



Accessible, inclusive Surf Coast Shire

An all abilities guide for residents and visitors



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About this guide

This guide reflects Surf Coast Shire Council's commitment to engendering an accessible, inclusive community through the provision of services, facilities and information.

It aims to inform residents and visitors with disabilities, their carers and families about the range of accessible, inclusive services, facilities and resources available in Surf Coast Shire, and how to access these. As a consolidated guide, the information in these pages has been drawn from various existing internal and external sources.

People with a disability have the same rights as other people in the community. They have the right to freedom, respect, equality and dignity. Specific state and federal laws ensure these rights are protected.

This guide seeks to support people of all abilities in fulfilling their potential by actively participating in community life. If it helps you achieve this, please tell us. If there's something we've missed, let us know. See the Feedback section on page 19 for more information about how to do this.

A note about terminology

'People with a disability' and 'people of all abilities' are used interchangeably throughout the guide. This terminology reflects current attitudes recognising the valuable contributions people make to the depth and diversity of community life regardless of their different abilities.



Carolyn Pimentel

I am a mother, a community volunteer and a highly-qualified Information Technology expert who happens to have Multiple Sclerosis (MS).

I have a supportive husband and caring son. We decided as a family to leave the city to live on the Surf Coast, which has been wonderful for all of us. Being in a smaller town means the community is very supportive. One of our neighbours also has MS and together we recently organised a successful fundraiser.

I try to be as independent as possible despite being in a wheelchair. Having managed my MS over the past few years, I am now ready to integrate back into the work force.

Access and inclusion at Surf Coast Shire Council



All abilities in Surf Coast Shire

Current estimates suggest around one in five Victorian residents has a disability of some kind.

In 2011, some 870 Surf Coast Shire residents (3.4% of the total population) required assistance with communication, body movement or self-care activities due to severe or profound disability*. As many people do not require assistance or may not even identify as having a disability, the total number of residents with a disability is likely to be much higher, especially given the Victorian estimate above.

Age represents the biggest contributor to disability rates. In 2011 for example, 86% of local residents aged 95-99 years reported having a disability compared to 22% in the 80-84 years age group. These rates are forecast to increase significantly as the baby boomer population (ie born between 1945 and 1964) ages.

Surf Coast Shire had 2,475 carers (12.2% of the total population) in 2011, each providing unpaid assistance to a person with a disability, long-term illness or advanced age. This included the 'sandwich generation' of middle-aged residents supporting ageing parents and children.

*This data derives from a census question that asks people to self-evaluate their need for assistance. Since many people with a disability do not require assistance (and would therefore answer 'no' to this question), the data should not be viewed as representing the total population with a disability.

Reference: .id Consulting Profile, www.surfcoast.vic.gov.au/My_Council/Population_Information;
City of Greater Dandenong and VLGA, Profiles for Victorian Communities, www.socialstatistics.com.au

Working to improve community access and inclusion

Surf Coast Shire Council acknowledges the contributions that people of all abilities make to our community. We are committed to fostering an accessible, inclusive community that enables people with a disability to realise their potential as equal citizens.

This commitment is articulated throughout the Council Plan 2013-17. The Community Access and Inclusion Plan details how Council will achieve this commitment, including by:

- ensuring infrastructure and environment initiatives incorporate access and inclusion objectives
- adopting accessible, inclusive governance processes and practices
- promoting and delivering accessible, inclusive services, programs and events
- working to enhance local employment and volunteer opportunities for people of all abilities, and
- reducing barriers by raising community awareness of access and inclusion principles and practices, and influencing community perceptions and attitudes.



All Abilities Day 2012, Netball match

Our Rural Access Program

Council's Rural Access Program aims to boost opportunities for people of all abilities and their families to connect with and participate in community life. It achieves this by:

- improving understanding about the needs and aspirations of people with a disability through community education and awareness raising
- ensuring that the needs of people with a disability are the focus of community planning as the basis for developing and implementing projects to respond to these needs and address community priorities
- supporting service providers and other organisations to work together more effectively to help people with a disability to live the sort of life they choose, and
- developing new ways for people to access the information they need about services, community activities, issues and other relevant matters.

