

All Abilities Action Plan

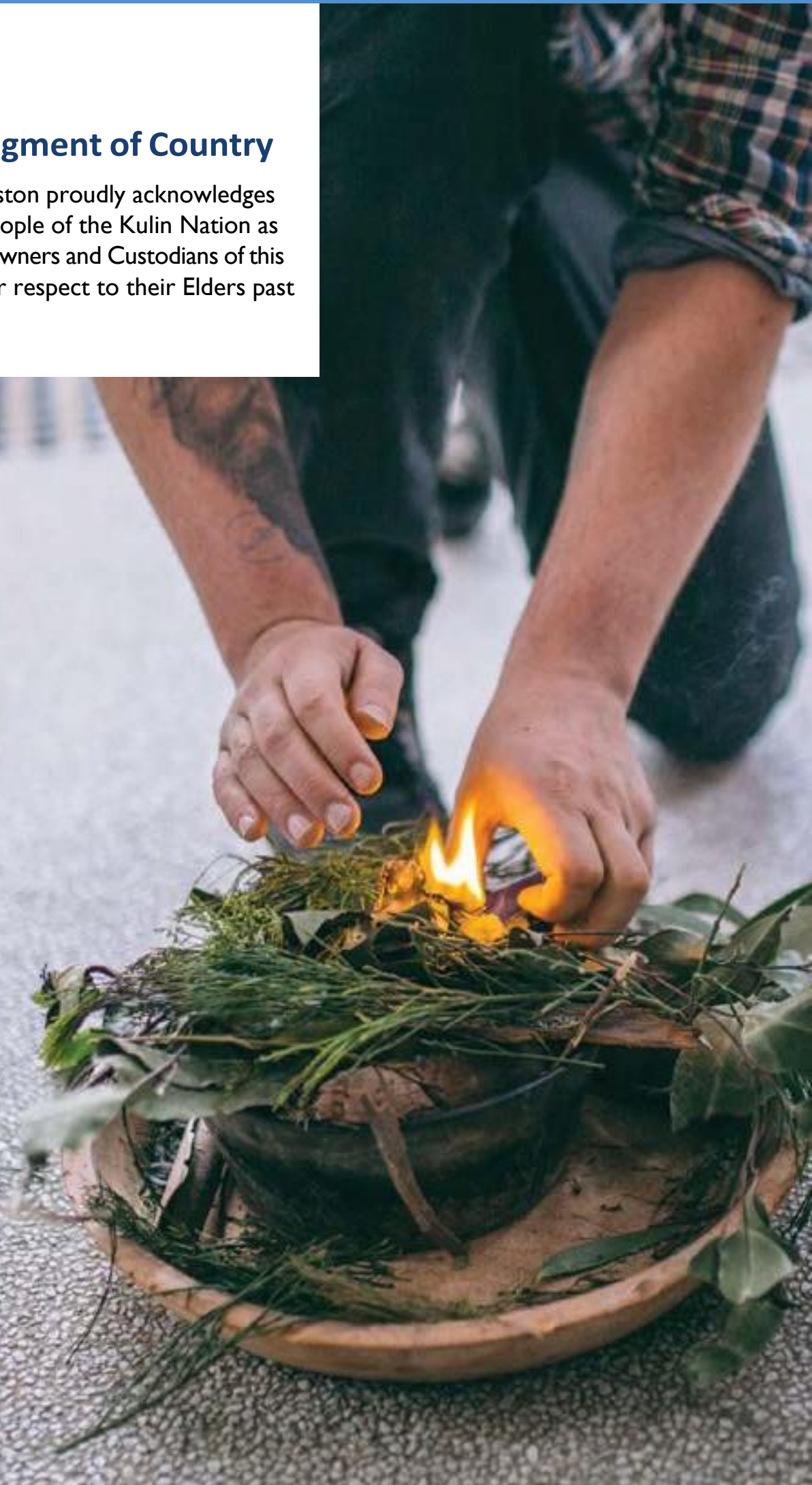
2024–2028



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. 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 with more support. 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.



Cr Jenna Davey-Burns
Mayor



Message

from the Co-design Team

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

A diverse group of people with different disability experiences developed the All Abilities Action Plan. We shared our experiences and understandings, working together in a respectful and curious way to create this plan for the benefit of everyone in the community. We all felt we had an equal voice, where our contributions were valued, heard and included in the plan. We openly discussed and included both visible and non-visible disabilities. There were many occasions where we wished the broader Kingston community could learn what we were discovering about each other's disabilities, challenges and insights.

We used our various backgrounds within the local community to make sure there were many and varied opportunities for local people to contribute to this plan. Careful consultation also gave a voice to people with more severe or profound disability who may not usually take part. These included Scope and Better Health Network clients, and students from Yarrabah School.

This plan is for everyone who lives, works, studies or visits Kingston. It is a real and honest plan. It remains a work in progress because as we achieve more, we can do more to include people with disability in our changing, 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 has two sections. The first section gives a brief introduction to the All Abilities Action Plan, followed by the Action Plan itself. Many people are interested in Council's commitments, so we've designed the Action Plan to be easy to find. The second section gives more detail about the policy background, data insights, community feedback and how the plan was developed.

We've written this document from a first person perspective, including words and stories from our community. Our aim is to create a document that is easily understood and that everyone can connect with.

Section *One*



Overview

Purpose and process

In 2023, Kingston started working on its next four-year All Abilities Action Plan. This plan aims to improve physical access, social inclusion and economic opportunities for people with disability.

A co-design approach was used, which means designing the plan with people. A team of community members with disability or who care for someone with disability, came together to help guide the plan's development. Universal Design Consulting was engaged to lead the co-design process and run community consultation activities across the area.

The Co-design Team met six times. They shared their own lived experience, issues, and opportunities to inform the plan. They also identified who to consult in the Kingston community. The team used a range of approaches that included face to face meetings, community drop-ins and online surveys. The team held targeted consultations with disability services like Scope, Better Health Network, the Salvation Army, and Yarrabah School. This ensured that people who may not usually have a voice in discussions could take part. About 225 people joined in face-to-face conversations. Combined with online responses through surveys and quick polls on Kingston's *Your Kingston Your Say* website, a total of 391 people took part.



Disability in Kingston

The City of Kingston is a diverse community in Melbourne's south-east. In 2022, Kingston had a population of around 160,005¹. 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 a disability². In 2020, 9,311 (5.9%) people in Kingston reported needing assistance with day to day living³. As people age, disability becomes more common. In 2021 people aged 70 years and over made up 13% of the Kingston population⁴. The number of people between 75-85 years is expected to grow by 36% over the next 20 years.

National Disability Insurance Scheme (NDIS) statistics show that the main disability for which people received NDIS support for in 2021 was Autism (1,042). This was followed by psychosocial disability (461), intellectual disability (489) and developmental delay (414).⁵

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 others⁶. 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)

The plan

In the past, disability was seen as a medical issue that not-for-profit organisations or charities could help with. Now, we see disability through the social model, as a vital part of life's diversity.

The plan proposes 30 actions in four key areas. These areas are a response to research, data, legislative frameworks, community consultation and the Co-design Team's priorities.

The priority areas are:

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

Each priority area has a goal set by the Co-design Team. Each priority area includes the relevant actions, tasks, lead Council departments, timelines, and budget.

Putting the plan into action and reporting

This plan involves all of Council and will roll out over four years. It will build on existing community partnerships and create new ones. Yearly reports on the 30 actions will go to the Victorian Government and Kingston City Council.

The community will get an update each year in Council's Annual Report.

All Abilities

Action Plan

Vision

As a person with disability in Kingston I feel valued and included. I 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 into four priority areas that came up during our consultation. The Co-design Team wrote an outcome statement for each key area to show what Kingston will be like when these changes happen.



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 help 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 take part 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.

Improve information about disability on the City of Kingston website

It is not always easy to find local social and recreational activities for people with disability. During consultations many people commented that they 'lost track' of activities after COVID-19 shutdowns. A review of Kingston's Disability Information webpage is needed to provide further information. This includes information about inclusive social groups, inclusive sports groups, beach access, local transport options, and other local information about access and inclusion.

Tasks	Lead Department	Timeline	Budget
» Find out what information is most important from the Co-design Team and community consultation	» Inclusive Communities » Advocacy, Communications and Engagement	2024–25, monitor ongoing	Included in existing budget
» Make key customer documents in Easy Read			
» Check and update Council's website content each year			
» Build a collection of photographs of local people with disability and carers around Kingston and use these in Council's print and online materials			
» Tell people about accessible parking spaces in Kingston in a range of different ways			

Priority 1: Changing attitudes and caring communication (continued)

Action 2.

