

# Access and Inclusion Plan 2019-21

# Status Report

July 2021





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# Introduction

The City of Port Phillip Access and Inclusion Plan 2019 - 2021 is our commitment to improve the equitable participation and inclusion of people with disability within our community. Our vision for this three-year plan is to strengthen the Port Phillip community as a place in which people with disability feel valued and have a positive sense of belonging.

This document is a status update on Access and Inclusion Plan actions for the period 2019 – 2021 and intended as a supporting document to the community consultation for the development of the new Accessibility Action Plan, to commence in 2022.

You can download a copy of the current [Access and Inclusion Plan](#) from our website.

## Key achievements

Some highlights of the actions for the period 2019 to present time are:

- Council launched its new website in August 2020 and a new intranet in October 2020, with both sites meeting Web Content Accessibility Guidelines (WCAG) 2.1 AA accessibility standards. The introduction of the new Council website saw a drop of 38 percent in accessibility issues for the new Council website.
- Council's ongoing review work in the area of accessible parking spaces saw 8 parking spaces upgraded in the period 2019/2020 and 6 spaces upgraded in the period 2020/2021.
- Accessibility and disability inclusion fact sheets were launched to support audiences such as arts grant applicants and sport and recreation providers. Posted online, these fact sheets are designed to assist with promoting accessibility and disability inclusive practices.
- Numerous improved design features and accessibility enhancements have been implemented for public space and parks in the municipality. This work has been undertaken for areas such as Alma Park East in St Kilda East, Chipton Park in St Kilda, Pakington Street Reserve in St Kilda, Newton Court Reserve (next to the St Kilda Adventure playground) and included an accessibility improvement for access to the lawn at O'Donnell Gardens in St Kilda.
- Progress was made for a range of community infrastructure and asset planning projects, with accessibility improvements made at Kiosk 7 (Beaconsfield Parade, Albert Park); South Melbourne Town Hall; Elwood Beach Restaurant; Elwood Life Saving Club foreshore public toilets; and 222 Bank St, South Melbourne (Arthub).
- The challenging environment of 2020 (Covid-19 pandemic) did not stop the community and council from delivering on a community participation project as part of our celebration and acknowledgment of International Day of People with Disability (3 December). Whilst in 2019, a number of community events were organised, December 2020 saw the launch of an online participatory community creative performance video titled '[Got the Magic](#)'.



- In spite of the Covid-19 pandemic impacting the delivery of the action to promote connection between local business owners and local community members with disability, we changed our approach and invited community members to share their stories of inclusive practice by local businesses, with a number of stories published in [Diversity](#).
- The ASSIST team demonstrates an ongoing commitment to disability inclusion, with the front service counter at the South Melbourne Town Hall awarded with the [Scope Communication Access](#) qualification in December 2019 and ensuring the retainment of Communication Access status at all other front service counters and the call centre.
- A [Carer Information Hub](#) was launched on Council’s website, detailing what services are available from Council for carers, local carer led support groups, and key government led resources and programs.
- Council has delivered on a variety of employee awareness sessions with the aim of increasing employees’ disability confidence in various topics. Some examples of topics covered included digital accessibility; Auslan (Australian sign language) awareness; workshop(s) on the principles of universal design; and general disability confidence sessions. An online Accessibility and Disability Inclusion toolkit for staff was also introduced, featuring resources to help staff foster an equitable workplace and inclusive community.
- City of Port Phillip was successful in a grant application to participate in a work experience program for people with disability (funders/sponsors: Municipal Association of Victoria (MAV), NDIS Information, Linkages and Capacity Building (ILC) program and Office for Disability in Department of Health and Human Services (DHHS)). A paid internship program was designed for tertiary students/graduates with disability.

## Summary of progress

Most actions are on track and/or delivered. For a few actions, the delivery time frame and/or the approach to delivery has been amended. Two actions are considered ‘off track’, relating to our progress in revising our framework for social procurement engagement. Work is ongoing to progress delivery on these actions.

The table below offers a summary of the progress on actions in the current Access and Inclusion Plan. More detailed information regarding amendments to the deliverables and initiatives undertaken to support the progress of actions is available in [Appendix 1](#) of this report.

Table 1: Access and Inclusion Plan actions – summary table ‘We are inclusive’

Principle	Action
1.1 People with disability have a voice in our community	1.1.1 Broaden engagement and consultation with community members with disability (delivery 2019-21)  <b>On track</b>



Principle	Action
	<p>1.1.2 Provide equitable participation opportunities in civic life for community members with disability (delivery 2019)</p> <p><b>Delivered</b></p>
<p>1.2 People with disability can equitably participate in community events and activities</p>	<p>1.2.1 Initiatives and events related to sustainability are routinely assessed to ensure equitable access and inclusion (delivery 2019)</p> <p><b>Delivered</b></p> <p>1.2.2 Support sport and recreation providers in facilitating inclusive programs, services and opportunities by increasing their disability confidence (delivery 2020)</p> <p><b>Delivered (2021)</b></p> <p>1.2.3 Ensure library hosted events are accessible and inclusive (delivery 2019)</p> <p><b>Delivered (2020)</b></p> <p>1.2.4 Expand access and inclusion support at Council hosted festivals (delivery 2021)</p> <p><b>On track</b></p> <p>1.2.5 Optimise accessibility and inclusion for our community arts initiatives (delivery 2020-21)</p> <p><b>On track</b></p> <p>1.2.6 Provide guidelines for accessible and inclusive events held on Council managed public open space (delivery 2020-21)</p> <p><b>On track</b></p> <p>1.2.7 Increase the disability confidence of library staff (delivery 2020-21)</p> <p><b>On track</b></p> <p>1.2.8 Improve access to information about the library collection and events (delivery 2020-21)</p> <p><b>On track</b></p>
<p>1.3 Our communications are in accessible formats</p>	<p>1.3.1 Newly created digital content will meet Web Content Accessibility Guidelines (WCAG) 2.1 AA standard (delivery 2019)</p>



