



Banyule City Council

Inclusion Access and Equity Framework 2017 - 2021

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Introduction

Banyule is a diverse community, made up of people from many different cultures, beliefs, abilities and identities. This diversity enriches and improves the Banyule community. The Inclusion, Access and Equity Framework (IAEF) expresses Banyule City Council's commitment to its diverse communities, and guides the way that Council will work to promote and foster inclusion, access and equity.

The IAEF does not replace existing Plans. It will allow Council to work in a coordinated and consistent way, while still engaging with the particular issues that concern our diverse communities.

Background

The advantages of being inclusive and providing equity are well known. For Council, being inclusive leads to greater staff satisfaction, to a positive public image and reputation, and to becoming a sought-after employer. In relation to policy and service planning, it will lead to better designed services, improved use of Council services and programs by people that need them, greater creativity in service design and delivery, and greater reach into the community. At a community level, greater equity and inclusion has improved indicators on health, safety, customer satisfaction rating, and creative city status. It has led to improved community relations and community cohesion, reduction in crime, improved prosperity, improved employment and housing prospects, and it has empowered groups able to advocate on their own behalf.

Banyule City Council has a strong history of inclusive planning through previous Social Inclusion Plans, Disability Action Plans, Multicultural Plans, and Reconciliation Plans. Numerous projects have provided more inclusive services or have responded to community concerns around exclusion or discrimination.

Earlier plans focused on particular communities. Each had separate objectives and actions to improve inclusion and equity. These plans realised many successful projects and events that celebrated diversity.

Council has the responsibility and desire to ensure that the services we provide, and the culture of our organisation, supports and includes people regardless of their background. Council also desires that the services, opportunities and communities in Banyule are accessible to all members of the community, and makes available opportunities for everyone to take part in all aspects of community life.

Council recognises that the needs of particular communities are often different. The issues affecting one community may not be relevant to another. It is important to be mindful of specific issues and to consider them. The IAEF does not replace existing action plans. Rather, it coordinates Council's efforts to support the needs of individual communities. This allows Council to work in a coordinated and consistent way, while still engaging with issues and opportunities in particular communities.

Definitions

What is diversity?

Diversity means that as a community Banyule is made up of many different people. People born and raised in Australia; those who have moved from another country; people from various cultures religions and beliefs; people of different ages, genders and identities; and people with all kinds of different abilities: all these people make up the diversity of Banyule.

What is access?

Access describes Council's awareness that everyone in Banyule should have the opportunity to make use of, approach, enter, exit or communicate with Council (and other) services and resources.

What is inclusion?

Inclusion describes Council's goal to seek the participation, input, ideas and views of Banyule's diverse communities. In this way, services delivered, programs and policies developed and implemented, respect the rights of and meet the needs and aspirations of everyone in Banyule.

What is equity?

Equity describes Council's commitment to apply a fair and just approach to policy development and distribution of Council services and resources. Equity recognises that people are different and therefore require customised responses in order for everyone to achieve a fair outcome appropriate with their rights and needs.

In this context Access is an issue, Inclusion is a process and Equity is an outcome.

Why an Inclusion, Access and Equity Framework?

Local government has a legislative role in providing opportunities for all to achieve best health and wellbeing. This is usually guided by a Municipal Public Health and Wellbeing Plan. Banyule City Council acknowledges that the wellbeing of people in certain groups is affected more than people in other groups, and requires particular attention.

Banyule City Council believes in the rights of all people to be free from discrimination and to have opportunities to participate in community life. The IAEF is Council's statement of commitment. We know that people in the groups below can be left out of community life. The IAEF will help our efforts to make sure they are included:

- People with a disability and their families;
- People from culturally and linguistically diverse (CALD) communities;
- Aboriginal and Torres Strait Islander communities; and
- People from the lesbian, gay, bi-sexual, transgender & intersex (LGBTI) communities.

In the future, this framework could be used for people at different life stages and for other social issues.

