



THE CITY OF  
GREATER GEELONG

# ACCESS & INCLUSION ACTION PLAN 2018-23

---

FINAL REPORT

---

February 2024



## ABOUT THE PLAN

**The *Access and Inclusion Action Plan 2018-2023* vision is to uphold the rights of equal and dignified access for everyone while setting out how we will work towards full equality for people with disability to participate and be included in our broader community.**

The Plan (which was extended to 2023) aligns to *Greater Geelong: A Clever and Creative Future*, the community's 30-year vision, which includes the aspiration of being 'An inclusive, diverse, healthy and socially connected community'. It also contributes to and supports Geelong's UNESCO City of Design designation.

### PRIORITIES

**The four priority areas for this Action Plan are:**

#### ACCESS

Improve access to the built environment including council buildings, cultural facilities, roads, footpaths and parking; continue to expand the Changing Places and accessible toilet strategies; advocate for continued improvements to accessible transport through Public Transport Victoria and VicRoads.

#### INCLUSION

Provide alternative communication options for the community, such as for key community events including Christmas in Geelong, Carols by Candlelight and New Year's Eve events; provide hearing loops at City Hall; increase Universal Communication Accreditation for the City's Customer Service; continue to expand on the Changing Places Strategies and promote Marveloo – for inclusion at events across Greater Geelong and the Bellarine.

#### EMPLOYMENT

Identify and reduce the barriers to employment by providing Disability Awareness Training to all council staff via online training modules and direct contact;

provision of workplace reasonable adjustment and support where required.

#### INCLUSIVE ATTITUDES

Foster an inclusive culture by developing and implementing community campaigns, events, and strategies that acknowledge the skills and successes of people with a lived experience of disability.

This is the final report on the *Access and Inclusion Action Plan 2018-2023*, outlining our achievements against the goals over five years.

During 2023, extensive community and staff engagement has been held as part of the development of the *Disability Access and Inclusion Plan 2024-28*. This new plan will be released for further consultation and finalised in mid-2024.



# MEASURING OUR SUCCESS

**The City committed to 34 goals in the Access and Inclusion Action Plan 2018-23. Significant progress has been made against all goals.**

This page provides a summary of achievement, and the following pages provide detailed reporting against the 34 goals and 50 measures of success.

## ACCESS

- 12 goals
- 20 measures:
  - 20 achieved

### Highlights:

Inclusive design of feature facilities:

- Northern Aquatic and Community Hub
- Northern Bellarine Aquatic Centre
- Wurrki Nyal Civic Precinct

[Social Infrastructure Plan and Policy](#)  
[Central Geelong Accessibility Improvement Project](#)

Rippleside Inclusive Playspace Planned  
New Changing Places facilities  
[Destination Accessible Roadmap](#)  
[Pay by Phone Parking App](#)  
Marveloo and Mobi Chair activation

## INCLUSION

- 8 goals
- 16 measures:
  - 13 achieved
  - 3 partially achieved

### Highlights:

[Access and Inclusion Advisory Committee](#)

Accessible communication improvements  
Community engagement reasonable  
adjustment guidelines

[Events Planning Guide](#)  
[Sport4All Program](#)  
[Social Equity Framework](#)

## EMPLOYMENT

- 6 goals
- 6 measures:
  - 4 achieved
  - 2 partially achieved

### Highlights:

Tourism employment project  
Rollout of e-learning to all staff  
Inclusion and Diversity Roadmap  
New Access and Inclusion Employee  
Network

## INCLUSIVE ATTITUDES

- 7 goals
- 8 measures:
  - 7 achieved
  - 1 partially achieved
  - **Highlights:**
    - [International Day of People with Disability events](#)
    - [Geelong Awards for People with Disability](#)
    - Through My Eyes art exhibition
    - MY STORY project
    - [The Two of Us](#) photography exhibition
    - STREETFACE marketing campaign
    - The "[I AM](#)" sculpture