Principle	Action
	<p data-bbox="619 385 753 416"><b>Delivered</b></p> <p data-bbox="571 443 1311 555">1.3.2 Existing digital content for key Council services information is updated to WCAG 2.1 AA standard (delivery 2020-21)</p> <p data-bbox="619 577 743 609"><b>On track</b></p>



Table 2: Access and Inclusion Plan actions – summary table ‘We are thriving’

Principle	Action
2.1 City Strategy and City Design encourages accessible and inclusive design practices	2.1.1 Review and update key City Strategy documentation, including planning guidelines (delivery 2019-21)  <b>On track</b>
2.2 Accessible transport is optimised across our municipality	2.2.1 Review and upgrade accessible parking spaces (delivery 2019-20)  <b>Delivered</b>  2.2.2 Advocate to the Victorian Government and public transport providers to increase the accessibility of tram and bus services (delivery 2019-21)  <b>On track</b>
2.3 Positively influence the availability of accessible, visitable and adaptable housing	2.3.1 Strengthen advocacy for increasing standards and requirements for accessible, visitable and adaptable housing (delivery 2019-21)  <b>On track</b>
2.4 Transition to the National Disability Insurance Scheme (NDIS) is supported by our council services	2.4.1 Work with the Brotherhood of St Laurence Local Area Coordinator (NDIS) to enhance community engagement and capacity building within the municipality (delivery 2019-21)  <b>On track</b>
2.5 The design of our parks and open spaces considers accessibility for all	2.5.1 Identify and implement accessibility improvements for public space and parks (delivery 2019-21)  <b>On track</b>
2.6 Accessibility is included in our place-making activities	2.6.1 Access and inclusion is considered across all community infrastructure and asset planning projects, including Fishermans Bend Urban Renewal Area (delivery 2019-21)  <b>On track (partial delay)</b>  2.6.2 Accessibility is considered in the review and update of all Council's standard drawings (delivery 2019-21)  <b>Delivered</b>



Principle	Action
	<p>2.6.3 Increase the accessibility of footpaths across the municipality (delivery 2019-21)</p> <p><b>On track</b></p> <p>2.6.4 Promote connection between local business owners and local community members with disability (delivery 2020)</p> <p><b>Delivered (amended)</b></p> <p>2.6.5 Increase the number of accessible toilets across the municipality (delivery 2021)</p> <p><b>On track</b></p>





Table 3: Access and Inclusion Plan actions – summary table ‘We are fair’

Principle	Action
3.1 Council's customer service is a positive experience for people with disability	3.1.1 Increase the disability confidence of Council's ASSIST team (delivery 2019-20)  <b>Delivered</b>
3.2 We partner with suppliers who are committed to equitable practices for people with disability	3.2.1 Develop access and inclusion guidelines for suppliers and partners (delivery 2019)  <b>Off track</b> 3.2.2 Ensure procurement for relevant major tenders and panel contracts considers accessibility and inclusion (delivery 2020)  <b>Off track</b> 3.2.3 Update access and inclusion guidelines for grant opportunities (delivery 2019-20)  <b>On track (partial delay 2021)</b>
3.3 Access and inclusion awareness is included in the management of community access to council utilised buildings	3.3.1 Review our Emergency Management process and practice to enhance accessibility (delivery 2019-21)  <b>On track</b> 3.3.2 Expand the information provision of the accessibility features for council facilities available to the community (delivery 2020-21)  <b>On track</b>
3.4 Community mental health is strengthened through advocacy	3.4.1 Promote good mental health, accessibility and inclusion for school-aged children (delivery 2019)  <b>Delivered</b> 3.4.2 Increase community awareness of services that support the wellbeing of carers (delivery 2020)  <b>Delivered</b> 3.4.3 Strengthen our advocacy in relation to the availability of community mental health services in our municipality (delivery 2019)  <b>Delivered</b>



Table 4: Access and Inclusion Plan actions – summary table ‘We are disability confident’

Principle	Action
<p>4.1 We are an Employer of Choice for people with disability</p>	<p>4.1.1 Implement disability confident practices across the employee life-cycle, starting with ensuring accessible and inclusive recruitment practices (delivery 2019-20)</p> <p><b>Delivered</b></p> <p>4.1.2 Adopt a centralised workplace adjustment fund (delivery 2019)</p> <p><b>Delivered (2020)</b></p> <p>4.1.3 Increase work experience opportunities for students with disability (delivery 2020-21)</p> <p><b>On track (amended)</b></p>
<p>4.2 Our employees are disability confident</p>	<p>4.2.1 Increase employee disability confidence through development of an access and inclusion toolkit (delivery 2019-21)</p> <p><b>Delivered</b></p>
<p>4.3 Our disability confidence is advanced through informed practices and data</p>	<p>4.3.1 Implement measures to monitor our level of disability confidence (delivery 2019-20)</p> <p><b>Delivered (2021)</b></p> <p>4.3.2 Embed Access and Inclusion Key Performance Indicators (KPIs) into departmental plans (delivery 2021)</p> <p><b>On track</b></p> <p>4.3.3 Council's budget process routinely considers funding to meet accessibility requirements (delivery 2021)</p> <p><b>On track</b></p>



