



Accessibility Action Plan 2023-25



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Community Vision

Proudly Port Phillip

A liveable and vibrant City that enhances the wellbeing of our community

Strategic Directions



Inclusive Port Phillip

A City that is a place for all members of our community, where people feel supported and comfortable being themselves and expressing their identities.



Liveable Port Phillip

A City that is a great place to live, where our community has access to high quality public spaces, development and growth are well-managed, and it is safer and easy to connect and travel within.



Sustainable Port Phillip

A City that has a sustainable future, where our environmentally aware and active community benefits from living in a bayside city that is greener, cooler, cleaner and climate resilient.



Vibrant Port Phillip

A City that has a flourishing economy, where our community and local businesses thrive, and we maintain and enhance our reputation as one of Melbourne's cultural and creative hubs.



Well-Governed Port Phillip

A City that is a leading local government authority, where our community and our organisation are in a better place as a result of our collective efforts.

Accessibility Action Plan 2023-25

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Womin djeka

Council respectfully acknowledges the Traditional Owners of this land, the people of the Kulin Nations. We pay our respect to their Elders, past and present. We acknowledge and uphold their continuing relationship to this land.



Please consider the environment before printing.

Mayor's message

On behalf of Council, I am very pleased to present our Accessibility Action Plan (AAP) 2023–25.

This is an important document as it goes to the heart of achieving our strategic direction for an Inclusive Port Phillip – 'a city that is a place for all members of our community, where people feel supported and comfortable being themselves and expressing their identity'.

Almost one in five people in Australia identify as a person with disability – and this number is increasing. Our fourth and most comprehensive AAP reflects our longstanding commitment to doing what we can as a council for our community and visitors to feel welcome, safe and valued, including when accessing open spaces, public transport, community facilities, shops and housing.

We wanted the 2023–25 Plan to go beyond meeting legislative requirements and the result is a contemporary AAP which responds to the specific needs of people with disability in Port Phillip and those who care for them.

Additions include a focus on applying Universal Design principles when developing programs, services and infrastructure so as many people as possible can use them.

There is also more emphasis on considering how aspects of identity, such as ability, can leave someone vulnerable to overlapping forms of marginalisation and discrimination, also known as intersectionality.

I'd like to thank everyone who participated in the extensive community consultation for the draft Plan. Your suggestions and questions were extremely valuable and resulted in changes to some definitions and prompted several ideas and actions we will be exploring or implementing.

Now we have a new road map, we are working on an implementation plan to roll it out in an integrated way through polices and services across our Council.

In the meantime, I encourage everyone to read this Plan which is a key pillar of our Community Vision: Proudly Port Phillip – A liveable and vibrant city that enhances the wellbeing of our community.



Councillor Heather Cunsolo
Mayor, City of Port Phillip



Introduction

Local government has an important role to play in local service, program provision and advocacy to ensure equitable opportunities in social, economic, and civic life for *all* community members.

This Accessibility Action Plan is City of Port Phillip's fourth disability action plan and will be implemented over the period 2023 – 2025.¹ It sets out the actions we will take to ensure that the City of Port Phillip is a community where people with disability are valued, included and feel a sense of belonging.

It is also a means by which we meet obligations under the *Victorian Disability Act 2006* to develop a Disability Action Plan, and in doing so:

- Reduce barriers to people with disability accessing goods, services and facilities
- Reduce barriers to obtaining and maintaining employment
- Promote inclusion and participation
- Achieve tangible changes in attitudes and practices which discriminate against persons with disability'.²

¹ The original Accessibility Action Plan duration was set for a three-year period (2022 – 2024). With consideration of the endorsed Access and Inclusion Plan 2019 – 2021 extension, the duration of the Accessibility Action Plan has been set to 2023 – 2025.

² Extract adapted from Victorian Legislation, '[Disability Act 2006](#)', viewed 21 April 2022.

Disability inclusion

Port Phillip's Accessibility Action Plan applies the social model of disability. The social model of disability identifies external barriers (such as societal attitudes and the built environment) that exclude people with disability and limit full participation. Disability Rights Advocate and Professor Mike Oliver articulated this when he said "The problem isn't that I can't get into a lecture theatre, the problem is that the lecture theatre isn't accessible to me."

