

# Community Engagement Report



## Accessibility Action Plan 2022-24 development

February 2022



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## In brief

This report provides a summary of the community engagement that took place in July and August 2021, inviting the community to provide feedback/input to help shape Council's draft Accessibility Action Plan. The engagement program was conducted through an online survey. At the time, Covid-19 restrictions were in place which meant limited opportunities to promote the survey.

An overview of the findings on some of the main topics surveyed can be viewed in Table 1 below. The table illustrates the mean rating score across the rating statement questions for the total sample. It also provides the respective scores across the survey respondent profile categories.

Scores were rated on a sliding scale from 1 to 5, with scores of 1 or 2 indicating adverse perceptions, a score of 3 indicating for a respondent to not be sure, and scores of 4 or 5 indicating a favourable perception.

Profile (survey respondent category):	Carer (n=8)	Person with disability (n=17)	Organisational connection (n=3)	Other (n=4)	Prefer not to say (n=2)	Total (n=34)
How inclusive is the City of Port Phillip community of people with disability?	3.3	3.2	3.7	3.0	3.5	<b>3.3</b>
How easy or difficult is it for people with disability to participate in any activities taking place in our City?	2.9	3.1	2.7	2.0	3.0	<b>2.9</b>
Are people with disability included to participate in employment or volunteering opportunities in our City?	3.4	2.9	3.0	2.3	4.0	<b>3.0</b>
How easy is it for people with disability to move about in our City?	2.9	2.6	2.0	2.3	4.0	<b>2.6</b>
How easy is it for people with disability to access public spaces in our City such as shopping precincts, local neighbourhoods, parks, playgrounds and the foreshore?	2.9	2.7	2.7	2.3	3.0	<b>2.7</b>
How easy is it for people with disability to access and understand information and participate in council decision-making processes?	3.4	2.9 (n=14)	3.0	2.0 (n=3)	3.0 (n=1)	<b>2.9 (n=31)</b>

Table 1: Survey summary mean rating score out of 5



The findings in this report indicate that only half of the survey respondents experience the City of Port Phillip community as inclusive of people with disability (with 9 respondents not perceiving the City's community as inclusive). The lowest scores in table 1 above relate very much to the physical environment, i.e. moving about our City and accessing public spaces. There were no statistically significant differences when analysing responses received by people who identified as a person with disability or carer and those who did not.

Qualitative data received from survey respondents provided insights into a wide range of accessibility and disability inclusion issues. The following themes are indicated for further exploration and development in the new Plan:

- Enhanced mobility within the city including access routes to transport, accessible parking, footpath design, accessible toilets, and places to sit.
- Strengthening opportunities to participate in community life including beach access, playground design, employment pathways, arts and recreation.
- Access to information and participation in local decision making.



# Introduction

## Developing a draft Accessibility Action Plan

We want to ensure that Port Phillip is a place where people with disability feel valued and have a positive sense of belonging. The Accessibility Action Plan is Council's commitment to the equitable participation and inclusion of people with disability within our community, and within our organisation. It is a means by which Council can demonstrate its efforts towards eliminating disability discrimination. The plan to be developed will be City of Port Phillip's fourth accessibility action plan.

## Purpose of this engagement

The purpose of this engagement program was for the community to provide input and feedback about accessibility and inclusion of people with disability in our community, to help shape and inform the actions in the new Accessibility Action Plan. This engagement was the first round of community consultation, with more community engagement scheduled in 2022 to invite feedback on a draft Accessibility Action Plan as well as facilitating an opportunity to ask for feedback of the preliminary findings with external (community) stakeholders.

This report provides a summary of the findings of the first-round community engagement that took place in July and August 2021.

# Engagement approach

This section details the community engagement approach for consulting with community members, inviting feedback and input to help shape the new Accessibility Action Plan. In July and August 2021, we invited community members to provide feedback and/or input to help inform the actions of Council's new Accessibility Action Plan 2022 – 2024. The primary method used was to invite people to complete a survey, with the aim of gaining an understanding of areas the community perceives Council could focus on to increase participation and remove barriers that may prevent someone from participating in economic, social and community life. The survey was available online on Council's Have Your Say online engagement website and in hard copy format (upon request), with both quantitative and qualitative data sought.

Feedback and/or input from community members was also welcomed in other formats. Other ways people could provide feedback was to contact Council directly, send in a video or utilise any other format of their choosing. In lieu of scheduled face-to-face community engagement sessions throughout the month of August as part of Council's Neighbourhood Conversations program, three online chat forum sessions were delivered online due to Covid-19 restrictions on different days and at varying times of the day during the consultation period, inviting community members to engage with Council's Access and Inclusion Planner in 'real time'.

Communications about the community engagement occurred through social media channels, emails to external organisations/groups and Council staff promoting the opportunity for the community to have their say, a mailout to Council's subscriber list for receiving notifications about accessibility and disability inclusion topics, and mentions in TWiSK ('This Week in St Kilda' community-run e-newsletter) and Council's Divercity Online e-newsletter. Council's Access and Inclusion Planner also shared information regarding the consultation in online sessions with the Older Persons Advisory Committee and the Multifaith Committee.

## Engagement response

A total of 34 responses to the survey were received, with 33 people completing the survey online and one person submitting their response in a hard copy format.

A series of demographic questions were asked as part of the survey. Survey respondents were invited to answer a question about which of the following they identified with:

- I am a person with disability





- I am a carer
- I work for an organisation in the area of accessibility and disability inclusion
- Prefer not to say
- Other

Of the 34 respondents, 17 people identified as a person with disability and 8 as carers. The majority of respondents were either in the 35 to 49 or 50 to 59 age group. Additionally, 3 identified as working for an organisation in the area of accessibility and disability inclusion, 4 as 'other' and 2 preferred not to say.

Detailed demographic data is provided as [appendix A](#) to this report. Appendix A also contains data responses for the general questions about respondents' experience of the consultation process.

## Limitations

Limitations to this first round community engagement process for the development of the Accessibility Action Plan included:

- Due to COVID-19 restrictions there were no opportunities for face-to-face engagement activities.
- Channels for promoting opportunities to provide input and/or feedback were online, with limited opportunities to reach community members who may have limited/no access to the internet or do not receive Council's online communications.
- As no one under the age of 25 years completed the survey, any commentary regarding accessibility for younger people were not directly provided by young people.
- Contributions to this engagement program do not necessarily constitute a representative snapshot of our community as people have self-selected to participate.

# Engagement findings

Survey participants were asked to provide responses to a series of questions, with several questions requesting respondents to provide answers *based on their own experience*. Respondents were also invited to expand on their answers and include examples in several instances. Questions were themed around participants' experience of inclusion, participation in activities, employment and volunteering, ease of moving about and accessing public spaces in Port Phillip, and ease of use of Council services and participation in decision-making.

## Survey responses

The following section provides an overview of survey responses. For a summary of survey respondent demographic data, please view appendix A – 'A bit about you'. The survey questions have been included as a reference in appendix B and verbatim responses are also provided as appendices to this report (appendices C – K).

### Experience of inclusion

The survey commenced with a question about the perception of the City of Port Phillip as an inclusive community for people with disability.

#### **Based on your experience, how inclusive is the City of Port Phillip community of people with disability?**

On the theme of inclusion, seventeen of the 34 respondents indicated they felt the City of Port Phillip community to be inclusive of those with disability (3 very inclusive and 14 somewhat inclusive), 9 felt it is not inclusive (2 not inclusive at all and 7 not very inclusive) with the balance (8) uncertain. Table 2 below conveys how survey respondents answered, whereby answers are split out by the respective demographic profile categories.

**Base: all respondents (n=34)**

Profile	Very inclusive	Somewhat inclusive	I'm not sure	Not very inclusive	Not inclusive at all	Total
Carer	1	2	3	2	0	8
Person with disability	2	7	3	3	2	17
Organisational connection	0	2	1	0	0	3
Other	0	2	0	2	0	4
Prefer not to say	0	1	1	0	0	2
<b>Total</b>	<b>3</b>	<b>14</b>	<b>8</b>	<b>7</b>	<b>2</b>	<b>34</b>

*Table 2: Rating summary - how inclusive is the City of Port Phillip community of people with disability?*

Those who felt the community was inclusive cited personal experiences of being assisted and supported in the community or at their workplace:

- “My mental condition causes issues with regulating emotion, I've never been violent but I can enter a manic state (very rarely) and if this has occurred in a public space, instead of resorting to violence or even calling emergency services, which would be perfectly warranted when someone is yelling or generally appearing as 'rude', people have made efforts to understand and ultimately calmed me down to avoid incident in I think all but one occasion where the police had to take me to the hospital”
- “My [supervisors – ed<sup>1</sup>] are aware of my disability and I have been able to have open and honest conversations with them about it. My learning issues have been supported by my [supervisor – ed] who has listened to how I need information presented differently in order to retain and/or understand it. My [supervisor – ed] understands that time blindness is a part of my diagnosis and allows flexible start and finish time as long as I complete my hours.”
- “As a volunteer for [a local health agency – ed<sup>2</sup>] I have been impressed with the accommodation they make for me.”

Other respondents felt the facilities provided for those with disability were sufficient:

<sup>1</sup> Job role descriptions withheld for privacy reasons.

<sup>2</sup> Name of organisation withheld for privacy reasons.

- “Parking availability for disabled parking permits greatly assist both in marked and unmarked bays. Majority of community facilities accessible. Some older facilities need closure and replacement.”

Some respondents who felt the community is inclusive took the opportunity to suggest areas for improvement:

- “My main concern was getting about on public transport with a walker frame or even just a problem with one's legs or movement. Trams on routes 1 & 12 were very difficult to negotiate and in fact impossible at one stage. I think the Council should be looking at using trams like those on route 96.”
- “Beaches and parks should have more ramps and more availability for disabled and other abilities to enjoy the recreational activities. Should also not have things in too close proximity.”
- “Not that inclusive for children with disability. Could be better. More accessible playgrounds would be good. Meeting other parents in the area with special needs kids would be good too. A playgroup for special needs kids could be good.”

