

ACCESS, EQUITY, AND BELONGING

1. Purpose

This policy sets out Glenorchy City Council's commitment to being an equitable, accessible and inclusive city - one that explores and celebrates culture and fosters a genuine sense of belonging. By addressing social, cultural, physical and communication access, this policy ensures that people of diverse abilities, ages, cultures and backgrounds can participate in community life and positively engage with our services, facilities and society.

2. Scope

This policy applies to access, equity, cultural development, and belonging for all in the City of Glenorchy including:

- People of diverse abilities, ages, cultures, and our LGBTIQ+ community, who live, work or visit our municipality
- All Glenorchy City Council's facilities, infrastructure, services, policies, processes and information provided for the community

Underpinning value to this Policy: Council's Kindness Commitment Statement

Recognising the important role that local government plays in the wellbeing and connectedness of our community, Glenorchy City Council is committed to fostering a community where kindness guides our actions, decisions, and relationships.

Council commits to:

- Leading with respect and empathy – valuing every voice, listening with care, and treating all people with dignity.
- Acting with fairness and integrity – ensuring our services and decisions are transparent, equitable, and grounded in compassion.

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- Strengthening connection and belonging – creating and supporting opportunities and spaces where everyone feels welcome, safe, accepted, and supported.
 - Working in partnership – collaborating closely with residents, government, community organisations and businesses to foster a kinder, more connected city.
 - Celebrating diversity – recognising and honouring the City’s Aboriginal heritage and the many cultures, abilities, and life experiences that enrich our community, including our multicultural and LGBTIQ+ community.
 - Supporting wellbeing – promoting initiatives that enhance mental, physical, and social health for all.
 - Caring for our environment – ensuring our built spaces are accessible, welcoming, and sustainable, and protecting our natural landscapes, wildlife, and waterways for future generations.
 - Modelling kindness in action – through our daily interactions, community programs, and partnerships.

Through these commitments, Council will help build a city where kindness is a lived experience that strengthens our sense of belonging, resilience, and shared future, and supports our aspiration for Glenorchy to be the Kindness Capital of Tasmania.

3. Related Documents

- [Premier’s Disability Advisory Council – Tasmania](#)
- [Australian Human Rights Commission](#)
- [COTA Tasmania – Liveable Communities Toolkit](#)
- [Department of Premier and Cabinet – Multicultural Tasmanians](#)
- Access, Equity, and Belonging Policy - Potential Actions (Appendix 2)

4. Statutory Requirements

Acts	<i>Disability Discrimination Act 1992 (Cth)</i> <i>Age Discrimination Act 2004 (Cth)</i> <i>Racial Discrimination Act 1975 (Cth)</i> <i>Sex Discrimination Act 1984 (Cth)</i> <i>Australian Human Rights Commission Act 1986 (Cth)</i> <i>Fair Work Act 2009 (Cth)</i> <i>Anti-Discrimination Act 1998 (Tas)</i>
Regulations	Building Code of Australia
Australian/ International Standards	Australia's Disability Strategy 2021–2031 Accessible Island: Tasmania's Disability Framework for Action UN Convention on the Rights of Persons with Disabilities (2006) National Arts and Disability Strategy

5. Definitions

Refer to **Appendix 1**.

6. Policy Statement

Glenorchy City Council recognises the diversity of its community and acknowledges that people of varying abilities and backgrounds have the right to access, participate in, be free from discrimination, and be included in all aspects of community life, fostering a genuine sense of belonging.

Access issues can affect any member of the community, including people with disabilities, people with prams and small children, people from non-English-speaking backgrounds, people with temporary illness or injury, and older people. People's learning ability, literacy and numeracy skills can also prevent social inclusion.

Council understands that not everyone has the same opportunities and that some people require different supports to be included in their community, to move around the city and to receive the information they need.

Accessibility is everyone's responsibility. We all have a role to play in providing an accessible and inclusive service to the community.

