



## **Disability Action Plan 2013 – 2017**

***“Inclusion of myself into library and services makes my life more enriching”***

Library user comment from the consultation - community survey

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## **Foreword**

Yarra Plenty Regional Library (YPRL) is committed to ensuring that the library service is accessible to – and inclusive of – all people, including people with disabilities, and that the community has equitable, dignified access to all library services, programs, facilities, information, communication and employment systems.

In line with our Strategic Plan 2013–2016, YPRL is committed to: *‘Creating informed, connected, inclusive communities’*.

We provide pathways to services and information in partnership with other services and information providers.

We recognise that we need to move out of traditional roles and establish new relationships, and move to an access model where services are delivered on time, directly to the patron.

We aim to:

- be accessible to all
- be inclusive
- empower communities
- promote the wellbeing of our community
- create opportunities for connection.

The library recognises that people with disabilities and other access challenges comprise a significant part of the community and, as such, are considered to be an important focus of the library service and its development.

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The development and implementation of this Disability Action Plan (DAP) builds on our work in the previous DAP (2008–2012). This new DAP provides a strong planning framework to support the library in moving forward in a proactive way, to ensure the needs of people with a wide range of disabilities and other access challenges are considered and addressed in all library operations.

Thank you to all of the library users who contributed to the development of this Disability Action Plan, and to the staff who are committed to a library service that is fully accessible to all.

## **Acknowledgements**

The development of this Disability Action Plan was facilitated by the Institute of Access Training Australia (IATA):

- Joe Manton            Director
- Nicole Maslin        Senior Community Engagement Strategist
- Lucas Wheeler        Community Engagement Strategist

With assistance and input from YPRL staff:

- CEO – Christine Mackenzie
- Manager Community Engagement – Jane Grace
- Manager Resources – Les Firth
- Manager Collections – Anita Catoggio
- HR Coordinator – Sofia Campino

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Thank you to Sofia Campino for her assistance and support in planning and organising the range of tasks required to effectively undertake the development of this Plan. Thank you also to library branch staff for valuable input and commitment to developing the DAP.

Most importantly, thank you to those community members and library users who gave their time and completed surveys, and provided valuable information regarding their experiences, issues and needs, in relation to creating an accessible and inclusive library service.

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## How to get a copy of this Disability Action Plan

Hard copies of this Disability Action Plan are available from each branch library listed below:

<b>Diamond Valley</b> Civic Drive Greensborough 3088 Melbourne, Australia Phone: (03) 9434 3809	<b>Eltham</b> Panther Place Eltham 3095 Melbourne, Australia Phone: (03) 9439 9266	<b>Watsonia</b> Ibbottson Street Watsonia 3087 Melbourne, Australia Phone: (03) 9435 2397
<b>Ivanhoe</b> 255 Upper Heidelberg Road Ivanhoe, 3079 Melbourne, Australia Phone: (03) 9497 5780	<b>Lalor</b> May Road Lalor 3075 Melbourne, Australia. Phone: (03) 9465 2353	<b>Mill Park</b> 394 Plenty Road Mill Park 3082 Melbourne, Australia Phone: (03) 9437 8189
<b>Rosanna</b> 72 Turnham Avenue Rosanna 3084 Melbourne, Australia Phone: (03) 9459 6171	<b>Thomastown</b> 52 Main Street Thomastown 3074, Melbourne, Australia. Phone: (03) 9464 1864	<b>Library Headquarters</b> Whittlesea City Council Offices Ferres Boulevard South Morang Phone: 9408 7888 Email: <a href="mailto:ypmail@ypri.vic.gov.au">ypmail@ypri.vic.gov.au</a>

Hard copies are available from the Mobile Library Services.

Copies are available for free download from the library website at <http://www.yprl.vic.gov.au/> in both PDF and MS Word formats.

Copies are available in electronic format (email or CD) and large print upon request from Library Support Services.

## Links to related documents

The Disability Action Plan is one of a number of plans, strategies and guidelines of YPRL. The Disability Action Plan has implications for some of these. Copies of other documents can be found on the library's website, or by contacting Library Support Services at:

Whittlesea City Council Offices  
Ferres Boulevard  
South Morang  
Phone: 9408 7888  
Email: [ypmail@ypri.vic.gov.au](mailto:ypmail@ypri.vic.gov.au)

Other documents that may be of interest include:

- YPRL Library Strategic Plan 2013–2017
- Collection Development Policy 2013–2017
- annual reports
- Guidelines for the Supervision of Children in the Library
- Internet Access Policy
- Membership terms and conditions
- Privacy Policy
- Protected Disclosure Act.



## Disability Discrimination Act 1992 (DDA)

YPRL has a responsibility under the *Disability Discrimination Act 1992* (DDA), to provide equitable, dignified access to goods, services and premises used by the public. These are broadly defined, and would include all aspects of the library service.

