

# DRAFT ACCESSIBILITY & INCLUSION PLAN 2023-2025

## COMMUNITY ENGAGEMENT REPORT



August 2023

## PROJECT BACKGROUND:

Wyndham's Accessibility and Inclusion Plan is based on the social model of disability articulated in the United Nations' Convention on the Rights of Persons with Disabilities. The primary aim of Wyndham Accessibility and Inclusion Plan is to remove and reduce barriers and facilitate full community participation.

Council is required under the *Victorian Disability Act 2006* to prepare a disability action plan. Council also has a commitment under its Municipal Health and Wellbeing Plan to be responsive to community needs that help residents to socialise, learn, and engage with each other regardless of their abilities, including those living with a disability.

The Accessibility and Inclusion Plan aims to:

- Reduce barriers to people with a disability in accessing goods, services and facilities
- Reduce barriers to people with a disability in obtaining and maintaining employment
- Promote inclusion and participation of people with a disability in the community
- Achieve tangible changes in attitudes and practices which discriminate against people with a disability

The Draft Accessibility and Inclusion Plan 2023-2025 was placed on public exhibition for a period of 29 days, from Friday 30th June to Friday 28 July. Community engagement was vital to the development of the Accessibility and Inclusion Plan, providing community members and our stakeholders opportunities to offer comment on what Council should priorities and where it should focus resources for the life of the Plan.

Public Exhibition was the final phase of the community engagement process in developing the Plan. During the public exhibition period community members had opportunities to participate in two engagement sessions, one face to face and the other online. Individual conversations across Council and with community members over the phone also informed the Plan. Consultation online on The Loop was open for the duration of the public exhibition.

## METHODOLOGY:

The below table outlines the various methods and techniques used to engage with the community.

Community engagement activities / tools	
Method / technique	Stakeholders engaged
Project page on The Loop	<p>1,081 page views</p> <p>712 total visitors to the page</p> <p>77 downloads of the Draft Plan</p>
Online Survey	15 contributions
Workshops	2 workshops conducted: one face to face and one online Approx. 26 attendees
Other stakeholder engagement	<p>1 face to face meeting with a community representative</p> <p>1 phone conversation with a local service provider</p> <p>1 online meeting with service provider</p> <p>1 Presentation to Council's internal Wynability working group</p>

## Communications / marketing activities

Method / technique	Stakeholders engaged
Online promotion (Facebook - Ad)	<ul style="list-style-type: none"> <li>– Links clicks into social media ad: 443</li> <li>– Reach of social media ad: 23,480</li> <li>– Impressions on social media ad: 120,502</li> </ul>
Other communications methods	<ul style="list-style-type: none"> <li>– Video featuring the Mayor</li> <li>– Two emails sent to Wyndham Disability Services Network (over 500 representatives on the mailing list including 7 community representatives)</li> <li>– Three posts on the MS Teams Wyndham Disability Network (over 600 members)</li> <li>– One email sent to Wyndham People's Advisory Panel</li> <li>– One Newsletter to Wyndham People's Advisory Panel</li> <li>– Emails sent to two community representatives asking for extra information</li> </ul>

## WHO WE HEARD FROM:

During public exhibition on The Loop we heard from the following groups in our community

### Age Group

Under 9	25-29	35-39	40-44	45-59
6.67%	6.67%	20%	20%	13.33%
50-54	65-69	80-84	70-74	
20%	6.67%	6.67%	3.45%	

### Gender

Female	Male
53.33%	46.67%

### Suburb

Hoppers Crossing	Manor Lakes	Point Cook	Tarneit	Truganina
13.33%	13.33%	20%	13.33%	6.67%
Werribee	Outside of Wyndham			
26.67%	6.67%			

### Do you speak a language other than English at home?

Yes	No
26.67%	73.33%

## SUMMARY OF FEEDBACK:

We Asked	You Said	We did
What do think of the Draft Accessibility and Inclusion Plan? What are some of the things you are excited about?	<p>Liked the cultural approach.</p> <p>Yes, it is good that we are looking at accessible information e.g. website and services.</p> <p>I thought it was great how it is based on the social model. It is also great how it covers the inclusive diversity and genders within disability. It is great that it will be continually reviewed by councillors too.</p> <p>Liked the Four Pillars.</p> <p>Another word should be used for Mental Health as it brings negative connotations to people in certain cultures.</p> <p>It is good that there was carer recognition, and it was included in the plan.</p> <p>Great to see recognition for the voice and leadership of people with a disability.</p> <p>At a macro level we seem to have it right, however the it will be interesting to see how that actually works for community</p> <p>It is great that intersectionality is mentioned and acknowledged.</p> <p>Even if you could start with health eating options at events it would be good.</p> <p>Like that this plan actually exists and people living with a disability are recognised.</p> <p>Great that employment and education is being considered in the plan.</p> <p>The Draft Accessibility and Inclusion Plan provides a framework to implement and maintain the requirements detailed in The</p>	<p>Council has noted these comments.</p> <p>Council's Municipal Public Health &amp; Wellbeing Plan also includes Mental Health. The universally accepted definition of Mental Health includes emotional, psychological and social well being.</p> <p>Council will continue to work with community, internal and external partners to deliver the Accessibility and Inclusion Plan. Monitoring of outcomes will be shared with the community annually.</p>

