

DISABILITY ACCESS AND INCLUSION PLAN 2020-24

EMBRACING EQUITY
IN PARTICIPATION



CITY OF MELBOURNE

Acknowledgement of Traditional Custodians

The City of Melbourne respectfully acknowledges the Traditional Custodians of the land, the Bunurong Boon Wurrung and Wurundjeri Woi Wurrung peoples of the Eastern Kulin Nation and pays respect to their Elders past, present and emerging. We are committed to our reconciliation journey, because at its heart, reconciliation is about strengthening relationships between Aboriginal and non-Aboriginal peoples, for the benefit of all Victorians.



CONTENTS

Foreword from the Lord Mayor of Melbourne and Councillor	6
Introduction	8
Strategic context and organisation wide commitment	8
The 17 Sustainable Development Goals	9
Equity of access, inclusion and participation is a legislative requirement	11
City of Melbourne’s vision	13
How we are working to make Melbourne the world’s most accessible and inclusive city	13
Why we are addressing barriers to access	16
The cultural shift: disability versus diversity	17
City of Melbourne’s commitment	18
Types of disabilities	21
Socio-demographics	22
Did you know?	22
City of Melbourne’s Disability Advisory Committee	26
What the community has told us	28
Research undertaken to inform this plan	29
Disability Access and Inclusion Plan 2020-2024	30
How this plan will be implemented, monitored and evaluated	31
Embracing Equity in Participation	33
Outcome 1: Infrastructure development and public spaces demonstrate best practice in universal access	33

Outcome 2: Our information, services, programs, events, festivals and civic engagements are accessible to people with disabilities	40
Outcome 3: Diversity is valued and supported through education, advocacy and promotional activities	47
References	57

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Image 1. Mature woman using a walker looking at flowers at a florist.

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FOREWORD FROM THE LORD MAYOR OF MELBOURNE AND COUNCILLOR



We are delighted to present City of Melbourne's fifth Disability Access and Inclusion Plan 2020-2024, Embracing Equity in Participation.

City of Melbourne prides itself on being a city for people, where all can participate in the vibrant life of our capital city. We celebrate our diverse communities and acknowledge people with disability as valuable members that live, work, visit and study in Melbourne.



Since 1999, Council has outlined its commitment to reducing and eliminating barriers in our city, guided by the City of Melbourne Disability Advisory Committee whose members help identify access barriers and provide advice on practical and innovative solutions. We have come a long way and many access initiatives are embedded in the core business of the organisation.

However, we acknowledge that there is a long way to go in ensuring equity of participation for all people. That is why this plan is founded on best practice in universal access which is achieved through co-design engagement with people with disabilities. This process acknowledges the importance of lived experience and avails instrumental insights that support us to realise our vision to make Melbourne one of the most accessible and inclusive cities in the world.

Universally accessible environments result in equity of participation for all.

We will continue to work with community members, business stakeholders and other tiers of government to realise this vision and we will report annually on the achievements and progress of this very important work.



Sally Capp
Lord Mayor



Cr Beverley Pinder
Chair People City Committee
Chair City of Melbourne Disability
Advisory Committee

INTRODUCTION

Strategic context and organisation wide commitment

Future Melbourne 2026 sets out the community's aspirations for the city with one of the key goals being that Melbourne is a city that welcomes all people. The importance of the city being accessible, affordable, inclusive, safe and engaging are fundamental principles that guide strategic, policy and service provisions of the City of Melbourne. Similarly City of Melbourne's Public Health and Wellbeing Plan reinforces that wholistic health and wellbeing, for all demographic cohorts, is viable to a liveable city.

The seventeen United Nation's Sustainable Development Goals lay out our responsibility as a local government to consider the long term environmental, social and economic interests of our community. Of particular relevance are the sustainability goals that directly contribute to reducing inequalities and contribute to good health and wellbeing, decent and meaningful work and economic growth.

The 17 Sustainable Development Goals



With reference to these strategic contexts it acknowledged that working towards being a city that is truly inclusive of all people is the responsibility of all work areas across the organisation. This plan advocates and **further** embeds a whole of council approach to understand and address access and inclusion barriers to enable the full participation of all people who live, work, and study in or visit the city.

“By embracing equity in participation and furthering inclusivity, we aim to be a leader in universal access for all.”

Equity of access, inclusion and participation is a legislative requirement

This plan has been developed with reference to international, national and state legislation, with an emphasis on meeting obligations in the Victorian Disability Act 2006. This Act requires all public sector bodies to prepare a Disability Action Plan and Section 38 stipulates that a plan should be developed for the purpose of:

- reducing barriers to persons with a disability accessing goods, services and facilities
- reducing barriers to persons with a disability obtaining and maintaining employment

- promoting inclusion and participation in the community of persons with a disability
- achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

The Disability Discrimination Act 1992 (Cth) makes it unlawful to discriminate directly and indirectly against a person with a disability in many areas of public life. This includes education, employment, getting or using services, renting or buying a house or unit, and accessing public places because of their disability.