Start a ‘Local People, Local Stories’ program

When people with disability tell their story it can make a deep 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 audience through a supported program. The program will be part of Kingston Libraries oral histories program.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> » Create a structure and approach for the program » Recruit and train local people with disability in storytelling » Deliver the program live, record the program and share it across different platforms 	<ul style="list-style-type: none"> » Arts, Events and Libraries » Inclusive Communities 	<p>Research and develop in 2024–25; deliver in 2025–26; monitor ongoing</p>	<p>Included in existing budget and seek external grant for storyteller training</p>

Action 3.

Provide a neurodiversity-friendly program in Kingston’s libraries

Libraries are a treasured community resource, valued by many people with disability for trusted information and community connection. Kingston’s library staff will receive training about how people process and communicate information in different ways and have different sensory responses to noise, light and crowds. Quiet and sensory-friendly spaces will be developed to meet these needs. Adding quiet rooms to libraries will be a priority in future upgrades.

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

Action 4.

Implement a focused training plan for staff who support customers

People understand disability differently. This understanding can be shaped by our experience of having a family member, coworker or friend with disability. It can also be shaped by not knowing anyone with disability. Council wants to increase staff confidence and skills when communicating with people with disability. This will ensure that all our residents can make full use of local services and facilities. Currently, communication boards are available at community centres, customer service centres, and libraries to help customers who need this support.

Tasks	Lead Department	Timeline	Budget
» Continue the Scope communication accreditation (Access Symbol) in community centres, customer service centres, and libraries for the current three-year period, and then review	» Customer Experience and Corporate Performance	Map priorities, develop program in 2024–25, Deliver; in following years	Included in existing budget
» Look into training staff to welcome and communicate with customers with disability	» Arts, Events and Libraries		
» Consider using the Hidden Disability Sunflower Program	» Inclusive Communities		

Action 5.

Provide accessible web content and communications

The digital world is a major part of our lives and is the main way Council communicates to residents and ratepayers. Council aims to meet the Web Content Accessibility Guidelines (WCAG) 2.1 AA Standards on our website and digital communications. WCAG ensures that content is useable for people with visual, auditory, physical, cognitive, language, learning, and neurological disabilities. For instance, it enables people who are blind or vision impaired to use screen readers to convert text to speech. It ensures that font sizes, colours, contrasts and language are easy to read. ‘You can’t be what you can’t see’ is a common saying in disability advocacy. Including positive images of people with disability in Council communications will help raise awareness and lead to 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			
» Create an internal guide for accessible and inclusive communications			

Priority 1: Changing attitudes and caring communication (continued)

Action 6.

Set up an ongoing disability access and inclusion consultation forum

The experience and wisdom of the 16-member Co-design Team that helped create this plan has increased Council’s understanding of what is important to people with disability. Their insights have shown us where important changes are needed. Council will look into creating a paid co-design forum. This ongoing work will seek input from people with disability on Council projects, strategy and policies.

Tasks	Lead Department	Timeline	Budget
» Seek ongoing advice from the All Abilities Plan Co-design Team on key Council projects	» Inclusive Communities	Investigate, establish processes in 2024–25; monitor ongoing	Sitting fees for participants included in existing budget
» Explore how the Co-design Team can act as an advisory group and provide advice to Council	» Advocacy Communications and Engagement		

Action 7.

Install hearing loops or best-practice assistive listening devices in key Council rooms

When meeting in Council rooms, a person’s hearing ability can affect their participation and access to services. Currently, hearing loops or audio induction loops are the most common accessible technology. These are installed in a room and create a wireless signal that hearing aids can pick up. Council will stay up to date with best-practice assistive listening devices and make them available where possible. Other building design features like carpets and sound panels can also create a more hearing-friendly environment.

Tasks	Lead Department	Timeline	Budget
» Prioritise installation of hearing loops or best practice assistive listening devices in new and existing buildings where community meetings occur	» Infrastructure » Inclusive Communities	Develop list of target rooms in 2024-25; implement progressively	Buildings renewal and maintenance budget
» Provide information in the room and on Council’s website and intranet about the locations of hearing loops or best practice assistive listening devices and how to use them			
» Continue using carpeting and acoustic features where possible and appropriate during renewal works			

Action 8.

Communicate opportunities and accessibility updates to carers

Around 17,747 people in Kingston care for a family member or friend.⁷ Carers Victoria describe carers as ‘social glue’. Keeping carers connected and informed has benefits for carers, those they care for, and our community. Programs and services can offer financial support to keep carers engaged in the community while they carry out their caring role. These programs may be provided by other levels of government. In the past, carers were often overlooked. Council understands it is important to keep carers informed and to communicate with them directly.

Tasks	Lead Department	Timeline	Budget
» Set up a mailing list to share Kingston opportunities and accessibility updates with carers and people with disability	» Inclusive Communities	2024–25, monitor ongoing	Communications and promotional support included in existing budget
» Promote support services and resources for carers			
» Work directly with carers to understand their challenges when caring for someone in Kingston			

Action 9.

Inform people about improved access to facilities

People with disability often develop an internal map of places that are or aren’t accessible to them. When we improve access to places, we need to tell people about the change. Everyone has different access needs, and it’s better to describe the access conditions rather than just call them “accessible”. This also shows people with disability that Kingston is actively working to be more inclusive.

Tasks	Lead Department	Timeline	Budget
» Give clear information when promoting new and improved facilities	» Inclusive Communities	2024–25, monitor ongoing	Included in existing budget
» Describe the improvements and use photographs of the accessible features			

7 ABS, 2021



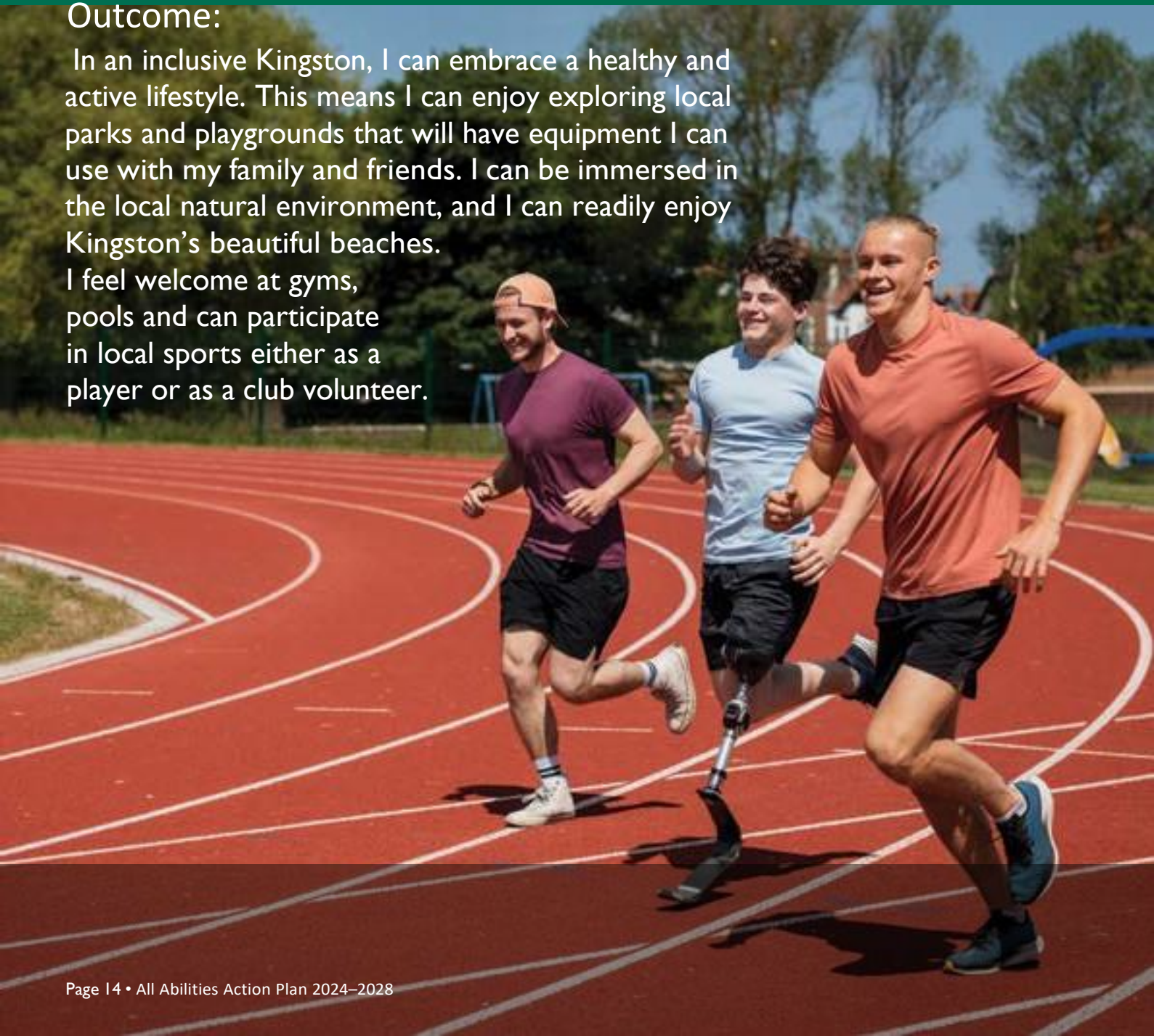
Priority 2: Healthy and Active Lifestyle