Council runs the program in partnership with the Victorian Department of Human Services and works closely with the All Abilities Advisory Committee to identify and respond to access and inclusion issues affecting our community.



The All Abilities Advisory Committee's role

Council established the Surf Coast Advisory Committee on Disability in 2001 and is in the process of renaming it the All Abilities Advisory Committee.

Advisory committee members inform and advise Council on various issues faced by people of all abilities in Surf Coast Shire. As such, the committee's membership is drawn from across the whole shire and represents the full range of all abilities experiences. Members include people with a disability, carers, family members and service providers.

The committee meets up to six times per year with meeting minutes formally noted at Council meetings. Its outcomes help Council to better meet the needs of people with a disability through the organisation's planning, service delivery, information, community engagement and advocacy activities.

You can contact the advisory committee for more information or to provide suggestions and feedback to Council. Call **5261 0600** or email **info@surfcoast.vic.gov.au** to submit a message for the Chairperson via the Rural Access Officer.



Tina Gulino

I may have cerebral palsy but I don't see myself as a person with a disability. I live independently in my own home, am involved in many organisations and enjoy an active social life.

Recently I started a new role with Women with Disability Victoria, working with the Gender and Disability Workforce Development Program. I also chair the Barwon Disability Resource Centre and am a member of the Surf Coast Shire All Abilities Advisory Committee. Previously I worked full-time at the Gordon in Geelong.

I would like to travel. Coming from an Italian background, my dream is to go to Italy one day.

Participating in your local community



Connecting through community houses and men's sheds

Community houses and men's sheds provide opportunities for people of all abilities to meet others, learn new things, share ideas and have fun.

A Men's Shed is a place where men can meet new friends and old mates, gain, share or use their practical skills and knowledge to make or fix things or just have fun.

Men's shed contact details

Torquay

Ray Busby

☎ 5261 4445 or 0419 119 433

Winchelsea

John Bader

☎ 5267 3030 or 0438 396 492

Anglesea

Simon Clarke

☎ 0419 355 703



Community house programs are welcoming and inclusive of all people. They also offer a range of advocacy, referral and support services.

Community house	All abilities facilities
<p>Anglesea McMillan Street 📞 5263 2116 ✉ admin@anglesea.org.au www.anglesea.org.au</p>	<ul style="list-style-type: none"> • Ergonomic chairs, large LED LCD screen, large keys keyboards, adjustable document holders, touch screen tablet (compatible with large screen monitor and overhead projector) and holder. • Accessible toilet. • Accessible parking and ramps.
<p>Deans Marsh 10 Pennyroyal Valley Road 📞 5236 3388 ✉ deansmarshcottage@bigpond.com www.deansmarsh.org.au</p>	<ul style="list-style-type: none"> • Touch screen computer with 40” screen for people with visibility and mobility issues. • Exterior sensor lighting to facilitate night time access. • Accessible toilet. • Accessible parking.
<p>Fig Tree 16 Mountjoy Parade, Lorne 📞 5289 2972 ✉ fig.tree@bigpond.com</p>	<ul style="list-style-type: none"> • LED LCD screen, touch screen computer. • Portable access ramp.
<p>Spring Creek 14 Price Street, Torquay 📞 5261 2583 ✉ co-ordinator@springcreekcommunityhouse.org.au www.springcreekcommunityhouse.org.au</p>	<ul style="list-style-type: none"> • Touch screen computer. • Portable counter hearing loop. • Accessible toilet. • Accessible parking.
<p>Winchelsea 28 Hesse Street 📞 5267 2028 ✉ manager@winchhouse.org.au www.winchhouse.org.au</p>	<ul style="list-style-type: none"> • Large screen TV and movable stand. • Accessible toilet. • Accessible parking.