The Local Government Act 2020 (Vic) states that each council must have a community engagement policy and that adheres to the following five principles:

- The engagement must state clearly defined objectives.
- Participants must be representative of community.
- There must be easy access to information.
- Support must be available to enable meaningful engagement.
- Participants must be informed on how the engagement process influenced decision making.

City of Melbourne's commitment to seeking and responding to the views and aspirations of people with disability have been captured within this plan, through ongoing civic participation of Council's Disability Advisory Committee, engagement through research and continual opportunity that will be advanced through adherence to universal best practice through co-design with people with disability.



Image 2. A man and women crossing the street. The man is hold a white cane and holding onto the women's arm as they cross.

CITY OF MELBOURNE'S VISION

How we are working to make Melbourne the world's most accessible and inclusive city

The City of Melbourne is committed to being a 'city for people' — one that is welcoming, inclusive and accessible for all. As one of the world's most liveable cities, we strive to demonstrate and lead best practice in universal access.

Drawing on research undertaken, and contemporary policy shifts in the disability access and inclusion arena, this Plan defines best practice universal access as a co-design process of engagement with people with disability that results in environments that can be accessed, understood and used by all people regardless of their age and ability. This results in equity of participation and is the method that will be utilised across the organisation to engage with people with disability at the commencement of an initiative to embed access provisions that will enhance inclusion and participation of people with disability.

With continuous growth in our population and infrastructure, technological advancements and the revolutionary roll out of the National Disability Insurance Scheme (NDIS) which funds individuals with disability to seek support and services to enhance their life goals there are new opportunities and challenges.

Embracing opportunities and challenges will enable us to realise our vision **to make Melbourne the world's most accessible and inclusive city where all people can participate with dignity and independence.**

Best practice in universal access is the way we work to enhance equity of participation.

To build on our status as one of the world's most liveable cities we will strive to demonstrate best practice in universal access through a co-design process of engagement with people with disability at the beginning of projects and developments. This process results in environments that can be accessed, understood and used by all people regardless of their age and ability. It enhances access and inclusion resulting in equity of participation for all.

Our commitment to civic participation provides ongoing opportunities for people with a disability to tell us about the barriers they face. Based on their lived experiences and feedback, we plan, collaborate and seek innovative solutions to reduce and eliminate barriers in our communities through systemic change.



Image 3. Three adults. Two women and a man, viewed from behind. The women in the middle has a white cane and her arm is being supported by the women on left. The male on right is talking to them at the exit of building.

Why we are addressing barriers to access

Equity of access is a human right.

The City of Melbourne acknowledges the right of people with disabilities to equitable and full participation in all aspects of city life.

International, national and state disability and anti-discrimination legislation¹ clearly outlines obligations of organisations to address barriers to equity of access. More importantly, community expectations dictate that all people, irrespective of their abilities, have an equal right to participate and attain their desired goals in personal, community and civic life.

This societal expectation is reinforced by the roll out of the National Disability Insurance Scheme (NDIS)². This reform has resulted in more people with disabilities, their families, partners, carers and friends expecting greater access to all aspects of the built, social and informational environments including buildings, schools, employment, businesses, sport, leisure, entertainment and cultural venues and events.

This document outlines how we will continue to work to reduce and eliminate barriers, both within the City of Melbourne and with external partners through co-design to enable the full participation of people with a disability who live, work, visit and study in our city. While continuing to address barriers in our own facilities, services and programs, we will lead by example and work in partnership with community, business, academia and government stakeholders to realise our vision.



Image 4. A man walking his dogs down the street alongside person in wheelchair.

The cultural shift: disability versus diversity

In 1999, City of Melbourne endorsed its first Disability Action Plan that was premised on the social model of disability that shifted the emphasis from having a disability to the barriers within society and limit opportunities and choices for people with disability to fully and actively participate in all aspects of life. In 2020, this plan will build on the success and strength of previous plans and will further foster recognition that having a disability is just another aspect of diversity within our society and we will continue to promote celebrate and embrace the integral part people with disability have in our city.

National and international people with disabilities, who excel in their chosen field, demonstrate what is possible when there is equity of opportunity. Individuals like Stella Young, Nick Vujick, Stephen Hawking, Andrea Bocelli, and Greta Thunberg show us that having a disability is not a limiting factor.

It is the built, social and informational environments that exclude and deny opportunities for individuals to reach their desired potential in life.

Barrier-free environments respond to diversity of access needs and enable all people, irrespective of their individual abilities, to attain their life goals. City of Melbourne will continue to reduce and eliminate barriers to enable full participation for all people in the life of the city. A city in which all aspects of diversity are acknowledged valued and celebrated – an inclusive city that enables the participation of all.

City of Melbourne's commitment

City of Melbourne has a long history of action and commitment to equity of access through a co-design process. Having established Victoria's first Disability Advisory Committee in 1999, we have heard the voices and acted on recommendations that have reduced barriers and enhanced access, inclusion and participation in our city and across the nation.

