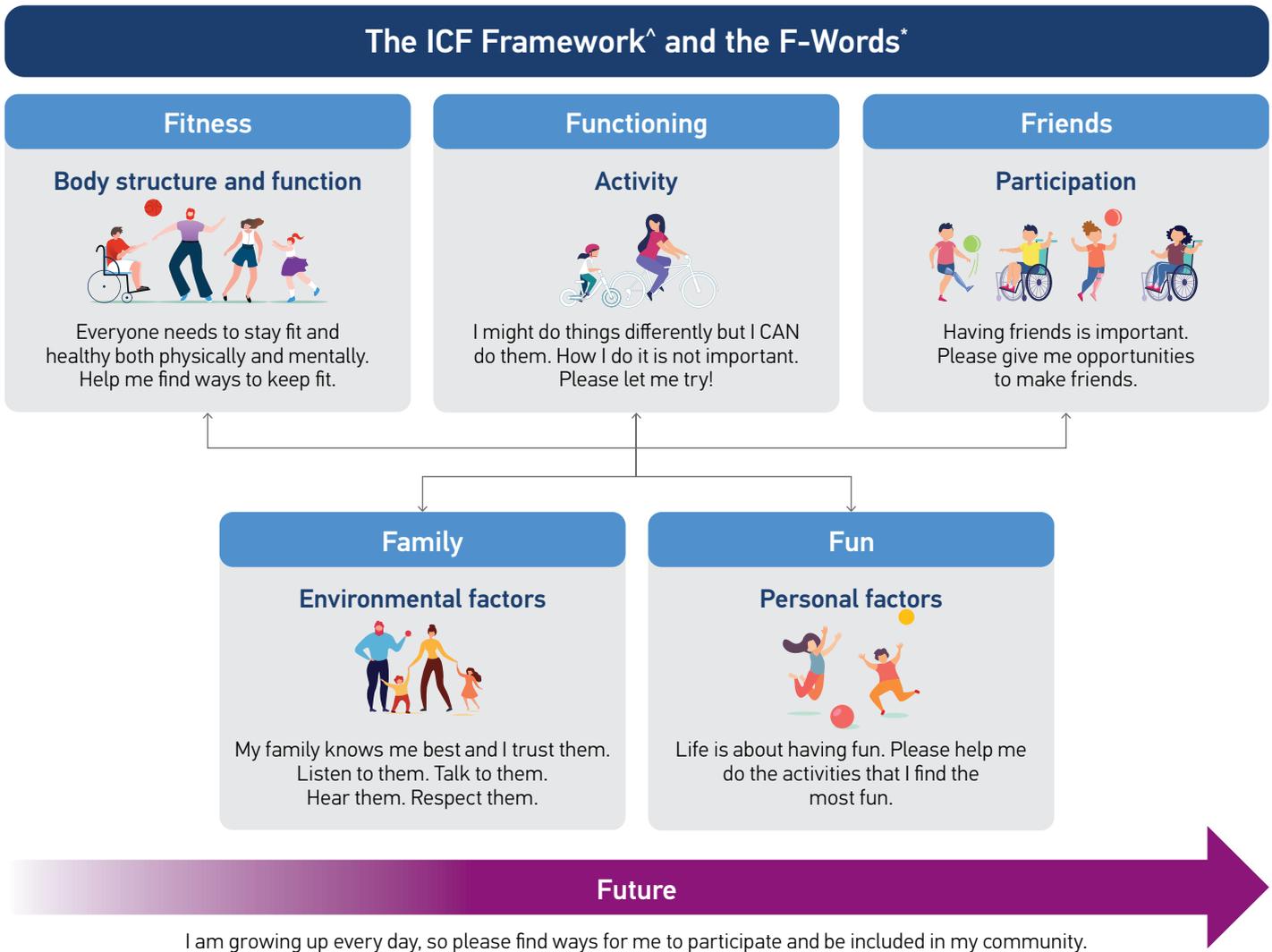
Sources: People with Disability Australia [pwd.org.au](http://pwd.org.au); Satu Järvinen, From Shame to Pride: Empowerment of People with Cerebral Palsy, [satujarvinen.com](http://satujarvinen.com); Get A Plan, [getaplan.org.uk](http://getaplan.org.uk). © Erin Human 2017. [www.erinhuman.com](http://www.erinhuman.com)

## World Health Organisation framework

In 2003, the United Nations' World Health Organisation developed guidelines to measure health. They called the framework the International Classification of Functioning, Disability and Health (ICF). The aim of the ICF classification is to provide a unified and standard language and framework for the description of health and health-related states<sup>14</sup>.

