



CITY OF HOBART

EQUAL ACCESS COMMITMENT 2021–23



City of **HOBART**

Acknowledgment

In recognition of the deep history and culture of our City, we acknowledge the Tasmanian Aboriginal people as the Traditional Custodians of this land. We acknowledge the determination and resilience of the Palawa people of Tasmania who have survived invasion and dispossession, and continue to maintain their identity, culture and rights.

We recognise that we have much to learn from Aboriginal people who represent the world's oldest continuing culture. We pay our sincere respects to Elders past and present and to all Aboriginal people living in and around Hobart.

Social Inclusion Policy Statement

In alignment with the Universal Declaration of Human Rights, the Council recognises the fundamental right of every individual to participate socially, culturally, economically, physically, spiritually and politically in society.

The Council acknowledges that each member of the community has their own set of strengths, skills and resources and that the contribution of these is of benefit to the whole community.

The Council recognises that not everyone's experience of our community is the same. We acknowledge the systemic barriers within the built, social and information environment that prevent people from thriving and contributing to society. Barriers include lack of employment opportunities, poverty, low

literacy and numeracy, ill health, intimate and family violence, inadequate support services, stigma and discrimination and lack of housing affordability. These are challenges which the Council is committed to addressing through advocacy, partnership and direct action.

Council commits to building social inclusion and actively reducing discrimination on the ground of any attribute listed under section 16 of the Anti-Discrimination Act 1998. The Council commits to social inclusion and compliance with relevant anti-discrimination legislation in all aspects of council operations including strategic planning, service delivery, communications and design and delivery of public spaces.

A note on language: the organisation's registered business name is 'City of Hobart' and 'Hobart City Council' is our legal name. In this document, the organisation is referred to as the 'City of Hobart' or the 'City' with the exception of the Social Inclusion Policy Statement which, as a formal policy, uses the term 'Council'.

Table of Contents

ACKNOWLEDGMENT	2
OUR COMMITMENT TO EQUAL ACCESS	5
OUR ORGANISATION	6
GUIDING PRINCIPLES	7
WORKING IN PARTNERSHIP	9
COMMUNITY INPUT	10
PRIORITY AREAS FOR ACTION	11
ACTION PLAN	12
GOVERNANCE AND REVIEW	15





Our Commitment to Equal Access

The City of Hobart is committed to building inclusive, strong and healthy communities through the celebration of diversity and participation in community life, by making services, programs and facilities accessible for people of all ages and abilities. This Equal Access Commitment (the commitment) outlines key partnerships, focus areas and priority actions.

The City of Hobart aims to support and enhance everyone's capacity to participate fully in community life. Including:

- Recognising the fundamental right of all people in Hobart to have the opportunity to participate fully socially, culturally, economically, physically and politically in the life of their community.
- Ensuring that the needs and aspirations of community members regardless of age, ability, identity or background are addressed in partnership with other key stakeholders.
- Engaging the community to identify community needs and aspirations and to participate in the responses, through community capacity building.
- Identifying and understanding the underlying causes of social exclusion and giving priority to supporting early intervention and prevention approaches.

- Improving access to facilities, services, programs, activities, events, information and employment.
- Ensuring the City of Hobart's practises, policies and procedures actively build social inclusion and do not contribute to social barriers.
- Utilising a whole-of-organisation approach to address the barriers that exclude people from fully participating in community life through the implementation of the Community Inclusion and Equity Framework and this commitment.
- Encouraging changes to physical and social environments that improve access and equity and enhance community participation.

This Equal Access Commitment has been developed with the acknowledgment that everyone's experience in our community is different and the City of Hobart will work closely with those who face additional barriers to participation in community life.

Our Organisation

CITY OF HOBART MISSION

Working together to make Hobart a better place for the community.

The Equal Access Commitment strongly aligns with the broader strategic framework of the organisation and responds directly to the Community Vision and Strategic Plan. Hobart: A City for All, the City of Hobart's Community Inclusion and Equity Framework, describes the City's approach and role. The commitment directs the actions of the organisation that were identified by the community in creating a city for all and provides the framework that underpins our work within Equal Access. This commitment in turn guides action within specific annual and unit plans within the organisation.