# ACHIEVEMENTS

## PRIORITY AREA 1: ACCESS

12 goals; 20 measures: **20 measures achieved**

Four-year Action Plan Goals	Measure(s)	Achievement
1. Ensure facilities, buildings, environments, and experiences are accessible to everyone.	<i>Planning and design of the Northern ARC Health and Wellbeing Hub completed.</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>Construction of the <a href="#">Northern Aquatic and Community Hub</a> in Norlane was completed late 2023 and due to open early 2024. Community engagement is occurring to determine the final name of the centre.</li> <li>Accessibility features include:               <ul style="list-style-type: none"> <li>4 accessible changeroom facilities (including 1 Changing Place adult change facility)</li> <li>2 accessible lifts on to the performance stage in community hall</li> <li>Ramp access to 25m pool and warm water pool.</li> <li>Hoist access points to all pools</li> <li>Ambulant toilets and showers in all changerooms.</li> </ul> </li> <li>The <a href="#">North Bellarine Aquatic Centre</a> at Drysdale was also completed in 2022, including accessible pool ramps and a Changing Places facility.</li> </ul>
	<i>Bridge upgrades as identified, and priority projects identified in the Footpath Customer Commitments Register completed.</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>Rolling program of upgrades as required to pedestrian bridges, footpaths and shared trails.</li> <li>Footpath maintenance completed in line with Road Management Plan timeframes.</li> <li>Installed 30 raised wombat crossings in Norlane and South Geelong.</li> </ul>
	<i>Available funding for identified footpath works in Central Geelong fully expended.</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>Completed the <a href="#">Central Geelong Accessibility Improvement Project</a> delivering two footpath replacement projects and eight accessibility parking improvement projects.</li> <li>Works included:               <ul style="list-style-type: none"> <li>Upgrade of existing disabled parking bays on Yarra Street (north of Malop Street) to include access ramps, improved line marking and signage.</li> <li>Disability access improvements at Eastern Beach Reserve.</li> <li>Pedestrian crossing modifications at Bellarine Street, Eastern Beach Road and Ritchie Boulevard.</li> <li>Pavement rehabilitation at Corio Street and Moorabool Street.</li> </ul> </li> <li>All funding allocated for footpath works for Central Geelong under our Capital Renewal and Recurrent footpath programs have been completed annually.</li> </ul>
	<i>All engineering design projects meet the design specifications with consideration of relevant Australian Standards, Infrastructure Design Manual, and, where applicable, VicRoads standards.</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>All new or upgraded buildings meet legislated standards. A building surveyor assesses documentation in the form of technical drawings to ensure compliance with Australian Standards, including the Disability Discrimination Act Standards, before issuing a building or occupancy permit.</li> </ul>