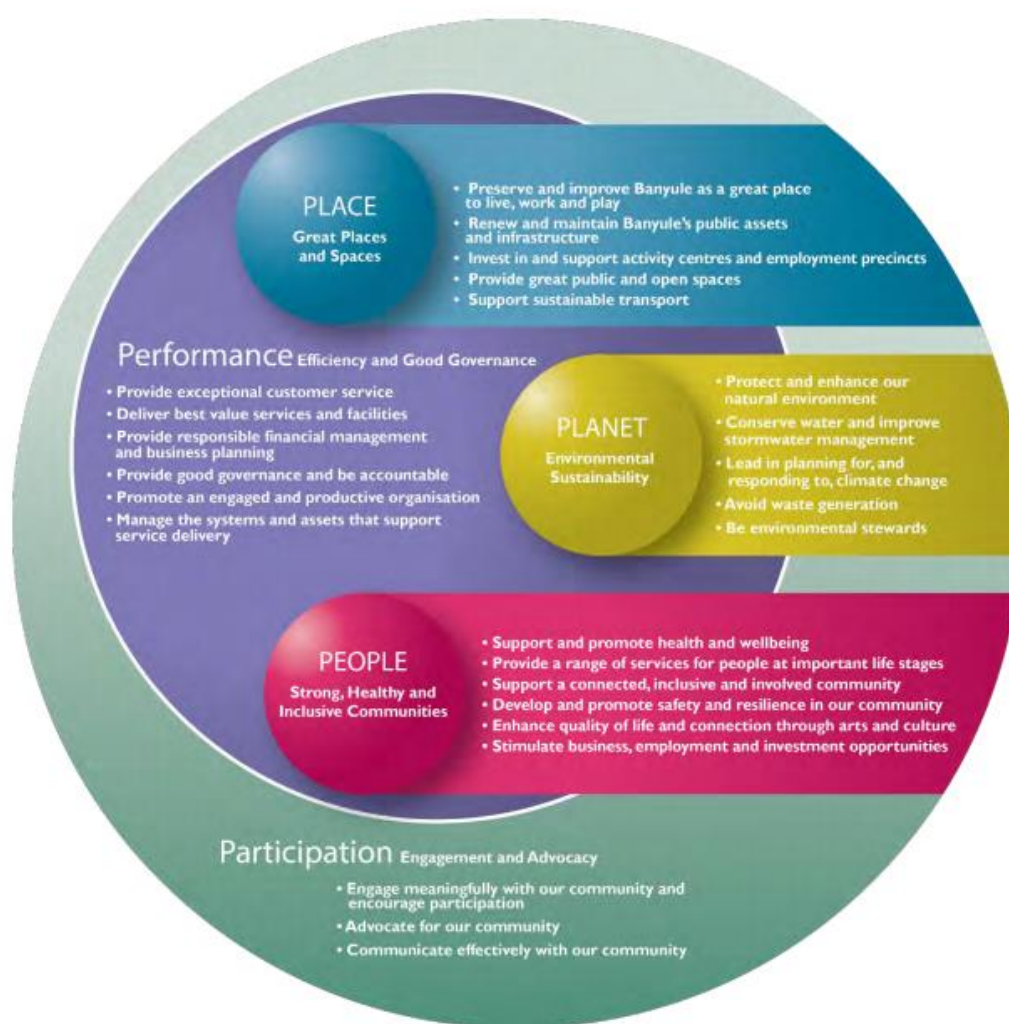
The IAEF will activate and put into practice inclusion, access and equity. It is a resource for all levels of Council to use in their development and evaluation of Plans. The IAEF helps collaboration and communication between Council business units, and its overview reduces duplicated efforts.

Relationship to the Council Plan 2017 – 2021

The purpose of Council's Plan 2017-2021 is to set the strategic direction for Council responsibilities over this four year period. It establishes the vision, objectives and key directions guiding Council's work under five themes which are People, Planet, Place, Participation and Performance. It outlines priorities and helps guide the services that we provide to the community.

The LGBTI Plan is in line with the Council Plan 2017-2021, it directly links to the People and Participation objective and key direction.

The following diagram gives an overview of Council's objectives and key directions.



Values that Govern Our Vision

Values can be defined as the fundamental norms, rules, or values that represent what is desirable and positive for a person, group, organisation, or community, and help it in determining the right or the wrong of its actions. Values are more basic than policy and objectives.

Banyule City Council has established a set of core values that help achieve Council's vision. The vision for Banyule City Council is:

Banyule, a green, sustainable and vibrant place for a health, connected and inclusive community.

The core values that help achieve Council's vision are:

- Respect
- Integrity
- Responsibility
- Initiative
- Inclusion
- Leadership

Victorian Charter of Human Rights and Responsibilities

Council is committed to promoting and protecting human rights. With this in mind the IAEF is based around a fundamental belief in human rights protection and promotion. Within Victoria the *Victorian Charter of Human Rights and Responsibilities Act* calls upon local government to consider human rights when developing laws, policies and when delivering services.