Table 5: Access and Inclusion Plan actions – summary table ‘Governance and Communications’

Principle	Action
5.1 Access and Inclusion is role-modelled by our Leadership	<p>5.1.1 Appointment of an Executive Champion for Access and Inclusion within Council (delivery 2019) <b>Delivered</b></p> <p>5.1.2 Establish an internal Access and Inclusion project advisory group (delivery 2019) <b>Delivered</b></p> <p>5.1.3 Explore opportunities to collaborate with other councils on establishing a community of practice for employees with disability to influence organisational best practice (delivery 2019) <b>Delivered (amended)</b></p>
5.2 We commit to transparency and governance	<p>5.2.1 Lodgement of the Access and Inclusion Plan with the Australian Human Rights Commission (delivery 2019) <b>Delivered</b></p> <p>5.2.2 Our progress is reported in the Council annual report (delivery 2019-21) <b>On track</b></p> <p>5.2.3 Progress on actions is reviewed twice yearly with the Access and Inclusion project advisory group (delivery 2019-21) <b>On track (amended)</b></p> <p>5.2.4 Host an annual forum for community members to review progress of our Access and Inclusion Plan (delivery 2019-21) <b>On track (amended)</b></p>

Council maintains a comprehensive implementation plan for the Access and Inclusion Plan. Whilst this is an internal document, community members are welcome to contact City of Port Phillip’s Access and Inclusion Planner to enquire about the actions in the plan. More information on Council’s activities in relation to accessibility and disability inclusion can be found on our webpage [Accessibility and Disability Inclusion](#).



## What's next?

This status report is a supporting document as part of our community consultation process for the new Accessibility Action Plan (2022 – 2024). We intend to invite the community to contribute to shaping the next plan through a variety of ways. A survey will be undertaken, as well as community members having the opportunity to get in touch with Council staff about accessibility and disability inclusion.

At this early stage of developing a new plan, there are some suggestions for key topics that may be considered for inclusion in the new plan. These suggestions are based on current work already undertaken both within council and, more broadly, aligned to contemporary developments in the field of accessibility and disability inclusion. Potential topics for discussion with stakeholders, and to be considered by Council, may include:

- The development of a universal design approach to programs and services, the built environment and the public realm
- Further enhancement of a diversity employment strategy at Council
- Mental health advocacy.

Insights gained from the community consultation will further assist council in developing draft actions to be proposed for the new Accessibility Action Plan for the period 2022 - 2024. This draft plan will be tabled for the community to review on our [Have Your Say](#) platform, prior to finalisation and seeking endorsement from Council. It is anticipated for the new plan to be endorsed by Council in the first half of 2022.



# Appendix 1

## 1. We are Inclusive

The table below outlines the status of 2019 - 2021 actions aligned with the aim of fostering a community where people with disability belong.

Table 6: We are inclusive

Principle	Action
<p>1.1 People with disability have a voice in our community</p>	<p>1.1.1 Broaden engagement and consultation with community members with disability (delivery 2019-21)</p> <p><b>On track.</b> Initiatives have included:</p> <ul style="list-style-type: none"> <li>• In 2019, a number of community events were organised to raise awareness of, and invite community members to participate in, celebrating and acknowledging International Day of People with Disability (IDPwD – 3 December).</li> <li>• Creation of flags to be raised annually on community flagpoles at Town Halls during the week of IDPwD. The flags display the IDPwD logo and are intended to raise community awareness and recognition of this annual day on the calendar.</li> <li>• 2020 saw our IDPwD celebration turn out a bit differently, going online with a participatory community creative performance video titled '<a href="#">Got the Magic</a>'.</li> <li>• Early 2021 we moved to a new direction to engage with community members interested in (local) access and inclusion topics. Previously, information was sent to interested community members who had completed a membership form to be on the list of the City of Port Phillip Access Network (CoPPAN). Our new way of communicating is now via the <a href="#">Accessibility and Disability Inclusion webpage</a> with fresh content posted when available. This means that the information is available to <i>all</i> in the community. In addition, there is an option to subscribe to a distribution list for people who are interested in receiving notifications about key information posted on the webpage.</li> </ul>



Principle	Action
	<ul style="list-style-type: none"> <li>2021: this calendar year community engagement regarding the next Action Plan will be undertaken. Community members will be invited to contribute to actions for the new Plan through various ways of engaging. Community members will also have an opportunity to provide feedback on the draft plan (anticipated timeframe early 2022).</li> <li>Action 1.1.1 has some overlap with other actions in the plan such as action 2.6.4 and action 5.2.4.</li> </ul> <p>1.1.2 Provide equitable participation opportunities in civic life for community members with disability (delivery 2019)</p> <p><b>Delivered</b></p> <ul style="list-style-type: none"> <li>Meeting Procedure Local Law includes the following objective: '(4) Ensure participation in proceedings is accessible and balanced with Council's primary decision-making role;' (adoption of document at the 18 September 2019 Council meeting).</li> </ul>
<p>1.2 People with disability can equitably participate in community events and activities</p>	<p>1.2.1 Initiatives and events related to sustainability are routinely assessed to ensure equitable access and inclusion (delivery 2019)</p> <p><b>Delivered</b></p> <ul style="list-style-type: none"> <li>Accessibility checklist has been incorporated into the sustainability event checklist.</li> <li>Sustainable Port Phillip Website has been reviewed to ensure that it continues to meet accessibility standards.</li> </ul> <p>1.2.2 Support sport and recreation providers in facilitating inclusive programs, services and opportunities by increasing their disability confidence (delivery 2020)</p> <p><b>Delivered (2021)</b></p> <ul style="list-style-type: none"> <li>An <a href="#">Accessibility and Disability Inclusion fact sheet</a> for Sport and Recreation Providers was created and posted online. This fact sheet was designed to assist sport and recreation providers by providing a list of resources to facilitate inclusion of people with disability in sport and recreation activities, either as a participant, coach, volunteer or committee member.</li> </ul>