Four-year Action Plan Goals	Measure(s)	Achievement
	<p><b>Additional measure:</b>  <i>Improve accessibility at community facilities through a program of upgrades</i></p>	<ul style="list-style-type: none"> <li>• The <b>Disability Access Program</b> delivers an annual program of upgrades to community recreation facilities, for example, installing accessible entry, ramps and toilet upgrades.</li> <li>• Over 2018-2023, these works have included upgrades at: <ul style="list-style-type: none"> <li>– Portarlington Senior Citizens Centre</li> <li>– Springdale Community Centre</li> <li>– Ocean Grove Senior Citizens Centre</li> <li>– Anakie Community House</li> <li>– Highton Senior Citizens Centre</li> <li>– Newcomb Senior Citizens Centre</li> <li>– Norlane Bowls Club</li> <li>– Virginia Todd Hall</li> <li>– Geelong West town hall</li> <li>– St Stephens Tennis/Croquet Club.</li> </ul> </li> </ul>
<p>2. Provide more accessible public urban space.</p>	<p><i>Completion of the Social Infrastructure Plan and other Urban Design Frameworks</i>  <b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Social Infrastructure Plan: Generation One 2020-2023</a> and <a href="#">Social Infrastructure Policy</a> were endorsed and finalised in 2020.</li> <li>• Social Infrastructure Policy objectives include: <ul style="list-style-type: none"> <li>– Equitable: Fair access to facilities and services that are needed across the municipality including healthy, safe and inclusive places, spaces and services.</li> <li>– Accessible: Accessible for all abilities, affordable and easy for people to get to.</li> </ul> </li> <li>• Building more accessibility requirements into the new draft of the <b>Open Space Standards</b>, particularly regarding paths, park furniture, and play equipment.</li> <li>• The City also has a new requirement for developers to have accessibility audits completed on their plans for certain park types that the City hopes to implement.</li> </ul>
	<p><b>Additional measure:</b>  <i>Plan and design a new inclusive playspace</i>  <b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• The City has partnered with the Touched by Olivia Foundation and the Federal and State Governments to build a flagship new play area for children of all abilities to play together at Rippleside Park.</li> <li>• The playspace has been designed to be inclusive for kids of all ages and abilities. It will incorporate multi-sensory and nature play elements, with opportunities for physical, creative, social and passive play.</li> <li>• It will include accessible toilets and a Changing Place.</li> <li>• Construction is due to commence in late 2024.</li> </ul>
<p>3. Increase number of community facilities with accessible toilets or adult change facilities.</p>	<p><i>Up to five public toilet facilities with accessible toilets built or replaced per year.</i>  <b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• All new or upgraded toilets meet accessibility requirements.</li> <li>• <b>Public toilet facilities</b> that have been built or upgraded since 2018 include: <ul style="list-style-type: none"> <li>– Harvey Park, St Leonards</li> <li>– Collendina Foreshore, Ocean Grove</li> <li>– Windmill Reserve, Newtown</li> <li>– Queens Park, Highton</li> <li>– Kingston Park, Ocean Grove</li> <li>– Robin Avenue, Norlane</li> <li>– Kevin Kirby Reserve, Herne Hill</li> <li>– Main Street, Portarlington</li> <li>– Separation Street, North Geelong</li> <li>– Moorabool Street, Geelong</li> <li>– Seagull Paddock, Norlane</li> <li>– Milton Street, Bell Park</li> <li>– Shell Reserve, Ocean Grove</li> </ul> </li> </ul>

Four-year Action Plan Goals	Measure(s)	Achievement
		<ul style="list-style-type: none"> <li>– Evans Reserve, Norlane</li> <li>– West Park, Geelong West</li> <li>– Gateway Sanctuary, Leopold.</li> <li>• <b>New Changing Places</b> (adult change) facilities that have been built include: <ul style="list-style-type: none"> <li>– Rosewall Community Hub, Corio</li> <li>– Armstrong Creek East Community Hub</li> <li>– Westfield Shopping Centre, Geelong</li> <li>– Northern Aquatic and Community Hub, Norlane</li> <li>– North Bellarine Aquatic Centre</li> <li>– Boronggook Drysdale Library.</li> </ul> </li> </ul>
4. Provide a grant scheme to fund community groups, and initiatives that promote inclusion and accessibility.	<p><i>Report on number and funding provided by the Community Investment and Support Fund to projects that promote access and inclusion for people with disabilities.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• Community grant guidelines have been strengthened to encourage and fund projects that promote access for all abilities and/or incorporate access and inclusion in project design and implementation.</li> <li>• Specifically, the <a href="#">Community Infrastructure Grant</a> assessment includes: <ul style="list-style-type: none"> <li>– 10% weighting for access for all abilities: ‘Demonstration that the project will empower people with a disability to be active contributors and participants in our community’.</li> <li>– 10% weighting for social equity: ‘The community is supported to participate fully, be included and live a fulfilling life (regardless of age, ability, gender, cultural background, geographic location or income status).</li> </ul> </li> <li>• The <a href="#">Healthy and Connected Community Grant</a> assessment prioritises applications that can demonstrate they will ‘improve access to programs, events and activities for people with all abilities’.</li> </ul>
5. Make sure housing supply, diversity, and affordability can meet the needs of our growing community.	<p><i>City of Greater Geelong Social Housing Plan 2018-36 completed.</i></p> <p><b>Achieved</b></p> <p><i>Number of home modifications to enable improved external access (e.g., ramps, grab rails) to enable a client to mobilise safely.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• The <a href="#">Social Housing Plan 2020-41</a> was endorsed by Council on Tuesday 25 February 2020.</li> <li>• More than <b>10,000 home modifications</b> were installed to assist clients with mobility restrictions.</li> <li>• Home modifications include ramps, engineered rails, grab rails, door handles and magnetic door latches.</li> </ul>
6. Inform and educate tourism businesses to become more inclusive of people with disabilities – both as customers and staff.	<p><i>450 tourism businesses received tailored information or attended training sessions on inclusion.</i></p> <p><b>Achieved</b></p> <p><i>110 businesses having undertaken one-to-one mentoring on access and inclusion.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• In total, 450 businesses were provided with information on disability access and inclusion that was tailored for tourism industry sectors.</li> <li>• 600 businesses engaged with content in some way.</li> <li>• 267 participated in a <b>face-to-face session</b>, seminar or event.</li> <li>• 112 business participated in a <b>mentoring program</b> to build their capacity in relation to access and inclusion.</li> <li>• The <a href="#">Destination Accessible Roadmap</a> was launched in mid-2022 to the tourism industry at a networking event and through member communications.</li> </ul>
	<p><i>Implementation of a marketing campaign to build awareness of the businesses and the</i></p>	