Key achievements include:

- **Advocacy** on legislation and policy reforms such as the Premises Standards and the National Disability Insurance Scheme.
- **Inclusive services and programs** that respond to the needs of people of disability of all ages through our children's centres, family services, recreation centres, libraries, festivals and events.
- **Education** of internal and external stakeholders on the importance of equity of access through ongoing disability awareness training.
- **Provision of access information** through access checklists, information in alternative formats and development of the Accessing Melbourne website that provides key access information and resources for community.

- **Adherence to access standards** stipulated in planning, building and on street by-laws and codes such as the Street Café Code and accessible parking schemes such as the City Access Pass, and city design and engineering standards.
- **Exploration and implementation of innovative technologies** such as Braille street signs and navigational technology to help people with vision impairments navigate around the city.
- **Capacity building** through grants and sponsorships that support community, disability, and social enterprise groups to pursue community projects.
- **Collaborative stakeholder relationships** with disability service providers, cultural venues, business stakeholders, travel providers, government departments and academia that have resulted in world class traveller services that facilitate mobility aids and companion services to help people get around the city. In addition, other access initiatives that have been advocated by government or community stakeholders include promotion and provision of Changing Places toilet facilities and new initiatives to support people with invisible disability such as the Sunflower lanyard that can be worn by people to indicate to staff at events or festivals that they may require additional assistance. Importantly, joint research assignments with university academics have resulted in greater rigour in understanding the needs of people with disability in our fast paced societal and technological world.

In this plan, we reinforce that having a disability is an integral element of our diverse community and we will build on further embedding equity of participation in all aspects of operations across the City of Melbourne.

This plan has been finalised during the global COVID-19 pandemic which has resulted in a new way of thinking and is transforming the way in which we live. It has a significant impact on the health and wellbeing of people, particularly people with disabilities and presents opportunities and challenges including the economic and social implications on mobility, participation and social wellbeing.

When working to reduce and eliminate access barriers we need to address the distinct needs of diverse disability groups. For example, implementing innovative navigational technologies that help people with vision impairment independently navigate through the city, and advocating recognition of assistive companion animals that support the participation of people with psycho-social disabilities in community life.



Image 5. A man and women walking in the park with a companion dog.

TYPES OF DISABILITIES

Disability is diverse. A disability may be acquired at birth or result from an accident, injury or disease. It may come and go. Many disabilities are visible, such as people using a mobility aid to get around whereas other disabilities are invisible, such as a person with a hearing impairment or psycho-social disability.

The degree of a disability is different for every person and some people may have two or more types of disabilities. We understand the particular needs of each disability group and work to reduce and eliminate barriers to support inclusivity for all.

The different types of disabilities include:

- sensory and speech
- physical restriction
- intellectual
- head injury, stroke or acquired brain injury
- psychological
- others including diseases and auto-immune conditions.



Image 6. Man sitting on a bench with white cane talking to a woman in a wheelchair.

SOCIO-DEMOGRAPHICS³

Did you know?

People with a disability in Australia

- 18 per cent of Australians and Victorian populations live with a disability.
- 25 per cent of Australians live with a mental illness.
- 96 per cent of disabilities are invisible.
- 95 per cent of people with disability live at home or in the community.
- The likelihood of living with a disability increases with age which means the city will experience increased numbers of people with disabilities in the future.

Diversity of disability

- Only 4.4 per cent of people with a disability in Australia use a wheelchair.
- 1 in 6 Australians are affected by hearing loss.
- Vision Australia estimates there are currently 357,000 people in Australia who are blind or have low vision.

- 45 per cent of Australians aged 16–85 years, experience a mental health condition during their lifetime.
- 3 million Australians live with depression or anxiety.
- Over three-quarters (76.8 per cent) of people with disability reported a physical disorder as their main condition. The most common physical disorder was musculoskeletal disorder (29.6 per cent) including arthritis and related disorders (12.7 per cent) and back problems (12.6 per cent).

Diversity of disability reported by City of Melbourne residents

- 24 per cent physical.
- 13 per cent psychosocial.
- 10 per cent speech and sensory.
- 8 per cent intellectual.
- 27 per cent other.

Assistance and carers

- Approximately 60 per cent of people with disability need assistance with at least one activity in daily life.
- 5.5 per cent of City of Melbourne residents assisted family members due to disability, long terms illness or old age (2016).
- A significant increase of 38 per cent (2011) that could be an indicator of a gap in service availability.
- 460,000 Australians are supported by the National Disability Insurance Scheme.
- 280,000 under the age of 65 receive services under the National Disability Agreement.

Employment of people with disability

- 53 per cent of people with disability participate in the workforce compared with 83 per cent of people with no reported disability.
- The weekly median income of people with disability was \$465, less than half of people with no reported disability.
- Graduates with disability take 61.5 per cent longer to gain full-time employment compared to other graduates.
- Almost one in five (18.9 per cent) people with disability aged 15–24 years experienced discrimination. In almost half of those instances, the source of discrimination is an employer.
- 34 per cent of people with disability are managers and professionals.