	<p>United Nations Convention On The Rights of Persons With Disabilities. The Draft Plan has the content to support and provide for disabled people in the Wyndham community. Hopefully, implementation of the Plan will be timely and seamless to give those persons in need of accessible conditions in the community the support they need.</p> <p>I am excited to see the effort of removing barriers that may prevent people with disabilities from taking part as human beings. Then going a step further and ensuring that people with disabilities are included as valuable members in all aspects of society.</p> <p>I am happy the way the figures are represented. Autism, Development delay and Intellectual disability seems to be at 5.5K total. This is quite alarming!! With the quantification of data and a plan, it means Wyndham is moving in the direction to come on par with the Eastern suburbs where people with disability have far more access to facilities, services and opportunities when compared to Wyndham.</p> <ol style="list-style-type: none"> <li>1. People with disability feel included and enjoy greater social connection.</li> <li>2. People with disability can readily access the services they need.</li> </ol> <p>Nice that this was not combined with aged care! Nice to see that the voice of people with disabilities is an area of focus. Stats around children in the NDIS should trigger more thought.</p> <p>It is a very targeted and thorough review of the needs of the community. It is good to see the attention being given to the diversity of needs between different persons. Too often the approach is broad brush but this one is likely to be most successful because of the recognition of the differences and degrees of need.</p> <p>The plan didn't actually state what council will do: no actions have been defined.</p> <p>The plan lacks substance. What will you DO to improve accessibility?</p>	<p>The Accessibility and Inclusion Plan outcomes are aspirational and based on feedback received from people with lived experience who want to feel socially connected and seen as valuable members of the Wyndham Community.</p> <p>Council acts in many roles including as community leader and service provider. The Accessibility and Inclusion Plan is based on outcomes to better align with Federal and State policy and community priorities.</p>
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	<p>This plan does not excite me, as I am concerned it's just words with no idea how to make it happen.</p> <p>It is great to see the vision set out and how the current plan links to current State plans in place and the work the Wyndham council plan can do to support activating these goals.</p>	<p>This provides Council with greater impact potential, reducing the need for additional local measures.</p> <p>First year actions to progress outcomes will be developed in consultation with stakeholders.</p> <p>Noted.</p>
<p>Is there anything else you think should be included in the Draft Accessibility and Inclusion plan that we might have missed?</p>	<p>Customised employment e.g.. traineeships, work trials that make it easier for people with a disability.</p> <p>Working with special needs schools/ mainstream schools to create pathways for future employment.</p> <p>Learning difficulties is not a learning disability – needs to be in the plan.</p> <p>Social model of disability strengths – based approach.</p> <p>Needs pictures and diagrams that show it visually.</p> <p>Role of council as an employer – targets, quotes</p> <ul style="list-style-type: none"> <li>-what will council do internally?</li> <li>- measuring?</li> <li>- on the website, transparency.</li> </ul> <p>Autistic kids are vulnerable at particular things – how does this connect to employment?</p> <p>Training of employer – selection criteria</p> <p>adaptation – big gap in private sector plus incentives to employers</p> <p>Economic Development and Opportunity Wyndham – training to small and medium business to increase accessibility literacy e.g. audits.</p> <p>Council be an employer/partner to guide people with a disability specific/appropriate employment.</p> <p>Council reflects the community and employ 10% of people with a disability.</p> <p>Accreditation/ inclusion tick – inclusion audits / training to employers.</p>	<p>Council will work with internal and external partners to continually seek opportunities to address employment outcomes through the Accessibility and Inclusion Plan.</p> <p>The Plan adopts the United Nations definitions of disability.</p> <p>Council will work with the internal partners such as the People and Capability Team and the Wynability staffing group to address internal processes and procedures.</p> <p>Council will work closely with partners including local employers and the Victorian Government to advocate and provide better employment opportunities for people with a lived experience of disability.</p> <p>The Accessibility and Inclusion Plan is clear on outcomes that recognise and celebrate people with disability</p>