Four-year Action Plan Goals	Measure(s)	Achievement
	<p><i>region as a welcoming place for people with disabilities.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• Tourism Greater Geelong &amp; the Bellarine continues to promote becoming an accessible business to members and is looking at ways to collate information on accessible tourism operators and experiences to share with consumers.</li> <li>• The City's online <b>Mobility Directory</b> (listing of 728 businesses) was developed in 2012 and was successful for a number of years. However, a review in 2023 found it was no longer a useful resource for the community, with low usage and accuracy due to the onus on individual businesses to keep it up to date. It has currently been discontinued, to be replaced by another online feature under the next Access and Inclusion Plan.</li> </ul>
<p>7. Update the City of Greater Geelong Parking App with more capability and functions that will benefit all, and in particular people with a disability.</p>	<p><i>City of Greater Geelong Parking App updated and available for use.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• A new <a href="#">pay-by-phone parking application</a> (EasyPark) was made available in December 2019. The app allows users to pay for parking without having to go to the parking meter and only pay for the time they use.</li> <li>• The parking scheme for people with impaired mobility was renamed to '<a href="#">Accessibility Parking Permit Scheme</a>'.</li> <li>• Accessibility Parking Permit holders with a permanent disability are no longer required to return to their doctor for reassessment as part of the permit renewal process.</li> <li>• Permit duration will be increased from three to five years. Application and renewal processes will be streamlined through a new online state-wide system and adhere to a standard design.</li> </ul>
<p>8. In partnership with Barwon Disability Resource Council and other stakeholders, continue to revise and develop existing Access Maps to improve functionality and ease of use.</p>	<p><i>Multi-platform online application for the Central Geelong Waterfront Map developed.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• In partnership with Barwon Disability Resource Council and other local stakeholders, <b>Access Map Central Geelong and Waterfront</b> was developed and made available online in 2020. This interactive map outlines accessible parking, gradients, seating, telephones, local landmarks, and accessible travel routes.</li> <li>• A review in 2023 found the map was no longer current, and there is an opportunity to use new mapping systems to create a new map with greater functionality that can be more easily updated. This is planned to occur under the next Access and Inclusion Plan.</li> </ul>
<p>9. Develop a strategic plan for Changing Places to identify priority locations.</p>	<p><i>Strategic plan and scope for locations of future Changing Places throughout municipality completed.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• In 2023, the City conducted a review of Changing Places facilities, with recommendations for placement of <b>future Changing Places investment</b>.</li> <li>• Key findings: <ul style="list-style-type: none"> <li>– At June 2023, the City of Greater Geelong has 20 adult change facilities: 10 registered Changing Places facilities (5 within City-owned facilities), and a further 10 adult change facilities which are not formally registered as Changing Places.</li> <li>– This is more than any other LGA in Australia, except for the City of Melbourne which has 13.</li> <li>– The City also has 2 more that have been completed since the report date, 3 that are planned, plus a mobile facility (Marveloo).</li> <li>– 91% of residents have access to a Changing Places facility within a 5km radius.</li> </ul> </li> </ul>

