

Do you need assistance to attend an engagement?

It’s important to us that everyone has equal opportunity to participate in our engagements. This information sheet demonstrates just some of the ways we can help. If there’s something that isn’t listed, please contact us and we can see if we can make it happen.

We will do our very best to accommodate any needs where we can. Sometimes there might be limitations that are out of our control but we will always discuss with you first and try to meet your requirements.

Type of support	How we can help
 Childcare	<ul style="list-style-type: none">• We can provide childcare.
 Transport	<ul style="list-style-type: none">• We try to ensure our events are hosted at venues that are close to public transport and parking – including accessible parking.• We can also provide taxi vouchers if public transport isn’t an option.
 Interpreting & Translation	<ul style="list-style-type: none">• If you speak a language other than English and need help, you can contact Telephone Interpreting Service on 13 14 50. The Telephone Interpreting Service will coordinate a three-way telephone conversation, where Council Customer Service Officers will be able to provide assistance through the interpreter.• We can also facilitate the use of translators at engagement sessions.
 Digital Access	<ul style="list-style-type: none">• All our libraries have public computers with internet access and are accessible by public transport.• We can also provide data cards or reimbursement to enable internet access at your home where appropriate.
 Low Vision	<ul style="list-style-type: none">• All events will be hosted at venues that are accessible and assistance animal friendly.• If you would be better supported with documents that are provided in braille, please let us know. If you are registered with Vision Australia, ‘Service Connect’ can offer braille services if you call them on this number: 1300 847 466• We can offer accessible / large font documents of any handouts or presentations upon request.
 Low hearing	<ul style="list-style-type: none">• If you are deaf or have low hearing or speech impairment, you can call through the National Relay Service (NRS).• TTY users phone 133 677 then ask for 03 9742 0777.• Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 03 9742 0777.• Internet relay users connect to the NRS and then ask for 03 9742 0777.• Some venues have a hearing loop, and we also have a portable hearing loop that we can bring for you to use upon request.• We may be able to provide an Auslan interpreter.
 Religious Practices	<ul style="list-style-type: none">• We can help make appropriate arrangements for any religious requirements you may have such as access to a prayer room or other private space during an event.
 Catering	<ul style="list-style-type: none">• Let us know what your requirements are and we can accommodate almost any.
 Inclusion / support person	<ul style="list-style-type: none">• If you require a carer or support person, they will always be welcomed and accommodated.



Questions?

Contact engagement@wyndham.vic.gov.au or phone 1300 023 411