In addition to the social model of disability, this plan incorporates a human rights approach to disability, as outlined in the United Nations Convention on the Rights of Persons with Disabilities, to which Australia is a signatory. This plan uses the United Nations Convention on the Rights of Persons with Disabilities definition of disability which is:

'Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others'.³

Prevalence of disability

Almost one in five people in Australia identify as a person with disability, with the prevalence of disability becoming greater as people age, and the actual number of people with disability in Australia increasing.⁴ An Australian Bureau of Statistics (ABS) data comparison from 2015 to 2018 states that mental or behavioural disabilities have increased, with these disabilities listed as the primary condition for nearly a quarter of people with disability.⁵ For those reporting a physical disability as their primary condition, musculoskeletal conditions including arthritis and back problems were most common.⁶

ABS 2018 data indicates that one in ten persons with disability (aged 15+ years) report having experienced disability discrimination in the preceding 12 months. Data findings also show an approximate 30 per cent employment gap for people with disability in comparison to people without disability of working age.⁷

³ United Nations Convention on the Rights of Persons with Disabilities, [Article 1 – Purpose](#), viewed 19 April 2022.

⁴ Australian Bureau of Statistics, '[Disability, Ageing and Carers, Australia: Summary of Findings](#)', 2018, viewed 19 April 2022.

⁵ Source as per footnote 4, ABS 2018.

⁶ Source as per footnote 4, ABS 2018.

⁷ Source as per footnote 4, ABS 2018.

Our approach – Inclusive Port Phillip

Our approach to accessibility and disability inclusion is guided by Council’s wider commitment for an Inclusive Port Phillip. The Council Plan 2021–31 defines the Strategic Direction Inclusive Port Phillip as ‘*a city that is a place for all members of our community, where people feel supported and comfortable being themselves and expressing their identities*’.

Creating an Inclusive Port Phillip requires a holistic approach with actions that achieve:

- **An Inclusive Place** – a city with accessible and inclusive public spaces, transport options, community facilities, shops and housing, that meets the diverse needs of all members of the community.
- **An Inclusive Community** – which is welcoming, values diversity, and enables everyone to actively participate in their community and feel they belong.
- **An Inclusive Organisation and Workplace** – which is representative of the diversity of the Port Phillip community and ensures inclusion is at the core of its culture and practices. This means council services, programs, places and spaces are inclusive, accessible and equitable, and responsive to the diversity of needs, rights and priorities of our community. This also means an inclusive place to work where diversity amongst staff is respected and valued.

Whilst this Accessibility Action Plan is primarily focused on disability inclusion, we know that inclusion has a much wider reach. Many of the actions in this plan seek to position Council to think about inclusion and act more broadly for all members of our community and will be implemented in unison with other action plans, policies and programs including:

- Gender Equality (Gender Equality Action Plan)
- LGBTIQ+ Inclusion (LGBTIQ+ Action Plan)
- First Nations People (Reconciliation Action Plan)
- CALD communities (Welcoming Cities commitment)
- Age-specific Policies.

This plan outlines Council’s specific commitments for accessibility and disability inclusion, with strategies and actions that detail how we will work towards an *Inclusive Port Phillip*.

This plan commits to actions across the different roles that local government plays:

- **Council as an advocate:** building disability awareness and promoting inclusive practices across our community.
- **Council as a service provider:** provision of inclusive and accessible services.
- **Council as an ally:** ensuring equitable opportunities for participation and representation and advocating for disability inclusion.
- **Council as a consumer:** promoting use of suppliers which demonstrate inclusive practices.
- **Council as a workplace:** a workforce representative of the community.

Building on our achievements

This plan builds on our achievements to date and is informed by our community and staff engagement findings, as well as contemporary best practice.