Expressing yourself

Surf Coast Shire has a rich and diverse artistic community that offers plenty of opportunities for people of all abilities to express themselves.

- **Community houses** run various arts, crafts, writing, cooking and other courses (see page 9).
- **Local libraries** provide a range of programs, events and workshops (www.grlc.vic.gov.au).
- **Anglesea Art House** runs regular weekly classes, holiday programs and weekend workshops in painting, drawing, pottery, mosaics and the like (☎ 5263 3216 anglesearthouse.com.au).
- **Singing For Fun** brings people together to sing in a relaxed and non-threatening atmosphere (☎ 5261 4807).

More information about these and other creative outlets is available at www.surfcoast.vic.gov.au under *Arts, Culture & Events*. Council's Rural Access Officer or Arts Officer can also provide advice (☎ 5261 0600 ✉ info@surfcoast.vic.gov.au).



Bridget Drayton

I am currently training in hospitality and learning to drive. I like to keep fit and recently joined an all abilities netball team in Colac after playing in the local under 13 and under 15 competitions in Winchelsea.

I tire easily due to my cerebral palsy so I have to monitor my energy and take regular breaks. When I finish my course, I hope to find an understanding employer who recognises my abilities. In return, I will give 100% commitment and loyalty.

It's important not to judge a book by its cover and to just give us a go. If we can't do something, we may just need a little bit of help. Anything is possible.

Out and about in the great outdoors

Community gardens, parks, playgrounds and even walking trails! People of all abilities are spoiled for choice when it comes to enjoying outdoor activities in Surf Coast Shire.

Community gardens bring people together to grow productive communal gardens and learn from each other while enjoying fresh air and physical activity. All five local community gardens are wheelchair friendly and most have garden beds suited to people of all abilities.

Community gardens

Anglesea

5 McMillan Street,
Anglesea

Community Garden 3231

2 Fraser Drive,
Aireys Inlet

Danawa

Spring Creek Reserve,
Torquay

Gracedale

16 Mountjoy Parade,
Lorne

Winchelsea

51 Hesse Street,
Winchelsea

For more information, contact Council's Sustainability Officer
(☎ 5261 0600 or ✉ info@surfcoast.vic.gov.au).



Accessible playgrounds are a key feature of most Surf Coast Shire townships, providing a range of facilities for inclusive, creative play for all abilities. Many also offer accessible seating and picnic tables, and some provide accessible drink fountains, toilets, car parking and shelter. The top 10 accessible playgrounds are featured below.

Playground	Accessibility features
Anglesea Lions Park Playground Great Ocean Road	Basket swing, pathways, park furniture, car parking, shade and toilets (2014).
Anglesea Riverbank Moonah Park Playground Great Ocean Road	Basket swing, sound bells, tactile sculptures, pathways, park furniture, toilets and car parking.
Bob Pettitt Reserve Playground Sunset Strip, Jan Juc	Sensory garden, pathways, hammock swing, toilets, park furniture and shade.
Coogoorah Park Playground River Reserve Road, Anglesea	Hammock swing, nature trails, toilet, shade and picnic tables.
Deans Marsh Reserve 20 Pennyroyal Valley Road	Sensory play features, basket swing (2014), shade and parking.
Lorne Foreshore Playspace Mountjoy Parade	Inclusive play features with ramp up into elevated 'play pier', parking, toilets, shade and park furniture.
Newling Reserve All Access Playground 830 Hendy Main Road, Moriac	Tactile play features and ramps, shade, bench seats and picnic tables, toilets, pathways and car parking.
Painkalac Creek Reserve Playground Inlet Crescent, Aireys Inlet	Basket swing, tactile play panels, picnic tables, shelter, toilets and car parking.
Torquay Foreshore Play Park Elephant Walk, The Esplanade	Liberty swing, toilets, good shade and picnic facilities.
Whites Beach Natural Playground The Esplanade, Torquay	Basket swing, raised sandpit, interactive and educational play elements, pathways, drink fountain, park furniture, shade and toilets (2014).