Disability inclusivity

- 36 per cent of people with disabilities are often treated less favourably than customers without a disability.
- 28 per cent of people with disability have experienced discrimination by one or more of the organisations they have recently interacted with.
- One in three people with disability report that their customer needs are often unmet.
- 35 per cent of people with disabilities have avoided situations because of their disabilities.
- 68 per cent of complaints regarding assistance animal access were from non-guide assistance animals.
- 72 per cent of these named a private business.

Economic benefit of universally accessible businesses and employing people with disability

- City of Melbourne attracts over 800,000 visitors into the city every day.
- The City of Melbourne is a major destination for domestic and international visitors.
- The social and economic life of the city is enhanced when everyone can actively participate in the life of the city.
- Employment returns: \$26 for every \$1 is the return for keeping people living with disability in employment.
- Return on investment: \$13 for every \$1 potential return on investment universally accessible environments.
- Increased tourism: up to four times use of facilities by City of Melbourne tourists with a disability when you improve access.

- More travellers means higher returns: every \$1 spent by people with disability returns \$7 for tourism and retail related revenue.
- Retail environments: 20–25 per cent increase in the turnover for universally accessible retail environments compared to non-accessible environments.

Benefits of employing people with disability

Eighty nine per cent of organisations who employ people with disability identify positive benefits. These include:

- 61 per cent improvement in workplace morale
- 49 per cent increase in the ability to fill skills gaps
- 42 per cent increase in productivity
- 90 per cent of employees with disability record productivity rates equal or greater than other workers and 86 per cent have average or superior attendance records.



Image 7. Women playing with her companion dog in the park.

CITY OF MELBOURNE'S DISABILITY ADVISORY COMMITTEE

The City of Melbourne's Disability Advisory Committee was established as one of the key actions in City of Melbourne's first Disability Action Plan in 1999. This Committee, comprised of 12 community members with a diverse range of personal and professional expertise in disability access issues, provides an ongoing civic engagement process to inform Council on barriers that impact the life opportunities of people with disability and suggest ways in which these can be addressed to enhance inclusion and participation.

A key role of the Disability Advisory Committee is also to guide and participate in the development of Council's Disability Action Plan.

The Committee's input into research, the framework design and advice in relation to key outcomes areas and actions has been instrumental in the development of this plan.

The City of Melbourne Council acknowledges and values the ongoing input of the Disability Advisory Committee who will continue to provide guidance in the implementation of this plan at both a strategic and operational level over the next four years.

Image 8. Women with a white cane pressing elevator door panel with Braille in a building.



What the community has told us

City of Melbourne engages and listens to community members with disabilities, advocacy groups, access experts, academics and innovators to help us better understand and address barriers in ways that have not been tried before.

In preparing this plan, we have undertaken research and engaged with diverse groups of people with various disabilities, young people, children, and sought the insights of parents, carers, partners and siblings.

Our engagement and research has reinforced that although some access improvements have been made, significant barriers remain in the built, informational and social environments that limit equity of access and participation for many people with a disability. The feedback and views of community have been captured within this document following engagement on the draft Disability Access Plan 2020-2024, Embracing Equity in Participation in July - August 2020.

Community endorsed the vision, aspirations and key outcomes of the plan and suggested inclusion and high profiling of the embedded access initiatives undertaken across the organisation that will contribute to making Melbourne one of the world's most accessible and inclusive cities.

We share in the disability community motto of **'nothing about us without us'** and we will continue to be guided by the voices of people with disability through our Disability Advisory Committee, engagement and other co-design processes over the life of this plan.

Research undertaken to inform this plan

Rigorous research has been undertaken to expand understanding and knowledge on how we can better address persistent access barriers. City of Melbourne's Disability Advisory Committee, advocacy groups, academics and people with disabilities have helped co-design research methodologies and identify what needs to be investigated.

Research studies that have informed this plan include:

- 2012 Economic Benefits of Universal Access, Monash University*
- 2015 Understanding Accessibility for Sensory Disability - Qualitative Research Inquiry, Studio Thick*
- 2017 Demographics and Disability Service Mapping Across City of Melbourne Suburbs, AURIN Melbourne University
- 2019 Everyone's Moomba, Melbourne University in conjunction with Committee for Melbourne*
- 2019 Making Melbourne more inclusive for people with disability, Melbourne University (Disability Institute)*

- 2019 Disability Demographics Infographics and International Best Practice, Nerd Digital
- 2019 Showcasing Access and Inclusion - Cutting through a complex legislative and policy landscape with co-design, Visionary Design Development*
- 2020 Making Melbourne more inclusive for children and young people with disability, Melbourne University*.

*co-design research methodologies.

