

## DIAP – Report of Actions July 2023

### Outcome 1: Universal Access in Buildings and Spaces

#### 1.1

Implemented best practices for collections and physical spaces in and around branches.

Integrated DIAP into regular Occupational Health and Safety (OHS) walkthroughs and checklists.

Staff report ideas or issues in regular team meetings.

#### 1.2

Focused on online and physical spaces, improving website, eCollections, and building accessibility.

Incorporated accessibility into the planning of the new narm ngarrgu Library.

Improved external signage at Southbank Library at Boyd and Kathleen Syme Library.

Purchased universal access equipment, including reader pens and large print keyboards.

Completed website accessibility analysis using Monsido optimization software.

### Outcome 2: Inclusive Marketing and Communication

#### 2.1

Ensured all library marketing, communications, and information services are accessible in alternative formats.

Conducted a website audit through CoM City Communications.

#### 2.2

Promoted inclusion and participation

Briefing Paper about the Libraries DIAP was presented to CoM Council Dec 2022.

### Outcome 3: Diversity in Programs and Civic Engagements

3.1 Established targeted programs and partnerships with disability groups.

Storming the City Anthology Launch – Writeability  
 Need to Know Editorial Group  
 WIRE Separation to Settlement  
 WIRE Employment Sessions  
 Cook to Connect with Cohealth  
 Collective Being Wellbeing Programs  
 Cost of Living Workshops with Open Table  
 WIRE legal support sessions - migrants and family violence  
 Homelessness Awareness Week event with Wombat Housing  
 Regular tours with Ozanam House homelessness resource centre  
 Partnership with Hidden Disabilities Sunflower scheme

### Outcome 4: Enhanced Employment Opportunities

4.1 Focused on staff training, development, and recruitment opportunities.

Successfully recruited two shelvers who identify as neurodivergent.  
 Library Social Worker engaged in ongoing case management.  
 Various training sessions, including Trauma-Informed Library Practice.

Training sessions completed in the last financial year include:

Deaf Awareness Training	(14 people attended one hour session)
AUSLAN Training	(8 people - 1 hour session for 6 weeks)
Disability Awareness in the workplace	(4 people attended a half hour session)
Hidden Disabilities	(92 people - 25 minute session)
What is Autism (AMAZE)	(7 people attended a 2 hour session)
Pronouns and Inclusive language	(6 people attended a 20 minute session)
Walking in Rainbow shoes	(2 people attended a 20 minute session)
Aboriginal Cultural Safety Training	(13 people attended a 7.5 hour session)
Multicultural Connections	(8 people attended a 2.5 hour session)

This year's planned training includes:

Cultural Awareness and Workplace Behaviours	(2.5 hours, face to face)
Supporting a Neurodiverse Workforce	(1 hour, e-learning)
Share Our Pride – Reconciliation Australia	(2 hours, online learning)
Cultural Awareness with Wurundjeri	(4 hours)
LGBTQIA+ Inclusion in the Workplace	(15 minutes online)
The Art of Inclusion (Podcast)	