This framework was expanded in 2012 to contain 'The '6 Fs'-Fitness, Functioning Friends, Family, Fun and Future highlighting an individual's needs beyond body structure and functioning for a modern approach to health.

Figure 3: The ICF Framework and the F-Words



Source: www.canchild.ca/f-words

<sup>^</sup> World Health Organization. (2001) *International Classification of Functioning, Disability and Health (ICF)*.

<sup>\*</sup> Rosenbaum P & Gorter JW. (2012). The 'F-words' in childhood disability: I swear this is how we should think! *Child Care Health Dev*; 38.

## Universal Design

Everyone in the community is reliant on the design of our built environments and the acceptance of our social groups to be able to participate in society. We know that if we design built environments to be accessible for people with disability, we are also making those spaces more accessible for all including families with prams, elderly people and people who have a temporary injury.

The importance of access to the built environment has been increasingly recognised over the past 30 years and is now embedded in documents like the Building Code of Australia. Vigilance is required in ensuring the application of these standards. There is also an increasing awareness of the importance of time in nature and the outdoors for both physical and mental health. Providing access to parks and beaches is an emerging priority and access needs to be incorporated as a key objective from the commencement of projects. National accessibility standards are not legal requirements however and outdoor spaces vary presenting challenges.

Figure 4: Universal Design



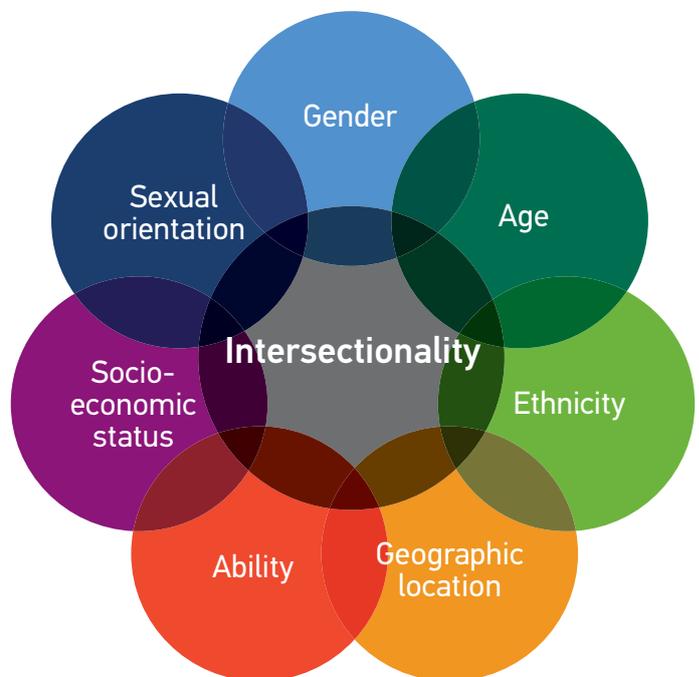
Source: Victorian Government, (2021) *Understanding Intersectionality*

## Intersectionality

'Intersectionality refers to the ways different aspects of a person's identity can expose them to overlapping forms of discrimination and marginalisation. Aspects of a person's identity can include social characteristics such as aboriginality, gender, sex, sexual orientation, ethnicity, religion, ability, socioeconomic status and many other characteristics. Attitudes, systems and structures in society and organisations can interact to create inequality and result in exclusion'<sup>15</sup>. For people with disability the characteristics of stigma and ableism commonly create inequality and result in exclusion.

This plan recognises that an individual's life is shaped by many factors. For some people their disability is only one part of their complex identity and they may experience other pressures and prejudices depending on their identity.

Figure 5: Intersectionality



# Policy context

## International

The United Nations Convention on the Rights of Persons with Disabilities (CRPD) is designed 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. Australia was one the first signatories in 2007 and the requirements came into effect in 2008.

## National

The Commonwealth *Disability Discrimination Act 1992* makes disability discrimination unlawful and promotes equal rights, equal opportunity and equal access for people with disability. When the term DDA compliant is used, it means for example that building access meets the codes associated with The Act.

## State

The Victorian *Disability Act 2006* also makes disability discrimination unlawful and requires public sector bodies to develop a Disability Action Plan for the purpose of:

1. Reducing barriers to persons with disability accessing goods, services and facilities
2. Reducing barriers to persons with disability obtaining and maintaining employment
3. Promoting inclusion and participation in the community of persons with disability
4. Achieving tangible changes in attitudes and practises which discriminate against persons with disability.