The *Sport, Recreation and Leisure* section of www.surfcoast.vic.gov.au lists the full range of playgrounds and includes a downloadable information brochure.

More information is also available via the Community Recreation Officer
(☎ 5261 0600 or ✉ info@surfcoast.vic.gov.au).

Many Surf Coast Shire **nature reserves and parks** offer accessible areas and features. Some pathways and trails are not suitable for people who use a wheelchair due to steep gradients. The TrailRider all-terrain wheelchair can be hired for free (see page 18) to provide access to other less accessible areas, including some sections of the Surf Coast Walk and other walking trails.

Nature reserve/park	Accessibility features
Allen Noble Sanctuary 96A Great Ocean Road, Aireys Inlet	Picnic tables, jetty, boardwalk, low gradient gravel pathways, seating, adjoins playground.
Anglesea Lookout Nature Reserve Cnr Great Ocean Road & Harvey Street	Seating, shelter/shade, accessible ocean views from the Loveridge Lookout (assisted wheelchair use recommended).
Bellbrae Nature Reserve Cnr Great Ocean, Cemetery & School Roads	Picnic tables, BBQ, toilets, seating, shelter/shade.
Bells Beach Surfing Recreation Reserve Bells Beach Road	Picnic tables, seating, assisted wheelchair use recommended for access to clifftop pathway (part of Surf Coast Walk).
Coogoorah Park Nature Reserve River Reserve Road, Anglesea	Picnic tables, BBQ, toilets, seating, accessible boardwalks, low gradient pathways, adjoins playground.
Jan Juc Creek Delview Court to Three-tier Car Park	Picnic tables, seating, shelter/shade, pathways, BBQs, adjoins playground.
Naphine Reserve Between Princes Highway & Barkly Street, Winchelsea	Picnic tables, seating, shelter/shade, adjoins playground.
Painkalac Creek Nature Reserve Great Ocean Road, Aireys Inlet	Low gradient walking track, fishing platforms.
Paringa Nature Reserve 18 Paringa Crescent, Anglesea	Low gradient walking track, kangaroos often sighted.
Spring Creek Nature Reserve Duffields Road to Surfcoast Highway, Torquay	Low gradient walking track, seating, river views, fishing platform.
Stony Creek Nature Reserve 179 Ocean Road, Lorne	Picnic tables, low gradient walking track, seating, other

A full list of local nature reserves can be found in the *My Environment* section of www.surfcoast.vic.gov.au or contact the Environment Unit (☎ 5261 0600 or ✉ info@surfcoast.vic.gov.au).



About the Surf Coast Walk

The Surf Coast Walk is a 44km world-class walking track. It runs along the coast from Point Impossible to Fairhaven, connecting the Torquay, Jan Juc, Anglesea and Aireys Inlet townships.

Many sections of the walk can be easily accessed by people of all abilities. Other sections may require use of the TrailRider all-terrain wheelchair, particularly for people with mobility issues. Some sections involve steep gradients, stairs and beach access that are not recommended for TrailRider users.

The website www.surfcoastwalk.com.au provides more information about the walk. See page 18 for information about free TrailRider hire.



Getting around

There are a range of local services and resources to support people of all abilities in getting around Surf Coast Shire.

Township access maps provide information about various accessibility features available in Anglesea, Aireys Inlet, Lorne and Torquay-Jan Juc, including parking, pathways, toilets, transport and other public facilities. They are available at www.surfcoast.vic.gov.au and all Surf Coast Visitor Information Centres.

Public transport services include:

- McHarry's Bus Service which operates around Torquay-Jan Juc and to Geelong, including connections to Marshall station (☎ 5223 2111 www.mcharrys.com.au).
- V/Line operates daily coach services between Geelong and Apollo Bay through Surf Coast townships along the Great Ocean Road. Some V/Line services are wheelchair accessible. The website (www.vline.com.au) provides detailed timetable and accessibility information.