The DDA provides uniform protection against unfair and unfavourable treatment for people with a disability in Australia. It also makes it unlawful to discriminate against a person who is an 'associate' e.g. a friend, carer or family member. Disability includes:

- physical
- intellectual
- psychiatric
- neurological
- cognitive or sensory (a hearing or vision impairment)
- learning difficulties
- physical disfigurement, and
- the presence in the body of disease-causing organisms

This broad definition means that everyone with a disability is protected. The DDA supports the principle that people with a disability have the same fundamental rights as the rest of the community. Provisions apply to a wide range of life activities including:

- access to premises used by the public
- education
- provision of goods and services
- employment, and

- administration of Commonwealth laws and programs

The DDA requires that appropriate changes be made to provide access. Where this does not occur, a person can take legal action through the Australian Human Rights Commission (AHRC) or the Federal Court.

### **What is discrimination?**

Discrimination is defined as treating people with a disability less favourably than people without the disability would be treated, under the same circumstances (**direct discrimination**).

Discrimination also exists where there is a condition or requirement imposed which may be the same for everyone, but which unfairly excludes or disadvantages people with a disability (**indirect discrimination**).

It is also unlawful to discriminate against a person because their associates (family, carers, partners etc) have a disability.

Different treatment of people with a disability is not unlawful discrimination where it is reasonably intended to ensure that they have equal opportunities or to meet their specific needs.

## **How many people have a disability?**

The 2012 Survey of Disability, Ageing and Carers (SDAC) estimated that 4.2 million Australians (or 18.5% of the population) had a disability. By applying this to YPRL service's population of 356,414 (2012–2013 YPRL Annual Plan), it is estimated that about 65,000 potential library service users have some form of disability.

## **Ageing Population**

The ageing population is also significant to YPRL service. The 2012 Survey of Disability, Ageing and Carers (SDAC) estimated that around 3.3 million older Australians are aged 65 years and over, representing one in every seven people (14%). Once again, utilising the YPRL service's population of 356,414, this equates to approximately 50,000 people aged 65 and over. As disability is expected to increase with age, and the community is generally getting older, it is expected that the impact of an ageing population, and the resultant access issues that develop will also impact on the need to ensure equitable, dignified access is provided to all library services and operations.

## **What is a Disability Action Plan (DAP)**

The DAP provides the framework for YPRL to address disability access issues across all areas of library responsibility and operations, and to support it in meeting its requirements under the DDA. The DAP will assist YPRL in removing access barriers and providing equity of access to services, facilities and employment for all people. The DAP is designed to ensure that YPRL practices are proactive in relation to meeting the needs of people with disabilities, their carers and associates, and that services and facilities will be accessible to all.

The DAP document:

- identifies access barriers to YPRL
- outlines actions to remove barriers
- includes priorities for actions
- identifies who has responsibility for ensuring actions are completed
- outlines how monitoring, reviewing and evaluating of the DAP will occur

### **Why prepare a Disability Action Plan**

Developing a DAP is one way that YPRL can begin to meet its responsibilities under the DDA.

The DAP will provide a framework for YPRL to address disability and access issues across all areas of the library service.

When the DAP is registered with the Human Rights Commission, it must be taken into account in any complaints made against YPRL in relation to disability discrimination.

### **How we developed this Disability Action Plan**

The DAP was developed through an information gathering and review process, in consultation with key stakeholders that included:

- library branch staff – 2 consultation workshops and disability awareness sessions
- Executive Management Team (head office) – ‘one on one’ interviews with each member of Executive Team to review status of 2008 -2012 actions and identify key future actions

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- library users (community members) survey – distributed online and in hard copy format through branch libraries
- review of key planning documents and website to support and/or guide new actions – this included annual plan, strategic plan and collections policy

The development of the DAP was facilitated by the Institute of Access Training Australia (IATA), an organisation that has extensive experience in the facilitation and successful development of DAPs with a wide range of organisations. IATA has extensive skills in engagement of stakeholders, and provided leadership and support to YPRL stakeholders and staff in facilitating the development of the Plan. Commitment from the library Board, library management and library staff was confirmed as part of the development process.

## Overview of this Disability Action Plan

The DAP has been structured to link with and support YPRLs Strategic Planning framework, in line with the six key objectives identified in the Strategic Plan 2013–2016: Creating informed, connected, inclusive communities as follows:

1. Collections
2. Programs
3. Technology
4. Spaces
5. Staff
6. Finance, governance and sustainability

This plan states, *“that the library service is in a strong position to focus on key outcomes as we move into the digital age. We have defined the core activities of the library as reading, learning and meeting. These activities are supported by; a collection of physical and digital items developed through usage-based statistics; staff who work in a branch structure aligned to these activities; and technology that is taking advantage of broadband and the NBN.”*

The DAP represents a ‘whole of organisation’ approach to addressing access and inclusion issues. It reflects the need for all areas of the organisation to collectively work together in a coordinated manner to improve access for all.

The DAP will be systematically implemented, monitored, reviewed and evaluated on an ongoing basis.