The lived experiences of individuals who participated in the above studies and research, in addition to community engagement and internal feedback, have provided the evidence base for the setting of the vision, and definition of 'best access universal access' referred to in this plan.

These reports are available at [Accessing Melbourne](#) and requests for reports in alternative formats can be made at 9658 9658 or www.melbourne.vic.gov.au.

DISABILITY ACCESS AND INCLUSION PLAN 2020-2024

Best practice in universal access is the way we work to enhance equity of participation.

To build on our status as one of the world's most liveable cities we will strive to demonstrate best practice in universal access through a co-design process of engagement with people with disability at the beginning of projects and developments. This process results in environments that can be accessed, understood and used by all people regardless of their age and ability. It enhances access and inclusion resulting in equity of participation for all.



Image 9. A women in a wheelchair waiting to enter a tram.

How this plan will be implemented, monitored and evaluated

The outcomes and actions in this access plan addressed barriers in the physical, information and social environment and which were identified during the undertaking of research and community engagement.

City of Melbourne's Disability Advisory Committee contributed to the research and plan framework and endorsed the three key outcomes:

Outcome 1: Infrastructure developments and public spaces demonstrate best practice in universal access.

Outcome 2: Our information, services, programs, events, festivals and civic engagements are accessible to people with disabilities.

Outcome 3: Diversity is valued and supported through education, advocacy and promotional activities.

Actions and measures to achieve these outcomes have been formulated based on research and community feedback and will be reported on annually, when there will be opportunity for further community input.

This plan will be lodged with the Human Rights and Equal Opportunity Commission as the City of Melbourne endorsed Disability Access Plan 2020-2024 and progress on implementation of all actions will be reported annually.



EMBRACING EQUITY IN PARTICIPATION

Outcome 1: Infrastructure development and public spaces demonstrate best practice in universal access

Action	Measure	Branch	Year of Implementation
1.1 Deliver best practice universal access design in 'city shaping' in public realm new and redevelopment initiatives.	1.1.1 Number of people with disability engaged in co-design and number of branches conducting co-design from development stage.	All branches	1, 2, 3, 4
	1.1.2 Number of access audits and number of access provisions addressed in design and delivery.	Design Studio, State Infrastructure	2, 3, 4
	1.1.3 Number of instances people with disabilities are invited to review the functionality of plans and projects.	All branches	2, 3, 4

Image 10. Male with a white cane crossing the street at the lights.

Action	Measure	Branch	Year of Implementation
1.2 Address Building Code and Australian Standards access requirements in all City of Melbourne capital works facility upgrades.	1.2.1 Upgrade Council infrastructure with reference to building access audits (2012).	Property	1, 2, 3, 4
1.3 Continue to improve accessibility on City of Melbourne streets and roads.	1.3.1 Increase percentage of central business district tactile surfaces in key locations.	Infrastructure and Assets	1, 2, 3, 4
	1.3.2 Increase percentage of way-finding that is tactile and audible based on effectiveness and current usage.	Infrastructure and Assets, Tourism and Events	1, 2, 3, 4
1.4 Establish and promote accessible adult changing facilities within City of Melbourne, as prescribed in the National Construction.	1.4.1 Increase in the number of accessible adult changing facilities available to community across the City of Melbourne.	Property and Capital Works	2, 3, 4

Action	Measure	Branch	Year of Implementation
	1.4.2 Number of new and redeveloped City of Melbourne facilities that investigate installation of changing place facilities.	Property and Capital works	2, 3, 4
1.5 Explore the establishment of a demonstration best practice universal access 'Inclusive Access Zone'.	1.5.1 Develop a concept plan and feasibility in partnership with people with disability and key stakeholders: researchers, tourism industry, businesses and innovators.	Community Services, City Lab	1
	1.5.2 Deliver and demonstrate an 'inclusive access zone' within a Melbourne Innovation District and promote the IAZ nationally and internationally.	Community Service, City Lab	2, 3
	1.5.3 Explore financial cost and placed based approach for additional areas across the municipality.	Community Services, CityLab, City Design Studio	3, 4

Action	Measure	Branch	Year of Implementation
1.6 Work with Australian Maritime Safety Authority (AMSA) to improve standards for design, construction and safety equipment that apply to domestic commercial vessels to improve accessibility.	1.6.1 Promote accessibility requirements for domestic vehicles from AMSA.	Recreation and Waterways,	1
	1.6.2 Work with AMSA and commercial vehicle owners to increase the number of accessible domestic commercial river craft.	Recreation and Waterways	1
	1.6.3 Work with sector to increase percentage of people with disability utilising river craft.	Recreation and Waterways	2
	1.6.4 Convene disability awareness training for river craft operators and businesses.	Recreation and Waterways,	2, 4