Principle	Action
	<ul style="list-style-type: none"> <li>• Council’s MetroAccess officer contributed to several forums to promote inclusion of people with disability in sport and recreation. In November 2020 this was on the topic of local government involvement in accessible beaches at an event hosted by Life Saving Victoria. In April 2021, the council officer presented as a panel member at an (online) Sport and Recreation Victoria Community of Practice session in which Access for All Abilities (AAA Play) hosted a session on the topic of 'How to be an Inclusive Club'.</li> </ul> <p>1.2.3 Ensure library hosted events are accessible and inclusive (delivery 2019)</p> <p><b>Delivered (2020)</b></p> <ul style="list-style-type: none"> <li>• 2019: Inclusive events held at the library in the week of International Day of People with Disability.</li> <li>• 2020: work undertaken to assess processes against accessibility checklist items. Information on requesting adjustments in order to equitably participate in library hosted events stated on library promotional material.</li> </ul> <p>1.2.4 Expand access and inclusion support at Council hosted festivals (delivery 2021)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>• The 2021 St Kilda Film Festival website contained accessibility information for the various event venues. In addition, the majority of films featured in this year’s program (approximately 70%) were made available online with closed captioning.</li> </ul> <p>1.2.5 Optimise accessibility and inclusion for our community arts initiatives (delivery 2020-21)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>• March/April 2021: Accessibility and disability inclusion fact sheet for arts grant applicants launched. Posted online: both on the <a href="#">Cultural Development Fund</a> (recovery) page and the <a href="#">Local Festivals Fund</a> page.</li> <li>• The Cultural Development Fund supported an interactive and inclusive art installation (Serene Lau – Port Phillip Dragon, March and April 2020) in collaboration with participants through local community organisations, that</li> </ul>



Principle	Action
	<p>explored affordable housing and homelessness in our community using sustainable/recycled materials. In addition, an inclusive outdoor performative exploration of how the worlds of art and sport collide, 'Fanaticus', was held by Rawcus in February 2020. Fanaticus engaged young people of culturally diverse backgrounds and people with and without disability in fun, creative development workshops and a public presentation at the St Kilda Peanut Farm.</p> <ul style="list-style-type: none"> <li>• Early 2020 (January) saw the offering of THRIVE Grants through a partnership with Arts Access Victoria. 21 artists were supported to apply for funding for projects in Port Phillip. This resulted in 4 successful projects which intended to highlight disability culture and aesthetics. A number of aspects were put in place to ensure inclusive processes for THRIVE.</li> <li>• In 2020, three streams of small quick response grants were developed by the City of Port Phillip to support local artists, cultural organisations, and creative groups dealing with the ongoing impact of COVID-19. This included a THRIVE Local stream: grants for disability and deaf arts groups or for individual artists who live or work in Port Phillip.</li> </ul> <p>1.2.6 Provide guidelines for accessible and inclusive events held on Council managed public open space (delivery 2020-21)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>• Anticipated for completion winter 2021</li> </ul> <p>1.2.7 Increase the disability confidence of library staff (delivery 2020-21)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>• Several library team members attended disability confidence training in 2020.</li> </ul> <p>1.2.8 Improve access to information about the library collection and events (delivery 2020-21)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>• One area that has seen a demonstration of improved accessibility to the library collection is the home library</li> </ul>





Principle	Action
	<p>service, with a steady increase of new referrals/members for this service.</p> <ul style="list-style-type: none"> <li>The new Port Phillip Libraries website went live on 2 March 2021. The site was built using the principles of responsive design, so it works easily on devices of all sizes. The visual design is simple. There is an emphasis on white space, strong bold headings and care has been given to using large font sizes to make it easy to read. All the site's templates meet AA standards for Web Content Accessibility Guidelines (WCAG) 2.1 accessibility.</li> </ul>
<p>1.3 Our communications are in accessible formats</p>	<p>1.3.1 Newly created digital content will meet Web Content Accessibility Guidelines (WCAG) 2.1 AA standard (delivery 2019)</p> <p><b>Delivered</b></p> <ul style="list-style-type: none"> <li>Examples of activities include: <ul style="list-style-type: none"> <li>Routine training for new content authors, includes info on accessibility requirements for content.</li> <li>Process in place for checking content authors website and intranet content changes in relation to accessibility.</li> <li>Documents for upload by council's online communications are updated to align with accessibility.</li> <li>Information about creating accessible documents has been shared through presenting at team meetings.</li> </ul> </li> </ul> <p>1.3.2 Existing digital content for key Council services information is updated to WCAG 2.1 AA standard (delivery 2020-21)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>Council launched its new website in August 2020 and a new intranet in October 2020. Both sites meet AA accessibility standards.</li> <li>The launch of the new Council website led to a drop of 38 per cent in accessibility issues.</li> <li>The designs of the new sites were informed by customer research and best practice in ease of use. There is an</li> </ul>



Principle	Action
	emphasis on clean, white space, clear text in easy to read fonts.