“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 access for all

Visiting the beach has a positive effect on our mental and physical health. It's an experience that everyone deserves to enjoy. Kingston has six patrolled beaches along 13km of coast. Each beach differs in six key factors that enable a person with mobility issues to access the water. These factors are accessible parking; a path of travel from parking to lifesaving club; availability of beach wheelchairs; a system to book beach wheelchairs; accessible change rooms with hot showers; beach matting and a system to install the mats. The focus will start with the four lifesaving clubs in our area that have already 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"> » Check the current access conditions at Clubs and continue to improve accessibility at these sites » Create a plan for better access at Kingston's patrolled beaches » Develop an agreement with clubs about beach wheelchairs and matting » Find out what equipment is needed and support clubs to apply for equipment funding » Provide information on Council's website about beach wheelchairs and the need to bring a support person » Keep working with Accessible Beaches Australia and the Beach and Waterways Access Network on a national booking program » Continue to improve foreshore access » Construct a new ramp at Parkdale » Continue to plan better access at activity areas and car parks along the Mentone Parkdale foreshore, including the Dixon Street, Antibes Street and Rennison Street car parks 	<ul style="list-style-type: none"> » Active Kingston » Inclusive Communities » Open space » Infrastructure » City Works » Project Management Office 	<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 offers a range of water-based activities. There are some opportunities for people with disability to take part, but these need further development and promotion.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> » Promote Mordialloc Motor Yacht Club’s and Mordialloc Sailing Club’s Sailability Program » Promote Parks Victoria’s accessible kayak launch at Patterson River on Council’s website » Explore opportunities with other water-based recreation clubs to offer more programs 	<ul style="list-style-type: none"> » Active Kingston » Inclusive Communities 	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 don’t know how to achieve this. There are many mental health benefits to taking part and belonging to a sporting club. Kingston already has several all-abilities activities within the community. There is the opportunity to explore creating an all-abilities precinct in Kingston.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> » Provide clubs with financial support through the Kingston Grants Program, to upskill sporting club coaches and buy specialist equipment needed for inclusion » Develop partnerships with inclusive clubs who can guide and mentor other clubs » Encourage clubs to offer adapted programs, equipment, and opportunities to increase participation » Promote volunteering options in clubs for people with disability who may like to take part off-field (like scoring) » Assist sports club to apply for non-council funding » Work with peak bodies to share skills with local clubs 	<ul style="list-style-type: none"> » Active Kingston » Inclusive Communities 	2024–25, progressively implement	Included in existing budget and encourage clubs to seek City of Kingston community grants

Action 13.

Use Kingston’s Sporting Pavilion Development Guidelines and consider surrounding areas to improve access

Sports pavilions play an important role as social hubs for everyone involved in sporting clubs. This may include players and volunteers, as well as friends and family members who come to watch and support. Kingston’s Sporting Pavilion Development Guidelines focus on disability access. The guidelines should be used whenever new facilities are built and older pavilions are renovated.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> » Make access improvements a top priority » Seek input from people with disability when developing plans for pavilions and reserves » Describe and promote the improvements that have been made » Consider broader access to sport reserves as part of pavilion development 	<ul style="list-style-type: none"> » Active Kingston » Infrastructure » Open Spaces 	2024–25, progressively implement	Included in Capital Works Plan

Action 14.

Make ongoing improvements to the accessibility of parks in line with Council’s Open Space Strategy

Kingston’s Open Space Strategy guides the development and management of our diverse outdoor spaces. These spaces give the area character and appeal. Being mostly flat, Kingston can develop parks that are accessible and easy to get around. Research shows 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, exercise and sport.

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

Priority 2: Healthy and active lifestyle (continued)

Action 15.

Design park and street furniture to be more accessible

Park and street furniture allow people to enjoy the surroundings. For many people public seats provide rest points that make longer trips easier to manage. The design of furniture can affect how accessible the space is for people.

Tasks	Lead Department	Timeline	Budget
» When creating a guide for designing street and park furniture, we will consider different body types and access needs. These may include: <ul style="list-style-type: none">- Seats with backs and armrests- Pads for wheelchair users next to standard seating- Picnic tables that allow space for mobility aids	» Open Space » Inclusive Communities » Active Kingston	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. Not every part of every playground needs to be fully accessible. However, every playground should have some accessible features. Children use play equipment differently and being creative is part of play. A good quality and inclusive play space is about more than just equipment. Paths to the equipment, seating, shade trees (and a toilet depending on the type of space) can make a park welcoming and valued as a community gathering space.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> » Plan new playgrounds and upgrade existing playgrounds in keeping with the Play Your Way Strategy » Progressively improve regional playgrounds to include accessible play equipment that can be used by children with physical or intellectual disabilities » Multiple items of accessible play equipment in suburb and district parks » Some accessible play equipment in local parks » Seating and shade trees for everyone in the community to enjoy » Provide accessible path surfaces to all accessible play equipment » Share information about the features of the most accessible playgrounds on Council's website, so families can plan their visit » Seek advice from a Disability Discrimination Act (DDA) consultant or from people with disability when doing a major upgrade » Include children with disability in the Play Your Way Park Inspector Program 	<ul style="list-style-type: none"> » Active Kingston » Open Space » Inclusive Communities 	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 accessibility and inclusion at Kingston’s festivals

The City of Kingston hosts yearly community events such as Mordi Fest, Spring Fair and Carols by Kingston. All members of the community are invited to attend. Planning for access needs will allow more people with disability to feel welcome and able to take part. Carols by Kingston now has an Auslan interpreter. Many community events are not run by Council. Council may be able to support other organisations to make their events accessible and inclusive.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none">» Improve physical access to Kingston’s events» Provide quiet or low sensory spaces where needed and when possible» Consider providing a portable Changing Place at larger events» Share detailed information about access conditions when promoting a festival» Partner with specialist organisations to improve accessibility» Create a checklist for other groups who are planning events in Kingston	<ul style="list-style-type: none">» Arts, Events and Libraries	2024–25, progressively implement	Existing budget and additional funding may be required

Action 18.

Use Universal Design Principles in all Council building projects

Universal Design is used to design and build spaces that everyone can access, regardless of their age, size, ability, or disability. It makes sure that buildings and environments can be accessed, understood and used by all people to the fullest extent possible.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none">» Train staff to use the principles of Universal Design, including Council capital works owners, design leads and project managers» Include access for all abilities in the planning and design stages of project management	<ul style="list-style-type: none">» Project Management Office» All capital works clients	2025–26, progressively implement	Existing budget

Action 19.

Provide dignified disposal of incontinence materials in toilets managed by Council

Public toilets allow us to stay away from home for longer periods. One in four adult Australians have urinary incontinence. Poor bowel control is also common and affects about one in 20 people. The social stigma of incontinence, and the availability of accessible toilets, can limit community participation for people with disability and incontinence. These factors can affect where people travel in the community and how long they can spend away from home. Discreet and hygienic disposal of continence pads in a public toilet can help to maintain dignity and independence. This may be especially important for men, as male cubicles often lack hygienic disposal bins.

Tasks	Lead Department	Timeline	Budget
» Provide at least one all-gender cubicle with a bin to dispose 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 need lifting from a wheelchair for toileting or changing when out in the community. Many rely on Changing Places, which have hoists, toilets, and adult change tables. Kingston now has four Changing Places 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 improve access further.

Given the cost of building and upkeep, careful planning is needed when choosing where to place these facilities. The City of Kingston Public Toilet Strategy (2016) guides public toilet planning. This strategy will be reviewed in 2024-25.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> » Review Kingston's Public Toilet Strategy to find locations and plan a network of Changing Places facilities throughout Kingston » Find the best location for a Changing Places facility in north Kingston, ideally as part of a community facility. This must follow design guidelines in the Public Toilet Strategy. Seek a development opportunity or a budget bid to action this » Build a new Changing Places facility in the planned new Aquatic Centre in Governor Road, Mordialloc 	<ul style="list-style-type: none"> » 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



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 spend longer times out in the community.