Local taxi services offer a limited number of wheelchair accessible taxis, which should be booked in advanced, especially during busy periods. As taxis are licensed to work in specific areas, it is best to contact the company that operates closest to your area.

Taxi area and contact details	No of wheelchair accessible taxis
Anglesea and Aireys Inlet ☎ 0408 325 992	One wheelchair accessible taxi available.
Lorne ☎ 0409 892 304	None.
Torquay, Jan Juc and Bellbrae ☎ 13 10 08	One local maxi taxi and potential for back-up from Geelong fleet.
Winchelsea, Deans Marsh and Moriac ☎ 5267 2888	Two maxi taxis available.



Various **travel passes** are available to assist people with a disability and their carers in accessing public transport at reduced or no cost.

Holders of the following passes are entitled to free travel on Victoria's public transport system:

- **Access Travel Pass** for those who travel independently on public transport but are unable to use electronic ticketing systems (eg Myki) due to disability.
- **Scooter and Wheelchair Travel Pass** for people with a permanent disability who depend on the use of a scooter or wheelchair for mobility outside of their home.
- **Vision Impaired Travel Pass** for people who are legally blind.

For more information and to apply for one of these passes, go to the Free Travel Pass section of the Metlink website (www.metlinkmelbourne.com.au) or 📞 9619 1159.

Disability Support Pension and Carer Payment recipients under 60 years of age are eligible for a **Concession Myki Card**, providing concession fares, free weekend travel within two adjacent zones and free regional town bus travel (📞 13 69 54 www.myki.com.au).

The **Multi-Purpose Taxi Program card** provides Victorians with a permanent disability with access to half price taxi fares (📞 1800 638 802 www.taxi.vic.gov.au).

People with a disability requiring the assistance of a companion are eligible for a **Companion Card**, which provides their carer/companion with free transport on all public transport services (📞 1800 650 611 www.companioncard.org.au).

Carers are eligible for the **Carer Card**, which provides discounts on various activities, goods and services, including free public transport travel on Sundays (📞 1800 901 958 www.carercard.vic.gov.au).

Accessible parking permits are issued to people of all abilities based on their need for assistance.



- **Blue parking permits** entitle permit holders to park in accessible parking bays for the time limit indicated by the sign.



- **Green parking permits** allow permit holders to park in any regular parking bay for double the time limit indicated by the sign.

Contact Surf Coast Shire's Customer Services Centre for more information about accessible parking permits and how to apply for one (📞 5261 0600 TTY: 13 36 77 – ask for 📞 03 5261 0600).

The **Recharge Scheme** enables electric wheelchair and scooter users to conveniently recharge batteries at various public locations while they are out and about in the community.

Recharge venue	Address	Phone no.
Sea Eyes Café	Shop 12, 87 Great Ocean Road, Anglesea	5263 1010
Anglesea Hotel	1 Murch Crescent	5263 1210
Anglesea Golf Club	Golf Links Road	5263 3434
Anglesea Pharmacy	93 Great Ocean Road	5263 1540
Aireys Inlet Hotel	45 Great Ocean Road	5289 6804
Aireys Inlet General Store	40 Great Ocean Road	5289 6221
Aireys Inlet Medical Centre	Great Ocean Road	5289 6432
Kenty's Bakery	Shop 1, 28 Great Ocean Road, Aireys Inlet	5289 6415
Lorne Visitor Centre	Mountjoy Parade	5289 1152
Fig Tree Community House	Mountjoy Parade, Lorne	5289 2972
Lorne Community Hospital	Albert Street	5289 4300
Lorne Hotel	176 Mountjoy Parade	5289 1409
Spring Creek Community House	14 Price Street, Torquay	5261 2583
Surf Coast Sport and Recreation Centre	77 Beach Road, Torquay	5261 4606
Torquay Library	77 Beach Road	5261 3049
Council Office	1 Merrijig Drive, Torquay	5261 0600
Gilbert St Toilet Block	Gilbert Street car park, Torquay	5261 0600
Front Beach Café	16 The Esplanade, Torquay	5261 9752
McDonalds Family Restaurant	63-69 Surf Coast Highway, Torquay	5261 7034
RACV Resort Torquay	1 Great Ocean Road	5261 1600
Surf Coast Medical Centre	100 Surf Coast Highway, Torquay	5261 3911