## Objectives of this Disability Action Plan

In line with the Strategic Plan 2013–2016 YPRL is committed to:

### ***‘Creating informed, connected, inclusive communities’***

The objectives of YPRL DAP are to ensure that the library service is accessible to – and inclusive of – people with disabilities, and that the community has equitable, dignified access to all of the library services, programs, facilities, information, communication and employment systems.

In addition, the objectives aim to ensure that people with disabilities have appropriate access to consultative processes in order to effectively contribute to, and participate in, service planning and developments, to improve access for all to the library.

Key objectives of the DAP are:

- to confirm YPRL’s acknowledgement of people with disabilities as an important and significant part of the community
- to confirm YPRL’s commitment to meeting the needs of people with disabilities, their families and carers, as both library users, staff and volunteers
- to provide a framework for YPRL to work towards provision of accessible and equitable services in all areas of library planning and operations
- to promote participation and inclusiveness of people with disabilities in the library service
- to demonstrate community leadership
- to assist YPRL to meet its legislative requirements under the Disability Discrimination Act and other relevant legislation

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The development and implementation of this new DAP provides an important planning framework. It will support YPRL in moving forward in a proactive way, to ensure the needs of people with a wide range of disabilities and other access challenges are considered and addressed in all library planning, service delivery and operations.

### Overview of YPRL

Yarra Plenty Regional Library (*formerly Heidelberg Regional Library Service*) was established in 1965 to provide library services to the City of Heidelberg and the Shires of Diamond Valley and Eltham. The City (then Shire) of Whittlesea joined the service in 1976.

In 1995, following changes to the local government boundaries, the new municipalities of Banyule, Nillumbik and Whittlesea continued their support for the regional library service and Yarra Plenty was one of the first incorporated library regions established under the new Local Government Act. The following key information was reported in the 2012–2013 YPRL Annual Report:

- services a population of 356,414, of whom 141,735 are members.
- 1,339,423 million visits to the library
- 831,189 visits to the library's website (representing a 6.12% increase on 2011/2012 statistics)
- 3,508,912 million items circulated
- 104,925 items added to the collection
- 77,740 members borrowed at least once this year
- 107,487 people attended library programs and activities (representing an increase of 41% on the 2011/2012 statistics, or averages 2,000 visits per week)
- 156 staff, with a budget in 2013–2014 of more than \$13 million



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There are eight branch libraries located at; Diamond Valley, Eltham, Ivanhoe, Lalor, Rosanna, Thomastown, Watsonia and Mill Park. A mobile library provides service to areas without easy access to a branch library, and a specially designed van visits residents who cannot leave their home or who live in supported accommodation throughout the region.

Responsibility for the provision and management of YPRL rests with the Regional Library Board, which comprises two representatives from each of the three member Councils.

### Access Requirements

There are a wide range of **Access Requirements** relating to the provision of an accessible library service. These relate to library operations including:

- buildings and facilities
- collections – access and scope
- communications
- consultations
- equipment, technical and adaptive technology
- events
- format of reading materials
- furniture
- internet and related materials and supports
- loans
- presentations
- publications

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- reference materials relating to disabilities
- resource sharing
- service delivery methods
- signage
- staff and volunteer employment, training and support
- support services

These have all been considered in the development of this DAP.

## **What we achieved so far**

It is important to acknowledge the work that YPRL has already undertaken to provide more accessible and inclusive library services. Many of the initiatives achieved so far have been supported through the previous 2008–2012 DAP. Below are some of the key highlights which have been identified through ongoing internal monitoring and evaluation and from the review and consultation with staff and community as part of the development of this new DAP. Many actions have been implemented to date, to improve access and inclusion. These have included:

- 2012 recipient of the biennial Pierre Gorman Award from the State Library of Victoria. The award supports public libraries in the development and delivery of library and information services to people with a disability. The grant of \$25,000 enabled the promotion of library services to the deaf community
- incorporation of Auslan interpreters for various programs, including signed story times and poetry recital
- celebration of International Year of disability with events in libraries
- development of a partnership with Vision Australia to support the Digital Accessible Information System (DAISY) reader equipment

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- working with relevant access, aged and disability staff at local Councils
- introduction of the scooter recharge program at libraries
- compliance with relevant access standards relating to buildings
- provision of accessible keyboards and roller mice across libraries
- provision of an accessible mobile library service
- upgrade of website with improved accessibility features
- availability of helpful staff who are willing to provide assistance
- utilising and displaying 'Assistance Animal Welcome' Stickers at branch libraries
- purchase and installation of new furniture, fixtures and fittings to improve access
- incorporation of physical disability and mental health issues in 'market place of ideas' sessions
- development of 'Lachlan the Dog' reading program at Diamond Valley – Victoria's first accredited reading program for children of all abilities
- development of Mill Park library as a NBN Digital Hub to support digital literacy, health, education, business, networking and home entertainment communication
- installation of new accessible self-checkout systems including low height accessible counter
- implementation of the 'donut tag' modification to the self-check system for people unable to self-swipe their library card
- provision of accessible ramp access to buildings, which links to accessible car parking
- provision of large print keyboards
- installation of over 100 large computer screens throughout all branches
- provision of online resources and loan systems
- provision of additional large print books and talking books
- development of positive partnerships with organisations and services who support people with a disability
- provision of outreach service to aged care institutions – Words on Wheels – computer classes and introductions to library service