Council recognises how important it is for the community to have the opportunity to express their culture. Distinctive and vibrant local cultures contribute positively to quality of life by building local pride and identity, developing sense of place and promoting greater understanding within our diverse community.

Council recognises that throughout Glenorchy's history, people from diverse cultural backgrounds have come here from all around the world. The significant contributions made by the presence of these diverse cultures to the community has played an important part in the growth and development of the City of Glenorchy.

This policy aims to celebrate and promote the diversity of Glenorchy's community and its culture. It recognises Council's role in promoting cultural diversity, involving not only partners from across the community but also the cultural communities themselves generating and forging their own cultural identities.

Council aspires for the City of Glenorchy be known as one of the most accessible, kindest, equitable, and inclusive cities in Tasmania. A Council that works alongside its community, talks openly, listens deeply, asks before it acts, and embraces new and innovative ways to respond to issues and concerns.

Governance and Engagement

Council will engage with services, organisations, community groups and other levels of government, including representation from people with lived experience, to achieve fair outcomes for the community.

Council will work with its Access and Inclusion Special Committee (name under review, with a recommendation to adopt "Access, Equity and Belonging Committee") to guide

implementation and continuous improvement.

7. Version Control

Version	V 3.0	Adopted	27 July 2026	Commencement date	28 July 2026
Minutes reference	Item			Review period	4 years from adoption
Previous versions	V2.0 adopted 27 September 2021 (Council meeting, Item 11) V 1.0 adopted 19 December 2016 (Council meeting, Item 9)				
Responsible Directorate	Corporate and Community Services		Controller	Manager Community	
ECM Document no	Policies by Directorate				

Appendix 1

Definitions

Disability means Council adopts the World Health Organization understanding of disability as an umbrella term covering impairments, activity limitations and participation restrictions.

Equity/Fairness means giving people what they need to have the same chance as everyone else, recognising that not everyone starts in the same place. The purpose is to remove barriers and provide the right supports.

Belonging means the emotional connection and sense of acceptance individuals experience within a group, community, or organisation. It encompasses feeling valued, safe, respected, and understood for one's unique identity, background, and contributions. When individuals feel a strong sense of belonging, they are more likely to engage actively, collaborate effectively, and contribute positively to their environment. A sense of belonging is one of humanity's most basic needs.

Inclusion means everyone is welcomed and able to take part; people feel valued, safe, respected and involved, regardless of age, ability, culture, background, sex, gender or gender identity.

Diversity means the range of differences among people, including abilities, cultures, languages, ages, sexual orientations, gender identities, and experiences.

Discrimination means when a person is treated less favourably or is disadvantaged compared to others because they have a particular characteristic, such as age, race, sex or disability.

Aboriginal and Torres Strait Islander peoples (ATSI) mean first Peoples of Australia.

Culturally and Linguistically Diverse (CALD) means people who are from diverse cultural backgrounds and/or speak languages other than English.

Culture means the ideas, customs, and social behaviour of a particular people or society. Culture is a system of building identity. In its simplest form, culture is anything that contributes to making a person, or a community, who they are. This may include many things such as family, friends, environment, health, politics, food, religion, sport, art, community, transport access, money, war, experienced trauma, employment, education...the list goes on.

Community Cultural Development (CCD) means the intentional cultivation of culture for community well-being and sustainable living. It involves a conscious effort to shape the cultural environment of a community, focusing on nurturing individual well-being and the vitality of shared experiences. CCD emphasises the importance of cultural knowledge and artistic skills, aiming to improve community capacity and pass on skills through various artistic and cultural practices.

Kindness means a type of behaviour marked by acts of generosity, consideration, respect, or concern for others, without expecting praise or reward in return. It can be directed towards oneself or other people.

Race means a person's race, colour, descent or national or ethnic origin.

Sex means a person's biological characteristics. Gender means social and cultural roles, behaviours and identities. Council recognises and supports gender diversity.