## 2. We are Thriving

The table below outlines the status of 2019 - 2021 actions aligned with the aim of fostering a liveable community.

Table 7: We are thriving

Principle	Action
2.1 City Strategy and City Design encourages accessible and inclusive design practices	<p>2.1.1 Review and update key City Strategy documentation, including planning guidelines (delivery 2019-21)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>• Accessible and inclusive design will be addressed in the planning scheme review through the Planning Policy Framework – in the Urban Design Clause 15.01-1L. Implementation of the proposed amendment is subject to various stages of endorsement/approvals, with an anticipated timeframe for this Planning Scheme amendment endorsement process to be from July 2021 through to September 2022.</li> </ul>
2.2 Accessible transport is optimised across our municipality	<p>2.2.1 Review and upgrade accessible parking spaces (delivery 2019-20)</p> <p><b>Delivered (*)</b></p> <ul style="list-style-type: none"> <li>• Council’s ongoing review work in the area of accessible parking spaces saw 8 parking spaces upgraded in the period 2019/2020.</li> <li>• Council’s ongoing accessible parking review work saw 6 spaces upgraded in the period 2020/2021. *Planning work undertaken in 2020, with upgrades completed in the first half of 2021.</li> </ul> <p>2.2.2 Advocate to the Victorian Government and public transport providers to increase the accessibility of tram and bus services (delivery 2019-21)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>• Council engages in advocacy in a variety of ways: <ul style="list-style-type: none"> <li>○ In June 2021 Council reviewed proposed minor works to the tram stops in Port Phillip to enable accessible E-class trams to operate on route 58.</li> <li>○ Throughout 2021 Council continued to provide input into the legacy design for the new ANZAC</li> </ul> </li> </ul>



Principle	Action
	<p>Station, with a focus on ensuring accessible access across the precinct, particularly at tram platforms, road crossings and station entries.</p> <ul style="list-style-type: none"> <li>○ In November 2020 Council officers participated in a Department of Transport led workshop about the lessons learned during the planning and construction of previous accessible tram stops, with the intent of streamlining the process to accelerate delivery and community benefits for future tram stop upgrades.</li> </ul>
<p>2.3 Positively influence the availability of accessible, visitable and adaptable housing</p>	<p>2.3.1 Strengthen advocacy for increasing standards and requirements for accessible, visitable and adaptable housing (delivery 2019-21)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>• Draft reference document developed and under review to clarify the current regulatory environment, enhance consistent collaboration across council areas, and ensure consistent council position on accessible housing.</li> </ul>
<p>2.4 Transition to the National Disability Insurance Scheme (NDIS) is supported by our council services</p>	<p>2.4.1 Work with the Brotherhood of St Laurence Local Area Coordinator (NDIS) to enhance community engagement and capacity building within the municipality (delivery 2019-21)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>• For 2021, council continues to engage with the Brotherhood of St Laurence (BSL) Local Area Coordinator to exchange knowledge on local activities and support BSL with their role of building community capacity to increase inclusion of people with disability in Port Phillip. In 2020, during the Covid-19 restrictions, liaison focused on communicating Council's activities of mapping and connecting to services any vulnerable community members. Council also attends Bayside Peninsula Working group meetings. Topics for discussion include employment and social procurement.</li> <li>• During the transition timeframe, periodic NDIS transition network meetings were attended by the local area coordinator and council's community support representative (Oct 2017 - Dec 2019). In addition, individual client advocacy was undertaken by the council</li> </ul>



Principle	Action
	community support representative(s) to assist transition to the NDIS (Oct 2017 - Dec 2019). Our involvement ceased in 2020, with all clients transitioned.
2.5 The design of our parks and open spaces considers accessibility for all	2.5.1 Identify and implement accessibility improvements for public space and parks (delivery 2019-21)  <b>On track</b> <ul style="list-style-type: none"> <li>• Below are some examples of improved design features and accessibility that have been implemented:                             <ul style="list-style-type: none"> <li>○ Accessibility improvements at Alma Park East in St Kilda East (part of the construction of the Alma Park Stormwater harvesting system). Works implemented between July 2019 - June 2020.</li> <li>○ Accessible play equipment, accessible paths, an accessible drinking fountain and an accessible picnic table were introduced at Chipton Park in St Kilda in November 2019. This park aims to provide opportunities for recreational activity for a diverse range of people, given its function as the only park in its catchment area.</li> <li>○ A similar position of being the only park in its catchment area is Pakington Street Reserve in St Kilda. This reserve opened in June 2020 with improvements such as the installation of an accessible drinking fountain, modifying gravel paths into asphalt hard surface paths and elevated planter beds within the community garden.</li> <li>○ Significant improvements were made at Newton Court Reserve (next to the St Kilda Adventure playground). Works undertaken included the implementation of accessible paths, installation of an accessible drinking fountain and new lighting. As an added bonus, the adventure playground next to the reserve has benefitted from the access improvements, given entry can be gained via the reserve. The improved reserve opened in September 2019.</li> <li>○ Accessibility improvement for access to the lawn at O'Donnell Gardens in St Kilda.</li> </ul> </li> </ul>