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- provision of e-library service including video and audio
- provision of story time programs specifically for people with a disability
- expansion of the resources provided in e-library
- increase in provision of DVDs with captions
- increased awareness by staff of access and disability requirements of library patrons
- provision of English as a second language (LOTE) story times and collections
- provision of SMS for communication with library users

## Summary of key issues

The issues to emerge from the review and consultations in relation to current access barriers generally relate to the areas listed below:

### Physical Barriers

#### Ivanhoe Library

- inaccessibility of stair-only access at Ivanhoe library – any programs provided upstairs cannot be accessed by people with a mobility challenge
- lack of handrails at ramp
- lack of adequate parking space for scooters
- inadequate counter height for self-loans
- restricted access to the two disabled parking bays provided
- narrow pathways to toilets and collections
- inappropriate height of some shelving
- steep entrance ramp

#### Eltham Library

- challenges with some scooter manoeuvrability in some sections
- inaccessible upstairs study room
- access challenges associated with crowded Returns room

### **Rosanna**

- lack of adequate size and design of the sit-down desk at Rosanna, which does not provide suitable access for patrons
- access issues with overcrowding of the staff workroom

### **Watsonia**

- lack of accessible parking bays.

### **Diamond Valley**

- lack of accessible parking bays
- challenges of being located a considerable distance from public transport
- lack of Braille signage on toilets.

### **Lalor**

- lack of emergency exits at consulting and meeting rooms.

### **Thomastown**

- lack of accessible emergency exits in consulting rooms.

### **Non-Physical Access Barriers**

- lack of awareness and confidence to utilise some of the equipment and supports available to support access
- lack of adult programs for people with a disability
- lack of awareness of the information, resources and programs that the library has available to support them
- lack of staff awareness on how to support people with an intellectual disability
- challenge of identifying mental illness and how best to deal with patrons with 'hidden disabilities'
- lack of staff awareness about the Disability Action Plan, particularly from new staff
- lack of screen-reader equipment at some branches
- lack of resources to make events more inclusive on a regular basis
- limited capacity for branch staff to provide employment and volunteer opportunities, given the time and resources required
- challenges of providing care and support for library visitors who have access challenges and an intellectual disability, for example, adult falling out of chair and requiring be lifted back in
- lack of access to some adaptive technology at some libraries, for example, Zoom Text and Jaws (Watsonia library)

### **Library resources relating to a variety of disability issues**

A search of the online catalogue was undertaken using the 'keyword' search facility, to identify library resources available relating to disability access, disability references, disability support groups and disability support equipment. Common disability issues relating to physical disability, vision and hearing impairment, mental illness and intellectual disability were also searched. The following results were achieved which also highlights a comparison to the 2008 search.

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<b>Keyword</b>	<b>2008</b>	<b>2013</b>	<b>Difference</b>
Access and inclusion	0	1	+1
Assistive technology	0	7	+7
Braille books	15	2	-13
Brain injury	6	14	+8
Dementia	0	61	+61
Disability advocacy	0	2	+2
Disability agency	0	0	0
Disability assistance	0	0	0
Disability equipment	0	0	0
Disability support group	0	1	+1
Intellectual disability	2	0	-2
Mental illness	80	156	+76
Adaptive technology	0	0	0
Auslan	26	20	-6
Brain damage	15	26	+11
Carers	27	29	+2
Depression	309	378	+69
Blindness	27	347	+320
Disability access	0	5	+5
Disability directory	0	1	+1
Deafness	7	120	+113
Hearing impairment	2	3	+1
Large print	10,626	13,829	+3,203
Vision impairment	0	1	+1



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Whilst there is a range of disability and access-related materials and resources available, this 'snapshot' suggests that the scope is limited in areas such as adaptive and assistive technology, disability advocacy, assistance, and equipment.

Directories relating to disability support services, and items relating to support groups are also not available. However, resources relating to mental illness, particularly depression, appear to be extensive and have increased significantly over the last five years. Large print items have also increased considerably, as well as materials relating to deafness and blindness.

## What we plan to do

As a result of the consultation process and the review of the 2008–2012 DAP, the following actions have been developed in line with the key areas of YPRL Strategic Plan 2013–2016. These form the basis of the DAP, which is structured as follows:

- Strategic Plan component and key elements
- outcomes identified that link to the Strategic Plan component
- actions to support outcome
- identification of library section responsible for action
- priority of actions

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## 1. Collections

Key elements from the YPRL strategic plan include promotion of collections, relevance and tailoring to local communities, promoting e-book offerings, and enhancing access to information including reference resources.