Those who rated the community as not inclusive made similar suggestions regarding accessibility improvements:

- “It is difficult for someone with a physical disability that affects mobility to move about the City of Port Phillip. Issues include:
  - narrow footpaths
  - bins being kept on footpaths (e.g. Woodstock St near Carlisle St)
  - protection of non-accessible heritage features such as bluestone walkways and shop facades with steps and narrow doorways
  - dumped rubbish blocking walkways
  - construction blocking walkways and creating non-accessible detours
  - steep ramps into shopfronts (e.g. Astor Theatre)”
- “There are no changing places located along the foreshore, nor is there access for people in wheel chairs to enter the beach. The new marina development has failed to address this appropriately, it's time to get serious about true accessibility.”
- “There are inadequate services such as educational, training opportunities, healthcare and recreation facilities for people with disabilities.”

The remaining verbatim comments were specific in nature and have been provided in [appendix C](#).

## Participation in activities

Next, respondents were asked to indicate if they participated in any activities within the City of Port Phillip (table 3) and, if so, what types of activities they participate in (table 4).

### What types of activities in the City of Port Phillip do you participate in?

**Base: all respondents (n=34)**

Profile	I participate in activities	None	Prefer not to say
Carer	6	2	0
Person with disability	8	5	4
Organisational connection	3	0	0
Other	4	0	0
Prefer not to say	1	1	0
<b>Total</b>	<b>22</b>	<b>8</b>	<b>4</b>

Table 3: Participation in activities

Twenty-two respondents reported participating in activities in the City of Port Phillip, 8 respondents said none and 4 respondents preferred not to say.

Those respondents who participated in activities were then asked to indicate what types of activities they participated in.

**Base: all respondents (n=22)**

Profile	Recreation and physical exercise	The arts	Cultural events	Community programs	Music events	Organised sport	Other
Carer	5	2	4	4	2	2	1
Person with disability	5	6	3	3	4	0	0
Organisational connection	2	1	2	1	1	0	0
Other	1	3	3	3	3	1	0
Prefer not to say	0	0	0	0	0	0	1
<b>Total</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>3</b>	<b>2</b>

Table 4: Activities participated in

Of the 22 respondents who do participate in activities, recreation and physical exercise was the most frequently mentioned (mentioned by 13), followed by cultural events (12), the arts (12), community programs (11) and music events (10). Organised sport was less popular (mentioned by 3) and two respondents reported other activities, which included lifesaving, U3A Port Phillip and volunteering.

Respondents were next asked to rate how easy or difficult it is for people with disability to participate in activities.

**Based on your experience, how easy or difficult is it for people with disability to participate in any activities taking place in our City?**

**Base: all respondents (n=34)**

Profile	Very easy	Somewhat easy	I'm not sure	Somewhat difficult	Very difficult	Total
Carer	0	1	5	2	0	8
Person with disability	1	5	6	4	1	17
Organisational connection	0	1	0	2	0	3
Other	0	0	1	2	1	4
Prefer not to say	0	0	2	0	0	2
<b>Total</b>	<b>1</b>	<b>7</b>	<b>14</b>	<b>10</b>	<b>2</b>	<b>34</b>

*Table 5: Ease of participation in activities*

Eight respondents reported participation in activities as easy (1 very easy and 7 somewhat easy) and 12 difficult (2 very difficult and 10 somewhat difficult), with the balance (14) indicating they were unsure.

Those who felt it was easy cited reasonable access to facilities where events are held, the community bus, wide footpaths and access to beaches and parks, as well as information provided in multiple formats.

Those who felt it was difficult focused on the cost associated with activities, access issues (such as lack of parking, difficulty getting to the beach and ramps) and the need for additional training and educational opportunities to raise community awareness of disability.

The full list of verbatim comments is available in [appendix D](#).

## Employment and volunteering

Respondents were next asked whether people with disability are included to participate in employment.

**Based on your experience, are people with disability included to participate in employment or volunteering opportunities in our City?**

**Base: all respondents (n=34)**

Profile	Very included	Somewhat included	I'm not sure	Not very included	Not included at all	Total
Carer	1	1	6	0	0	8
Person with disability	1	3	8	3	2	17
Organisational connection	0	0	3	0	0	3
Other	0	0	1	3	0	4
Prefer not to say	0	2	0	0	0	2
<b>Total</b>	<b>2</b>	<b>6</b>	<b>18</b>	<b>6</b>	<b>2</b>	<b>34</b>

*Table 6: Inclusion in employment or volunteering opportunities*

Results were polarised, with 8 feeling people with disability are included in employment or volunteering opportunities (2 very included and 6 somewhat included) and 8 not included (2 not included at all and 6 not very included), and the balance (18) indicating they were unsure.

Some of the respondents who indicated people with disability were included did also suggest there was room for improvement (such as through promotion and community literature).

Those who felt people with disability were not included provided reasons for their lack of participation, such as building accessibility or the nature of their disability preventing them from sitting for long periods of time, as well as some suggestions for engaging those with disability:

- “There needs to be new programs in Melbourne where they are focused on diversity and inclusion e.g. neurodiversity hires instead of going through general populational interviews, due to nature of disabilities and abilities.”
- “In all the volunteer activities I have participated there has never been a conversation around how to participate if you have disability. It is assumed that you don’t unless you speak up for yourself. I have an invisible illness and it’s not an obvious disability. People assume I can participate at the level of a normal person. It gets wearing and off putting to constantly have to initiate these conversations.”

The full list of verbatim comments is available in [appendix E](#).

## Moving about and accessing public spaces

Respondents were asked for their perception of how easy it is for people with disability to move about in the City of Port Phillip.

**Based on your experience, how easy is it for people with disability to move about in our City?**

**Base: all respondents (n=34)**

Profile	Very easy	Somewhat easy	I'm not sure	Somewhat difficult	Very difficult	Total
Carer	1	1	2	4	0	8
Person with disability	1	4	2	7	3	17
Organisational connection	0	0	0	3	0	3
Other	0	1	0	2	1	4
Prefer not to say	0	2	0	0	0	2
<b>Total</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>16</b>	<b>4</b>	<b>34</b>

*Table 7: Ease of moving about in our City*

Twenty of the 34 respondents reported difficulty in moving about in the City for people with disability (16 somewhat difficult and 4 very difficult), while 10 perceived it as easy (2 very easy and 8 somewhat easy).

Those who reported it was easy cited the community bus and other public transport, as well as generally acceptable pavements for scooters or wheelchairs.

However, those who felt it was difficult reported issues with getting on and off public transport, uneven footpaths, outdoor dining creating obstacles on the footpaths, busy footpath traffic, small doorways and narrow aisles in shops, as well as a lack of appropriate parking.

The full list of verbatim comments is available in [appendix F](#).



## Accessing public spaces

Next, respondents were asked their perception of how easy it is for people with disability to access public spaces in our City such as shopping precincts, local neighbourhoods, parks, playgrounds and the foreshore.

**Based on your experience, how easy is it for people with disability to access public spaces in our City such as shopping precincts, local neighbourhoods, parks, playgrounds and the foreshore?**

**Base: all respondents (n=33)**

Profile	Very easy	Somewhat easy	I'm not sure	Somewhat difficult	Very difficult	Total
Carer	0	3	1	4	0	8
Person with disability	1	4	3	5	3	16
Organisational connection	0	1	0	2	0	3
Other	0	1	0	2	1	4
Prefer not to say	0	1	0	1	0	2
<b>Total</b>	<b>1</b>	<b>10</b>	<b>4</b>	<b>14</b>	<b>4</b>	<b>33</b>

*Table 8: Ease of accessing public spaces in our City*

Eleven respondents felt it was easy to access public spaces, while 18 felt it was difficult (including 4 very difficult and 14 somewhat difficult) and 4 indicated they were uncertain.

Those who felt it was somewhat easy, suggested a number of improvements:

- “Disability car parks need to be more visual and placed in park areas”
- “More public toilets would be good and seats to rest.”
- “A large number of footpaths off the main streets are not accessible. I have some difficulty walking and judging my depth of field. Uneven footpaths, footpaths that slope to one side or the other, tree roots, bins (fixed and household), incursions of trees and domestic plants, all prevent the safe use of footpaths not just in my street but other streets in my area. This makes it difficult to walk to the shops, exercise and visit with friends.”
- “All areas are accessible but parks are not accommodating for disability children”

Those who felt it was difficult to access public spaces also offered a number of specific improvements:

- “more accessible pathways on the foreshore (the angled wood boardwalks are a good example of a non-accessible walkway)”

- “more disability friendly playground equipment in parks”
- “most of the tram stops are not accessible to wheelchairs and mobility scooters”
- “very limited access to the beach for people using wheelchairs and mobility scooters”
- “sidewalks are narrow, and/or have potholes or are bulging due to roots”
- “limited access to Albert Park Lake for people wanting to go there from home without driving to a car park, mainly to the south and western sides of the lake.”
- “Sth Melbourne precinct - too many cobblestones and no kerb-cuts”

The full list of verbatim comments is available in [appendix G](#).

### Barriers and challenges – themes

Respondents were next asked to share up to three barriers or challenges to accessibility and disability inclusion in our City.

Most respondents mentioned barriers or challenges but – similarly to other open-ended questions – these responses were very specific to the individuals’ circumstances, thus limiting the ability to code and quantify the data.

However, as the word cloud in Figure 1 below suggests, themes relating to access were the most frequently mentioned (including parking, footpaths, ramps, and narrow aisles). Other issues noted were employment, awareness and training.