Priority 3:

Getting Around Kingston

Action 21.

Perform an access audit on the design of intersections

Many conditions, from epilepsy to quadriplegia, can stop people from driving. This makes it vital to have a well-connected network of footpaths, shared paths, and public transport for easy, comfortable, and safe travel. Walkable neighbourhoods with good public transport offer many benefits: lower greenhouse gases, safer communities, lower stress, and more opportunities for incidental exercise. Many people with disability rely on accessible car spaces with extra time allowance to make their car journeys manageable. For people who use wheelchairs or mobility scooters, the surface between a footpath and the road can be a challenge or barrier, especially on steep slopes or where uneven surfaces meet.

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

Action 22.

Continue to improve accessible parking in Kingston

Accessible car parking allows people with disability with a parking permit to park closer and for longer times. They may need more time and effort for tasks like shopping. Like all car parking in busy areas, accessible parking spaces are in high demand. People without an obvious disability often face unfair abuse for using accessible car parks.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none">» Gradually improve Council's accessible parking, consider community requests for spaces, and update older spaces to meet current standards» Create a community awareness program to reduce hostility towards people with a non-visible disability when using accessible car spaces	<ul style="list-style-type: none">» Infrastructure» Inclusive Communities	2025–26	May require additional budget allocation

Priority 3: Getting around Kingston (continued)

Action 23.

Implement the Walking and Cycling Plan with a focus on inclusion and accessibility

Council’s Walking and Cycling Plan 2023–2028 aims to offer safer, healthier and more accessible ways to get around. It will enable people from diverse backgrounds to access local services and work easily. The plan’s guiding principles include safety, health, inclusion, and access. Many people with disability do not have an option to drive and rely on Kingston’s walking infrastructure.

Tasks	Lead Department	Timeline	Budget
» Continuously roll out the walking and cycling plan with a focus on inclusion and accessibility	» Infrastructure	As per Walking and Cycling Plan	Included in existing budget as per Walking and Cycling Plan

Action 24.

Advocate for a network of public transport shelters throughout Kingston

Comfortable and safe bus shelters and train stations are becoming more important as the climate emergency worsens. People with disability, whose health may be vulnerable, may have to wait for transport in extreme weather conditions. Many highly exposed areas only have a pole to mark a transport stop.

Tasks	Lead Department	Timeline	Budget
» Collaborate 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

Priority 3: Getting around Kingston (continued)

Action 25.

Work with local traders to improve access to local business

Kingston’s shops vary in accessibility, and the ease of entering a building and moving around inside. Staff also differ in their confidence in welcoming customers with disability. During community consultation, we heard that some people with disability avoid some shopping areas and prefer others due to access issues or attitudes. The City of Kingston has previously provided information and worked with local businesses through a ‘Good Access is Good Business’ campaign. This program can be reviewed, updated and improved.

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

Action 26.

Consider the needs of people with disability in emergency planning, response and recovery

Disasters like heatwaves, bushfires, thunderstorms and flooding are becoming more common and severe due to the climate emergency. People with disability may need additional support to receive (hear/see) warnings, move to a safer place or get care in relief centres. They also need physical and financial support if they are forced to move home permanently. Often, people with disability have lower incomes and savings, and so have access to fewer suitable housing options.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> » Future updates to the Municipal Emergency Management Plan (next review in early 2024) will include planning to support people with disability before, during and after emergencies. This may include ways to share emergency warnings, safety and the right support in emergency evacuations, and recovery planning needs for people with disability. » When Council activates its Emergency Relief Centres, make sure centres can cope with and meet the needs of people with disability » If someone with a disability needs to move permanently, approach state and federal agencies to provide suitable support 	<ul style="list-style-type: none"> » Infrastructure 	Review Municipal Emergency Response Plan in 2024–25	Included in existing budget



Priority 4: Participating in the Workforce

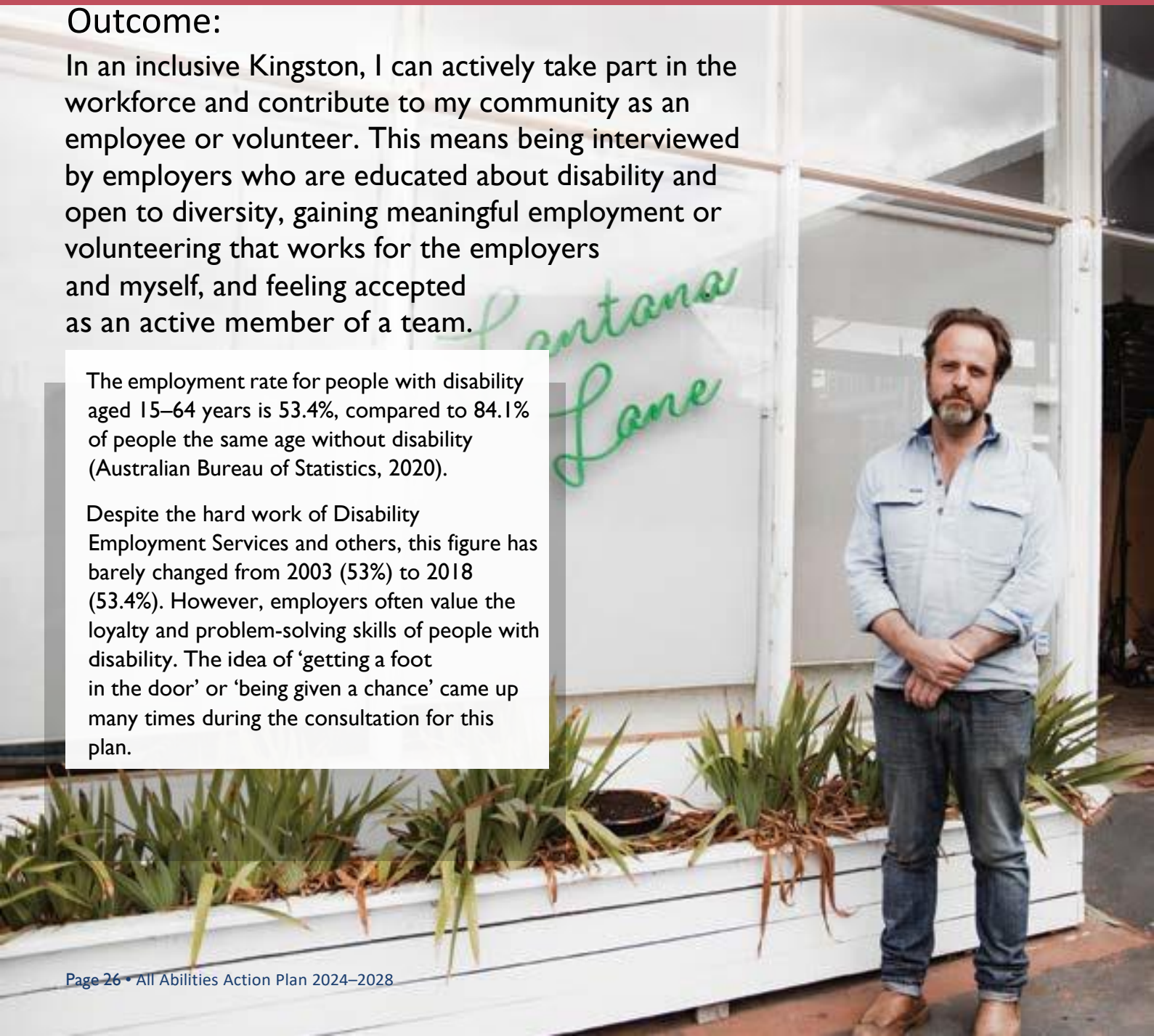
“Can I contribute?”

Outcome:

In an inclusive Kingston, I can actively take part 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 employment 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 barely changed from 2003 (53%) to 2018 (53.4%). However, employers often value the loyalty and problem-solving skills of people with disability. The idea of ‘getting a foot in the door’ or ‘being given a chance’ came up many times during the consultation for this plan.



Priority 4:

Taking part in the workforce

Action 27.

Work towards creating an inclusive work environment

We spend a large portion of our lives at work, so it's vital to be part of a workplace that values inclusion and accessibility. Reasonable accommodations, such as assistive technologies, can ensure that employees with disabilities can perform their roles well. Raising awareness and sensitivity training for staff can build an atmosphere of understanding and acceptance. Training and development for people leaders creates a top-down approach to promote inclusion. This creates a supportive environment and contributes to the well-being and success of all employees.