Outcome Area	Actions	Responsibility	Priority Essential Important Preferred Ongoing
1.1 The collection is accessible to people with a disability in a range of alternative formats	<p><b>Hearing Impairment</b></p> <p>a) Continue to provide access to materials and information to support people who are deaf or hearing-impaired with a focus on:</p> <ul style="list-style-type: none"> <li>• captioned DVDs</li> <li>• e-books</li> <li>• Auslan picture books</li> </ul> <p><b>Vision Impairment</b></p> <p>b) Continue to provide access to materials and information to support people who are blind or vision-impaired with a focus on:</p> <ul style="list-style-type: none"> <li>• downloadable audio books</li> <li>• physical audio books</li> <li>• availability of daisy players in branch libraries and outreach vehicle</li> </ul>	Manager Collections	Important Ongoing

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Outcome Area	Actions	Responsibility	Priority Essential Important Preferred Ongoing
	<ul style="list-style-type: none"> <li>• large print</li> </ul> <p><b>Intellectual Disability</b></p> <p>c) Continue to provide access to materials and information to support people who have an intellectual disability with a focus on:</p> <ul style="list-style-type: none"> <li>• low vocabulary/high interest titles</li> <li>• downloadable music</li> <li>• audio-visual material</li> <li>• books with illustrations and photographs</li> </ul>		
1.2 General support and service information relating to disability can be accessed from library	<p>a) Ensure that relevant and timely website links to key disability agencies, supports and services are provided through the online catalogue utilising user-friendly terminology</p> <p>b) Encourage promotion of relevant local disability services and support information relevant to specific branches and library users</p> <p>c) Actively participate in inter-library lending of materials and aids that support people with a disability</p>	<p>Manager Collections</p> <p>Manager Community Engagement</p>	<p>Important Ongoing</p>

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<b>Outcome Area</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Priority</b> Essential Important Preferred Ongoing
1.3.Collection is well informed by a range of community needs, including people with a disability	a) Collection planning and consultation considers the needs of people with a disability and provides opportunity for input. This to include annual Collections survey  b) Review of the relevant Collection policies and strategies to ensure it adequately considers the needs of people with a disability	Manager Collections	Essential Ongoing

## 2. Programs – reading / learning / meeting

Key elements from the YPRL strategic plan include developing programs and opportunities to foster and encourage reading, writing and learning, working with other learning providers and promoting branch libraries as meeting places for reading, learning and culture.

<b>Outcome Area</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Priority Essential Important Preferred Ongoing</b>
2.1 Inclusive and accessible reading, writing and learning programs	<p>a) Continue to provide a range of programs that support active participation by people with disabilities and access challenges. This can be branch-specific as well as service-wide, and include:</p> <ul style="list-style-type: none"> <li>• Auslan storytelling, book club and cultural performances</li> <li>• learning through play programs for students with mild to moderate intellectual disabilities</li> <li>• ‘Lachlan the Reading Dog’ program</li> <li>• outreach storytelling times in disadvantaged communities</li> <li>• older adults learning and meeting programs</li> <li>• mobile library service</li> </ul> <p>b) Explore options for development of new reading, writing and</p>	Manager Community Engagement; Branch Managers	Essential Ongoing

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Outcome Area	Actions	Responsibility	Priority Essential Important Preferred Ongoing
	<p>learning programs that engage, include and support people with a disability</p> <p>c) Continue to participate and/or promote a variety of events that support and acknowledge people with a disability. This can include:</p> <ul style="list-style-type: none"> <li>• International Day of People with a Disability</li> <li>• Senior Citizens' Week</li> <li>• Carers' Week</li> <li>• local community celebrations and promotions</li> </ul> <p>d) Consider development of an Access Checklist to support branch staff in their planning and organisation of events and promotions</p>		

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<p>2.2 Accessible and user-friendly information, publications and communications that enhance access for all</p>	<p>a) Investigate options for the incorporation of a library access guide or section (for location on website) that includes accessible features of each library. This can include feasibility of producing information in hard copy print as well</p> <p>b) Implement a signage strategy for the library service incorporating both external and internal areas. This should consider Braille and tactile components and appropriate font types and print sizes to support users with a range of disabilities, including vision impairment</p> <p>c) Consider incorporation of appropriate communications checklists and guides to support accessible approaches to marketing and communications. This can include:</p> <ul style="list-style-type: none"> <li>• accessible communications</li> <li>• accessible publications</li> <li>• accessible consultations</li> </ul>	<p>Manager Community Engagement</p>	<p>Important</p> <p>Preferred Important</p>
<p>2.3 Development of positive partnerships in service delivery</p>	<p>a) Maintain partnerships with the three member Councils and other relevant organisations in the provision of library and information services to people with disabilities, to keep abreast of innovations, initiatives and best practice</p> <p>b) Further encourage links and partnerships with relevant agencies that target and provide for people with a disability</p>	<p>CEO; Branch Managers; EMT</p>	<p>Important Ongoing</p>



### 3. Technology

Key elements from the YPRL strategic plan include being responsive to needs for online services, leverage opportunities of the NBN, fostering innovation with the provision of digital, creative and maker spaces and facilitating business improvements in the organisation.