Figure 6: Disability policy context – Local, Victorian, National and International

### International



United Nations Convention on the Rights of Persons with Disabilities

### National



Australia's Disability Strategy (2021-2031)

National Agreement on Closing the Gap

*Disability Discrimination Act 1992*

NDIS

Information Linkages and Capacity Building Program

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

### Victorian



*Disability Act 2006 (VIC)*

The Victorian Aboriginal Affairs Framework 2018-2023

*Equal Opportunity Act 2010 (VIC)*

*Charter of Human Rights and Responsibilities Act 2006 (VIC)*

Inclusive Victoria: State Disability Plan (2022-2026)

### Local Government



Disability Action Plans

## Kingston City Council

Kingston worked with our community to develop a Community Vision. Over 3,500 people were consulted.

The All Abilities Action Plan is key in bringing this Community Vision to life in the areas of inclusion and diversity and sits alongside the Council Plan. It connects with and mutually reinforces many key strategic documents including but not limited to the Municipal Public Health and Wellbeing Plan, Open Space Strategy and the Walking and Cycling Plan.



### *Our community vision is:*

Kingston is a resilient, inclusive and diverse community. We are building the most liveable and sustainable city in Victoria. We champion and nurture our green and open spaces creating a safe, healthy environment. Our shared legacy connects our community, embracing innovation, making Kingston the place to live.

## Council's role and potential in disability access and improvement

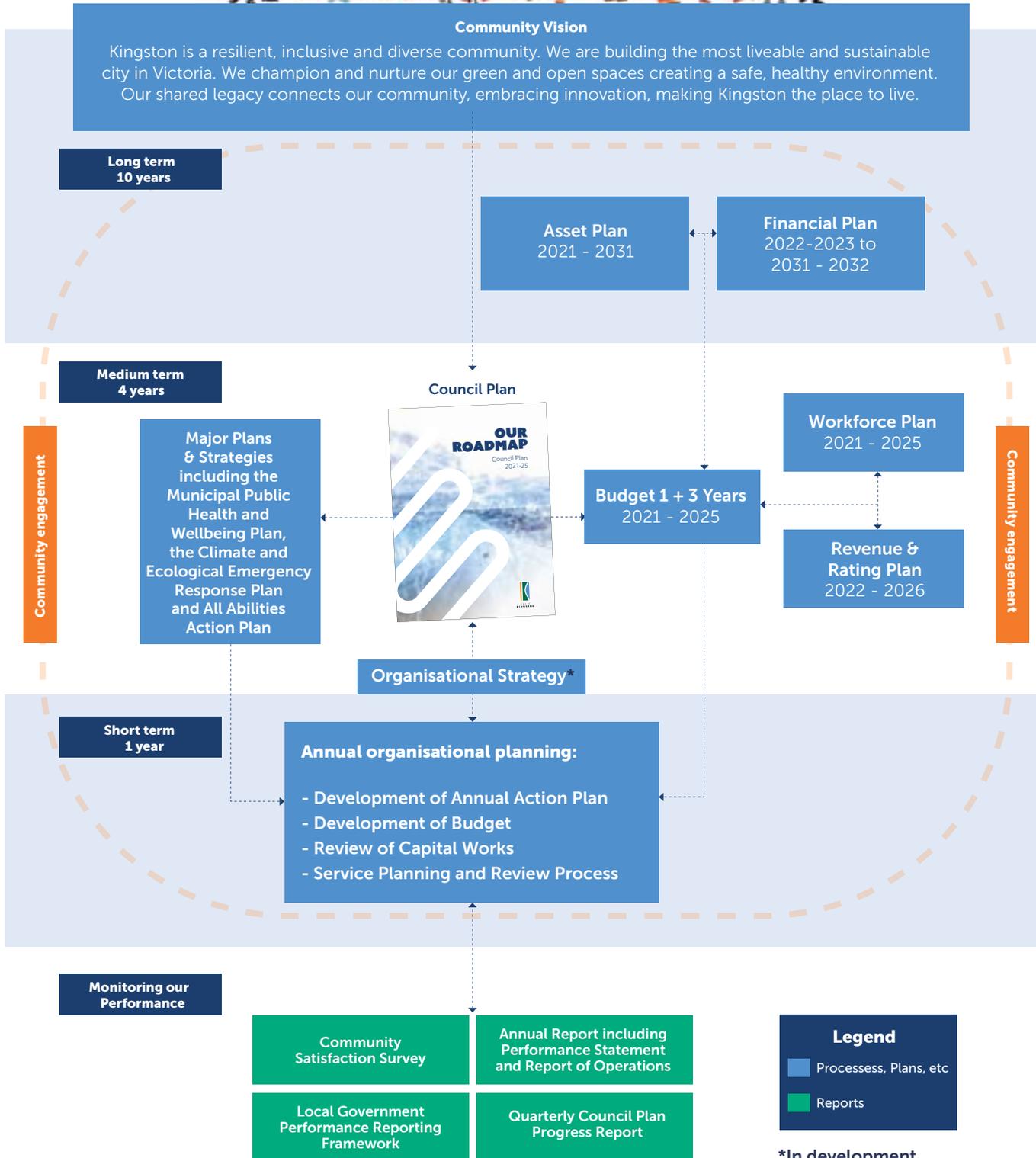
Local Councils are the level of government closest to the community, with a broad suite of asset and service responsibilities. Council manages many aspects of the built environment including facilities like libraries, sports pavilions and connecting infrastructure of roads and footpaths. Through services such as Maternal and Child Health and the provision of community grants, Council can also help to create a more inclusive social environment. Council's planning helps ensure that we are designing our urban or built environments and social structures for five out of five community members, not four out of five who fit the traditional 'standard' way of being.