Action	Measure	Branch	Year of Implementation
1.7 Ensure safety and emergency management processes address needs of people with disability.	1.7.1 Safety and emergency plans address and outline specific needs and procedures for assisting people with disability.	On Street Support and Compliance	1
	1.7.2 Drills and evacuations include hypothetical instances of people with access difficulties.	On Street Support and Compliance	1, 2, 3, 4
1.8. Ensure parking bays meet Australian Standards.	1.8.1 Increase percentage of on street City of Melbourne disabled parking bays and ensure existing bays meet accessibility standards.	Infrastructure and Assets, Community Services, City Design Studio	1, 2, 3, 4
	1.8.2 Work with Southern Cross and Flinders Street stations to increase availability of parking spaces for pick up and drop off and adequate space for Maxi Taxis.	Infrastructure and Assets, City Design Studio	2, 3

Action	Measure	Branch	Year of Implementation
	1.8.3 Advocate to private car parking providers to provide additional numbers of bays that are accessible and affordable.	Infrastructure and Assets, Community Services	2, 3
	1.8.4 Number of City Access Parking Permits.	Infrastructure and Assets	1, 2, 3, 4
1.9 Provide safe, clear and well lit accessible paths of travel within parks and open spaces.	1.9.1 Increase percentage or number of park paths upgraded to Australian Standards access standards.	Parks and City Greening	1, 2, 3, 4
	1.9.2 Number of path surfaces upgraded for ease of access.	Parks and City Greening, City Design Studio	1, 2, 3, 4
	1.9.3 Number of public spaces or parks where lighting is improved.	Infrastructure and Assets, City Design Studio	1, 2, 3, 4

Action	Measure	Branch	Year of Implementation
1.10 Continue to explore and implement innovative technologies to assist people with disability navigate through the city.	1.10.1 Test effectiveness and usage of current navigational technology utilised within City of Melbourne.	Tourism and Events, Infrastructure and Assets, City Design Studio	1, 2
	1.10.2 Disseminate information on precincts with navigational technologies to vision impaired groups and the wider community.	Community Services	1, 2, 3, 4

Outcome 2: Our information, services, programs, events, festivals and civic engagements are accessible to people with disabilities

Action	Measure	Branch	Year of Implementation
2.1 Translation of information in alternative formats and provision of 'disability access keys' to support visitors with orientation and sensory information at events and festivals.	2.1.1 Number of Council meetings captioned or Auslan interpreted.	Governance	1, 2, 3, 4
	2.1.2 Develop an easy English translation factsheet for use across branches.	Community Services	1, 2, 3, 4
	2.1.3 Increase number of 'disability access keys' available to community for facilities, arts venues, libraries, events and festivals delivered by City of Melbourne.	Community Services Applicable branches	1, 2, 3, 4 2, 3, 4

Action	Measure	Branch	Year of Implementation
2.2 Enable independent and dignified interactions at service centres and concierge desks of City of Melbourne.	2.2.1 Percentage of public interface customer serviced counters and desks with communication boards.	Creative City, Recreation, Community Services, Events and Tourism, Customer Relations, On Street Support and Compliance, International and Civic	1, 2, 3, 4
2.3 Maintain, review and update access information on the City of Melbourne Accessing Melbourne website.	2.3.1 Update content of website following engagement with people with disability.	Public Relations and Media	1, 2, 3, 4
	2.3.2 Scope generating of analytics reports and incorporate inclusion of customer satisfaction survey within webpage.	Community Services	2

Action	Measure	Branch	Year of Implementation
2.4 Further enhancements in equity of access and facilitate co-design initiatives where practicable.	2.4.1 Development of co-design guidelines to support best practice in universal access and disseminate across branches.	Community Services	1
	2.4.2 Number of people with disability engaged to identify access and inclusion barriers and scope solutions to reduce and eliminate these.	Design Studio, Community Services, Creative City, Events and Tourism, Recreation, Health and Wellbeing	2, 3, 4
	2.4.3 Number of services/ programs with specific disability action plans.	All branches	2, 3, 4
	2.4.4 Number of staff who complete disability awareness training.	All branches	1, 2, 3, 4
	2.4.5 Number of engagements, consultations and meetings that provide access provisions.	All branches	1, 2, 3, 4

Action	Measure	Branch	Year of Implementation
	2.4.6 Number of programs that are inclusive and respond to the needs of people with disabilities.	All branches	1, 2, 3, 4
	2.4.7 Number of equity of access complaints that are resolved.	Customer Relations	2, 3, 4
	2.4.8 Nominated 'champion' in each division to promote and encourage equity of access.	All branches	1, 2, 3, 4
2.5 Facilitate opportunities for young people and children to have their say through forums.	2.5.1 Establish best practice approach to engage children and young people to ensure their voices are heard and feedback on matters that impact them.	Community Services	1, 2, 3, 4
2.6 Work with business to enhance and promote their access provisions.	2.6.1 Number of instances access checklists promoted to business and tourist providers.	City Economy and Activation	1, 2, 3, 4