Figure 1: Word cloud illustrating commonly mentioned barriers or challenges

The full list of verbatim comments is below and also available in [appendix H](#). It shows the wide range of the responses given:

Profile	Verbatim responses - barriers or challenges to accessibility and disability inclusion in our City
Carer	Transport
Carer	Inclusion via accessibility to recreational spaces; Inaccessible trams and tram-stops; Problematic sidewalks and intersections within neighbourhoods
Carer	More job opportunities for prospective employees with disabilities
Carer	Access, awareness, respect
Carer	Ramps every single public space, employment policy In particular with people with mental health issues,
Carer	Prejudice, narrow door frames, deep gutters.
Carer	Lack of public education & awareness, inadequate services for training, education and lack of recreational services such as dance, drama, health for people with disabilities
Person with disability	Diversity and inclusion in workplaces (not taking action), difficulty in doing different forms of communication and stigma
Person with disability	physical barriers, financial barriers, social barriers
Person with disability	Lack of awareness around the difficulties experienced by people with invisible chronic illness. Lack of easy access to local precincts especially busy centres like Carlisle St. Lack of volunteer or employment opportunities catering to the needs of people with invisible chronic illness.
Person with disability	1. Low cost; 2. Easy to get to; 3. well advertised
Person with disability	1. Stigma (stemming from lack of education or awareness about mental disabilities - including neuro-developmental and psychiatric disabilities). 2. Training material presented for neurotypical brains, without much thought to the neurodiverse learning experience. The TechOne training was extremely difficult to follow and created a lot of stress for me as it took up so much time and was impossible to follow. 3. Work place environment needs to be more inclusive of neurodiverse people with sensory sensitivities.
Person with disability	Shops that have too narrow aisles to access on a mobility scooter. Older buildings that do not have ramps installed
Person with disability	Parking (on flat places close to amenity), obstacles on footpaths, and for a third I will say that the amount of people doing drugs visibly and yelling and screaming esp in Acland and Fitzroy St really worries me and deters me from frequenting those areas as much as I would like.
Person with disability	Inaccessible footpaths. Unsafe crossings. Unclear street signage (names and attractions).
Person with disability	Infrastructure of roads/footpaths, rubbish being left on streets
Person with disability	unable to access shops because of steps; when parking in a disabled car park on the street a great deal of time there is no flat access to the footpath except for a step up; for me access to car parks due to deformities in my hands, I am unable to take tickets out of dispensers.
Person with disability	Parking, attitudes, access to the community

Profile	Verbatim responses - barriers or challenges to accessibility and disability inclusion in our City
Organisational connection	footpaths, parking, bluestone paving.
Organisational connection	Beach Access, Toileting, shop front entry points.
Other	public transport, stairs, crowded narrow aisles
Other	Access to facilities, promotion of what facilities are available.
Other	More public awareness and understanding/empathy to disability
Other	1. feeling safe to move around in public. being understood when asking for direction.

Table 9: Verbatim responses - barriers or challenges

## Using Council services and participation in decision-making

Respondents were asked, in a prompted question, if they find Council services accessible and easy to use.

**Based on your experience, do you find Council services accessible and easy to use?**

**Base: all respondents (n=34)**

Profile	I don't use any Council services.	I'm not sure which Council services I use.	Yes, I find Council services accessible and easy to use.	No, I find that Council services are not accessible/or are difficult to use.	Total
Carer	2	2	4	0	8
Person with disability	5	2	5	5	17
Organisational connection	1	0	1	1	3
Other	1	0	3	0	4
Prefer not to say	0	1	1	0	2
<b>Total</b>	<b>9</b>	<b>5</b>	<b>14</b>	<b>6</b>	<b>34</b>

Table 10: Accessibility and ease of use of Council services

Around a quarter of the respondents (26% or 9 respondents) don't use any Council services and an additional 5 were unsure which Council services they use. Of those who use Council services, 14 reported finding these services accessible and easy to use, while the remaining 6 found them not accessible or easy to use.

Respondents were next asked to share the Council services they find accessible and easy to use. While some mentioned broad services such as the provision of online forms, hard copy local

information and Council's phone services and front desk, others referred to more specific services they found helpful in their everyday lives:

- "home care; home maintenance, Daylinks, hard waste rubbish collections"
- "The library, especially being able to borrow e-books"
- "Home Help & Assisted Shopping services"
- "Community bus"

An example of Council services that were raised as not being accessible or difficult to use is parking.

The full list of verbatim comments is available in [appendix I](#).

### Participation in decision-making

Respondents were then asked to share their thoughts on how easily people with disability can access and understand information and participate in Council's decision-making processes.

**Based on your experience, how easy is it for people with disability to access and understand information and participate in council decision-making processes?**

**Base: all respondents (n=31)**

Profile	Very easy	Somewhat easy	I'm not sure	Somewhat difficult	Very difficult	Total
Carer	0	3	5	0	0	8
Person with disability	2	1	8	3	2	16
Organisational connection	0	1	1	1	0	3
Other	0	0	0	3	0	3
Prefer not to say	0	0	1	0	0	1
<b>Total</b>	<b>2</b>	<b>5</b>	<b>15</b>	<b>7</b>	<b>2</b>	<b>31</b>

Table 11: Ease of access, understanding of information and participation in council decision-making

Fifteen of the 31 respondents indicated were uncertain as to the ease or difficulty for people with disability to access and understand information and participate in Council decision making. Those who felt it was easy (7 respondents) cited that information is available in an accessible form. Those who felt it was difficult (9 respondents) suggested they weren't sure where to start and felt the process could be convoluted. Three respondents chose not to answer this question.

The full list of verbatim comments is available in [appendix J](#).



Finally, respondents were asked if there was anything else they would like to share about their experience of accessibility and disability inclusion in the City of Port Phillip. Responses provided were specific to the individual and have been provided as verbatim in [appendix K](#).

## Next steps

The feedback collected through this round of engagement will help to inform actions to be included in a draft Accessibility Action Plan.

The community engagement that took place in July/August 2021 has highlighted the need to broaden the engagement both with internal and external stakeholders to explore accessibility and disability inclusion issues more deeply, prior to releasing a draft Accessibility Action Plan for wider community feedback. With 34 survey responses received, and communication to promote the community engagement largely constrained to the use of online platforms, opportunity will be sought by the end of March 2022 to connect with members of the community whose voices may not have yet been heard about the things that matter to them.

To allow for due consideration of a range of inputs to help shape the actions in the new Accessibility Action Plan, it is anticipated that the draft plan will now be available mid 2022 for community feedback, with a view to finalising and launching the plan for Council's endorsement by October/November 2022.



Figure 2: Visual depiction of Accessibility Action Plan development

# Appendices

## Appendix A: Survey respondents - demographic data and experience of the consultation process

Which of the following do you identify with?

Base: all respondents (n=34)

Profile	Total
I am a person with disability	17
I am a carer	8
I work for an organisation in the area of accessibility and disability inclusion	3
Prefer not to say	2
Other	4
<b>Total</b>	<b>34</b>

Table 12: Survey respondents - profile

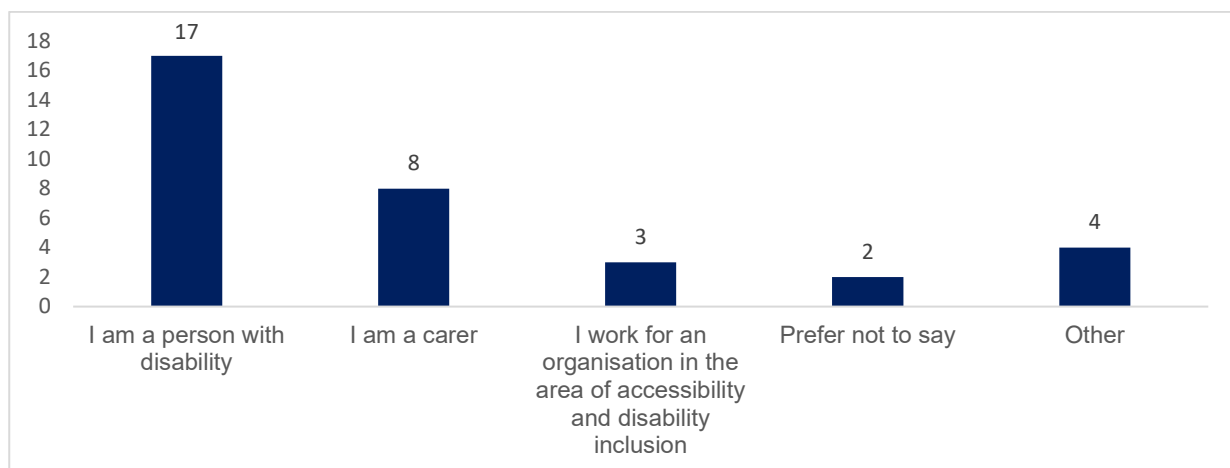


Figure 3: Survey respondents - profile



## What is your residential suburb?

Base: all respondents (n=34)

Residential suburb	Total
Port Melbourne	8
St Kilda	6
St Kilda East	4
Elwood	4
South Melbourne	3
St Kilda West	2
Melbourne	2
Prefer not to say	1
Middle Park	1
Albert Park	1
Other	2