Our previous three disability action plans have been a great opportunity for us to build our confidence and capability in disability inclusion. A selection of achievements during the time of our most recent plan include:

- A community participatory creative performance video titled *Got the Magic* produced as part of our celebration and acknowledgment of International Day of People with Disability.
- Introducing accessibility and disability inclusion fact sheets for arts grant applicants, sport and recreation providers, and event organisers.
- Launching a **Carer Information Hub** on Council's website for carers, local carer led support groups.
- Hosting a paid internship program for tertiary students/graduates with disability.⁸
- Promoting stories of local traders who showcase inclusive practices.

- Improved design features and accessibility for public space and parks in the municipality. Progress has also been made on accessibility improvements for a range of community infrastructure and asset planning projects.
- Upgrading accessible car parking spaces, enhancing our public spaces and infrastructure to make them more accessible.
- Providing sessions for staff on digital accessibility, Auslan awareness and the principles of universal design.
- Introducing an accessibility and disability inclusion toolkit for staff to support inclusive practice.

In our last disability action plan, we aimed to increase our maturity in accessibility and disability inclusion by moving beyond compliance and encouraging inclusive design practices. With this plan, integration of the principles of universal design in our facilities and services features prominently.

We also focus on opportunities to facilitate strong relationships with external partners, the community sector and community members to achieve greater inclusion and wellbeing.

Integrating the principles of universal design

In the last few years, we have started to incorporate the principles of universal design within council. This means we adopt an approach to designing our infrastructure, programs and services in such a way 'that as many people as possible can use it. It means the design is inclusive, healthy and safe for everyone'.⁹

With this plan, we're ready to take the next step and formalise this practice across all areas of Council. This includes the development of a Council-wide Universal Design Framework to be applied across services, programs and projects.

This aligns with the recent commitment, published in **Inclusive Victoria: state disability plan (2022–2026)**, to introduce a 'whole-of-government universal design policy'.¹⁰ With this State Government policy now published, we want to demonstrate our contribution to good practice and ensure we meet and exceed the expectations of our diverse community.

⁸ This program was supported by a successful grant application for City of Port Phillip to participate in a **work experience program for people with disability** (funders/sponsors: Municipal Association of Victoria (MAV), NDIS Information, Linkages and Capacity Building (ILC) program and Office for Disability in Department of Health and Human Services (DHHS)).

⁹ Centre for Universal Design Australia, **Universal Design Position Statement**, PDF version – plain language summary, viewed 26 April 2022.

¹⁰ **Inclusive Victoria: state disability plan (2022–2026)**, PDF version, p. 29, viewed 21 April 2022.

Partnering with our community

We view our role to be one of brokering community contributions and enabling the sharing of different perspectives and local knowledge to address intersectional issues that compound disadvantage.

In this plan, intersectionality refers to the ways various aspects of someone's identity (such as ethnicity, ability, Aboriginality, sex etc.) can leave them vulnerable to overlapping forms of marginalisation and discrimination.

Not only do we focus on strengthening partnerships with the community in the years to come, but we have also been committed to engaging with the community in the development of this Accessibility Action Plan.

Below is a summary of the community and staff engagement we have undertaken to help shape the actions in this plan.

What we learnt from community and staff engagement

Community consultation commenced in July 2021. We invited people to complete a survey, with the aim of gaining an understanding of areas the community thinks Council could focus on to increase participation and remove barriers that may prevent someone from taking part in economic, social and community life. Feedback and input from community members was also welcomed in other formats.

Findings from our initial community engagement in 2021 indicated themes for further exploration such as:

- enhanced mobility
- strengthening opportunities to participate in community life
- access to information and participation in local decision-making.

City of Port Phillip staff consultation was also held in 2021 and yielded the following themes:

- increasing the representation of people with disability in our workforce
- building organisational capability and ensuring an accessible and inclusive workplace.

In 2022 a more targeted approach helped to further explore these themes. This was achieved through conducting two focus groups facilitated through a local community program. The sessions identified the following issues:

- A sense of increasing gentrification adversely impacting the experience of inclusion of people with disability – this can also be considered within the context of the relationship between disability and income.
- Concerns about rationalisation of services in the community – expressed as both a lack of opportunity to engage in community and civic life due to individual circumstance, as well as the increasing reliance on requiring access to digital technology. It's important to note that the impact of COVID-19 restrictions was acknowledged to have contributed to this concern.