<b>Outcome Area</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Priority</b> Essential Important Preferred Ongoing
3.1 Assistive technology and adaptive equipment enhances accessibility for staff and community	a) Undertake a review of what adaptive technologies are available at each branch library to identify gaps and opportunities, and make this information available to staff and library users  b) Aim to provide the following adaptive technology at each branch library as a minimum: <ul style="list-style-type: none"> <li>• Communication Board</li> <li>• Screen reader built into windows</li> <li>• Headphones</li> <li>• Screen magnifier</li> </ul> b) Continue to provide DAISY  c) Expand the availability of devices to enlarge print or microfiche,	Manager Resources; Manager Community Engagement	Important Ongoing

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Outcome Area	Actions	Responsibility	Priority Essential Important Preferred Ongoing
	<p>such as handheld magnifiers available at Diamond Valley, Ivanhoe, Mill Park (local history room)</p> <p>d) Investigate the demand for providing other assistive and adaptive equipment to support access</p> <p>e) Ensure all new and emerging assistive technology options are investigated, costed and considered for implementation in branch libraries</p> <p>f) Ensure staff are provided with relevant training to support successful implementation and understanding of new technologies</p>		
3.2 Seamless technology that enhances the experience of all service users	<p>a) Promote the capacities and benefits of the library technologies and initiatives that can enhance access and inclusion. Include:</p> <ul style="list-style-type: none"> <li>• NBN Digital Hub at Mill Park</li> <li>• expansion in the availability of downloadable media</li> <li>• e-books, e-audio books and other online resources</li> </ul> <p>b) Ensure that any new technologies consider the access</p>	Manager Community Engagement; Manager Resources	Important Ongoing

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<b>Outcome Area</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Priority</b> Essential Important Preferred Ongoing
	implications, opportunities and potential barriers to use by all		

## 4. Spaces

Key elements from the YPRL strategic plan include proactively planning for community and responding to demand, providing quiet and collaborative spaces, and continuing to develop the website to be more functional and social.

<b>Outcome Area</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Priority</b> Essential Important Preferred Ongoing
4.1 Responsive, informative and accessible website and online services	<ul style="list-style-type: none"> <li>a) Ensure the redeveloped library website is accessible and meets World Wide W3C accessibility requirements</li> <li>b) Provide any downloadable documents from library website that are in PDF in a text-only alternative, suitable for access by people using screen reading software</li> <li>c) Include information about accessible library features and supports on the library website</li> <li>d) Provide online facilities for all users to access collections, book meeting rooms, book activities, enroll in programs, change personal details etc.</li> <li>e) Support for further development of the libraries' capacity and use</li> </ul>	Manager Resources; Manager Community Engagement	Essential Ongoing

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Outcome Area	Actions	Responsibility	Priority Essential Important Preferred Ongoing
	<p>of social media as a means to connect with customers</p> <p>f) Ensure that online collections are accessible to all</p>		
4.2 Accessible libraries' facilities and spaces	<p>a) Liaise with Nillumbik and Whittlesea Councils to appoint Accredited Access Consultants to undertake access audits of all branch libraries (including Banyule libraries, as access audits were undertaken in 2007/08 and are now out of date under new legislation) to identify and prioritise access issues and recommendations for action</p> <p>b) Budget for and implement upgrades over agreed timelines</p> <p>c) Continue to work with Banyule Council on the redevelopment of the Ivanhoe Library site</p> <p>d) Ensure all new buildings comply with new building codes and the <i>Disability Access to Premises – Buildings Standards 2010</i></p> <p>e) Ensure an Accredited Access Consultant is engaged to review all proposed new works / plans for library buildings prior to 'sign off'</p>	<p>Manager Resources; Manager Community Engagement</p>	<p>Essential Ongoing</p>

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	<p>for construction</p> <p>f) Continue to promote and support the provision of the mobile library services</p> <p>g) Support for the exploration of the delivery of collection and library services in other accessible formats:</p> <ul style="list-style-type: none"> <li>• pop-up community locations</li> <li>• local reading lounges</li> <li>• book vending and dispenser machines</li> </ul>		
4.3 Furniture and general equipment is accessible to all	<p>a) Develop a Furniture and General Equipment Purchasing Policy that incorporates accessible, adjustable and adaptive furniture and general equipment to suit the needs of older users, and people with disabilities including:</p> <ul style="list-style-type: none"> <li>• seats with backs and armrests</li> <li>• furniture with effective contrast to surroundings</li> <li>• adjustable height desks</li> <li>• accessible book trolleys</li> </ul>	Manager Community Engagement	Preferred

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<b>Outcome Area</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Priority</b> Essential Important Preferred Ongoing
	<ul style="list-style-type: none"><li>• accessible keyboards (yellow &amp; black)</li><li>• page turners</li></ul>		

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## 5. Staff

Key elements from the YPRL Strategic Plan include providing a relevant and innovative staff development program, promotion of a safe and healthy workplace, and commitment to fair, equitable and transparent human resource and industrial relations practices.