Table 13: Survey respondents - residential suburb

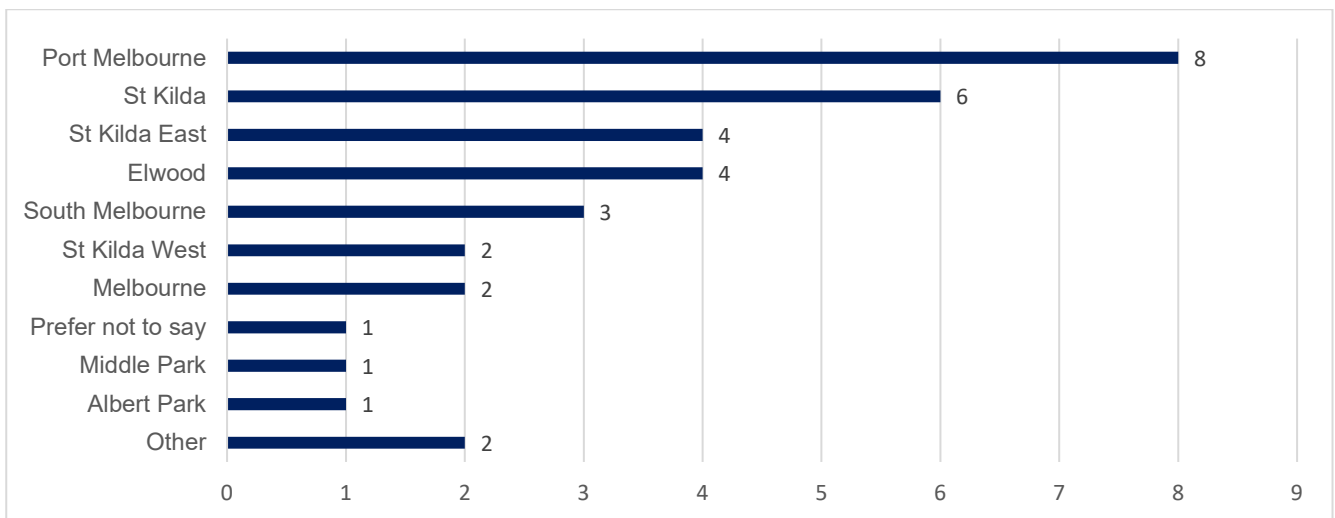


Figure 4: Survey respondents - residential suburb

## Which gender do you identify with?

Base: all respondents (n=34)

Gender	Total
Prefer not to say	3
Male	6
Female	25

Table 14: Survey respondents - Gender identification

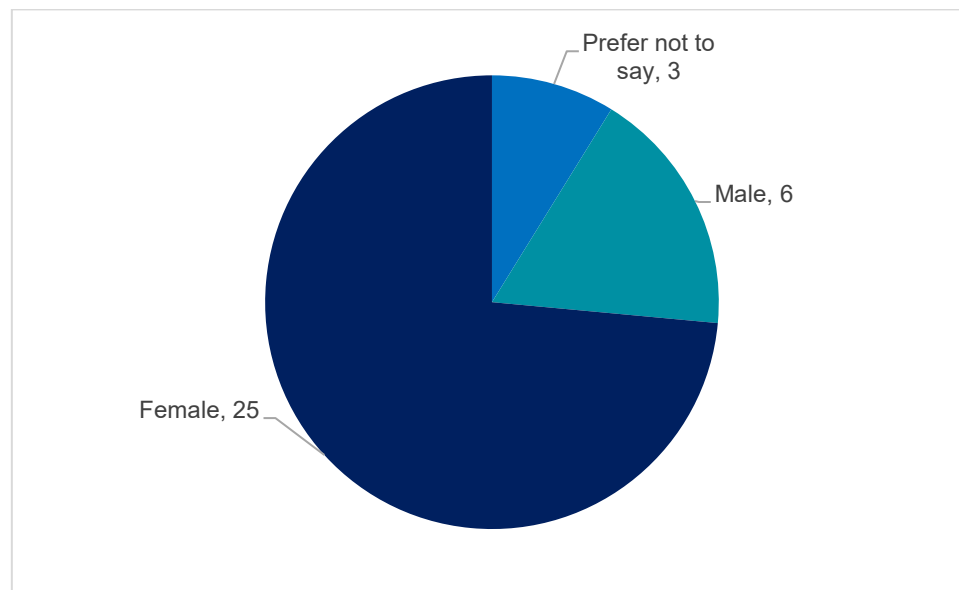


Figure 5: Gender identification

### What is your age group?

Base: all respondents (n=34)

Age group	Total
25 to 34 years	4
35 to 49 years	9
50 to 59 years	13
60 to 69 years	4
70 to 74 years	1
75 to 79 years	0
80 to 84 years	1
85 years and over	1
Prefer not to say	1
<b>Total</b>	<b>34</b>

Table 15: Survey respondents - age group

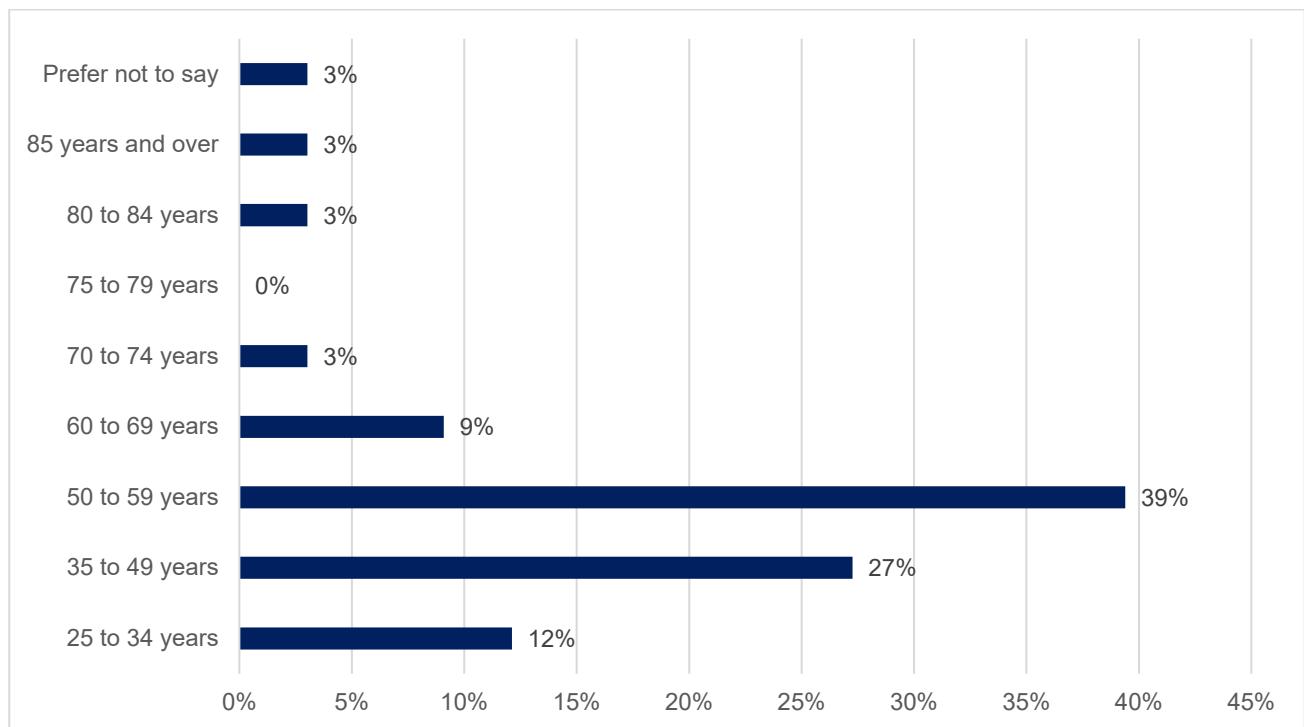


Figure 6: Survey respondents - age group

## What is your connection to the City of Port Phillip?

Base: all respondents (n=34)

Connection to the City of Port Phillip	Total
I am a student	1
I own a local business	3
Other, please specify by typing below	3
I work in the City of Port Phillip	4
I volunteer	5
I visit locations in the City of Port Phillip area	7
I am a resident	30

Table 16: Survey respondents - connection to the City of Port Phillip

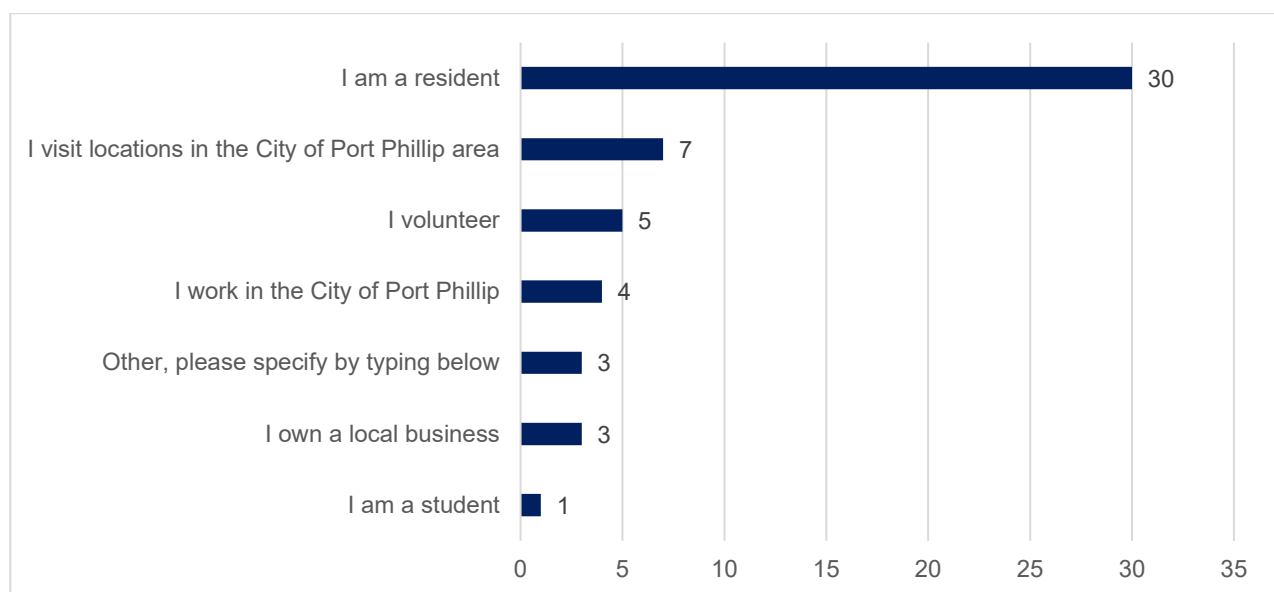


Figure 7: Survey respondents - connection to the City of Port Phillip

**Council provided me with access to information to enable me to meaningfully participate in this process.**

Base: all respondents (n=34)