Telephone interviews with representatives from community organisations and service providers were also conducted in 2022. Interviews provided qualitative information only and there was a large variety in responses to the questions. However, common themes arising from our conversations include:

- awareness of available services
- individuals' ability to access and navigate support services with or without assistance from service providers and community organisations
- the complexity of navigating dispersed systems and processes to access services that could assist individuals can also be a barrier.

Community and staff engagement has provided valuable insights regarding localised issues of accessibility and disability inclusion. The emerging themes are guiding our efforts to progress disability inclusion, focusing on enabling participation, collaborative approaches and building organisational and community capability.

Our Accessibility Action Plan Framework

City of Port Phillip's Accessibility Action Plan has a direct relationship to the meeting of our obligations under the Victorian Disability Act 2006 and to the outcomes framework of the state disability plan¹¹ (*Inclusive Victoria*). Our Accessibility Action Plan has considered the pillars and associated priority areas of the state disability plan, to the extent that activities are within the scope of local government's remit:

- inclusive communities
- health, housing and wellbeing
- fairness and safety
- opportunity and pride.

Our plan also acknowledges the broader systemic reforms at state level, considering aspects of intersectionality, ongoing building of staff capability in disability inclusive practice and strengthening participatory approaches to civic decision-making.

Our Accessibility Action Plan framework comprises five focus areas which define the priority outcomes and the associated role that Council can play.

¹¹ **Inclusive Victoria: state disability plan** (2022–2026) – The pillars identified in the state disability plan 2022 – 2026 remain largely unchanged from the preceding plan. There has been an amendment for the fourth pillar in the previous state disability plan 'Absolutely Everyone' (2017 – 2020) from 'Contributing lives' to 'Opportunity and Pride' in the new state disability plan 'Inclusive Victoria' (2022– 2026).

Table 1 below illustrates the alignment of the Accessibility Action Plan outcomes to Council roles and their contribution to creating an Inclusive Port Phillip – a key Strategic Direction in the Council Plan 2021–31:












Focus Area 1	Focus Area 2	Focus Area 3	Focus Area 4	Focus Area 5
Council as an Advocate	Council as a Service Provider	Council as an Ally	Council as a Consumer	Council as a Workplace
				
OUTCOME				
A welcoming and inclusive community where people with disability are socially connected and feel they belong	A safe and accessible city that enables participation in community life	An engaged and empowered disability community	A community where people with disability can pursue opportunities for employment and volunteering	A proud disability confident organisation with inclusive practices and culture
				
				
An Inclusive Community where everyone belongs	An Inclusive Place which ensures access and participation for all	An Inclusive Organisation and Workplace that is representative of our community		

Table 1: Alignment of Accessibility Action Plan outcomes to Council Plan 2022–31 and elements of an Inclusive Port Phillip

Our Action Plan

The human rights approach to disability inclusion highlights the positive impact that proactive measures of inclusion can have to remove systemic barriers in society and ensure people with disability can equitably participate in community life with dignity and autonomy. Our Accessibility Action Plan aims to provide inclusive and equitable services and programs, an inclusive workplace and advancing disability inclusion in the community.

A human rights-based approach to disability was adopted as it focuses on the equal rights that all people have. This approach is reflected in the State Disability Plan and other Council Plans such as the LGBTIQ+ Action Plan.

Council manages a wide range of services, which influence the way people experience our City and community, including traffic and parking management, children's services, the library, infrastructure, and visitation to the South Melbourne Market to name a few. We also have a role in strengthening relationships and advocacy in – and on behalf of – the community.

The actions we have set for our fourth plan take an organisation-wide approach to advancing accessibility and disability inclusion across the diverse functions within council, with a view to making a positive impact on our community.