Principle	Action
<p>2.6 Accessibility is included in our place-making activities</p>	<p>2.6.1 Access and inclusion is considered across all community infrastructure and asset planning projects, including Fishermans Bend Urban Renewal Area (delivery 2019-21)</p> <p><b>On track (partial delay)</b></p> <ul style="list-style-type: none"> <li>Progress was made for a range of community infrastructure and asset planning projects, with accessibility improvements made at Kiosk 7 (Beaconsfield Parade, Albert Park); South Melbourne Town Hall; Elwood Beach Restaurant; Elwood Life Saving Club/foreshore public toilets; and 222 Bank St, South Melbourne (Arthub).</li> <li>There is a delay in service planning and delivering community infrastructure and public assets in the Fishermans Bend Urban Renewal Area. The Fishermans Bend Taskforce (State Government) is continuing detailed precinct planning and other projects to further implement the Fishermans Bend Framework. This work is being undertaken in collaboration with Council, and community engagement will be undertaken in due course. This work will provide the foundation for service planning to commence for community infrastructure and asset planning projects within this area. Council is planning to progress design standards for streetscapes and public open space, which will address access and inclusion requirements. In addition, all buildings and works by private developers or government need to comply with legislative requirements for accessibility.</li> </ul> <p>2.6.2 Accessibility is considered in the review and update of all Council's standard drawings (delivery 2019-21)</p> <p><b>Delivered</b></p> <ul style="list-style-type: none"> <li>The update of the Standard Drawings was completed in December 2020. Relevant drawings now make reference to AS1428 - Design for access and mobility.</li> </ul> <p>2.6.3 Increase the accessibility of footpaths across the municipality (delivery 2019-21)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>The 2020/21 footpath program is nearing completion. Renewal/resurfacing of footpaths identified as being in a</li> </ul>



Principle	Action
	<p>poor state has been undertaken at numerous sites across the municipality to improve their condition.</p> <ul style="list-style-type: none"> <li>• A recently completed audit of pram crossings across the municipality identified a number of crossings that are non-compliant to current DDA (Disability Discrimination Act) standards requiring upgrades to improve accessibility across our roading network. To address this, a pram crossing program has been included as a budget request as part of the Council Plan development. The program aims to upgrade a number of non-compliant pram crossings each year until they are all compliant, improving accessibility within our community. Budget has been approved for two-years of the program initially. In 2021/22 we hope to upgrade approximately 100 pram crossings rated at high priority based on their condition and level of non-compliance.</li> <li>• Rear pathway improvements at Linden Art Gallery are in progress. Works are expected to commence in early 2021/22, subject to COVID-19 restrictions, to provide a sealed pathway improving accessibility for users.</li> </ul> <p>2.6.4 Promote connection between local business owners and local community members with disability (delivery 2020)</p> <p><b>Delivered (amended)</b></p> <ul style="list-style-type: none"> <li>• The Covid-19 situation impacted the delivery of this action, both in its implementation and timeframe (delivery commenced December 2020). Council changed to the creation of short case-studies, with community members invited to share their stories of inclusive practice by local businesses. Stories published in Divercity are:             <ul style="list-style-type: none"> <li>○ <a href="#">Middle Park Post Office</a></li> <li>○ <a href="#">Sisters of Soul</a></li> <li>○ <a href="#">South Pacific Health Club</a></li> </ul> </li> </ul> <p>2.6.5 Increase the number of accessible toilets across the municipality (delivery 2021)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>• Upgrade works to bring the public toilets up to current compliance standards at VegOut were completed in</li> </ul>



Principle	Action
	<p>August 2020, Gas Works in October 2020, and Albert Park Library in January 2021. All toilets are currently open and operational.</p> <ul style="list-style-type: none"> <li>• Design for the Station Pier (Waterfront Place) public toilets is due to commence in June 2021. A new toilet block consisting of two ambulant and one accessible toilet will be constructed and is expected to be completed by February 2022.</li> <li>• Concept designs for the Sandbar public toilet have been completed and detailed design is in progress with construction expected in 2021/22. The project will deliver an accessible toilet and access ramp, along with one upgraded male and one upgraded female toilet.</li> </ul>





### 3. We are Fair

The table below outlines the status of 2019 - 2021 actions aligned with the aim of fostering a respectful and equitable community.

Table 8: We are fair

Principle	Action
<p>3.1 Council's customer service is a positive experience for people with disability</p>	<p>3.1.1 Increase the disability confidence of Council's ASSIST team (delivery 2019-20)</p> <p><b>Delivered</b></p> <ul style="list-style-type: none"> <li>The front service counter at the South Melbourne Town Hall was awarded with the SCOPE Communication Access qualification in December 2019. Communication Access was retained at all other front service counters and call centre.</li> <li>Several ASSIST team members undertook disability confidence training.</li> </ul>
<p>3.2 We partner with suppliers who are committed to equitable practices for people with disability</p>	<p>3.2.1 Develop access and inclusion guidelines for suppliers and partners (delivery 2019)</p> <p><b>Off track</b></p> <ul style="list-style-type: none"> <li>Partial progress has been made to develop access and inclusion guidelines for suppliers and partners. Delivery was scheduled for 2019. However, work continues to bring this action to completion: 2019 saw the establishment of a Social Procurement Reference Group and further work has continued in 2020 with the drafting of content for a Social and Sustainable Procurement Framework.</li> <li>There is an engagement process commencing for the Local Government Act (2020) implementation, which will provide an opportunity for input into the procurement policy 2021. This will be implemented prior to the end of December 2021. Engagement will be undertaken with Port Phillip's Executive Leadership Team, Councillors, internal stakeholders and the community.</li> </ul> <p>3.2.2 Ensure procurement for relevant major tenders and panel contracts considers accessibility and inclusion (delivery 2020)</p>