It is important to understand Council's legislative role and level of influence when each issue is being considered, these roles include:



Figure 8: Kingston's Integrated Strategic Planning and Reporting Framework

# Kingston's Integrated Strategic Planning and Reporting Framework





## Implementation and reporting

This is a whole-of-Council plan that will be progressively implemented over four years.

Implementation will strengthen existing community partnerships and require the development of new alliances. Each action in this plan is assigned to a specific work unit or department within Council. Progress towards the 30 actions will be reported annually to the Victorian Government and Kingston City Council.

Given the high degree of community interest in the development of this plan, it is proposed that the local community be kept informed of progress in implementing key projects through Council's standard communication channels including social media. A summary of the annual report to the Victorian Government will be made available on Council's website.

# List of actions

Changing attitudes and caring communication	
1	Enhance disability information provision on the Kingston website
2	Develop 'Local People, Local Stories' program
3	Implement an all inclusive program in Kingston's Libraries
4	Implement a targeted training program plan for customer-facing staff
5	Maintain web and communications accessibility
6	Establish an ongoing disability access and inclusion consultative forum
7	Install hearing loops or best practice assistive listening devices in selected rooms in Council buildings
8	Communicate opportunities and accessibility updates to carers
9	Communicate access improvements to facilities

Healthy and active lifestyle	
10	Improve beach accessibility
11	Encourage and promote accessible programs and activities along the Kingston foreshore
12	Support sporting clubs to be more inclusive
13	Implement Kingston's Sporting Pavilion Development Guidelines and consider the broader precinct to prioritise access improvements
14	Progressively increase the accessibility of parks in line with Council's Open Space Strategy
15	Design for greater accessibility in park and street furniture
16	Improve the accessibility of playgrounds
17	Increase the accessibility and inclusivity of Kingston's festivals
18	Embed Universal Design Principles in all Council building projects
19	Allow for dignified disposal of incontinence materials in toilets managed by Council
20	Increase the network of Changing Places facilities in Kingston

Getting around Kingston	
21	Undertake an access audit on intersection designs
22	Progressively upgrade accessible parking in Kingston
23	Implement the Walking and Cycling Plan including a focus on inclusion and accessibility
24	Advocate for an adequate network of public transport shelters throughout Kingston
25	Work with local traders to support actions to improve access to local business
26	Ensure the needs of people with disability are considered in emergency planning, response and recovery

Participating in the workforce	
27	Work towards creating an inclusive work environment
28	Work towards establishing inclusive employment pathways
29	Strengthen partnerships to facilitate opportunities for employment
30	Increase the opportunities for people with disability and seniors to volunteer locally





 1230 Nepean Highway, Cheltenham VIC 3192

 PO Box 1000, Mentone 3194

 1300 653 356

TIS 131 450

 [info@kingston.vic.gov.au](mailto:info@kingston.vic.gov.au)

 [kingston.vic.gov.au](http://kingston.vic.gov.au)