The Charter contains 20 rights that reflect four basic principles. These are Freedom, Respect, Equality and Dignity (FRED). In developing the IAEF, the subject matter does not restrict, limit or interfere with any human rights. The IAEF is consistent with, and advances, the principles of important rights contained in the Charter.

The human rights most relevant to this policy are the rights to:

- freedom of movement (section 12)
- freedom of thought, conscience, religion and belief (section 14)
- freedom of expression (section 15)
- peaceful assembly and freedom of association (section 16)
- protection of families and children (section 17)
- taking part in public life (section 18)
- cultural rights (section 19)
- liberty and security of person (section 21)

Inclusion, Access and Equity Framework Goals

Banyule is a community that celebrates and values diversity. People from diverse backgrounds may feel safe, valued and supported, and have good access to the services and opportunities they desire. These goals describe what we aim to achieve and the broad outcomes we are looking to support for our diverse communities.

1. Ensure Council facilities, activities and services are accessible, inclusive and equitable.

This goal focuses on how we work with our own staff and organisation, and on our own services to respond to the needs of diverse communities. It is Council's desire that the services we provide, and the way we work as an organisation, recognises and responds to the diverse needs of our community.

Intended Outcomes: People do not face barriers in using Council services, facilities and activities.

2. Work in partnership with local services to increase inclusion and address service gaps.

This strategy focuses on how we work with other key service providers to try and make sure our diverse community has good access to relevant services that are inclusive.

Intended Outcomes: People do not face barriers to accessing local services and opportunities.

3. Work in partnership to build the capacity of disadvantaged groups to be involved community life.

This strategy focuses on building the capacity of individual community members and communities to assist them to lead local solutions.

Intended Outcomes: Diverse communities are resilient and engaged in community life.

4. Education, celebration and awareness raising contributing to building inclusive and equitable communities.

This strategy focuses on how we work to increase support and develop wider community understanding, appreciation and pride regarding our diversity.

Intended Outcomes: The community values diversity and there is reduced prejudice.

5. Advocate on behalf of and with our community to reduce discrimination and disadvantage.

Many of the issues facing our community are outside of the direct control of Council. This strategy is about how we advocate on issues that impact on our local community, for issues beyond Council or the local community's direct control.

Intended Outcomes: Peoples rights are protected and promoted.

IAEF Plans and How We Will Use Them

All of Council's IAEF Plans will follow the same format and use the same strategies to work towards the common goal of increasing inclusion, access and equity. The IAEF will apply to the strategic plans for the following groups:

- People with a disability and their families;
- People from Culturally and Linguistically Diverse (CALD) Communities;
- Aboriginal and Torres Strait Islander communities; and
- People from the Lesbian, Gay, Bi-sexual, Transgender & Intersex (LGBTI) community.

In future the IAEF may be used for the inclusion of people in different life stages, and for other social issues.

When developing a strategic plan, the five **goals** should be considered during the research phase. This might include the collection of demographic and other data, consultation and policy analysis. The **strategies** should be considered when looking at what is already happening and what Council can do better in the future.

During the development phase, each **goal** needs to consider each of the **strategies**. Under each **strategy** should be actions over the four-year life of each of the Plans, as in the diagram below:



This table reveals the common strategies applicable to each of the goals:

Goal	Strategies implemented over four years
<p>Ensure Council facilities, activities and services are accessible, inclusive and equitable.</p> <p>Intended Outcome: People do not face barriers in using Council services, facilities and activities.</p>	Implement staff education and awareness training
	Promote and improve access to public meeting places that support our diverse communities
	Offer services, facilities and opportunities that enable equal access and participation and reduce potential for isolation and exclusion. This includes supporting equal access to civic participation
	Develop and promote inclusive employment practice
	Improve communication and access to information through the use of a broad range of communication mediums
	Review Council forms, publications and website to be inclusive and reduce potential for isolation and exclusion
	Improve Council's communication processes by using inclusive language, content and imagery that represents our diverse communities
<p>Work in partnership with local services to increase inclusion and address services gaps.</p> <p>Intended Outcome: People do not face barriers to accessing local services and opportunities</p>	Support local services and groups to engage with our diverse communities and increase community harmony
	Work in partnership with community groups, sporting clubs and organisations to ensure equal access for our diverse communities
	Promote the provision of health services and practices that cater for our diverse communities
	Support and promote initiatives that showcase the positive contribution that our diverse communities make to economic participation through employment and businesses
	Work with local services to encourage equitable employment opportunities
Work in partnership to build the capacity of disadvantaged groups to be involved community life	Support and recognise businesses that show initiative and good practice in including our diverse communities