Action	Measure	Branch	Year of Implementation
	2.6.2 With industry partners review how to best deliver the message on importance of universal access.	Community Services, City Economy and Activation	2, 3, 4
2.7 Facilitate and enable equity of participation in all events delivered by City of Melbourne and support enhanced access provision delivered through the Events Partnership Program.	2.7.1 Update event planning permit process to ensure all events address access provisions at planning and delivery stage.	Tourism and Events	2, 3, 4
	2.7.2 Number of events that provided access information such as mobility maps, disability access keys, and clear signage and accessible facilities, toilet, seating, viewing platforms and services (mobility aids/ companions).	Tourism and Events	2, 3, 4
	2.7.3 Number of events that incorporate a 'quiet' hour.	Tourism and Events	2, 3, 4

Action	Measure	Branch	Year of Implementation
	2.7.4 Number of events that provided a 'chill out' area.	Tourism and Events	2, 3, 4
	2.7.5 Number of events that actively engaged and included people with disability in the planning, volunteering or workers at an event.	Tourism and Events	2, 3, 4
	2.7.6 Number of events that provide Auslan, captions and other alternative communication methods.	Tourism and Events	2, 3, 4
2.8 Continue to advocate, promote and provide information on mobility access options for people with disabilities.	2.8.1 Update the access information on Accessing Melbourne on City of Melbourne communication platforms.	Community Services	1, 2, 3, 4
	2.8.2 Work with industry bodies such as Visit Victoria to promote and link Accessing Melbourne on their webpage.	Tourism and Events, Community Services	2, 3, 4

Action	Measure	Branch	Year of Implementation
	2.8.3 Continue to fund mobility support services such as companion services and mobility equipment hire.	Community Services	1
2.9 Promote Melbourne as an accessible destination nationally and internationally.	2.9.1 Explore joining the Cities for All - Global Compact on Inclusive and Accessible Cities ⁴ .	Community Services	2, 3, 4
	2.9.2 Promote access initiatives through multiple communication and social media mediums.	Community Services	1, 2, 3, 4

Outcome 3: Diversity is valued and supported through education, advocacy and promotional activities

Action	Measure	Branch	Year of Implementation
3.1 Continue to convene a Disability Advisory Committee to provide strategic and functionality input to City of Melbourne initiatives and host a bi-annual forum.	3.1.1 Number of recommendations from the Disability Advisory Committee that influenced change in projects and initiatives pursued.	Community Service	1, 2, 3, 4
	3.1.2 Number of disability advocacy groups attending forum.	Community Services	2, 4
	3.1.3 Increase number of people with disability represented on Council committees, panels or advisory groups.	Community Services	2, 3, 4

Action	Measure	Branch	Year of Implementation
3.2 Enhance employment and volunteering opportunities for people with disability at City of Melbourne through recruitment process and procurement contacts.	3.2.1 Review the diversity and inclusion strategy to highlight the importance of increasing the number of employees with disability across the organisation.	People, Culture and Leadership	1
	3.2.2 Number of vacancies promoted with disability recruitment agencies.	People, Culture and Leadership	1, 2, 3, 4
	3.2.3 Development of a measure to map number of employees with disability and percentage increase in recruitment of people with disability.	People, Culture and Leadership	2, 3, 4
	3.2.4 Number of interns, trainees and students with disability in placement every year.	People, Culture and Leadership	2, 3, 4

Action	Measure	Branch	Year of Implementation
	3.2.5 Update procurement agreements to stipulate requirement to employ people with disability and review number of people with disability employed through contract.	Procurement and contract management	1, 2, 3, 4
	3.2.6 Volunteer leaders to attend disability awareness training annually.	People, Culture and Leadership	2, 3, 4
	3.2.7 Review volunteer recruitment process to ensure the CoM volunteer program is accessible and inclusive of people with disability.	People, Culture and Leadership	2
3.3 Conduct disability awareness training for external stakeholders.	3.3.1 Number of volunteers and Ambassadors that attend disability awareness training.	Community Services	1, 2, 3, 4

Action	Measure	Branch	Year of Implementation
3.4 Advocate to other tiers of government and government departments on matters that impact on people with disability and/or equity of access issues (mental health, people sleeping rough and transport issues).	3.4.1 Number and type of issues advocated on behalf of people with a disability.	Community Services	1, 2, 3, 4
	3.4.2 Advocate and work with the Victorian Government Office of Disability to establish an Assistance Animal Registration Scheme.	Community Services, On Street Support and Compliance	1, 2, 3, 4
	3.4.3 Map mental health services and program provision for all ages and continue to advocate for increase in services gaps.	Community Services, Health and Wellbeing	2, 3, 4

Action	Measure	Branch	Year of Implementation
	3.4.4 Collate data on dual disadvantage experienced by people sleeping rough with disability and mental health issues to support appropriate provision.	Strategic Projects, Health and Wellbeing, On Street Support and Compliance	2, 3, 4
	3.4.5 Number of meetings attended and/or facilitated with transport providers to advocate on equity of access issues.	Community Services	1, 2, 3, 4
	3.4.6 Number of stakeholder relationships established with various transport providers (train, tram, bus, taxi, Uber, airport buses, planes and cruise ships).	Community Services	1, 2, 3, 4
	3.4.7 Advocate with transport providers to progress the rights of people with assistive dogs to access public and taxi transport.	Community Services	1, 2, 3, 4