COMMUNITY VISION

Capital City Strategic Plan

Community Inclusion and Equity Framework

Equal Access Commitment

Annual and Unit Plans



Guiding Principles

Hobart: A community vision for our island capital, articulates the kind of future the Hobart community would like to see and forms the guiding document for the City of Hobart's strategic plan.

The vision reflects the community's expectation for action in relation to access for all in the city and provides a strong mandate for delivery of this Equal Access Commitment.

This commitment has been developed to respond directly to the following aspirations set out in the community vision:

We make Hobart the most inclusive city in the world, a city that welcomes all.

Pillar 2.2.1

Diversity in culture, nationality, ethnicity, race, gender, sexuality, ability, age, body, family, recreation, profession, personal strengths, income level, language, education, life experiences and more make up each of us and, together, make up our city. We recognise and embrace the rich complexity diversity brings to our lives—we are all part of creating Hobart's identity.

Pillar 2.2.3

People with a disability are afforded the same opportunities to participate fully in community life, regardless of physical or mental capabilities.

Pillar 2.2.5

We recognise and face inequalities, poverty and disadvantage in our communities.

Pillar 2.2.7

We support each other to have our needs met and flourish. We all have opportunities to access and contribute to Hobart life.

Pillar 2.2.8

We are all sincerely valued. We respect each other. We all have the chance to belong.

Pillar 2.2.10

Our natural and built spaces and facilities enable activity and support and enhance our health and wellbeing.

Pillar 2.5.3

Our infrastructure, services and other aspects of our built environment support equal access for all.

Pillar 7.3.2



Working in Partnership

We use our connections and networks to enable participation in civic life. Our strong partnerships support collaboration across councils, community organisations, businesses and other levels of government.

The City of Hobart draws upon our reference and advisory groups to guide program planning and delivery. These groups are integral to our work, providing advice and perspective and partnering actively on projects.

COMMUNITY SECTOR REFERENCE GROUP

The Community Sector Reference Group provides high level partnership on a range of inclusion and equity initiatives and is supported by advisory groups directly relating to equal access.

HOBART ACCESS ADVISORY COMMITTEE

The Hobart Access Advisory Committee provides advice and assistance to the City of Hobart on matters related to access and comprises representatives, community members and support people from the following groups who have an interest in access issues in the City:

- people with physical, sensory, intellectual and psychological disability
- older people
- advocates for children and families
- relevant public sector agencies.

The City of Hobart continues to build upon existing partnerships while creating new strategic partnerships to enable cohesive, collaborative responses to our local challenges.

Key partners include:

- Association of Children with Disability
- Autism Tasmania
- Council On The Ageing (COTA)
- Department of State Growth Tasmania
- Disability Voices Tasmania
- Down Syndrome Tasmania
- Expression Australia
- Guide Dogs Tasmania
- Inclusive Creatives
- Langford Support Services
- Life Without Barriers
- Li-Ve Tasmania
- New Horizons
- MS Tasmania
- Migrant Resource Centre
- Multicultural Council of Tasmania
- National Disability Insurance Agency
- New Horizons
- Possability
- Visibility
- Mosaic Support Services
- Second Echo Ensemble
- TADTas
- Tasmanian Council of Social Services Inc
- The Parkside Foundation
- Variety Tasmania
- Volunteering Tasmania.

Community Input

The Equal Access Commitment has been developed in response to aspirations of our community, specific engagement from the *Hobart: A City for All, Community Inclusion and Equity Framework* and targeted consultation and research. This resulted in the development of detailed action plans that provide specific direction to assist the City in building an equitable and inclusive community.

In direct response to all that we have heard from our community, from the Community Vision and Capital City Strategic Plan and detailed during the engagement process, the community commitments are aligned with the outcomes under Pillar 2: Community inclusion, participation and belonging.