Profile	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
Carer	2	4	2	0	0	8
Person with disability	4	5	6	1	1	17
Organisational connection	0	2	1	0	0	3
Other	0	2	2	0	0	4
Prefer not to say	0	1	1	0	0	2

Profile	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
<b>Total</b>	6	14	12	1	1	<b>34</b>

Table 17: Survey respondents - participation in the consultation process

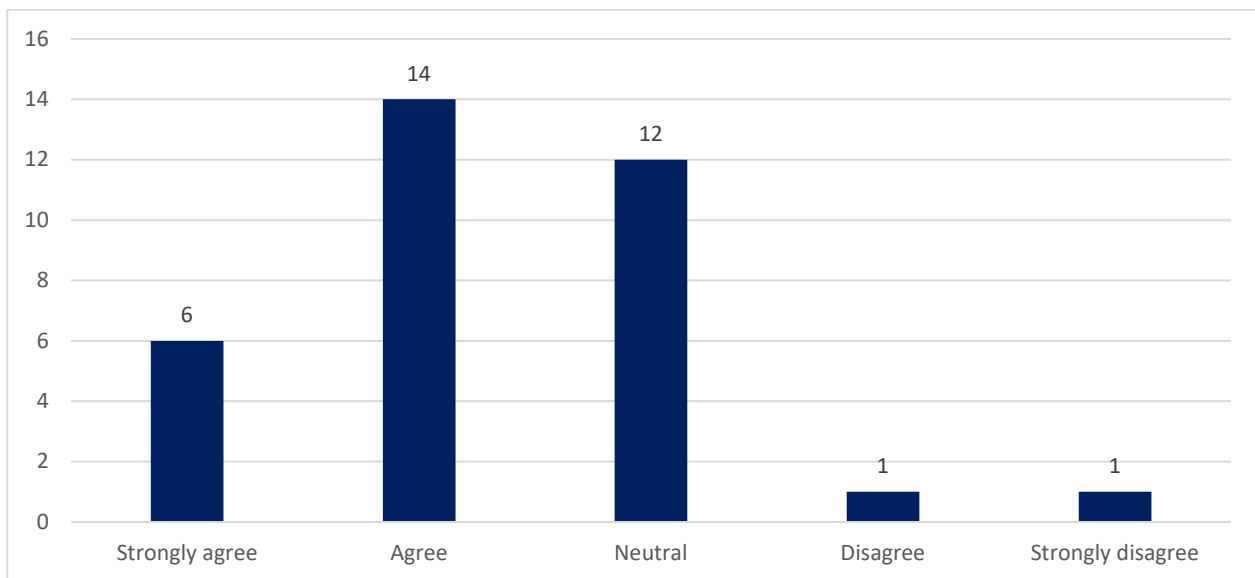


Figure 8: Survey respondents - participation in the consultation process

## Council actively supports community involvement in decision-making.

**Base: all respondents (n=33)**

Profile	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
Carer	1	1	5	1		8
Person with disability	1	6	3	2	4	16
Organisational connection	0	2	1	0	0	3
Other	0	1	2	1	0	4
Prefer not to say	0	2	0	0	0	2
<b>Total</b>	2	12	11	4	4	<b>33</b>

Table 18: Survey respondents - supporting community involvement in decision-making

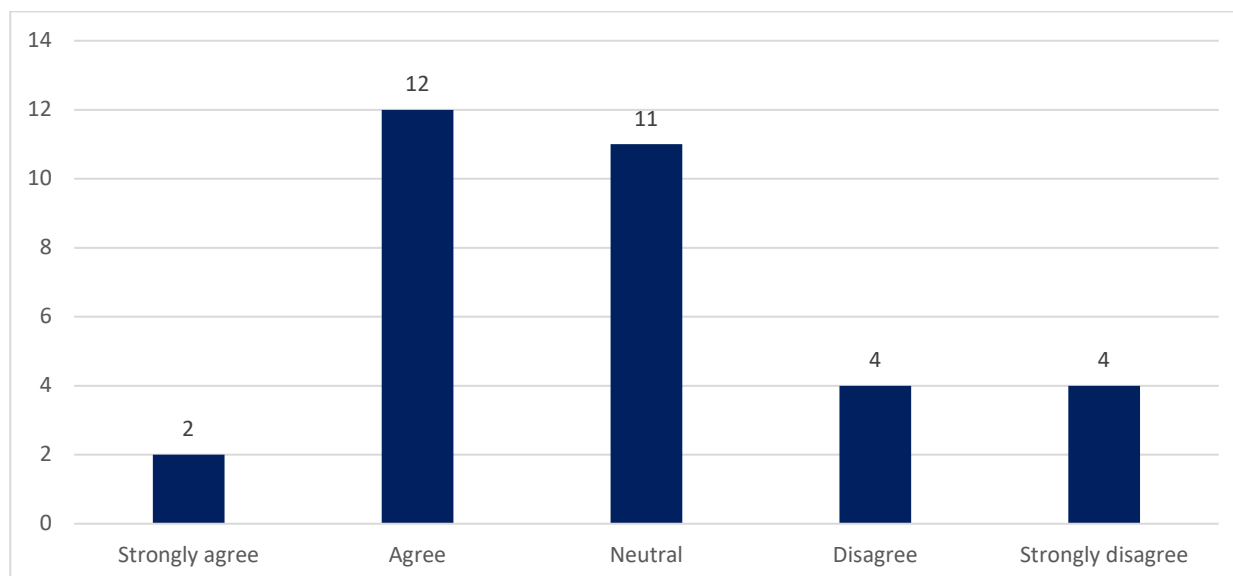


Figure 9: Survey respondents - supporting community involvement in decision-making

### How could we have made your experience better?

Profile	Verbatim responses
Carer	Modes of communication... please see my comment about difficulty and potentially triggering to make videos.
Person with disability	All good-thank you for the opportunity.
Person with disability	Fix the condition of the streets they are not safe. The traders are suffering and locals live in fear.
Person with disability	I listen to council meetings sometimes and I don't feel like many people have their statements really taken on board.
Person with disability	Look at the teams in Acland street and how you have ruined the area. No community consultation just went ahead as usual and don't care about residents
Other	For a questionnaire/survey it is relatively easy to follow. Sometimes, I think it is preferable to vocalise opinions & suggestions.
Other	I didn't know about this survey at all until I found out about it over social media and word of mouth Could also have other languages available e.g. Auslan, Braille, Indigenous Languages
Other	More co-Design with community members with disability. Included at the beginning of projects, not as an afterthought

Table 19: Survey respondents – bettering the consultation experience

## Appendix B: Survey questions

**1. Which of the following do you identify with?**

- ☐ I am a person with disability
- ☐ I am a carer
- ☐ I work for an organisation in the area of accessibility and disability inclusion
- ☐ Prefer not to say
- ☐ Other (please specify) \_\_\_\_\_

**2. Based on your experience, how inclusive is the City of Port Phillip community of people with disability? (answer required)**

- ☐ Very inclusive
- ☐ Somewhat inclusive
- ☐ I'm not sure
- ☐ Not very inclusive
- ☐ Not inclusive at all

**3. Can you please tell us why you chose that answer? Do you have an example?**

**4. What types of activities in the City of Port Phillip do you participate in? (answer required)**

Activities include organised sport, recreation and physical exercise, the arts, cultural events, music events and community programs.

- ☐ None
- ☐ Prefer not to say
- ☐ I participate in the types of activities below (select all that apply)

- ☐ Organised sport
- ☐ Recreation and physical exercise
- ☐ The arts
- ☐ Cultural events
- ☐ Music events
- ☐ Community programs
- ☐ Other (please specify)

**5. Based on your experience, how easy or difficult is it for people with disability to participate in any activities taking place in our city? (answer required)**

- ☐ Very easy
- ☐ Somewhat easy
- ☐ I'm not sure
- ☐ Somewhat difficult
- ☐ Very difficult

**6. Can you please tell us what makes it easy / difficult for people with a disability to participate? (answer required)**

**7. Based on your experience, are people with disability included to participate in employment or volunteering opportunities in our City? (answer required)**

- ☐ Very included
- ☐ Somewhat included
- ☐ I'm not sure
- ☐ Not very included
- ☐ Not included at all





8. **Can you please tell us why you chose that answer?** Do you have an example?
9. **Based on your experience, how easy is it for people with disability to move about in our City?** (answer required)

- ☐ Very easy
- ☐ Somewhat easy
- ☐ I'm not sure
- ☐ Somewhat difficult
- ☐ Very difficult

10. **Can you please tell us why you chose that answer?** Do you have an example?

11. **Based on your experience, how easy is it for people with disability to access public spaces in our City, such as shopping precincts, local neighbourhoods, parks, playgrounds and the foreshore?** (answer required)

- ☐ Very easy
- ☐ Somewhat easy
- ☐ I'm not sure
- ☐ Somewhat difficult
- ☐ Very difficult

12. **Can you please tell us why you chose that answer?** Do you have an example?

13. **Based on your experience, please share up to three barriers or challenges to accessibility and disability inclusion in our City.** (answer required)

- ☐ Based on my experience, I'm not sure what barriers or challenges there are to accessibility and disability inclusion.