	<p>Council/ Certification only work with organisations who have accreditation.</p> <p>See the comment re. resident's settings signage – role for training emergency services Community attitudes – Positive messaging around what you can do, not what you can't.</p> <p>Carer supports – training – where to get info and access to different services.</p> <p>Training for parents re: identification of their children disabilities : early intervention – Health promotion.</p> <p>Training for family members to support other family/ community members in disability – how do we do this?</p> <p>Physical activity - enabling anyone with a disability to be able to take part in physical activity at a level that is right for them. It is a fundamental part of leading a healthy lifestyle, good mental health and creating independence. It isn't mentioned.</p> <p>Signage that show specifics disabilities to support community members to appropriately support the person.</p> <p>Faith groups need to support individuals within their faith groups. Faith groups need to support people with a disability – council set up partnerships with faith groups to support people with a disability.</p> <p>I feel that the statistics of Migrant population has not been included, this is an integral part of the plan and also represents a barrier in itself. The numbers represented in the plan are the reported numbers that have been captured but what about the unreported numbers that the migrant population has not reported. There is an intersectionality that has not been captured.</p> <p>Old buildings need to be reviewed for accessibility issues, they didn't build them with wheelchairs, scooters or mobility issues in mind. Have people with disability or lived experience of disability provided feedback on accessibility of buildings, accessible toilets, car</p>	<p>regardless of their age, ability, gender, identity, culture, language or any other social characteristics.</p> <p>These matters will be incorporated as we work through actions to progress outcomes over the life of the plan.</p> <p>Council continues to work with external partners in the Wyndham Disability Services Network to provide support and explore ways to make it easier for community to find the services they require.</p> <p>This aspect of the built environment is also covered in the Wyndham Municipal Public Health &amp; Wellbeing Plan 'Liveability' domain.</p>
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	<p>parking? They are the people that know disability best.</p> <p>Council to have a person as a contact for anything disability related, they can relay back to councillors and any relevant department, issues, complaints, positive feedback, ideas.</p> <p>Have this person as a NDIS specialist too for advice, help and support for NDIS. This person should have either a disability or lived experience of disability. They will be the residents contact for anything disability, inclusion, accessibility related.</p> <p>The access for people with a disability to social events, i.e. football matches. Not all grounds are wheelchair friendly. Carparking is minimal. Concrete paths are inconsistent around grounds and weather protection is often inaccessible.</p> <p>An actual plan, how these objectives will be met.</p> <p>There are so many gaps in our community where people with a disability are unable to access all sorts of services as they fall through the gaps, or Wyndham does not have the service at all.</p> <p>Needs to be a definition of neglect – needs to have glossary with certain terms.</p> <p>Missing carers need to be references in the outcomes.</p> <p>... statistics around children and young people with disabilities should provoke more thought. Carers are not highlight enough in this plan.</p> <p>How is reporting for the report being shared with community?</p> <p>Is there anything for sports clubs? Interested in ensuring that sport and disability are included. Lack of information and knowledge around inclusion for people with disabilities into sport.</p> <p>Found it difficult to find service providers on WCC website. Wants a list of what is local. People aren't always knowledgeable to know they can get that information from council i.e. accessible information.</p>	<p>Council continues to work collaboratively to provide services responsive to community needs, prioritising prevention and early intervention for people living with a disability.</p> <p>The Accessibility and Inclusion Plan will add an outcome that focus on carers.</p> <p>These issues will be progressed over the life of the Plan.</p>
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	<p>Accessibility builds – general standards for all disabilities – instead of that can we define disabilities in the standards. Categorise disability and then we can build appropriately. Residential settings – for people experiencing family violence – can there be signage that describes different types of disability that can be used by emergency services so they will know how to respond particularly ASD nonverbal.</p> <p>Missing – how does this info get out to community/ organisations/ people? -should be regular info: social media, senior groups – Bump it up!!! Expos have limited appeal. Council to get out to talk to people.</p> <p>Early learning disability becomes hidden disability. Partners with schools to identify eg playgroups, kindergartens, MCH, libraries</p> <p>Encourage communities especially from cultural groups to support people with a disabilities.</p> <p>Small groups of ‘heroes’ to support their own communities ‘disability ambassadors’.</p> <p>Disable the disability label – what can we use instead.</p> <p>I think the plan could be more from a social model, e.g. highlighting the barriers currently, experienced by people with disabilities in line with the social model of disability. Could be good to go into more detail about what a social model of disability is as readers of the policy may have different understandings. The plan needs to be more detailed in its approach to tackling discrimination consciously and unconsciously, the word discrimination is only mentioned once in the plan but is the main reason for people with disability experience poor outcomes.</p> <p>The Draft Plan captures the main or essential requirements for disabled people. To provide accessibility in all Wyndham parks for children. Including at least one swing with harness and higher back support. As well as pathways for walkers and wheelchairs to move across. This allows us to go to any park</p>	<p>The Accessibility and Inclusion Plan will be made available on Council’s website. It will be shared with Service Providers via the Wyndham Disability Services Network on adoption and will be mailed to community members on request.</p> <p>Comments taken on board.</p>