The RACV also offers emergency roadside assistance for electric scooters and wheelchairs (☎ 13 19 55).

Hiring accessible resources – for free!

Surf Coast Shire offers a range of accessible resources and equipment for hire at no cost.

This includes equipment to help make activities and events accessible and inclusive to everyone, such as:

- temporary accessible parking signage for use in regular parking bays
- portable, temporary gutter ramps to facilitate wheelchair and scooter access to footpaths from roadways, and
- hearing induction loops to assist people with hearing difficulties in meeting or presentation situations.

Contact the Rural Access Officer (☎ 5261 0600 ✉ info@surfcoast.vic.gov.au) to arrange free hire of these items.

For people with physical or mobility issues:

- The TrailRider all-terrain wheelchair offers the ability to get out in the great outdoors and explore some of Surf Coast Shire's most stunning natural areas. The TrailRider can be booked free of charge from the Surf Coast Sport and Recreation Centre located in Torquay.

To make a booking ☎ 5261 4606 or ✉ surfcoastsrc@surfcoast.vic.gov.au to book.

- The Hippocampe beach wheelchair enables access to Surf Coast beaches and is available for hire from the Anglesea Recreation Camp.

To book ☎ 5263 1512 or ✉ anglesea@ymca.org.au



*Hippocampe
beach wheelchair*

Your feedback

Helping us to make Surf Coast Shire more inclusive and accessible

Your feedback and suggestions can help to make Surf Coast Shire more inclusive and accessible. Please contact us to:

- report problems accessing a private or public building
- suggest locations for accessible car park spaces
- raise concerns about internal or external access to public event venues
- alert us to space or mobility issues related to public toilets and other community amenities
- advocate to make more local work or volunteer opportunities available to people of all abilities
- recommend improvements to pathways, public seating, playground equipment and the like to better suit people of all abilities
- suggest ways local businesses (eg cafés, venues, accommodation providers) and community groups (eg recreation and sporting clubs) can include people of all abilities, or
- anything else that you believe would help the Surf Coast Shire community become more accessible and inclusive.

Providing feedback

You can provide feedback directly to Surf Coast Shire by:

Phone: 📞 5261 0600

Email: ✉ info@surfcoast.vic.gov.au

Snail mail: PO Box 350, Torquay VIC 3228

In person: Visit the Customer Service Centre at 1 Merrijig Drive, Torquay

Via your local Ward Councillor (see www.surfcoast.vic.gov.au)

Via the All Abilities Advisory Committee (see page 7)

Facebook: www.facebook.com/SurfCoastShireCouncil

Twitter: twitter.com/surfcoastnotes

People with hearing or speech issues can use the National Relay Service to contact Surf Coast Shire via:

TTY: Call 📞 13 36 77 and ask for 03 5261 0600

Speak and Listen: Call 📞 1300 555 727 and ask for 03 5261 0600

Internet: Log on to www.relayservice and ask for 03 5261 0600

For more information about the National Relay Service (NRS) and its support services contact the NRS Help Desk (TTY: 1800 555 630 Voice: 📞 1800 555 660 SMS: 0416 001 350 ✉ helpdesk@relayservice.com.au)

Surf Coast Shire Council

1 Merrijig Drive (PO Box 350)

TORQUAY VIC 3228

 03 5261 0600

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www.surfcoast.vic.gov.au