- ☐ Based on my experience, I don't think there are any barriers or challenges to accessibility and disability inclusion.
- ☐ Based on my experience, three barriers or challenges to accessibility and disability inclusion are: (please specify up to three issues below)

We are committed to providing in-person and online services that are accessible to the widest possible audience. Council provides services including independent living support, the community bus, delivered meals, libraries and rubbish collection. You can find a more extensive list of Council services on our website at [www.portphillip.vic.gov.au/council-services](http://www.portphillip.vic.gov.au/council-services)

**14. Based on your experience, do you find Council services accessible and easy to use?**  
(answer required)

- ☐ I don't use Council services
- ☐ I'm not sure
- ☐ Yes, I find that Council services are accessible or easy to use. Please list the services you find accessible or easy to use.
- ☐ No, I find that Council services are not accessible or are difficult to use. Please list the services you find not accessible or difficult to use.

We want to ensure our community can access information and contribute to Council decision-making by having a say on the things that matter to them.

**15. Based on your experience, how easy is it for people with disability to access and understand information and participate in council decision-making processes?**

- ☐ Very easy
- ☐ Somewhat easy
- ☐ I'm not sure
- ☐ Somewhat difficult
- ☐ Very difficult

**16. Can you please tell us why you chose that answer? Do you have an example?**



**17. Is there anything else you would like to share with us about your experience of accessibility and disability inclusion in the City of Port Phillip?**

We'd like to understand how you found this consultation process and appreciate you taking the time to answer the following questions. To what extent do you agree / disagree with the following statements: (answer required)

**18. Council provided me with access to information to enable me to meaningfully participate in this process.**

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

**19. Council actively supports community involvement in decision-making**

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

**20. How could we have made your experience better?**



### **A bit about you**

The personal information provided in this section is being collected by Council for the purpose of providing a demographic snapshot of contributions to this plan. Demographic data allows Council to assess whether it is providing all areas of the community with an opportunity to become involved and be heard. Your personal information will be used solely by Council for this primary purpose or directly related purposes. Demographic data may be published and used as part of a Council report. Your details will be used to provide you with project updates and will be kept confidential. For more information contact Council's Privacy Officer via ASSIST on 9209 6777.

**1. What is your connection to the City of Port Phillip? (select all that apply - (answer required))**

- ☐ I am a resident
- ☐ I own a local business
- ☐ I work in the City of Port Phillip
- ☐ I am a student
- ☐ I volunteer
- ☐ I visit locations in the City of Port Phillip area
- ☐ Other (please specify)

**2. What is your age group? (answer required)**

- ☐ Under 18 years
- ☐ 18 to 24 years
- ☐ 25 to 34 years
- ☐ 35 to 49 years
- ☐ 50 to 59 years
- ☐ 60 to 69 years
- ☐ 70 to 84 years
- ☐ 75 to 79 years

- ☐ 80 to 84 years
- ☐ 85 years and over
- ☐ Prefer not to say

**3. Which gender do you identify with? (answer required)**

- ☐ Male
- ☐ Female
- ☐ Self-described
- ☐ Prefer not to say

**4. What is your residential suburb? (answer required)**

- ☐ Albert Park
- ☐ Balaclava
- ☐ Elwood
- ☐ Melbourne
- ☐ Middle Park
- ☐ Port Melbourne
- ☐ Ripponlea
- ☐ South Melbourne
- ☐ Southbank
- ☐ St Kilda
- ☐ St Kilda East
- ☐ St Kilda West
- ☐ Windsor
- ☐ Prefer not to say



☐ Other (please specify)

## Appendix C: Verbatim responses to open text survey question

**Q. Based on your experience, how inclusive is the City of Port Phillip community of people with disability? Can you please tell us why you chose that answer? Do you have an example?**

Profile	Verbatim responses
Carer	Not that inclusive for children with a disability. Could be better. More accessible playgrounds would be good. Meeting other parents in the area with special needs kids would be good too. A playgroup for special needs kids could be good.
Carer	Parking availability for disabled parking permits greatly assist both in marked and unmarked bays.  Majority of community facilities accessible. Some older facilities need closure and replacement.
Carer	Whilst much is being done, I would like to see better shop front access, footpath access, more communication promoting available services
Carer	To be completely inclusive we need to ensure all have access to the same facilities.
Carer	People generally don't see the person in the wheelchair and talk down to them, carers are ignored too.
Carer	The schools are not as accepting for kids with autism. Class sizes are large for example port Melbourne primary has classes of 70 and 40 children - unacceptable - not many services available in port Melbourne to do any activities for autistic children
Carer	There are inadequate services such as educational, training opportunities, healthcare and recreation facilities for people with disabilities.
Person with disability	My mental condition causes issues with regulating emotion, I've never been violent but I can enter a manic state (very rarely) and if this has occurred in a public space, instead of resorting to violence or even calling emergency services, which would be perfectly warranted when someone is yelling or generally appearing as 'rude', people have made efforts to understand and ultimately calmed me down to avoid incident in I think all but one occasion where the police had to take me to the hospital
Person with disability	Beaches and parks should have more ramps and more availability for disabled and other abilities to enjoy the recreational activities. Should also not have things in too close proximity.
Person with disability	It is difficult for someone with a physical disability that affects mobility to move about the City of Port Phillip. Issues include: - narrow footpaths - bins being kept on footpaths (e.g. Woodstock St near Carlisle St) - protection of non-accessible heritage features such as bluestone walkways and shop facades with steps and narrow doorways - dumped rubbish blocking walkways



Profile	Verbatim responses
	<ul style="list-style-type: none"> <li>- construction blocking walkways and creating non-accessible detours</li> <li>- steep ramps into shopfronts (e.g. Astor Theatre)</li> </ul>
Person with disability	As a volunteer for [a local health agency – ed <sup>3</sup> ] I have been impressed with the accommodation they make for me.
Person with disability	Some of the footpaths are hard to navigate with my scooter and walking frame.
Person with disability	<p>My [supervisors - ed<sup>4</sup>] are aware of my disability and I have been able to have open and honest conversations with them about it.</p> <p>My learning issues have been supported by my [supervisor – ed] who has listened to how I need information presented differently in order to retain and/or understand it.</p> <p>My [supervisor – ed] understands that time blindness is a part of my diagnosis and allows flexible start and finish time as long as I complete my hours.</p>
Person with disability	Disability doesn't always mean a wheel chair. There was a disability car space outside the Fitzroy St PO but it was moved to in front of the pride Centre on a steep slope making it very hard to open your car door. It was originally moved as a chemist is there but prescriptions are light, picking up mail when you don't know what size the parcel is something you truly need parking for. Not being able to take PT also affects people who feel unsafe to walk from their home at night or to ride alone.
Person with disability	Mostly I find the people in our community quite inclusive, but there is always room for improvement.
Person with disability	The budget in the Council Plan has minimal allocation for DDA retrofit, most of the areas such as Sth Melb and Port Melb have cobblestones & non-compliant curb-cuts which are inaccessible. There has been many occasions where either pop-up places (such as restaurant on the beach) are provided permits without the consideration of access, parking has been taken away or change to exclude people with disability, and community attitudes have not been a focus on the inclusion of people with disability
Person with disability	I work in the Diversity field and people are people and everybody need a choice in life.
Organisational connection	We allow people with mental health or substance abuse issues to live on the streets This is negatively impacting all residents and traders. Doing nothing is against human rights.
Organisational connection	My disability is compromised mobility (I walk with aids). While there are reasonably good disability car park numbers, the other issue for me is the state of footpaths. Some of these present many hazards to people with walking issues, EG., the footpaths around the market & across the road at [a local health agency - ed <sup>5</sup> ].
Organisational connection	There are no changing places located along the foreshore, nor is there access for people in wheel chairs to enter the beach. The new marina development has failed to address this appropriately, it's time to get serious about rue accessibility.

<sup>3</sup> Name of organisation withheld for privacy reasons.

<sup>4</sup> Job role descriptions withheld for privacy reasons.

<sup>5</sup> Name of organisation withheld for privacy reasons.



Profile	Verbatim responses
Other	My main concern was getting about on public transport with a walker frame or even just a problem with one's legs or movement. Trams on routes 1 & 12 were very difficult to negotiate and in fact impossible at one stage. I think the Council should be looking at using trams like those on route 96.
Prefer not to say	COPP are bullies especially management they do not care about staff and over work loads we put under. So many great people have left your organisation due to bullying and you do nothing.

Table 20: Verbatim responses - how inclusive is the City of Port Phillip community of people with disability?

## Appendix D: Verbatim responses to open text survey question

**Q. Based on your experience, how easy or difficult is it for people with disability to participate in any activities taking place in our City?**

**Can you please tell us what makes it easy for people with disability to participate?**

Profile	Verbatim responses
Carer	Reasonable access to facilities where events are held
Carer	Example: In a music event, ideally we should be able to have a designated area for buses for seniors to park.
Person with disability	The community bus. But now that it is no longer on route, it is difficult to be able to use it in the afternoons
Person with disability	Access (overgrown trees and hedges covering over footpaths, parked bikes on footpaths, dumped rubbish etc. Uneven sidewalks with tree roots or loose paving on Fitzroy St.
Person with disability	Information is easy to access in multiple formats provided you know it is there and where to find it.
Person with disability	We all make it easy for disabilities to access it.
Other	Wide footpaths and access to beaches and parks

Table 21: Verbatim responses (positive) - ease of participation in activities

**Can you please tell us what makes it difficult for people with disability to participate?**

Profile	Verbatim responses
Carer	Transport
Carer	Access for disability is not easily accessible The beaches need to be more accommodating disability people with difficulty accessing the water More community activities need to be part of disability groups More jobs should be available for disability teenagers and adults for example coles Woolworths
Carer	Lack of community awareness, inadequate training and educational opportunities
Person with disability	I will focus on sport/recreation because that's the main activity I participate in. There doesn't seem to be a lot of support (grants, development programs, etc.) for groups providing sport and recreation programs for people with disability, or businesses and facilities that want to improve the accessibility and inclusivity of their premises/services. If these supports are available through council, they are not being communicated through the correct channels/not reaching target audiences.