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

Action 28.

Create pathways to inclusive employment

Council is a major employer in the City of Kingston. To support people with disability to work at Council, a review will be done of all stages of Council's hiring processes, including the interview process. The review will ensure Kingston is an equal opportunity employer for people with disability. Systems and processes will be put in place to support employees with disability, their supervisor and teammates. This will include times of staff changes and restructures.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none">» Review recruitment practices to be fair and equal for people with disability» Develop partnerships with disability employment specialists» Create work experience opportunities for people with disability at Kingston Council	<ul style="list-style-type: none">» People and Culture	Explore, review and develop in 2026–28	Included in existing budget; further budget needed through budget bids

Priority 4: Participating in the workforce (continued)

Action 29.

Build stronger partnerships to create opportunities for employment

There are many organisations whose role involves employment for people with disability. Better local partnerships could help Council to discover new opportunities. We have heard from special developmental schools that sometimes they are only looking for 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’ when employing a person with disability. Workplaces who employ people with disability stress the importance of having support from specialists when difficulties arise. Young people may not know about support available from services like Trades Hall’s Young Workers Centre. Council can play a valuable role in supporting discussion between Disability Employment Services, employers, and local people with disability.

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

Priority 4: Participating in the workforce (continued)

Action 30.

Increase volunteer opportunities for people with disability and seniors in the area

Volunteers make a vital contribution to our society. Volunteers play a valued role in many places, like lifesaver beach patrols, opportunity shops and libraries. For many people with disability, volunteering is a way to give back or be part of the community that fits with their abilities, time and energy. Volunteering can sometimes lead to employment. The value of volunteering to the Australian economy is around \$25B. Council itself has volunteer roles, and provides information on local volunteer opportunities. For some people with disability, the identification rules for volunteer work can be hard to meet as they may not have a driver license.

Tasks	Lead Department	Timeline	Budget
<ul style="list-style-type: none"> » Check volunteer policies and practices to make sure they welcome people with disability and allow for carer attendance or other reasonable adjustments » Include images and stories of people with disability in promotional material for volunteering » Train Kingston’s (internal) volunteer coordinators to work with staff with disability » Encourage other volunteer-involving organisations in Kingston to include people with disability » Work with other community organisations to create a process for volunteer applicants who may not have the identity documents they need to become volunteers » Include volunteer opportunities and information on the Kingston Jobs website for people with disability » Develop a Volunteering Strategy for Council that includes volunteers with disability » Provide training to local volunteer-involving organisations to engage people with disability, as part of Council’s training calendar 	<ul style="list-style-type: none"> » Inclusive Communities » Providers such as Australian Network on Disability 	<ul style="list-style-type: none"> Review in 2024–25; develop Strategy in 2025–26 	<ul style="list-style-type: none"> Included in existing budget ~\$3,000

Section *Two*



How was the plan developed?

Setting up and the role of the Co-design Team

The City of Kingston invited people with disability, carers and disability service providers who live or work in Kingston to be part of a Co-design Team and help shape the plan. An expression of interest was advertised in April 2023 and 26 people applied. 18 people were chosen to join the team, with 16 members staying active throughout the process. The Co-design Team helped to make a consultation plan for how to listen to the community about their disability experiences and views. After the consultation the team looked at a Consultation Summary Report. They used this information and their lived experience to guide the making of the All Abilities Action Plan. The ideas and feedback from the Co-design Team were extremely valuable. They helped to plan the consultation process and made sure the voices of people with disability were heard. They added details and insights that would not have been thought of otherwise. We thank them for their time, commitment, 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 hired Universal Design Consulting to assist us with consulting the Kingston community. Universal Design Consulting wrote a Consultation Report about the consultation process and what they learned. Here is a summary (you can read the full report at: www.kingston.vic.gov.au/services/health-and-support/accessibility).

Gathering information

This plan is based on information we gathered during the first phase of consultation from April to July 2023. We wanted to understand:

- What challenges are there for people with disability in Kingston?
- What's working well?
- What good ideas have people seen elsewhere?
This helps us to know what improvements people would like to see in Kingston.

Consultation methods and tools

We worked together with the Co-design Team to create a range of consultation methods and tools. These methods allowed community members to give their feedback and made sure that people with different abilities and communication needs could take part. In total, 391 people joined in the community consultation (see Table 1 for details).

The methods and tools we used were:

- Survey (online and print)
- Quick Poll (online)
- Social Media (Facebook, Instagram, LinkedIn)
- Postcards and posters (in 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%
Sub-total	304	100%
+ quick poll (de-identified)	87	-
Total	391	100%

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



What we heard

The feedback from surveys and community conversations has been organised into four key areas of the plan. These areas were developed together with the Co-design Team and reflect the community's hopes and needs. The four priority areas are:



Priority 1: Changing attitudes and caring communication

This theme is about creating an environment of acceptance, understanding, and accessible communication. The focus is on promoting positive attitudes towards people with disability and making sure that everyone can access information. The aim is to build an open and accepting community where people with disability are treated with patience, respect, and understanding.



Priority 2: Healthy and active lifestyle

It is a priority to make sure that everyone can enjoy a healthy and active lifestyle within Kingston. This theme focusses on the importance of accessible outdoor spaces, inclusive playgrounds, and opportunities for sports and recreation. The aim is to create an environment where people of all abilities can enjoy physical activities, access nature, and connect with their community while looking after their well-being.



Priority 3: Getting around Kingston

This theme is about making Kingston easy and safe to move around. Our focus is on improving transport, parking, and infrastructure to increase access to the community. The goal is to ensure that people with disability can move freely, independently, and safely across Kingston, increasing their engagement with the community.



Priority 4: Taking part in the workforce

People with disability in Kingston want to actively contribute and take part in the workforce. This theme focuses on creating an environment where people with disability can find meaningful employment and contribute to the community as employees and volunteers. The goal is to empower people with disability to feel valued and included as part of the workforce. This will increase their overall well-being and community involvement.

Disability in Kingston

One in five Australians has some form of disability⁸. In Victoria 18.4% of people report having a disability. In Kingston, 9,311 (5.9%) people reported that they need help with daily living due to disability⁹.

Many conditions can lead to disability, which ranges from mild to profound. Some people are born with a disability, but most develop a disability during their life through accident or illness. Anyone could become a person with a disability tomorrow - ourselves, our family or friends.

NDIS statistics show us the types of disability experienced by Kingston residents. In Kingston 3,356 residents were active NDIS participants in the third quarter of 2022–23. The main disabilities were Autism (1,042), psychosocial disability (461) intellectual disability (489) and developmental delay (414).¹⁰

Neurodivergence refers to conditions like 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. We now recognise and diagnose these disabilities more. We need a response that is more subtle but just as important as physical access issues like ramps to facilities. Greater attention is needed to ways to provide information, receive customers, design public buildings, provide quiet spaces and recruit staff.

When planning for disability inclusion, it is important to think about the issue of income. People with disability are much less likely to have jobs in Australia's workforce. Even though more jobs have been created over the last 20 years, the employment gap between people with and without disabilities has grown wider. The Australian Government provides Disability Support Pensions to some people and the NDIS provides some assistance with equipment and services to eligible people with a permanent and significant disability. NDIS funding has limits 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. They are also more likely to have a lower income when they are employed¹¹. People with disability are more likely to live in poverty or on a low income¹². In 2018, 38% (or 670,000) of Australians aged 15–64 with disability and 51% (or 219,000) with severe or profound disability, had a low level of personal income¹³. As a result, people with disability have lower resilience and less choice about expenses like housing, social life, entertainment, transport, and recovery from climate-related crises.

