Equitable Access Policy

OBJECTIVES AND MEASURES

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Performance measures</th>
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<tbody>
<tr>
<td>• Ensure all residents and visitors, including people with a disability,</td>
<td>• % of actions in the <a href="#">Accessible and Inclusive City Action Plan</a> achieved in set timeline</td>
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<td>people of all ages, and people from culturally diverse backgrounds, have</td>
<td>• Number of times the Translating and Interpreting Service (TIS) was utilised to contact Council</td>
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<tr>
<td>equitable access to Council services, information and facilities</td>
<td>• Number of staff attending cross-cultural training</td>
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<td>• Ensure that equitable access is incorporated into the planning,</td>
<td></td>
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<tr>
<td>design and provision of Council services, information and facilities</td>
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POLICY STATEMENT

Council of the City of Gold Coast (Council) is committed to improving accessibility and inclusion for all residents and visitors to the city. This includes people with a disability, people with prams and young children, people from culturally and linguistically diverse (CALD) backgrounds, people with a temporary injury or illness, and people of all ages.

Equitable access maximises participation and social inclusion in the community by identifying and removing barriers to decision making processes, Council services, information and facilities. It also promotes a sense of belonging and participation in the community leading to stronger and liveable communities.

Council is committed to achieving the following outcomes:

- equitable access to Council services, information and facilities for all residents and visitors
- improved advocacy to achieve equitable access to services, information and facilities for all residents and visitors, that are provided or managed by the private and community sectors or by other levels of government
- improved decision making through increasing representation of people from socially diverse backgrounds in community engagement activities
- increased utilisation of information, resources, programs and services by people from socially diverse backgrounds
- greater participation by people from socially diverse backgrounds in community and public life
- a more cohesive, stronger, inclusive community accepting of social diversity
- improved access to Council services, information and facilities for residents and visitors from culturally and linguistically diverse backgrounds who may require language assistance
- pro-active planning practices and processes that promote Universal Design and access in the built environment for an ageing population and people with disabilities.

SCOPE

The policy applies to the design and implementation of all Council services, information provision, and facilities.
DEFINITIONS

Council – Council of the City of Gold Coast

Disability – As per the Disability Discrimination Act 1992 (section 4), disability in relation to a person means:

(a) total or partial loss of the person’s bodily or mental functions; or
(b) total or partial loss of a part of the body; or
(c) the presence in the body of organisms causing disease or illness; or
(d) the presence in the body of organisms capable of causing disease or illness; or
(e) the malfunction, malformation or disfigurement of a part of the person’s body; or
(f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
(g) a disorder, illness or disease that affects a person’s thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:

(h) presently exists; or
(i) previously existed but no longer exists; or
(j) may exist in the future (including because of a genetic predisposition to that disability); or
(k) is imputed to a person.

Discrimination – the making of a difference in particular cases, as in favour of or against a person or thing, especially when arising from prejudice based on race, ethnicity, sex, religion, age, etc. (including those listed in disability)

Equitable access – individuals have fair and socially just opportunity to access services, information, facilities, places and opportunities to engage in civic life, regardless of their age, sex, race, impairment/disability, proficiency in English, religious belief or activity, relationship or parental status, trade union activity, lawful sexual activity, sexuality, pregnancy, breast feeding needs, family responsibilities, income or gender identity.

Universal design – means the design of products, environments, programs and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design.

RELATED POLICIES AND DELEGATIONS

Customer Contact Policy
Good Working Relationships Policy

LEGISLATION

Generally, Council’s anti-discrimination obligations fall under the following pieces of legislation, conventions or guidelines:

United Nations Convention
Convention on the Rights of Persons with Disabilities 2008
Commonwealth Strategy
The National Disability Strategy 2010-2020
Commonwealth Policy
Australia’s Multicultural Policy
Equitable Access Policy

Commonwealth Legislation
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

State Legislation
- Queensland Anti-Discrimination Act 1991
- Queensland Disability Services Act 2006
- Multicultural Recognition Act 2016
- Queensland Work Health and Safety Act 2011
- Sustainable Planning Act 2009
- Queensland Building Act 1975

State Policy
- Queensland Government Multicultural Policy
- Queensland Government Language Services Policy

Local Government Legislation
- Local Government Act 2009

SUPPORTING DOCUMENTATION
- Welcoming customers and colleagues with a disability – online training – Welcoming customers and colleagues with a disability
- Accessible Events: A Guide for Meeting and Event Organisers – Accessible Events Guide
- Advisory Note on streetscape, public outdoor areas, fixtures, fittings and furniture – Australian Human Rights Commission Advisory Note Streetscape
- Missed Business: How to attract more customers by providing better access to your business for people with a disability - Missed Business booklet
- National Construction Code (regulation)
- Guidelines for translating- translation-guide
- Utilising TIS - process for using the Translating and Information Service - utilising-TIS
- Accessing an Interpreter Online Training for staff
- Cross-cultural Communication Factsheet – Cross-cultural Fact Sheet

RESPONSIBILITIES

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<tr>
<th>Sponsor</th>
<th>Owner</th>
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<tr>
<td>Director, Lifestyle and Community Services</td>
<td>Manager, Safe and Liveable Communities</td>
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VERSION CONTROL

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<th>Document</th>
<th>Date</th>
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<td>09.08.18</td>
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