Community input reflects the engagement process that was undertaken with a range of community organisations, advocacy groups and peak bodies, agencies and City of Hobart employees and what we heard during the engagement process is reflected in each commitment. We will deliver on these priorities through a variety of projects, initiatives and partnerships and outlined in the Action Plan (on page 12) of this commitment.

WHAT WE HEARD

There was a strong collective preference in favour of the City retaining the five focus areas from previous Equal Access strategies.

These are:

- participation opportunities – social, cultural, recreational and consultative opportunities
- accessible buildings, infrastructure and streetscapes
- access to parking and transport
- accessible information
- disability awareness.

People with disability, community organisations and advocates also told us about a range of experiences arising from a lack of understanding of their aspirations and needs or preparedness to include them in community life.

Specific challenges were identified during the community consultation including, a lack of social, cultural, recreational and consultative opportunities; inaccessible buildings, inappropriate and insufficient infrastructure and streetscape access; limited access to parking and transport options; limited access to information and a lack of community awareness of disability rights; limited community responsibility; and economic, health, and social impacts that these challenges have on their lives.

It was also acknowledged during the consultation that progress has been made by the City of Hobart in many of the focus areas identified by the community and the sector. The consultation highlighted however, the ongoing need for the City to share stories of people with lived experience as a way of building understanding; of educating and influencing change in Hobart around the issues impacting the lives and experiences of people with disability; and empowering community members to be part of solutions to increase access for everyone.

There was also repeated feedback from a diversity of groups during the consultation about the importance of inclusion and access being at the centre of what we do. Rather than accessibility being an afterthought, it was suggested that we consult as early as possible with 'end users' and the services that work with them. This feedback related to event planning, new businesses and services, public spaces, roads and infrastructure upgrades.

Priority Areas for Action

In alignment with the **Capital City Strategic Plan** and **Community Inclusion and Equity Framework**, the City of Hobart commits to actions under the following four priority areas:



Truth and Reconciliation

STRATEGIC PLAN OUTCOME 2.1

Hobart is a place that recognises and celebrates Tasmanian Aboriginal people, history and culture, working together towards shared goals.



Wellbeing and Knowledge

STRATEGIC PLAN OUTCOME 2.3

Hobart communities are active, healthy and engaged in lifelong learning.



Participation and Access

STRATEGIC PLAN OUTCOME 2.2

Hobart is a place where diversity is celebrated and everyone can belong, and where people have opportunities to learn about one another and participate in city life.



Safety and Resilience

STRATEGIC PLAN OUTCOME 2.4

Hobart communities are safe and resilient, ensuring people can support one another and flourish in times of hardship.

These priority areas are used to structure our actions in support of **equal access** and commit to addressing through advocacy, partnership and direct action.

Action Plan

CURRENT AND ONGOING ACTIONS



Coordinate, support and/or promote International Day of People with Disability and other significant events on the annual equal access calendar.

Host a collaborative community celebration of all-ability artists through the annual Ability to Create exhibition, held in May.

Monitor City of Hobart assets (including parks, playgrounds, bushlands, streetscapes, facilities, toilets and buildings) and upgrades at design stage. Regularly monitor and review existing facilities through the Hobart Access Advisory Committee and Subcommittees.

Ensure the City has a dedicated budget for specific parks, streetscapes and parking access improvements.

Enable input from the Hobart Access Advisory Committee on the City's community strategies, publications and communication content.

Provide inclusion and equity training for City of Hobart employees.

Work with State Government, through the Hobart Access Advisory Committee, to respond to issues in the focus areas of access to parking and transport.

Ensure that all City of Hobart funded events are accessible, including the provision of adequate accessible parking spaces, information, interpreters, captioning and audio descriptions.



Consult with the Hobart Access Advisory Committee – quarterly meetings held to discuss access issues, updates, project planning and delivery.

Continue to support recreation programs and initiatives for people with disabilities held in City of Hobart facilities.

NEW INITIATIVES AND GOALS



Increase promotion and publicity of community events and opportunities through the quarterly Equal Access E-newsletter by regularly reviewing the distribution list to include a broader audience.