8 ABS, 2020

9 ABS, 2020

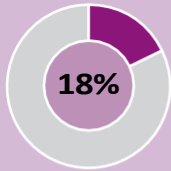
10 NDIS, 2023: <https://data.ndis.gov.au/explore-data>

11 Australian Institute of Health and Welfare, 2022

12 VicHealth, 2012

13 Australian Institute of Health and Welfare, 2022

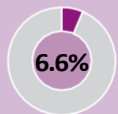
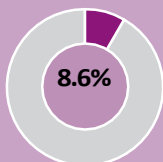
People with disability in Kingston



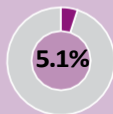
18% of the Australian population have some form of a disability



12,796 people living with a mental health condition



Females

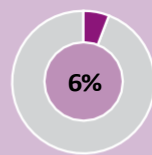


Males

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

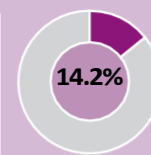
31.6% of the Kingston population have at least one long-term health condition (49,897 people)

» 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%

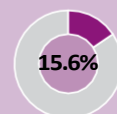


14.2% of the Kingston population are carers (17,747 people)

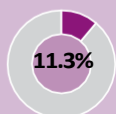
» Higher than Greater Melbourne 12.6%



A greater proportion of WOMEN are carers



Women



Men

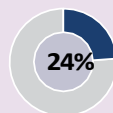
People who receive NDIS in Kingston

3,356

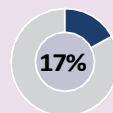
Kingston residents are active participants of the NDIS

Top 3

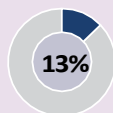
age groups on NDIS



7-14 years

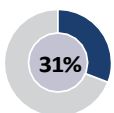


0-6 years



55-64 years

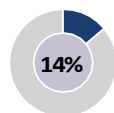
Top 5 types of disabilities on NDIS



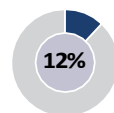
Autism



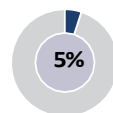
Intellectual disability



Psychosocial disability

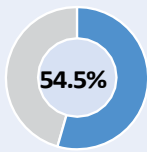


Developmental delay



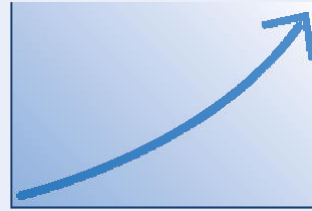
Hearing impairment

Older people with disability

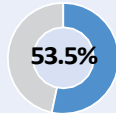


people over the age of 75 are living with some form of disability in Kingston

Prevalence of disability



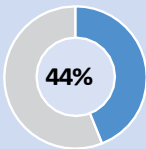
The prevalence of disability increases with age



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

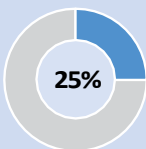
People who need day-to-day help due to a disability in Kingston

Education



Did not complete Year 12: 4,081 people

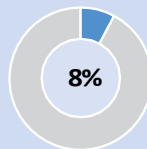
» Higher than people who do not need assistance: 15%



Completed tertiary education: 2,310 People

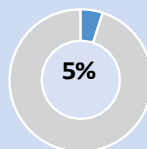
» Lower than people who do not need assistance: 49%

Income



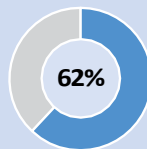
No income or negative income: 1,045 people

» 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%

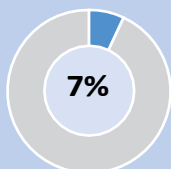


Income from government benefits and allowances: 5,732 people

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



Employment



685 people with disability Employed

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



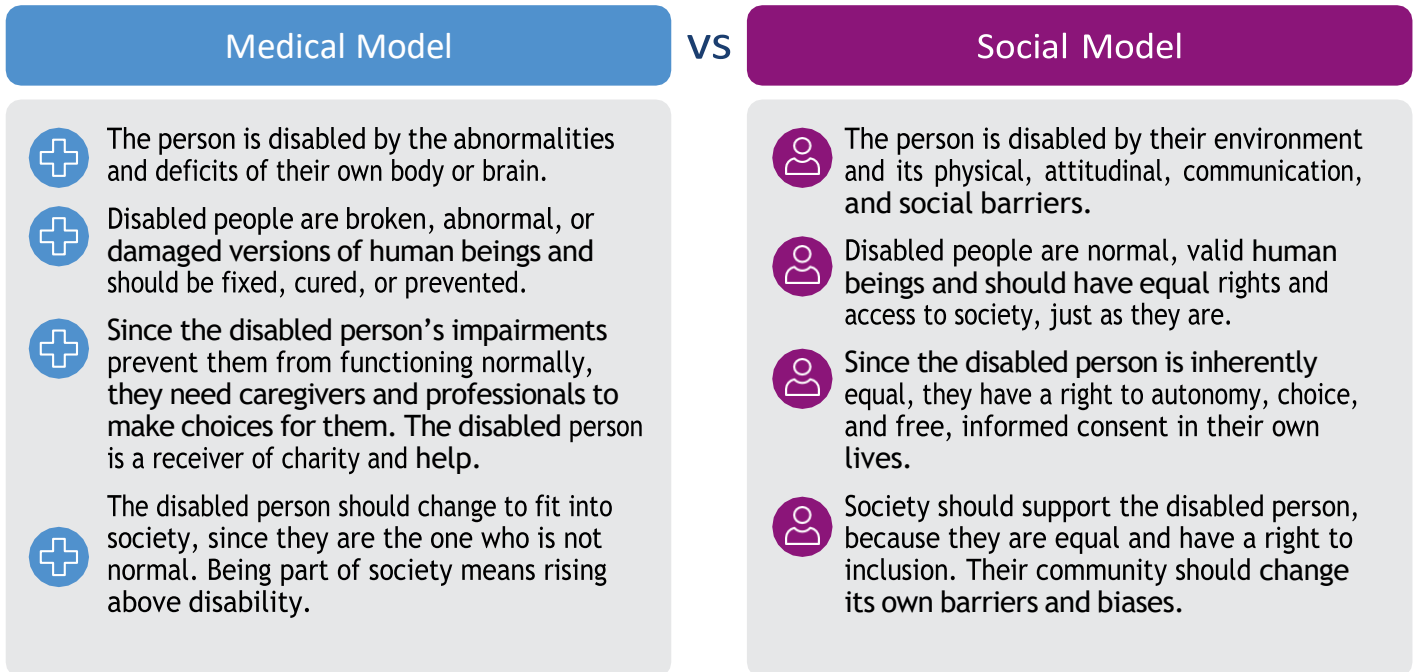
Approaches to disability inclusion

The Social Model of Disability

In the past, disability was seen as a medical issue that not-for-profit organisations or charities could help with. Now, we see disability through the social model as a vital part of life's diversity.

As we move away from separating, institutionalizing 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



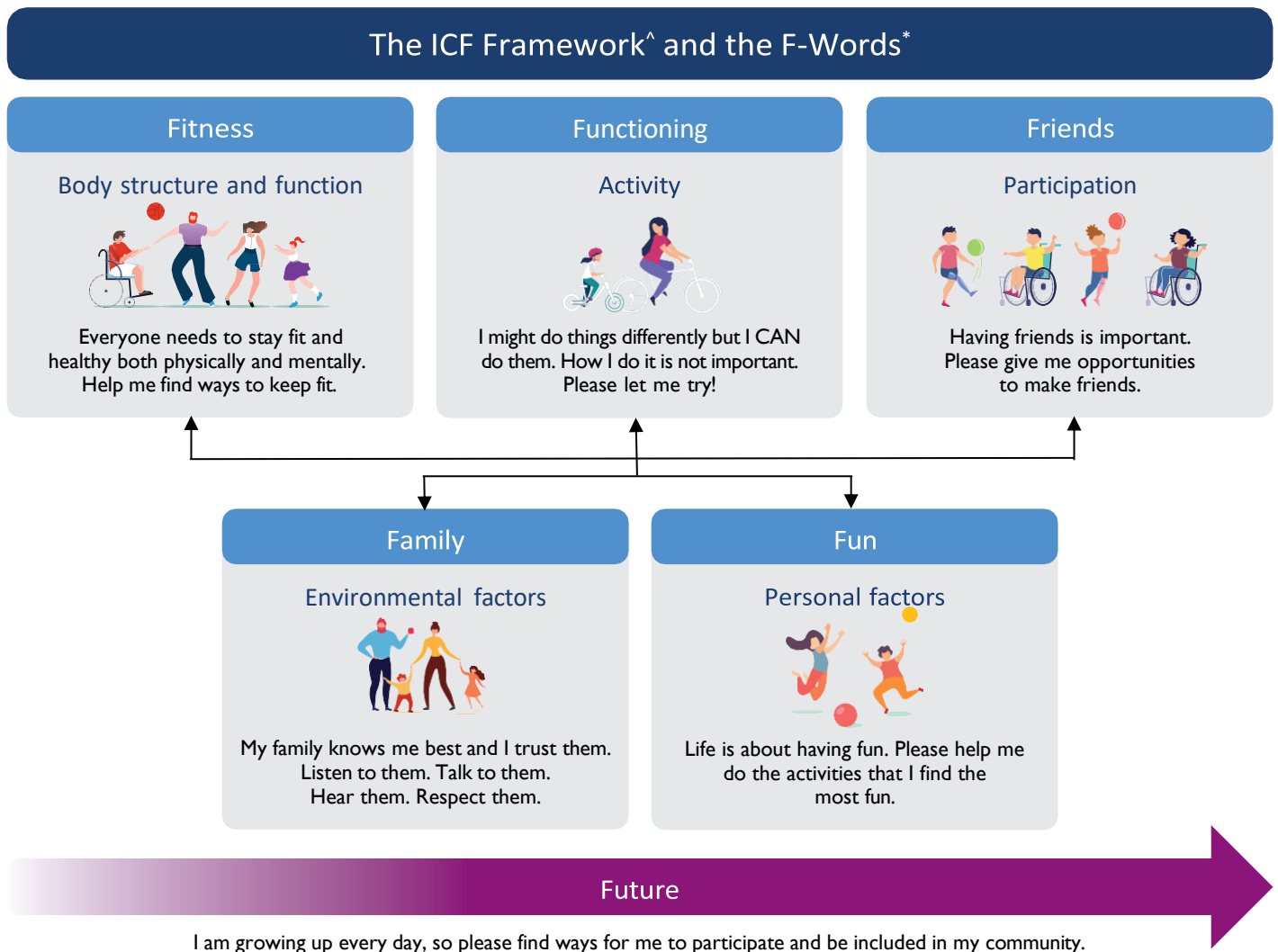
Sources: People with Disability Australia pwd.org.au; Satu Järvinen, From Shame to Pride: Empowerment of People with Cerebral Palsy, satujarvinen.com; Get A Plan, getaplan.org.uk. © Erin Human 2017. www.erinhuman.com