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	<p>and enjoy it rather than having to seek a specific park to go to.</p> <p>There's nothing specific about accessibility so far as wheelchair users being able to navigate between the footpath and road safely. I've been stranded multiple times and have had to rely on total strangers to rescue me. When I submitted complaints, council quoted "minimum standards" at me and were not interested in fixing anything, even though a huge amount of money was added to funding for footpaths a couple of years ago. Fixing footpaths and roads to make them safer for mobility aid users.</p> <p>Everything is perfect.</p> <p>The plan seems to be addressing all the issues that I'm aware of at the moment. If any new information that are relevant are identified in the future, I will ensure to pass that information to the council via appropriate channels.</p> <p>Inclusion is way more than accessibility and simply having something that is accessible does not make it inclusive and this point is glaring missed in the plan. People talk about a seat at the table and being listened to - it's more than that. It is about being missed when you are not at the table and Wyndham has a lot to do before disability stops becoming a tick a box and becomes embedded into practice and values.</p> <p>Can't think of anything now, any deficiencies will emerge with execution, and I am sure the solutions will become obvious.</p> <p>The community of Burma, need more support and engagement from Council, especially from community engagement and development team. For the sake of community participation and grassroot voice and concern to be heard at council and what council should do for community struggling.</p>	<p>Council will work through the Accessibility and Inclusion Plan to increase opportunities for people with a lived experience of disability to navigate urban and natural environments regardless of ability.</p> <p>Council will consider this aspect through the Wyndham Disability Services Network and in consultation with the Wyndham Community Education Centre.</p>
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<p>Is there anything else you would like to tell us about the Accessibility and Inclusion Plan?</p>	<p>Council as an employer - should lead by example. People and Capability.</p> <p>Opportunity Wyndham – options. Quotes. Targets ie traineeships, apprenticeships. What can we offer employers to encourage to hire people with a disability (i.e. grants program). Best disability award employer or business.</p> <p>Adjust work conditions to accommodate person with a disability, it may not take much.</p> <p>“Encouraging” applicants with a disability to apply. More Flexible recruitment processes.</p> <p>Culturally and racially marginalised communities (CARM) rather than CALD communities.</p> <p>Re. Education outcome ‘begin school’ but then what? How do we ensure they continue to do well through the lifecourse?</p> <p>To assist parents who have had little education themselves (role of community and connectors, MCH). Parental Support – we do parent support for older children and teens.</p> <p>Community Education programs @ CLC’s Hang the Disability Pride and Recognition Flag – Demonstrates inclusion.</p> <p>Housing crisis – more accessible housing.</p> <p>Disability Animals – can council advocate Environmental health Ensuring assistance animals are included.</p> <p>Newsletters to inform community of service available.</p> <p>Communication is a huge challenge and very little information seems to be getting out, especially about NDIS.</p> <p>Feeder organisation wants to know if the parents of young people with disabilities know about the NDIS. How do we get the message across to the largest number of people?</p> <p>NDIS information is important, but message is not getting out broadly. It is important</p>	<p>Council will continue to work through its internal working groups to develop processes and procedures to ensure that people with a lived experience have the same access as the rest of the other employees.</p> <p>Taken as a comment.</p> <p>Outcome 6 is added to acknowledge continuous learning across the lifecourse.</p> <p>“People with a disability have access to formal and informal learning opportunities regardless of age or ability.”</p> <p>Council will continue to look for opportunities to embed Disability Pride and Recognition in the municipality.</p> <p>Council works together with the Health Housing &amp; Homelessness (H3) Alliance and the Municipal Public Health &amp; Wellbeing Plan to address homelessness in Wyndham.</p> <p>Communication is threaded throughout the Plan’s priorities and outcomes.</p>
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	<p>because you never know where a person with a disability will pop up. Big challenge to cover as many people as possible.</p> <p>What will council actually do to carry out these grand plans? Simply stating you are a partner or planner or advocate doesn't show us how you will help. The state govt was supposed to ensure all public transport was accessible by the end of 2020, yet only 15% of tram services are accessible and too many train stations remain inaccessible or dangerous. Buses, trams, and trains do not have anchor points, which is very dangerous.</p> <p>How will success be measured? For example:</p> <ul style="list-style-type: none"> <li>• Employment targets for the council on the number of people hired with disability within the staff?</li> <li>• The percentage of council services or staff with disability awareness training.</li> <li>• 100% of all buildings are accessible</li> </ul> <p>How will these objectives be met. There are so many gaps in our community where people with a disability are unable to access all sorts of services as they fall through the gaps or Wyndham does not have the service at all.</p> <p>Further to my above comment it is impossible to make a blanket statement that covers all disabled persons needs. Due to the different disabilities that people suffer from and their unique needs only collaborative consultation with many disabled people and carers can provide a true representation of needs.</p> <p>Clarify what belonging means by contrasting tolerance with the Wyndham community. When you tolerate somebody being at the same table as you, it means you're not actively preventing them from being there or making a fuss about them joining.</p> <p>Speak with those with a disability and their families and carers for ideas about what they would like in our community.</p> <p>The barriers to accessing facilities by carers and their families is much higher than the barriers in the Eastern suburbs.</p>	<p>Progresss towards outcomes necessarily involves Accessibility and Inclusion in advocating for public transport solutions.</p> <p>Monitoring progress of priorities and outcomes over the life of the Plan will provide measures.</p> <p>The Plan uses United Nations definitions. Disability has an inclusive meaning encompassing all forms of sensory, physical, cognitive, neurological, developmental and psychosocial disabilities (including mental health).</p> <p>We also respect individuals with lived experience who do not identify with the term disability.</p> <p>The Municipal Public Health &amp; Wellbeing Plan domain 'Thriving' also works to support families and carers.</p>
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	<p>Thank you for developing this inclusive plan. Please ensure that the plan is implemented efficiently.</p> <p>Youth and children need more than accessibility. Involve them alongside their age peers.</p> <p>Well done to the people who put it together.</p> <p>I am super excited about the plan, much needed. Great timing considering the expected growth of Wyndham over the next 20 years and the amount of people currently with disability and the future of Wyndham. Definitely runs in line with Wyndham's vision too, great work, well done.</p>	<p>All comments duly noted.</p>
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## NEXT STEPS:

Comments and feedback received from the community have been incorporated into the final draft Accessibility and Inclusion Plan which will be presented to Council at its meeting on 4 October 2023.

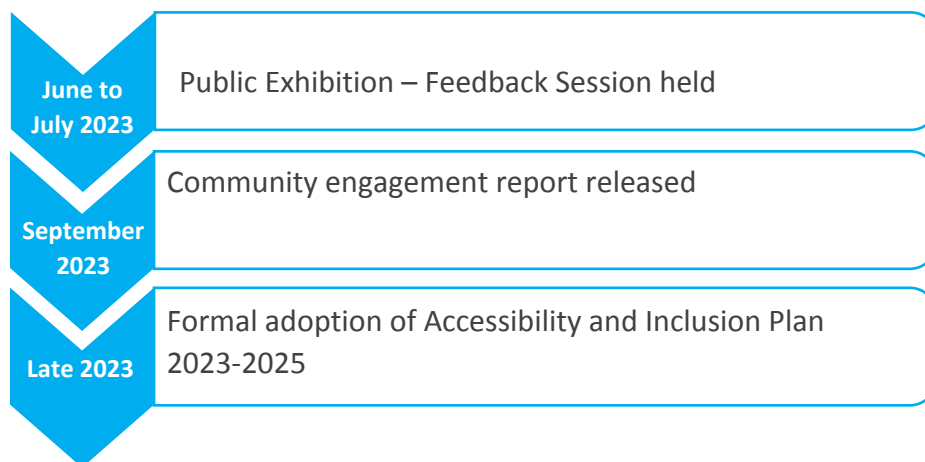
Most of the feedback received was general in nature. However, four particular comments have resulted in changes to the Plan. These include:

- Glossary of terms added
- New outcome related to carers
- New outcome on continuous learning
- Plan to be made accessible (e.g. easy English version)

On adoption by Council the Plan will be made available to community through a variety of methods.

The Accessibility and Inclusion Plan will be reported back to community in annual reporting.

## STAGES OF THE PROJECT



## HOW CAN PARTICIPANTS STAY INVOLVED/INFORMED?

Participants can stay informed by visiting the Loop page and selecting to “Follow” the project.

Updates will be posted on The Loop and the project timeline will be updated to reflect project status.