Action	Measure	Branch	Year of Implementation
3.5 Promote the positive contribution of people with disability to our society.	3.5.1 Number of International Day of Disability (3 December) events that are promoted and celebrated.	Community Services	1, 2, 3, 4
	3.5.2 Host a state-wide forum in 2022 for the 30 year anniversary of Disability Discrimination Act, 1992 (Cth) promoting local governments role in fostering inclusive communities.	Community Services	3
	3.5.3 Explore the feasibility of an accessibility category within Melbourne Awards.	Public Affairs and Marketing	2
	3.5.4 Number of articles in corporate communications that feature stories of contribution and achievements of people with disability such as Disability Pride events and initiatives.	Public Affairs and Marketing	1, 2, 3, 4

Action	Measure	Branch	Year of Implementation
3.6 Advocate for the establishment of an Assistive Dog Scheme in Victoria.	3.6.1 Convene a consumer group to identify need and recommendations for establishing a scheme in Victoria.	Community Services, On Street Support and Compliance	1
	3.6.2 Advocate to Office of Disability to establish a Public Access Test and Registration Scheme.	Community Services	1
	3.6.3 Promotion to and encouragement of business stakeholders and transport providers (including aviation) to be engaged in scheme development.	City Activation and Economy	2
	3.6.4 Ascertain needs and changes required within City of Melbourne footpaths, programs and green spaces/parks to meet the need of assistive animals.	City Design Studio, Parks and City Greening	2, 3

Action	Measure	Branch	Year of Implementation
	3.6.5 Raise awareness of business and tourism operators of the rights of people with assistive animals to be accompanied by their dogs through forums and promotional information annually.	City Economy and Activation, Events and Tourism	1, 2, 3, 4
3.7 Build capacity of community through grants that empower disability groups and individuals.	3.7.1 Number of grants that deliver equity of access projects and initiatives.	Creative City, Community Services, City Economy and Activation	2, 3, 4
	3.7.2 Number of projects or events funded through grants that promote 3 December International Day of People with Disability.	Community Services	1, 2, 3, 4
	3.7.3 Increase the number of funding and sponsorship contracts that include reporting on provision of disability access elements and information.	Creative City, Community Services	1, 2, 3, 4

Action	Measure	Branch	Year of Implementation
3.8 Raise community awareness on the importance of 'caring' for fellow citizens.	3.8.1 Promote City of Melbourne's affiliation with Champion and Carers Cards in all community interface facilities and through corporate communications annually.	Community Services, Public Affairs and Media	1, 2, 3, 4
3.9 Promote and explore affiliation with the Hidden Disability Sunflower Lanyard (Discreetly indicates need for additional support, help or a little more time)	3.9.1 Sign up to Hidden Disabilities Sunflower Lanyard scheme. 3.9.2 Number of events and festivals that promoted, distributed and raised staff awareness of sunflower lanyards.	Community Services Community Services	2 2, 3, 4
3.10 Work with the tourism and business sectors to promote and highlight the benefits of universal access.	3.10.1 Dollar Value of Access publications promoted to business collectives twice per year via forums, business newsletter.	City Economy and Activation	1, 2, 3, 4

Action	Measure	Branch	Year of Implementation
3.11 Undertake research to ensure currency of knowledge in relation to the needs of people with disability and innovations in universal access delivery.	3.11.1 Maintain demographic, service use and service gap information relating to people with disability in City of Melbourne.	Community Services	1, 2, 3, 4
	3.11.2 Utilise information from the Census of Land Use and Environment (CLUE) to collate data on the range and type of services available for people with a disability and access maps.	Community Services, Technical and Digital Innovation	1, 2, 3, 4
	3.11.3 Research projects undertaken are promoted and available on Accessing Melbourne web pages.	Community Services, Public Affairs and Marketing	1, 2, 3, 4

REFERENCES

1. United Nations Convention on the Rights of Persons with Disabilities, Disability Discrimination Act 1992 (Cmw), Disability Act 2006 (Vic).
2. The National Disability Insurance Scheme delivers a national system of disability support that allocates funding to individuals with permanent disabilities to choose services, supports and/or aids to help them reach their life goals.
3. AURIN University of Melbourne Demographic and Service Mapping Across City of Melbourne Suburbs July 2017, Disability Demographics Infographics and International Best Practice, Nerd Digital, 2019.
4. <https://bit.ly/3hCz34M>

CUT ENGRAVING

TOWN
POLITTON

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FOR
SALE

CENTURY

\$15

\$18

\$15

\$15



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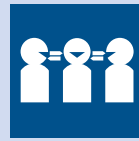
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