World Health Organisation framework

In 2003, the United Nations' World Health Organisation created guidelines to measure health. They called this framework the International Classification of Functioning, Disability and Health (ICF). The ICF aims to provide a unified and standard language and framework to describe health and health-related states¹⁴.

This framework expanded in 2012 to include 'The '6 Fs': Fitness, Functioning Friends, Family, Fun and Future. This modern approach to health shows how a person's needs are far more than body structure and functioning.

Figure 3: The ICF Framework and the F-Words



Source: www.canchild.ca/f-words

[^] World Health Organization. (2001) *International Classification of Functioning, Disability and Health (ICF)*.

^{*} 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 depends on the design of the built environments and on social acceptance to be able to take part in society. We know that when we build spaces that are accessible for people with disability, we also make those spaces more accessible for everyone. This includes families with prams, elderly people and people who have a temporary injury.

The importance of access to the built environment has gained recognition over the past 30 years. It is now part of the Building Code of Australia. We must stay alert to make sure these standards are applied. There is also growing awareness of the importance of time spent in nature and outdoors for our physical and mental health. Making parks and beaches accessible is becoming a new and important priority. Access needs to be included as a main aim from the start of a project. However, national accessibility standards are not legal requirements, and outdoor spaces vary, which can present challenges.

Figure 4: Universal Design



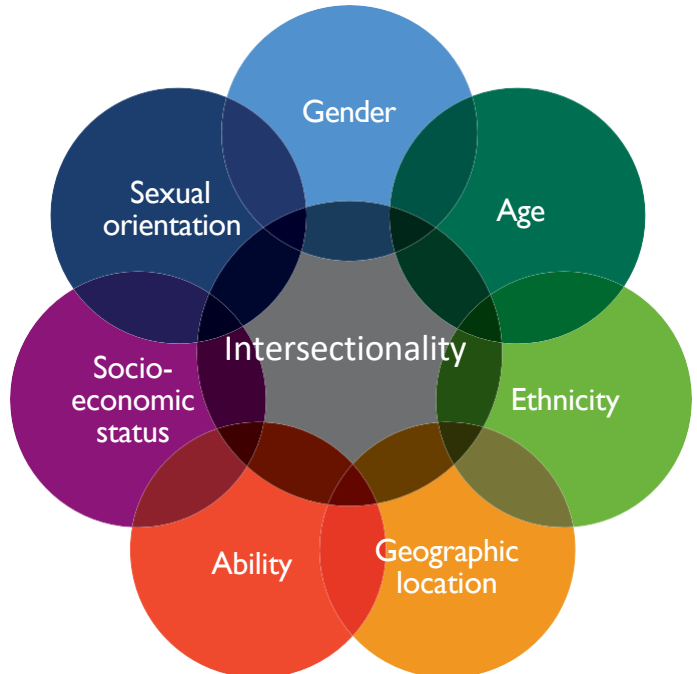
Source: Victorian Government, (2021) *Understanding Intersectionality*

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’¹⁵. For people with disability, stigma and ableism often lead to inequality and exclusion.

This plan recognises that many factors shape a person’s life. For some people their disability is just one part of who they are. 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) aims to ensure equal rights and respect for all disabled people. It promotes their full enjoyment of human rights and basic freedoms.

Australia was one of the first countries to sign in 2007, with the rules taking effect in 2008.

National

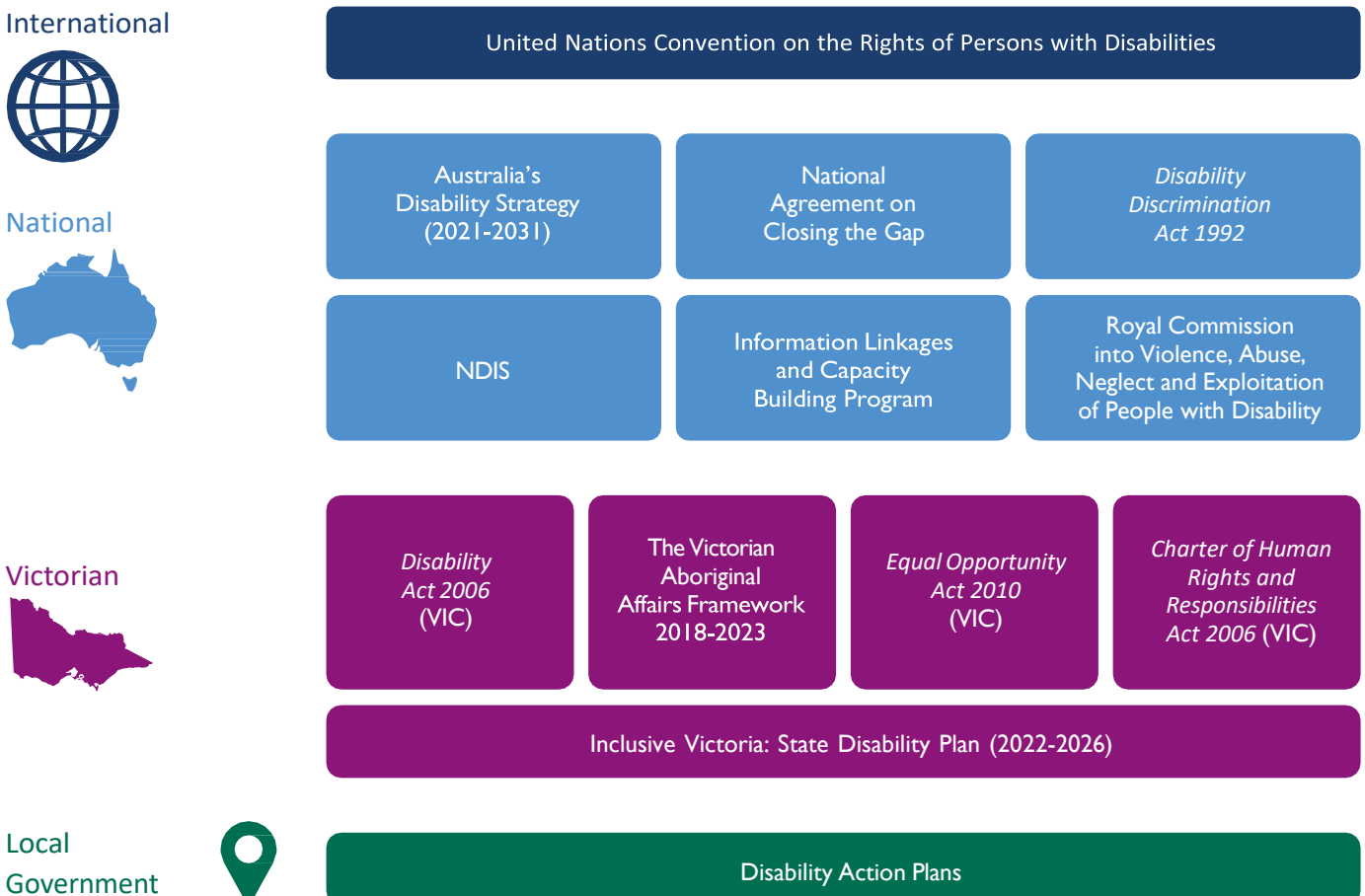
The Commonwealth *Disability Discrimination Act 1992* makes it unlawful to discriminate against people with disability. It promotes equal rights, equal opportunity and equal access for people with disability. When the term ‘DDA compliant’ is used, it means it meets the Act’s standards. For example, a building’s access meets the codes in The Act.