Outcome Area	Actions	Responsibility	Priority Essential Important Preferred Ongoing
5.1 Knowledgeable and confident staff who support people with disabilities in accessing the service	<p>a) An ongoing program of disability access awareness training is implemented across the organisation. Key focus areas can include:</p> <ul style="list-style-type: none"> <li>• generic disability awareness training for all branch staff and volunteers</li> <li>• induction training for new staff</li> <li>• targeted training for branch staff to support people in communicating with people with an intellectual disability and their carers</li> <li>• training in use of adaptive and assistive technologies</li> </ul> <p>b) Ensure that fire wardens and key staff are provided with emergency evacuation training and evacuating people with access</p>	Human Resources Co-ordinator; Branch Managers	Essential Ongoing



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Outcome Area	Actions	Responsibility	Priority Essential Important Preferred Ongoing
	and communication challenges		
5.2 Accessible library recruitment policies and practices that meet the needs of people with disabilities	a) Review employment policies to ensure they incorporate appropriate disability access requirements  b) Ensure position descriptions can be provided in accessible formats on request  c) Undertake employment advertising and position application processes using a variety of accessible mediums  d) Ensure that selection committees are trained in the responsibilities of the library as an Equal Opportunity Employer and have undertaken disability awareness training  e) Undertake an audit of employment and volunteer opportunities within the library service to identify opportunities for people with disabilities	Human Resources Co-ordinator	Important Ongoing
5.3 Inclusive and effective work	a) Ensure that staff and volunteer training courses are accessible and meet the needs of people with disabilities	Human Resources	Essential Ongoing

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Outcome Area	Actions	Responsibility	Priority Essential Important Preferred Ongoing
environment where appropriate supports are available	<p>b) Explore options for providing training and tools to support staff in communicating with people with intellectual disabilities, particularly in difficult situations where there is disruptive or unacceptable behaviour. Can include:</p> <ul style="list-style-type: none"> <li>• SCOPE training and support</li> <li>• checklists and tools</li> <li>• utilising Banyule City Council handbook – Communicating with People With a Disability</li> </ul> <p>c) Ensure the library intranet is accessible to staff and volunteers with disabilities</p> <p>d) Provide reasonable assistance and adaptations to accommodate the needs of staff and volunteers with disabilities</p>	Co-ordinator	

## 6. Finance, governance & sustainability

Key elements from the YPRL strategic plan include regularly seeking feedback from community and service partners, being responsible for good governance and management, and committing to financial and environmental sustainability.

Outcome Area	Actions	Responsibility	Priority Essential Important Preferred Ongoing
6.1 Library service is well informed by a range of community needs including people with a disability	a) Planning and consultation considers the needs of people with a disability and provides opportunity for input. This can include: <ul style="list-style-type: none"> <li>• annual Collections survey</li> <li>• annual Nexus research survey</li> <li>• relevant local Council annual surveys</li> </ul> c) Linking in with local service providers, networks and disability agencies for feedback, views and service development opportunities	EMT; Branch Managers	Important Ongoing
6.2 Positive culture and organisational focus on access and inclusion,	a) Consider the implementation costs of the DAP in each library budget and funding cycle, and allocate funds to support on-going access improvements	CEO	Essential Ongoing

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Outcome Area	Actions	Responsibility	Priority Essential Important Preferred Ongoing
supported by appropriate funding and resources	b) Investigate any external funding opportunities to improve access and assist in implementing actions identified in the DAP: <ul style="list-style-type: none"> <li>• grants and sponsorship</li> <li>• local government partners</li> <li>• local services and organisations</li> </ul> c) Promote the existence of the DAP across all branches to all staff and ensure they are aware of the focus and key priority areas for action		
6.3 Continually reviewing and improving access and inclusion performance	a) Provide an annual DAP report to the library Board in relation to the progress of implementation of actions identified in the DAP, including: <ul style="list-style-type: none"> <li>• achievements to date</li> <li>• areas still requiring action</li> <li>• any disability discrimination complaints</li> <li>• new areas requiring action</li> </ul> b) Submit copies of the DAP to each Council representative on the	CEO	Important

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Outcome Area	Actions	Responsibility	Priority Essential Important Preferred Ongoing
	library Board for formal presentation to their respective Councils  c) Provide copies of the DAP in MS Word and PDF in both hard copy and online to the Human Rights Commission (HRC) and request that these are included on HRC website as a registered DAP		

## How we will monitor, evaluate and update this Disability Action Plan

This DAP will be monitored, reviewed and updated as follows:

- reports from responsible Managers to CEO every six months in relation to progress of actions in their areas of responsibility
- annual report to the library Board regarding the status of all actions identified within the DAP
- annual consultation with people with disabilities to gain feedback in relation to progress of the DAP
- development of a working party to undertake an audit and review of the DAP and to develop an updated DAP

The Australian Human Rights Commission notes that a DAP is not a static document, but changes according to practices, review and evaluation. AHRC describes 'reviewing' as the process of assessing and revising the DAP.