Principle	Action
	<p><b>Off track</b></p> <ul style="list-style-type: none"> <li>A review and revision of Port Phillip’s Corporate Social Responsibility Returnable Schedule and its application has been undertaken, including an assessment for outcomes-based benefits.</li> </ul> <p>3.2.3 Update access and inclusion guidelines for grant opportunities (delivery 2019-20)</p> <p><b>On track (partial delay 2021)</b></p> <ul style="list-style-type: none"> <li>In 2020 the Community Grants Guidelines document was updated to enhance accessibility. Community Grants application forms were also reviewed and updated to ensure compliance with digital accessibility standards and usage of plain English.</li> <li>The community grants team has included a fact sheet regarding accessibility and disability inclusion for grant applicants for the COVID-19 Community Recovery Quick Response Grant Program and will be included in the 2021/2022 Community Grants when it opens in July 2021.</li> </ul>
<p>3.3 Access and inclusion awareness is included in the management of community access to council utilised buildings</p>	<p>3.3.1 Review our Emergency Management process and practice to enhance accessibility (delivery 2019-21)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>Council hosted Emergency Relief Centre Training (held 29 November 2019), in which the Council emergency management team considered preparedness for opening and managing an emergency relief centre during a municipal emergency to provide relief to displaced members of the community.</li> <li>All of Council’s emergency relief centres which are on standby have been chosen based on the facilities having a suitable setup to ensure a positive accessibility and inclusion experience for all members of the community.</li> </ul> <p>3.3.2 Expand the information provision of the accessibility features for council facilities available to the community (delivery 2020-21)</p> <p><b>On track</b></p>



Principle	Action
	<ul style="list-style-type: none"> <li>The introduction of council’s new website in 2020 saw enhancements to the information provision regarding council venues. Icons indicating accessibility features for venues are listed.</li> </ul>
<p>3.4 Community mental health is strengthened through advocacy</p>	<p>3.4.1 Promote good mental health, accessibility and inclusion for school-aged children (delivery 2019)</p> <p><b>Delivered</b></p> <ul style="list-style-type: none"> <li>The Middle Years &amp; Youth Services team undertook various activities, such as: <ul style="list-style-type: none"> <li>Providing ongoing support on mental health and promotion of a healthy lifestyle through Case Management, Youth Events and Social Media.</li> <li>Youth network meetings are run for professionals, which included topics on LGTBQI and Youth Disability Advocacy Service.</li> <li>Collaboration occurs with the wider team to run parent information sessions to promote good health and wellbeing for children.</li> <li>A small event on RU Okay Day was run at Elwood College.</li> <li>Accessing and promoting services for young people at Head Space – Youth Mental Health Service.</li> </ul> </li> </ul> <p>3.4.2 Increase community awareness of services that support the wellbeing of carers (delivery 2020)</p> <p><b>Delivered</b></p> <ul style="list-style-type: none"> <li>A <a href="#">Carer Information Hub</a> was launched on Council’s website, detailing what services are available from Council for carers, local carer led support groups, and key government led resources and programs.</li> <li>Family Youth and Children Services updated content on their webpages, specifically targeting young carers and carers of children with disability. <a href="#">Disability Support for Families and Carers</a> includes information and links to other Council pages such as the Carer Information Hub, Accessible Playgrounds and Beaches, Accessibility and Disability Inclusion, and external websites such as AAA</li> </ul>



Principle	Action
	<p>Play for recreational activities, NDIS, Little Dreamers and Association for Children with Disability.</p> <p>3.4.3 Strengthen our advocacy in relation to the availability of community mental health services in our municipality (delivery 2019)</p> <p><b>Delivered</b></p> <ul style="list-style-type: none"> <li>• Report to the Mental Health Royal Commission, submission May 2019 (note: this was prior to the formal endorsement of the Access and Inclusion Plan).</li> </ul>



## 4. We are Disability Confident

The table below outlines the status of 2019 - 2021 actions aligned with the aim of fostering organisational capability and culture.

Table 9: We are disability confident

Principle	Action
<p>4.1 We are an Employer of Choice for people with disability</p>	<p>4.1.1 Implement disability confident practices across the employee life-cycle, starting with ensuring accessible and inclusive recruitment practices (delivery 2019-20)</p> <p><b>Delivered</b></p> <ul style="list-style-type: none"> <li>Recruitment practice includes Human Resources contact details to request adjustments, and recruitment documentation content has been reviewed for inclusive practice and language.</li> <li>A variety of employee awareness sessions have been hosted, with the aim of increasing employees' disability confidence in various topics. Topics covered included digital accessibility; Auslan (Australian sign language) awareness; workshop(s) on the principles of universal design; and general disability confidence sessions.</li> <li>City of Port Phillip participated in 'AccessAbility Day' (an Australian Government initiative) in November 2019. This day saw council staff hosting job shadow opportunities for jobseekers with disability. Opportunities were offered for a wide range of council roles and jobseekers were sourced through an external organisation.</li> </ul> <p>4.1.2 Adopt a centralised workplace adjustment fund (delivery 2019)</p> <p><b>Delivered (2020)</b></p> <ul style="list-style-type: none"> <li>A centralised cost centre has been set up for all employee workplace adjustment requests, and revisions made to the policy and process for workplace adjustments.</li> </ul> <p>4.1.3 Increase work experience opportunities for students with disability (delivery 2020-21)</p> <p><b>On track (amended)</b></p>