Focus Area 1: Council as an advocate

Outcome – A welcoming and inclusive community where people with disability are socially connected and feel they belong

Table 2 below outlines the strategies and actions that Council will undertake towards achieving an inclusive community, through its role as an advocate:

Strategy	Action	Responsibility
Promote disability awareness within our community	1.1 Promote inclusive practice through sharing examples of disability inclusion within the Port Phillip community and Council, including: <ul style="list-style-type: none"> • Showcasing inclusive programs and events through Council publications and website (delivery 2023 – 2025) • Introducing social narratives to support a welcoming and inclusive experience for library visitors (delivery 2023) • Sharing best-practice examples amongst local businesses and traders (delivery 2023 – 2025). 	<ul style="list-style-type: none"> • Community Building and Inclusion (Lead) • Community Services and City Growth and Culture (Partners)
	1.2 Ensure recognition of International Day of People with Disability by hosting community and staff events (delivery 2023 – 2025), incorporating co-design principles.	<ul style="list-style-type: none"> • Community Building and Inclusion (Lead)
	1.3 Build staff knowledge of the Carers Recognition Act and continue to promote support for carers in the community including through Council’s online carers information hub (delivery 2023 – 2025).	<ul style="list-style-type: none"> • Community Building and Inclusion (Lead)

Strategy	Action	Responsibility
<p>Promote equitable participation in community activities, through Council and community partners providing a diverse range of accessible arts, cultural, sport and recreational programs and events</p>	<p>1.4 Encourage community-based programs that are inclusive of people with disability through the way Council promotes and allocates community grants, community sector funding and access to Council facilities (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • Community Building and Inclusion (Lead)
	<p>1.5 Support the delivery of accessible and inclusive local festivals and events through applying universal design principles reflected in our Council-wide Universal Design Framework¹² (delivery 2024 – 2025).</p>	<ul style="list-style-type: none"> • City Growth and Culture (Lead)
	<p>1.6 Review and integrate disability inclusion and equity guidelines in our sport and recreation strategy and sports ground allocations policy and associated programs (delivery 2024 – 2025).</p>	<ul style="list-style-type: none"> • Open Space, Recreation and Community Resilience (Lead)
	<p>1.7 Promote the accessibility of our beaches through encouraging community use of accessible beach matting and the beach wheelchair (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • Open Space, Recreation and Community Resilience (Lead)

¹² Refer Action 5.1 – Development of a Council-wide Universal Design Framework

Focus Area 2: Council as a service provider

Outcome – A safe and accessible city that enables participation in community life

Table 3 below outlines the strategies and actions that Council will undertake towards achieving an inclusive city, through its roles as a service provider:

Strategy	Action	Responsibility
Apply a universal design approach to improving the safety and accessibility of public spaces, streets, community buildings and facilities	2.1 Apply universal design principles ¹ when developing public open space projects to enable diverse community use and participation, including persons with disability (delivery 2023 – 2025).	<ul style="list-style-type: none"> Open Space, Recreation and Community Resilience (Lead)
	2.2 Apply universal design principles ¹ to Library refurbishment projects to provide a welcoming environment for people with disability (delivery 2023 – 2025).	<ul style="list-style-type: none"> Community Services (Lead) Property and Assets (Partner)
	2.3 Progressively implement Council's Children's Services Policy 2020 to improve the accessibility of our services and of Council-owned early years' infrastructure, and report annually (delivery 2023 – 2025).	<ul style="list-style-type: none"> Family, Youth and Children's Services (Lead) Property and Assets (Partner)
	2.4 Ensure Council's parking management approach enhances accessibility, including: <ul style="list-style-type: none"> On-going review of the location and provision of public accessible parking spaces. Resident Parking Permit systems, including the introduction of electronic parking permits (delivery 2023 – 2025). 	<ul style="list-style-type: none"> City Planning and Sustainability (Lead)
	2.5 Review and enhance the accessibility of household waste services and communal hubs for glass recycling and food organics (delivery 2023).	<ul style="list-style-type: none"> Construction, Contracts and Operations (Lead)