State

The Victorian *Disability Act 2006* also makes disability discrimination unlawful. It requires public bodies to create a Disability Action Plan to:

1. Reduce barriers to people with disability when accessing goods, services and facilities
2. Reduce barriers to people with disability getting and maintaining employment
3. Promote community inclusion and participation in the community for people with disability
4. Make real changes to attitudes and practises that discriminate against people with disability

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



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 vital in bringing this Community Vision to life in the areas of inclusion and diversity. It works alongside the Council Plan and links many key documents like the Municipal Public Health and Wellbeing Plan, Open Space Strategy, and the Walking and Cycling Plan. These plans support and strengthen each other.



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 closest level of government to the community. They manage a wide range of assets, services, and aspects of the built environment. Council manages facilities like libraries, sports pavilions, and infrastructure of roads and footpaths. Council can also help to create a more inclusive social environment through services such as Maternal and Child Health and providing community grants. Council's planning helps ensure that we design our 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:

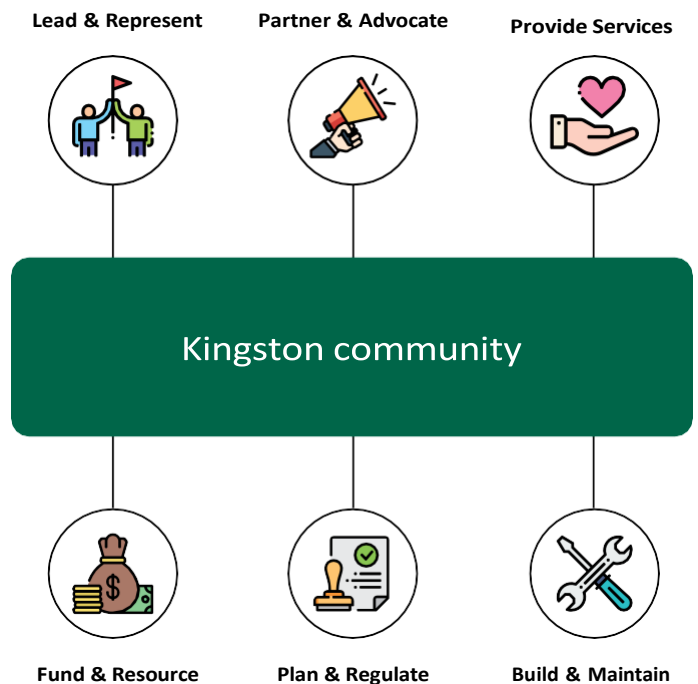
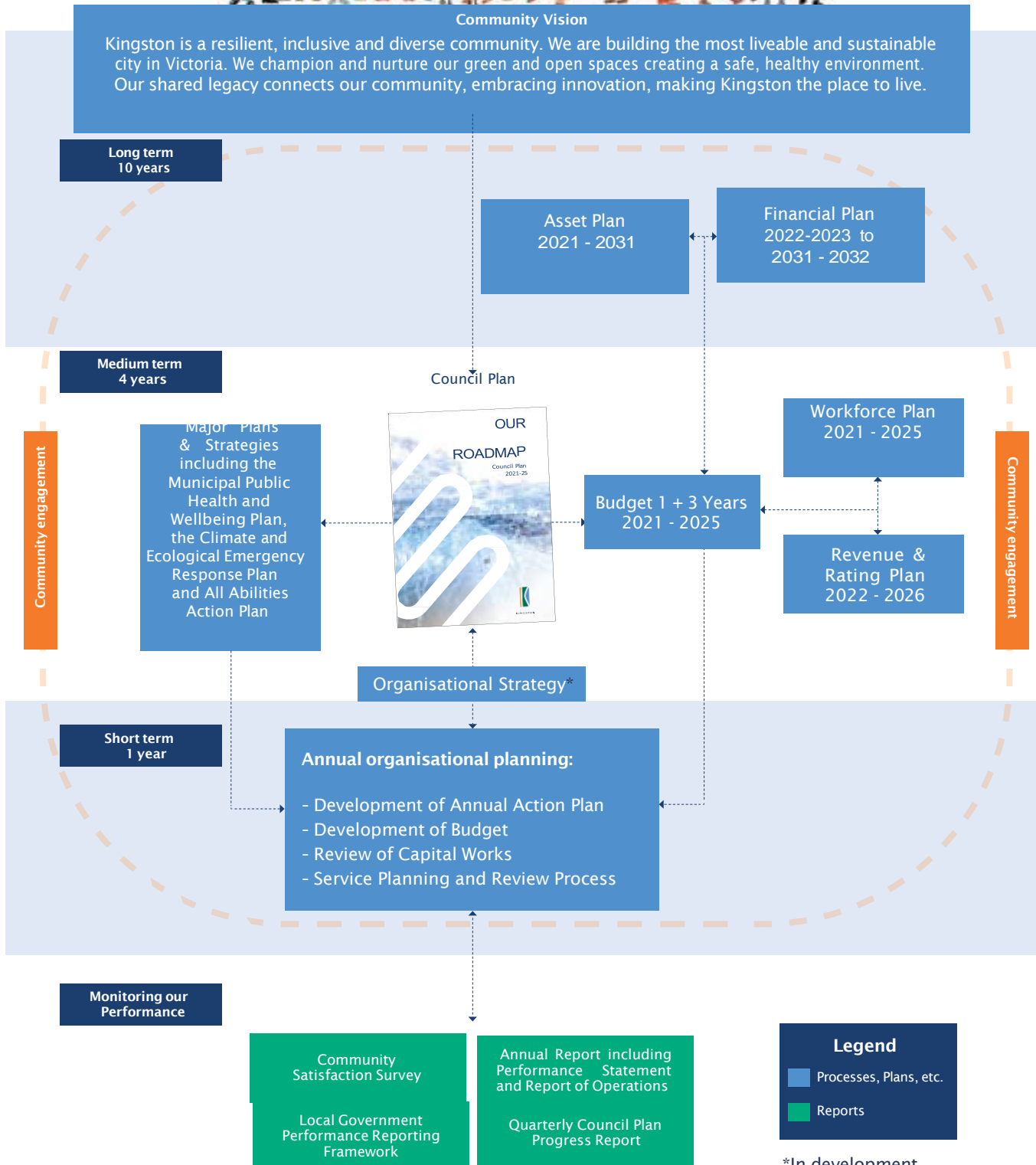


Figure 8: Kingston's Integrated Strategic Planning and Reporting Framework

Kingston's Integrated Strategic Planning and Reporting Framework





Implementation and reporting

This is a whole-of-Council plan that we will roll out over four years.

Putting the plan into action will strengthen our existing community partnerships and develop new alliances. Each action in this plan will be carried out by a specific work unit or department within Council. We will report yearly to the Victorian Government and Kingston City Council on our progress on the 30 actions .

As there is strong community interest in the development of this plan, we plan to keep the local community informed of our progress on key projects. We will provide updates on Council's communication channels and social media. A summary of the annual report to the Victorian Government will be available on Council's website.

List of actions

Changing attitudes and caring communication	
1	Improve information about disability on the City of Kingston website
2	Start a 'Local People, Local Stories' program
3	Provide an all-inclusive program in Kingston's Libraries
4	Implement a focused training plan for staff who support customers
5	Provide accessible web content and communications
6	Set up an ongoing disability access and inclusion consultation forum
7	Install hearing loops or best practice assistive listening devices in key Council rooms
8	Communicate opportunities and accessibility updates to carers
9	Inform people about improved access to facilities

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

Getting around Kingston	
21	Perform an access audit on design of intersections
22	Continue to improve accessible parking in Kingston
23	Implement the Walking and Cycling Plan with a focus on inclusion and accessibility
24	Advocate for a network of public transport shelters throughout Kingston
25	Work with local traders to improve access to local business
26	Consider the needs of people with disability in emergency planning, response and recovery

Participating in the workforce	
27	Work towards creating an inclusive work environment
28	Create pathways to inclusive employment
29	Build stronger partnerships to create opportunities for employment
30	Increase volunteer opportunities for people with disability and seniors in the area





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