## How we will communicate this Disability Action Plan

The DAP will be communicated by the following processes:

- posting on the library website in both MS Word and PDF for free download
- provision in hard copy and electronic format to the municipalities of Banyule, Nillumbik and Whittlesea
- provision to all library staff
- provision of copies at all branch libraries and library headquarters
- provision to all library Board members
- registration with the Australian Human Rights Commission and posting on the AHRC website in both MS Word and PDF formats

### Disclaimer

Due care has been taken by Institute of Access Training Australia (IATA) in preparing this Disability Action Plan. The consultants believe the contents to be fair and accurate. IATA does not accept responsibility or liability for the results of specific action taken on the basis of this information, nor for any errors or omissions.

Legal issues in the area of anti-discrimination law are in the process of change. In addition, constant change is occurring in relation to Australian Standards and Building Codes. Due reference should be given to these and other relevant Standards. All actions taken by a public authority, organisation or individual in reliance on an Access Appraisal remain the responsibility of that public authority, organisation or individual.

## Appendix 1 – Abbreviations

ABS	Australian Bureau of Statistics
AHRC	Australian Human Rights Commission
ALT	Alternative text (displayed on a website when an image can be displayed or read)
CD	Compact Disk
CEO	Chief Executive Officer
DAP	Disability Action Plan
DDA	Disability Discrimination Act
DVD	Digital Video Disk
EEO	Equal Employment Opportunity
EMT	Executive Management Team
IATA	Institute of Access Training Australia
MS Word	Microsoft Word document
PDF	Portable Document Format
RPH	Radio for the Print Handicapped
SMS	Short Message Service
WWW	World Wide Web
YPRL	Yarra Plenty Regional Library

## Appendix 2 - List of Common Terms

**Access/ Accessible** – means that a person with a disability is, without assistance, able to approach, enter, pass to and from and make use of an area and its facilities.

**Advocacy** – support and encouragement for a cause. To make changes to laws, policies and practice to improve life for everyone in the community.

**Assistive Devices** – compensatory equipment used to overcome a physical or sensory disability including hand held, electronic and prosthetic aids.

**Built environment** – refers to more than just buildings. It includes footpaths, streetscapes, outdoor areas and any space we make for people to use.

**DAISY**- Digital Accessible Information System

**Disability** – the loss or reduction of functional ability and activity that is consequent upon impairment (World Health Organization). The negative prefix *dis* is considered to be problematic due to the built-in negative bias. Some of the other terms we use to describe people with disabilities have the same built-in attitudinal bias: *infirm*, *deformed* *invalid*, and *impaired*.

**Discrimination** – differential treatment or practice, either intentional or otherwise, that can occur through action, policy, procedure or practise.

**Hearing impairment** – ranges from hard-of-hearing to complete deafness. Can arise from congenital conditions, disease, or deterioration caused by ageing or accident.

**Impairment** – any disturbance or interference with the normal structure and functioning of the body, including the systems of mental function (World Health Organization). This may or may not be a disability, for example, high blood pressure is an impairment but not a disability.



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**Integrate/Integration** – to include everyone. The process of making public or private facilities, services, and programs open and available to everyone in the community.

**Large Print** – large print is generally a print size of 18 point or greater (if possible, items produced specifically for an individual should be in a font appropriate for that person).

**Mobility Disability** – congenital, disease or injury related conditions that result in impaired motion or mobility.

**Person with a disability** – an individual with a physical, visual, hearing, cognitive, mental, emotional, or learning impairment that substantially limits a major life activity.

**Physical Disability** – a physiological disorder or condition, which deviates from the body norm and may or may not be disabling.

**Print Size – Twelve Point** – 12 point refers to the size of printed text. It is widely accepted that text should be printed in at least 12 point. This benefits all community members and is important as our community is ageing.

**Preferred Font (Typeface)** – refers to print that is at least 11 point in size and uses a sans serif typeface such as Sans Serif, Univers, Arial or Helvetica. A sans serif typeface does not have the small counter strokes capping the ends of each character's main strokes, as incorporated in a serif typeface. This information is typed with a Sans Serif Typeface (Arial).

**Preferred Font Style** – the Association for the Blind recommends a simple and uncluttered font style such as Sans Serif, Univers, Arial or Helvetica.

**Vision Impairment** – impaired vision, which may be caused by congenital conditions, disease and deterioration from ageing, or accidents. Serious conditions may cause problems with distance vision, vision acuity, blurred vision, tunnel vision or complete blindness.