Profile	Verbatim responses
Person with disability	Cost of activities. Especially if your disability doesn't qualify for NDIS support. Transport to and from activities.
Person with disability	Financial. Low income. Difficulty taking public transport due to anxiety condition.
Person with disability	In terms of my specific disability (physical) things are often catered for for wheelchair users. I only use a mobility scooter sometimes and try to walk and use my stick a lot of the time. This sometimes creates problems as I am also not good with inclines, ramps etc
Person with disability	Events are usually inaccessible
Organisational connection	Accessibility & approaches to venues. Some premises do not have disability toilets. Seating is often inappropriate.
Other	Main problem is accessibility and having to negotiate stairs, eg Astor Cinema was completely impossible for me during my illness - and that was only temporarily!
Prefer not to say	Lack of parking. Taken by local employees during ordinary work conditional
Prefer not to say	Difficult to work in your organisation due to bullying

Table 22: Verbatim responses (challenges) - ease of participation in activities

## Appendix E: Verbatim responses to open text survey question

**Q. Based on your experience, are people with disability included to participate in employment or volunteering opportunities in our City? Can you please tell us why you chose that answer? Do you have an example?**

Profile	Verbatim responses
Carer	Do not see many employees with an obvious disability
Carer	To be fully inclusive to me, there has to be a policy and also a target to offer people with disability employment.
Carer	My son has been looking for a part time job in Port Melbourne and with the help of a support organization approached several local business such as hospitality, retail (supermarkets) and have been rejected.
Person with disability	There needs to be new programs in Melbourne where they are focused on diversity and inclusion e.g. neurodiversity hires instead of going through general populational interviews, due to nature of disabilities and abilities.
Person with disability	In all the volunteer activities I have participated there has never been a conversation around how to participate if you have a disability. It is assumed that you don't unless you speak up for yourself. I have an invisible illness and it's not an obvious disability. People assume I can participate at the level of a "normal person". It gets wearing and off putting to constantly have to initiate these conversations.
Person with disability	From my experience as mentioned above.
Person with disability	2 people in my team have disabilities.
Person with disability	My disability prevents me from sitting for a long time.
Person with disability	I have never seen any ads promoting employment for volunteering in any community literature and since Diversity has gone online it is a chore to read it, the paper edition was much better.
Person with disability	Most local businesses do not have accessible buildings or an understanding of what it means to employ a person with disability
Person with disability	No matter what, we always include everybody.
Organisational connection	Venues may not be suitable for disabled volunteers. Parking may be located too far from venue. Bluestone paving.
Other	Can only assume that it depends on accessibility.
Prefer not to say	No because the bullying and mental health issues are caused by COPP

Table 23: Verbatim responses - inclusion in employment or volunteering opportunities

## Appendix F: Verbatim responses to open text survey question

**Q. Based on your experience, how easy is it for people with disability to move about in our City? Can you please tell us why you chose that answer? Do you have an example?**

Profile	Verbatim responses
Carer	Uneven pavements create trip hazards for my vision impaired child. Large road crossings give insufficient time to cross. Not enough level tram stops for ease of access.
Carer	Most of the tram stops are not accessible to wheelchairs and mobility scooters; Many of the sidewalks are narrow, and/or have potholes or are bulging due to roots.
Carer	Gen rally well catered for
Carer	Footpath traffic very busy and traders have product displays on footpath
Carer	There is no reason in my view that would stop a person moving to the city of Port Phillip.
Carer	It is difficult to enter any small spaces, doorways are not wide enough, isles in shops too narrow. Cobble stones are uncomfortable to bounce over, gutters on many roads are too deep and the wheelchair gets stuck, cars park over footpaths, people step and stop right in front of you. Often need to go several blocks out of the way to find an accessible route.
Carer	The footpaths are wide enough for disability However the lights are not accommodating for the blind
Carer	Several bad experiences with bicyclists who ride and groups and refuse to stop at pedestrian crossings.
Person with disability	I have never once been harassed or treated unfairly even when presenting with non-neurotypical (paranoia, etc) symptoms in a public space which means that even when I am "having a bad day", I can still go to the shops or for a walk when my illness is impacting me by rationalising that the situation is safe
Person with disability	There are a bunch of cafes/restaurants and other places which are a bit run down and loved but could have more accessibility
Person with disability	See answer to Q3.
Person with disability	Free bus service Well connected public transport.
Person with disability	Getting on and off Public transport would be difficult for people with physical disabilities. I have psych disability and I struggle to get in and out of pT without being thrown about. More PT with voice overs re geographical location please. Smaller steps please.
Person with disability	Community bus
Person with disability	Footpaths are not wide enough
Person with disability	You have cut the funding to the community bus which makes it easier for those with disabilities to get around. As it was on a timed route service, it made it

Profile	Verbatim responses
	easier to know when it was available to book, now it is difficult to get the time you want/need. As it wasn't advertised properly, a lot of people didn't know about it and still don't. Advertising on the internet is not advertising when a huge number of residents do NOT have home access to the internet
Person with disability	The pavements are generally good for my scooter. I can get in to most places although some shops are not easily accessible. I do think that shops should be monitored for accessibility as many are too crowded to shop on my scooter
Person with disability	As above
Person with disability	A large number of footpaths off the main streets are not accessible. I have some difficulty walking and judging my depth of field. Uneven footpaths, footpaths that slope to one side or the other, tree roots, bins (fixed and household), incursions of trees and domestic plants, all prevent the safe use of footpaths not just in my street but other streets in my area. This makes it difficult to walk to the shops, exercise and visit with friends.
Person with disability	An example currently is I work on Nelson st, due to building works on the corner of Inkerman and Nelson I can no longer get down the street with my mobility scooter. The other side of the street is quite narrow and people often leave rubbish etc out. Getting up and down to cross the road is also difficult as the driveway are uneven and poorly looked after and the gutters are too difficult to navigate. It means I often have to drive from my house in Alma Rd and there is no disabled parking.
Person with disability	I use the Daylinks service which I find very helpful, the volunteer drivers are great.
Person with disability	Parking - driving is my only option, so this makes it difficult where people who do not have mobility aids park in accessible parking bays. A two-tier system needs to happen as people that require these spaces need the extra space. Unless you have a mobility aid, you should have other spaces available for this purpose.
Organisational connection	I repeat: <ul style="list-style-type: none"> <li>.state of footpaths</li> <li>. distance to venue</li> <li>. unsuitable toilets</li> <li>. bluestone paving</li> </ul>
Organisational connection	Many of the local shop precincts are narrow with so many tables and chairs on the side walks and many shop entries not accessible for wheel chairs.
Other	Crowds of people and narrow walkways, aisles etc make it difficult.
Other	Anywhere with stairs is challenging for wheelchairs or where physical disability find stairs difficult
Other	People with disability need extra care - they need carers to guide them, so that they feel safe to move around freely.
Prefer not to say	Lack of accessibility due to able bodied employees working in the area, taking up any available parking spaces. No enforcement or encouragement to businesses for employees to take public transport.
Prefer not to say	You do nothing to help staff with mental health issues caused by your organisation

Table 24: Verbatim responses - ease of moving about in our City

## Appendix G: Verbatim responses to open text survey question

**Based on your experience, how easy is it for people with disability to access public spaces in our City such as shopping precincts, local neighbourhoods, parks, playgrounds and the foreshore? Can you please tell us why you chose that answer? Do you have an example?**

Profile	Verbatim responses
Carer	No
Carer	Most of the tram stops are not accessible to wheelchairs and mobility scooters; There is very limited access to the beach for people using wheelchairs and mobility scooters - they need to travel a long way to find appropriate access; Many of the sidewalks are narrow, and/or have potholes or are bulging due to roots; There is very limited access to Albert Park Lake for people wanting to go there from home without driving to a car park, mainly to the south and western sides of the lake.
Carer	Generally well catered for.  MSAC has quite strict policies re shallow pool access. Would benefit with exceptions to use pools under parent supervision. More subsidised one on one swimming lessons
Carer	Whilst there are dedicated disability spots they are always full
Carer	Often can't take a direct route because of deep gutters at intersections and cobblestone lanes.
Carer	All areas are accessible but parks are not accommodating fir disability children
Carer	As per above: bicyclists should be fined for not obeying local laws particularly the ones that ride on the roads instead of the bike paths
Person with disability	(same as Q8) I have never once been harassed or treated unfairly even when presenting with non-neurotypical (paranoia, etc) behaviour in a public space which means that even when I am "having a bad day", I can still go to the shops or for a walk when my illness is impacting me by rationalising that the situation is safe
Person with disability	Think because everyone has a varying different level of disability, this is virtually impossible. Instead, we should be catering to the most disabled users first to see the market response then go to the more mild.
Person with disability	This relates directly to the difficulty of being able to move about the City of Port Phillip. I would also like to see more accessible pathways on the foreshore (the angled wood boardwalks are a good example of a non-accessible walkway), and more disability friendly playground equipment in parks.
Person with disability	Lack of parking around Carlisle St. I used to shop here but very rarely these days because of the stress trying to navigate the car park at the back of Coles. Also Carlisle St itself is chaotic... too much visually going on, especially around the station. Also lack of parking around the St Kilda library. Carrying heavy books for any distance is difficult.
Person with disability	As before, not all supermarkets or libraries have wide enough aisles for wheelchairs. Clean public toilets? Big No. Supermarkets and Pat very difficult for me, sensory overload especially noise. That would be difficult to fix except avoid