Principle	Action
	<ul style="list-style-type: none"> <li>City of Port Phillip was successful in a grant application to participate in a work experience program for people with disability (funders/sponsors: Municipal Association of Victoria (MAV), NDIS Information, Linkages and Capacity Building (ILC) program and Office for Disability in Department of Health and Human Services (DHHS)). In partnership with GradWISE, City of Port Phillip designed a paid internship program for tertiary students and graduates with disability. The program commenced early 2020, prior to a pause due to the Covid-19 situation. The program has now resumed (2021). Some additional funding was made available by council.</li> </ul>
<p>4.2 Our employees are disability confident</p>	<p>4.2.1 Increase employee disability confidence through development of an access and inclusion toolkit (delivery 2019-21)</p> <p><b>Delivered</b></p> <ul style="list-style-type: none"> <li>2020 saw the introduction of an Accessibility and Disability Inclusion toolkit for staff, featuring resources to help staff foster an equitable workplace and inclusive community.</li> </ul>
<p>4.3 Our disability confidence is advanced through informed practices and data</p>	<p>4.3.1 Implement measures to monitor our level of disability confidence (delivery 2019-20)</p> <p><b>Delivered (2021)</b></p> <ul style="list-style-type: none"> <li>This action has been addressed through various approaches: <ul style="list-style-type: none"> <li>Development of a document to report on and monitor the implementation of workplace adjustment requests.</li> <li>Inclusion of a demographic question related to disability status in the employee engagement survey.</li> <li>Staff invited to provide feedback on participation in Disability Confidence sessions.</li> </ul> </li> </ul> <p>4.3.2 Embed Access and Inclusion Key Performance Indicators (KPIs) into departmental plans (delivery 2021)</p> <p><b>On track</b></p>



Principle	Action
	<ul style="list-style-type: none"> <li>• The departmental plan template will be updated in the second half of 2021 to include a requirement for determining a minimum of one annual initiative to advance accessibility and disability inclusion.</li> </ul> <p>4.3.3 Council's budget process routinely considers funding to meet accessibility requirements (delivery 2021)</p> <p><b>On track</b></p> <ul style="list-style-type: none"> <li>• Council's internal budget bid application includes a process step question about consideration for any accessibility requirements to be factored into the funding request (if applicable).</li> </ul>



## 5. Governance and communications

The table below outlines the status of 2019 - 2021 actions aligned with the aim of fostering good governance.

Table 10: Governance and communications

Principle	Action
<p>5.1 Access and Inclusion is role-modelled by our Leadership</p>	<p>5.1.1 Appointment of an Executive Champion for Access and Inclusion within Council (delivery 2019)</p> <p><b>Delivered</b></p> <ul style="list-style-type: none"> <li>• General Manager Community Wellbeing and Inclusion appointed as Executive Champion for Access and Inclusion.</li> </ul> <p>5.1.2 Establish an internal Access and Inclusion project advisory group (delivery 2019)</p> <p><b>Delivered</b></p> <ul style="list-style-type: none"> <li>• Members of the Access and Inclusion project advisory group are selected to ensure broad representation across the organisation on access and inclusion matters. Members are at leadership and/or subject matter expertise level to facilitate optimal delivery on group objectives. The group is chaired by the Executive Champion for Access and Inclusion.</li> </ul> <p>5.1.3 Explore opportunities to collaborate with other councils on establishing a community of practice for employees with disability to influence organisational best practice (delivery 2019)</p> <p><b>Delivered (amended)</b></p> <ul style="list-style-type: none"> <li>• Expressions of interests to form an employee with disability and ally network at Port Phillip were sought in December 2019. Conversation by the Access Planner with several other councils to scope a broader network occurred early 2020. Port Phillip employees have been meeting in 2021 to explore the direction/purpose of the network.</li> </ul>





Principle	Action
<p>5.2 We commit to transparency and governance</p>	<p>5.2.1 Lodgement of the Access and Inclusion Plan with the Australian Human Rights Commission (delivery 2019)</p> <p><b>Delivered</b></p> <p>5.2.2 Our progress is reported in the Council annual report (delivery 2019-21)</p> <p><b>On track</b></p> <p>5.2.3 Progress on actions is reviewed twice yearly with the Access and Inclusion project advisory group (delivery 2019-21)</p> <p><b>On track (amended)</b></p> <ul style="list-style-type: none"> <li>Formal reporting occurs through Council’s annual report. A detailed implementation plan is maintained to track and review the progress on each action item for the duration of the plan. The Access and Inclusion project advisory group also address broader accessibility and disability inclusion issues outside of the scope of the current Access and Inclusion Plan actions. For 2021, it is planned for an increase in meeting frequency to four times a year to strengthen collaborative practice across the various areas within Council.</li> </ul> <p>5.2.4 Host an annual forum for community members to review progress of our Access and Inclusion Plan (delivery 2019-21)</p> <p><b>On track (amended)</b></p> <ul style="list-style-type: none"> <li>An interim status report for 2019 was released early 2020 in lieu of a forum in 2019. At the time, an invitation was extended to offer feedback to council’s Access Planner, with a drop-in forum taking place late February 2020. An update on the status of actions will be released mid-2021 to support the community consultation process for the development of the new Plan (2022 and beyond). Community members are able to contact council to enquire about the progress of the plan and annual reporting occurs through publication of content in Council’s annual report.</li> </ul>