Increase involvement with the City's Creative Hobart program and commercial art galleries in Hobart through a mentoring program with community artists for Ability to Create.

Increase participation in the All-Ability Access program at Youth Arts Recreation centre through targeted session times and promotion of the program across an annual calendar.

Develop accessibility guidelines to compliment the City of Hobart style guide in conjunction with City of Hobart employees and the Access Subcommittee to ensure information is accessible for everyone. Include options for printed material, accessible formats, use of text size and fonts, easy read text and plain English.

Review the City's Mobility Map with a view to add accessibility features and technology for online access.

Develop an event accessibility checklist in collaboration with City of Hobart employees and the Events Subcommittee for internal and external events (funded through the City of Hobart grants program).

Update the Equal Access webpages on the City's website in collaboration with the Access Subcommittee, to increase accessibility to information and content.

Develop an accessibility checklist for local Hobart businesses and engage with them to become more accessible and inclusive with input from businesses, the City's Hello Hobart program, community organisations and the Hobart Access Advisory Committee.

Increase community awareness of the range of City of Hobart services, facilities and programs available, including: information about MLAK; Changing Places; Community Halls; Mathers House; Youth ARC.



Include the Hobart Access Advisory Committee in future *Hobart Respects All* campaigns to raise awareness of the issues impacting people with disability, families and carers.

Host a community forum to strengthen community understanding and capacity building around access and inclusion.

Collaborate with Volunteering Tasmania to increase volunteering opportunities for people with disability through the Inclusive Volunteering Program.

Increase awareness of the human and legal rights of people with disability by including disability awareness training for City of Hobart employees and Elected Members. Include information and practical tools for use by the City when communicating, planning or providing services and programs.



Myrstar

T3
CS

ROTARY

5

Governance and Review

We are committed to being transparent and accountable in the delivery of the Equal Access Commitment. We look to our community to guide us and provide feedback to strengthen our approach and delivery over time. To support this commitment, we have mechanisms to guide the delivery and review of the commitment and to measure the effectiveness of the action plan in addressing issues related to participation, opportunity, accessibility, education and awareness. The governance of our review will be implemented by the following groups:

- **Community Sector Reference Group** includes representatives from major community organisations in Hobart and the sector peak bodies. This group meets with City of Hobart employees quarterly to provide advice and input into the City's work, including identifying emerging issues and appropriate responses. The group also provides feedback on the City's performance in relation to the Community Inclusion and Equity Framework and monitors progress against the suite of community commitments.
- **Inclusion and Equity Reference Group** is made up of diverse City of Hobart employees from across the organisation who meet quarterly to support the delivery of the Community Inclusion and Equity Framework and monitor progress against the suite of community commitments. Members of the Inclusion and Equity Reference Group also work to drive inclusion and equity action within their scope of influence.
- **Hobart Access Advisory Committee** meets quarterly to discuss access and inclusion issues around Hobart. The Committee is made up of representatives from a number of disability advocacy groups, people with lived experience, City of Hobart employees, Elected Members and passionate individuals who provide advice and assistance to the City of Hobart in relation to accessibility.
- **Equal Access Subcommittees** meet three times a year to discuss access and inclusion matters related to streetscape, events and city access. Additional meetings may be convened for the purpose of audits or to consult on specific access issues. Participants involved in the development of the commitment will be invited to join the subcommittees where actions have been assigned.
- **Access working groups** meet monthly to develop strategies and action plans for the annual delivery of International Day of People with Disability events and initiatives, as well as the Ability to Create art exhibition. The working groups consist of members of the Hobart Access Advisory Committee, Creative Hobart program, and people with lived experience, community organisations, local businesses and City of Hobart employees.

Progress against the Equal Access Commitment will be reviewed regularly by the above groups with input from the broader community. The commitment will be updated every two years, to respond to community input and ensure currency.

Hobart Town Hall,
Macquarie Street,
Hobart, TAS 7000
T 03 6238 2711
F 03 6238 2186
E coh@hobartcity.com.au
W hobartcity.com.au