Profile	Verbatim responses
	overheating these places! Low cost events? No knowledge of U3A activities available especially during lockdowns.
Person with disability	More public toilets would be good and seats to rest.
Person with disability	as above
Person with disability	I don't have a physical disability so I can't really comment in this space.
Person with disability	I can get to many places
Person with disability	Most public spaces are accessible to some degree
Person with disability	A large number of footpaths off the main streets are not accessible. I have some difficulty walking and judging my depth of field. Uneven footpaths, footpaths that slope to one side or the other, tree roots, bins (fixed and household), incursions of trees and domestic plants, all prevent the safe use of footpaths not just in my street but other streets in my area. This makes it difficult to walk to the shops, exercise and visit with friends.
Person with disability	Some areas are great, others more difficult. Mostly due to old Infrastructure, narrow footpaths and people leaving rubbish on footpaths all the time.
Person with disability	for me access into car parks where a ticket is dispensed as I have deformities in my hands and I am unable to release the ticket from the dispenser.
Person with disability	Sth Melbourne precinct - too many cobblestones and no kerb-cuts. Sth Melbourne LSC inaccessible
Person with disability	Uneven or broken footpaths, uneven/broek utility inclusions in footpaths/roads eg. Telstra put covers, MMBW, VicRoads, Electric/Gas Pipes/covers, Unfair distribution of resources eg outdoor (NIL/LTD) exercise equipment in high density/low income areas
Other	Refer to previous answer.
Other	Port Melbourne Life Saving Club has a beach mat and water wheel chair for disabled people to access the beach and water. However, our clubhouse and club toilets are not accessible. We had 2 members of the public come down to our beach last season and didn't know that there was a water wheel chair available.
Other	Disability car parks need to be more visual and placed in park areas
Other	with carers they have easier access to public spaces.
Prefer not to say	As per previous answer, residents parking not a problem, as evidenced in lockdown. Local business workers take up all available parking spaces, and no enforcement to deter this



Profile	Verbatim responses
Prefer not to say	Due to the homelessness in St Kilda I am too scared to shop in the area.

*Table 25: Verbatim responses - ease of accessing public spaces in our City*

## Appendix H: Verbatim responses to open text survey question

Based on your experience, please share up to three barriers or challenges to accessibility and disability inclusion in our City.

Profile	Verbatim responses
Carer	Transport
Carer	Inclusion via accessibility to recreational spaces; Inaccessible trams and tram-stops; Problematic sidewalks and intersections within neighbourhoods
Carer	More job opportunities for prospective employees with disabilities
Carer	Access, awareness, respect
Carer	Ramps every single public space, employment policy In particular with people with mental health issues,
Carer	Prejudice, narrow door frames, deep gutters.
Carer	Lack of public education & awareness, inadequate services for training, education and lack of recreational services such as dance, drama, health for people with disabilities
Person with disability	Diversity and inclusion in workplaces (not taking action), difficulty in doing different forms of communication and stigma
Person with disability	physical barriers, financial barriers, social barriers
Person with disability	Lack of awareness around the difficulties experienced by people with invisible chronic illness. Lack of easy access to local precincts especially busy centres like Carlisle St. Lack of volunteer or employment opportunities catering to the needs of people with invisible chronic illness.
Person with disability	1. Low cost; 2. Easy to get to; 3. well advertised
Person with disability	1. Stigma (stemming from lack of education or awareness about mental disabilities - including neuro-developmental and psychiatric disabilities). 2. Training material presented for neurotypical brains, without much thought to the neurodiverse learning experience. The TechOne training was extremely difficult to follow and created a lot of stress for me as it took up so much time and was impossible to follow. 3. Work place environment needs to be more inclusive of neurodiverse people with sensory sensitivities.
Person with disability	Shops that have too narrow aisles to access on a mobility scooter. Older buildings that do not have ramps installed
Person with disability	Parking (on flat places close to amenity), obstacles on footpaths, and for a third I will say that the amount of people doing drugs visibly and yelling and screaming esp in Acland and Fitzroy St really worries me and deters me from frequenting those areas as much as I would like.
Person with disability	Inaccessible footpaths. Unsafe crossings. Unclear street signage (names and attractions).
Person with disability	Infrastructure of roads/footpaths, rubbish being left on streets
Person with disability	unable to access shops because of steps; when parking in a disabled car park on the street a great deal of time there is no flat access to the footpath except for a step up; for me access to car parks due to deformities in my hands, I am unable to take tickets out of dispensers.

Profile	Verbatim responses
Person with disability	Parking, attitudes, access to the community
Organisational connection	footpaths, parking, bluestone paving.
Organisational connection	Beach Access, Toileting, shop front entry points.
Other	public transport, stairs, crowded narrow aisles
Other	Access to facilities, promotion of what facilities are available.
Other	More public awareness and understanding/empathy to disability
Other	1. feeling safe to move around in public. being understood when asking for direction.

Table 26: Verbatim responses - barriers or challenges

## Appendix I: Verbatim responses to open text survey question

Please list the Council services that you find are accessible and easy to use.

Profile	Verbatim responses
Carer	Front desk
Carer	I never had an issue in being able to access the services.
Carer	Website Online services
Person with disability	I am able to hold a job and generally support myself so only really benefit from those generally provided to all which operate as expected
Person with disability	Easy read English and the forms are easy to do
Person with disability	I find the online services really easy to use (being able to apply for permits, etc. through an online portal).  The library, especially being able to borrow e-books.  I very much appreciate that using a Disability Parking Permit exempts you from buying a ticket in the City of Port Phillip.
Person with disability	Online services Phone services
Person with disability	I no longer fit the financial cut off, but I used to use home help and it was great.
Person with disability	home care; home maintenance, Daylinks, hard waste rubbish collections
Person with disability	Love the service.
Person with disability	Hard copy local info eg van/testing hubs location and hours, diversity, escalating issues when unsolved, online access only causing exclusion and lack of transparency
Organisational connection	I use the Home Help & Assisted Shopping services. I have used these services intermittently in the past & now more permanently. They are accessible in terms of friendly initial contact, good assessment, good, reliable staff, & regularity. I am very satisfied with the services.
Other	U3A Port Phillip has classes via Zoom. My Aged Care programs have home visits. Port Phillip community bus is a great service linking Port Melbourne to South Melbourne Market and to St Kilda, and Elwood areas.

Table 27: Verbatim responses - council services accessible and easy to use

Please list the Council services that you find are not accessible or are difficult to use.

Profile	Verbatim responses
Person with disability	I wasn't aware there are council services like those mentioned

Profile	Verbatim responses
Organisational connection	Permits Social issues Parking Animals (dog poo)
Other	Clearways make parking difficult and renders parking permits useless in residential areas e.g. Barkly Street.
Prefer not to say	As per parking issue
Prefer not to say	Your work place has no support for their own staff

*Table 28: Verbatim responses - council services not accessible or difficult to use*

## Appendix J: Verbatim responses to open text survey question

**Based on your experience, how easy is it for people with disability to access and understand information and participate in council decision-making processes? Can you please tell us why you chose that answer? Do you have an example?**

Profile	Verbatim responses
Carer	Most information is available in accessible form
Carer	As long as the person knows the types of council services. Not many people do.
Carer	Comprehension of the process can be challenging
Person with disability	I actually wouldn't know where to begin finding how to do this... They didn't teach that at school
Person with disability	I don't think we have enough emphasis for people with disabilities so we need to work on this more and not only on ageing populations
Person with disability	There are forums such as this one that can survey and provide feedback. However, not all of us with anxiety are going to have the energy, ability and confidence to produce a video!!!! Other modes of communication SHOULD have been offered.
Person with disability	I think for me it is easy but disability is a large spectrum and what may be easy for me will not be the same for other disabilities.
Person with disability	Lack of real time access to CoPP support/policy staff due to org restructure and funding cuts
Organisational connection	1. Information is reasonably accessible for me but I wouldn't say it is obvious to a lot of people. I am not aware of any forum where I can participate in decision-making processes.
Other	Websites often have a convoluted system for finding information and need to be streamlined.
Other	all depends on the disability - my sibling has a intellectual disability and its had to understand information to participate in council decision - making processes,
Prefer not to say	Their is no information provided to your residents or staff

Table 29: Verbatim responses - ease of access, understanding of information and participation in council decision-making

## Appendix K: Verbatim responses to open text survey question

**Is there anything else you would like to share with us about your experience of accessibility and disability inclusion in the City of Port Phillip?**

Profile	Verbatim responses
Carer	This survey is too long. I wanted to comment on children's disabilities which seem overlooked by this survey.
Carer	Port Phillip is an expensive place to live, there are no discount supermarkets and anyone on income support payments cannot participate much.
Person with disability	Have large shopping centres with autism friendly spaces/toys etc.
Person with disability	No knowledge of programs that can be undertaken during lockdown! Thank you for asking.
Person with disability	There's such a range of disabilities so some questions were difficult to answer.
Person with disability	In reality, what is the point of this? You pick and choose which items you will consult those of us who live in the area to consult on at their expense...
Person with disability	I used many council services until I gained access to the NDIS. I don't understand the council's decision to not provide services to people funded by the NDIS. It makes me feel less connected to my community.
Person with disability	Spend more money in your budget to improve access and inclusion
Organisational connection	The parks and gardens are well cared for. Thank you.
Organisational connection	I was born in CoPP & aside from significant periods of education, living & working in other countries, I prefer to live in CoPP. Now as I have compromised ability I would like to think I can continue to enjoy my lifestyle without too many daily challenges.
Other	As stated at the beginning, my disabled experience was a temporary period of 3 months. However, as an older person I am still conscious of some of the issues of accessibility.
Other	We have tried to work with Council to access grants to improve our toilet facilities and accessibility access but Council have not been proactive in this area. When we approach for support to obtain funding we are required to provide plans and council approval which we can't achieve until we get the grants.
Other	It would be great if the Council would have more activities for people with disabilities in the community. people with disabilities need care to attend to activities and to feel safe doing so.
Prefer not to say	Yes stop the bullying within your organisation. It is rife

Table 30: Verbatim responses – other comments regarding survey respondents' experience of accessibility and disability inclusion