Goal	Strategies implemented over four years
Intended Outcome: Diverse communities are resilient and engaged in community life.	Support local services and groups to engage with and provide welcoming environments for our diverse communities to increase community harmony
	Support our diverse communities to access funding and other opportunities as they may arise.
Education, celebration and awareness raising contributing to building inclusive and equitable communities. Intended Outcome: The community values diversity and there is reduced prejudice.	Ensure Banyule's events calendar celebrates our diverse communities and considers the diversity in their planning and delivery
	Acknowledge and promote the contributions from our diverse communities
	Support and promote events and activities that celebrate cultural events and diversity, for example Pride March, Reconciliation Week, Disability Awareness Week, Ramadan
	Develop communication initiatives and projects that promote the contribution of our diverse community, target discrimination and promote anti-racism messages
Advocate on behalf on and with our community to reduce discrimination and disadvantage. Intended Outcome: People's rights are protected and promoted.	Extend and enhance partnerships, projects and advocacy efforts that address the needs of our diverse communities
	Develop partnerships, projects and advocacy efforts that address the needs of our diverse communities

These strategies will be interpreted as actions, most of which will be implemented within a 12 month timeframe within annual action plans drawn up for each Plan. These annual action plans give the higher-level four-year plans the flexibility to respond to changes in the wider social and political landscape. The actions drawn up in these annual plans include performance measures which play an important role in the monitoring and evaluation of the four-year Plan.

Engagement

The IAEF provides a way to engage on access and inclusion issues across Council business units, with the community, local services and organisations, and with different levels of government. The Framework can also support Council officers with their engagement of community on projects. For example, it may be used with initial investigations when an emerging issue is identified, such as older women and homelessness.

It is important to consider how Council works internally so that we coordinate efforts and engage key staff on access and inclusion initiatives. The IAEF can support staff across different Council business units as discussed above. Such cross-Council communication and collaboration reduces duplication and includes sharing across Council business units regarding innovation in service delivery for particular groups, good practice in conducting events, and a co-ordinated approach to training, quality assurance and service improvement.

Council's Advisory Committees

Council has a range of Advisory Committees which involves resident representative's community leaders, local services and organisations. The following Advisory Committees have been established to provide Council with advice and information on inclusion, access and equity and on the development and implementation of Council's IAEF Plans.

- Aboriginal and Torres Strait Islander Advisory Committee
- Disability and Inclusion Advisory Committee
- Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Advisory Committee
- Multicultural Advisory Committee

The objectives of the advisory committees are to:

- provide feedback and advice to Council on its policies, plans and services that impact key communities;
- consider and provide advice on key Government initiatives, programs and reviews that impact on key communities;
- advocate on behalf of key communities;
- consider funding and other opportunities as they may arise;
- assist Council to promote the benefits of diversity and enhance understanding about the barriers to equality facing key communities; and
- provide advice to Council in relation to its communication, engagement and consultation with key communities

Monitoring and Evaluation

Measuring the performance of the actions in each of the Plans is critical to giving evidence that the Plans are working towards the goals. Performance measures must be written so that they answer the question: as a result of having undertaken this action, how do we know that this particular goal is being achieved?

Performance measures apply to the annual action plans, which lists actions written to SMART principles: that they are specific, measurable, achievable, relevant and timely. The advisory committees of each of the diverse populations, Council officers and other stakeholders will play a role in monitoring the progress of the annual plans, and in developing successive action plans over the life of the four-year plan.

An example of an IAEF strategic plan is the Multicultural Plan, which includes actions that are organised under the IAEF goals and strategies. The goals and strategies are relevant for the three years of the Multicultural Plan. Each year there will be a set of actions developed that respond to the goals and strategies. The annual actions will allow Council Business Units to have achievable projects to focus on.

Council will monitor the implementation of its Multicultural Plan via a system called Interplan and will work with its Multicultural Advisory Committee and other partners to implement the annual actions.

Further Enquiries

For further information regarding Banyule's Aboriginal and Torres Strait Islander Plan or any of the other plans under the Inclusion, Access and Equity Framework go to

<https://www.banyule.vic.gov.au/Services/Diverse-Communities-and-Social-Inclusion>

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