Strategy	Action	Responsibility
<p>Advocate for initiatives that deliver enhanced accessibility and inclusion in City of Port Phillip</p>	<p>2.6 Implement consistent data collection and reporting for council assets¹³ in the public realm to support a continuous improvement program of enhanced accessibility features (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • Construction, Contracts and Operations (Lead)
	<p>2.7 Advocate for accessibility and inclusion to be at the forefront of transport initiatives including public transport infrastructure, and state government regulations for e-scooter and other micro-mobility devices (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • City Planning and Sustainability (Lead)
	<p>2.8 Explore the feasibility of alternative transport options for people with disability such as changes to the community bus (delivery 2024).</p>	<ul style="list-style-type: none"> • City Planning and Sustainability (Lead)
	<p>2.9 Advocate for planning and building requirements that achieve an increase in the supply of accessible¹⁴ and adaptable housing, supported by development of Port Phillip’s new Housing Strategy (delivery 2023-24).</p>	<ul style="list-style-type: none"> • City Planning and Sustainability (Lead) • Open Space, Recreation and Community Resilience (Partner)
	<p>2.10 Continue our advocacy for accessible deep water (swimming) access to the bay within the City of Port Phillip (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • Open Space, Recreation and Community Resilience (Lead)
<p>Build understanding of accessibility and inclusive practices amongst our local business community.</p>	<p>2.11 Engage with Council’s Business Network and Trader Associations to inform the development and distribution of an accessibility and disability inclusion resource kit and share best practice examples (delivery 2023).</p>	<ul style="list-style-type: none"> • Community Building and Inclusion (Lead) • City Growth and Culture (Partner)

¹³ Refer Action 5.1 – Development of a Council-wide Universal Design Framework.

¹⁴ Advocate for a standard equivalent to gold level as outlined by the Liveable Housing Design Guidelines.

Focus Area 3: Council as an ally

Outcome – An engaged and empowered disability community

Table 4 below outlines the strategies and actions that Council will undertake towards achieving an inclusive community, through its role as an ally:

Strategy	Action	Responsibility
Ensure equitable opportunities to participate in the engagement and civic decision-making processes of Council	3.1 Enhance support for community members with disability to participate in council meetings and in community engagement processes (delivery 2023 – 2025).	<ul style="list-style-type: none"> Governance and Organisational Performance and Community Building and Inclusion (Co-Leads)
	3.2 Investigate options for Council to establish a forum for effective, on-going participation of community and disability sector representatives, to inform Council decisions on policy and services (delivery 2023).	<ul style="list-style-type: none"> Community Building and Inclusion (Lead)

Focus Area 4: Council as a consumer

Outcome – A community where people with disability can pursue opportunities for employment and volunteering

Table 5 below outlines the strategies and actions that Council will undertake towards achieving an inclusive community, through its role as a consumer:

Strategy	Action	Responsibility
Promote development opportunities for people with disability	4.1 Work with the local community sector to facilitate opportunities that build skills and leadership capacity of volunteers with disability and/ or volunteers who identify as carers (delivery 2023 – 2025).	<ul style="list-style-type: none"> Community Building and Inclusion (Lead)
	4.2 Increase awareness of intersectional issues of accessibility and inclusion in our community through the facilitation of a knowledge exchange forum for local community sector organisations (delivery 2024 – 2025).	<ul style="list-style-type: none"> Community Building and Inclusion (Lead)
	4.3 Pilot work experience placements and job shadow opportunities at the library for high school students with disability (delivery 2023 – 2024).	<ul style="list-style-type: none"> Community Services (Lead) Community Building and Inclusion (Partner)
Partner with suppliers who demonstrate equitable and inclusive practices for people with disability	4.4 Ensure our approach to procurement promotes opportunities for Council services to engage social enterprises and suppliers that demonstrate disability inclusive employment and work practices (delivery 2023 – 2025).	<ul style="list-style-type: none"> Construction, Contracts and Operations (Lead) Community Building and Inclusion (Partner)

Focus Area 5: Council as a workplace

Outcome 5 – A proud disability confident organisation with inclusive practices and culture

Table 6 below outlines the strategies and actions that Council will undertake towards achieving an inclusive organisation and workplace:

Strategy	Action	Responsibility
<p>Apply universal design principles and practice across our services to ensure they are inclusive, equitable and flexible</p>	<p>5.1</p> <p>Integrate the principles of universal design across all services and ways of working, through development of a council-wide Universal Design Framework (delivery 2023 – 2024).</p> <p>This will include:</p> <ul style="list-style-type: none"> • Introduction of a universal design toolkit to support staff capability to identify opportunities to improve access and inclusion in our services (delivery 2023- 2024) • Developing an Equity Impact Assessment framework, which incorporates access and inclusion considerations, for application when developing and reviewing our policies and services (delivery 2023-2024). 	<ul style="list-style-type: none"> • Community Building and Inclusion (Lead) • All Managers (Partners)
<p>Build workforce capability in disability inclusive practice</p>	<p>5.2</p> <p>Deliver inclusive leadership training that builds understanding and management capability in disability inclusion (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • People, Culture and Safety (Lead) • Community Building and Inclusion (Partner)
	<p>5.3</p> <p>Deliver diversity and inclusion awareness training for all staff, which includes accessibility and disability inclusive practice (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • People, Culture and Safety (Lead) • Community Building and Inclusion (Partner)

Strategy	Action	Responsibility
<p>Build workforce capability in disability inclusive practice <i>(continued)</i></p>	<p>5.4 Implement targeted disability inclusion awareness sessions for staff to build disability confidence in key council service areas (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • Community Building and Inclusion (Lead) • People, Culture and Safety (Partner)
	<p>5.5 Build hiring managers’ capability and confidence to increase employment of people with disability (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • Community Building and Inclusion (Lead) • People, Culture and Safety (Partner)
<p>Ensure the customer experience for people with disability is inclusive and made easy</p>	<p>5.6 Ensure entry-points to council services, including ASSIST customer service centres and online, offer appropriate support and adjustments for persons with disability (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • Customer Experience and Transformation (Lead) • Community Building and Inclusion (Partner) • All Service Managers (Support)
	<p>5.7 Progressively provide information in inclusive and accessible formats, and create additional content that will enhance opportunities for people with disability to access Council services, facilities and public spaces (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • All Service Managers Community Building and Inclusion (Support)
<p>Ensure we are an employer of choice for people with disability</p>	<p>5.8 Build an organisational knowledge bank to support staff awareness about assistive technology (delivery 2023).</p>	<ul style="list-style-type: none"> • Community Building and Inclusion (Lead) • People, Culture and Safety (Partner)
	<p>5.9 Support equitable workplace practice through building capability in implementing workplace adjustments (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • Community Building and Inclusion (Lead) • People, Culture and Safety (Partner) • All Service Managers
	<p>5.10 Support our Accessibility and Disability Inclusion Network to promote connection, belonging and equity in the workplace for employees with disability (delivery 2023 – 2025).</p>	<ul style="list-style-type: none"> • Executive Leadership Team Member (Sponsor)

Communications and reporting

Table 7 below outlines the actions we commit to with the aim of ensuring communication of our progress.

Strategy	Action
Provide community and staff with open communication	6.1 Lodgement of the Accessibility Action Plan with the Australian Human Rights Commission (delivery 2023)
	6.2 Our progress is reported in Council's annual report (delivery 2023 – 2025)

A note on the legislative framework

The below summary conveys the legislative framework, guidelines and standards to be considered when creating a disability action plan.

Victorian Government guidance

[Inclusive Victoria](#): state disability plan (2022–2026)

[Charter of Human Rights and Responsibilities Act 2006](#) (VIC)

[Disability Act 2006](#) (VIC)

[Equal Opportunity Act 2010](#) (VIC)

[Local Government Act 2020](#) (VIC)

Australian Government guidance

[Disability Discrimination Act 1992](#)

[Fair Work Act 2009](#)

[Australia’s Disability Strategy 2021–2031](#)

International guidance

[United Nations Convention on the Rights of Persons with Disabilities](#)

[Web Content Accessibility Guidelines \(WCAG\) 2.1](#)