Four-year Action Plan Goals	Measure(s)	Achievement
10. Market and implement the Marveloo (portable self-contained adult change facility) for Greater Geelong events.	<i>Marveloo implementation and use within Greater Geelong evaluated.</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>The analysis identified the following four areas as priorities for future investment: Bellarine Rural, Bellarine Southern Coast, South of the Barwon, Inner North of Geelong.</li> <li>The launch of the <b>Marveloo</b> took place at the Kardinia Festival of Sports on 6 October 2019, where there were approximately 12,000 participants.</li> <li>While hiring did not occur during the height of the COVID-19 pandemic, the Marveloo was on site at the Queenscliff Music Festival in 2019, Geelong Show in 2022, and the Ability Fest, Give Where You Live Fundraiser and Beyond the Valley Festival in 2023.</li> </ul>
11. Investigate opportunities to promote and influence accessible design of communities and buildings through the planning scheme and building codes.	<i>Opportunities to increase accessible design and planning identified.</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>Accessible design is part of all major builds following the principles of Universal Design and meeting Disability Discrimination Act Standards.</li> <li>The City leads by example, for example with the planning of the <a href="#">Wurriki Nyal Civic Precinct</a> that has undergone extensive consultation in the concept stage and strives to offer above standard concepts. The Access and Inclusion Advisory Committee was involved in the concept design.</li> <li>The Access and Inclusion Advisory Committee is regularly consulted by City officers on concept plans for major capital projects. For example, these have included: <ul style="list-style-type: none"> <li>Moorabool Street Accessible Toilet Proposal</li> <li>Central Geelong Access Improvements Project</li> <li>Wurriki Nyal Civic Precinct</li> <li>Bellarine Rail Trail</li> <li>Rippleside Inclusive Play Space</li> <li>Geelong Hospital Precinct Plan</li> <li>Armstrong Creek West Community Hub</li> <li>Northern Aquatic and Community Hub</li> <li>Rippleside Inclusive Playspace</li> <li>Green Spine project</li> <li>Bike Paths / Shared Trails</li> <li>Gheringhap and Mercer Streetscape Master Plan.</li> </ul> </li> </ul>
12. Deliver the Geelong Accessible Cities project in partnership with key stakeholders.	<i>Definition of what makes an accessible city and opportunities/activities to achieve this identified.</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>An accessibility audit of central Geelong was undertaken by the <b>Revitalising Central Geelong Partnership</b>, which includes the Victorian Government and City of Greater Geelong.</li> <li>With Geelong a UNESCO City of Design, the Revitalising Central Geelong Partnership aims to design places that are welcoming for everyone.</li> <li>Improvements to pedestrian access at key central Geelong locations have made it easier for people with disabilities and mobility limitations. The works were delivered by the City as part of the <b>Central Geelong Accessibility Improvements Project</b>, supported by funding from the Victorian Government (see notes under Goal 1 above).</li> <li>Deakin University's 'Accessible and inclusive Geelong Project' research has been considered in the development of the next Access and Inclusion Action Plan 2024-28.</li> </ul>

## PRIORITY AREA 2: INCLUSION

8 goals, 16 measures: 13 measures achieved; 3 partially achieved.

Four-year Action Plan Goals	Measure(s)	Achievement
13. Facilitate the Access and Inclusion Advisory Committee to ensure the City has a mechanism to seek advice on matters impacting people with disabilities.	<p><i>Six meetings facilitated per year with quorum in attendance.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>The target of six meetings of the <a href="#">Access and Inclusion Advisory Committee</a> per financial year has been satisfied each year since 2018. Formal minutes are kept, outlining the actions and follow-up from each meeting.</li> <li>Committee membership has a majority of people living with disability.</li> </ul>
	<p><i>Advice and recommendations documented and conveyed to Council as agreed.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>The Advisory Committee is Chaired by a Councillor, who takes key matters from the Committee to the broader Council.</li> <li>Each meeting involves one or more presentations on key City projects, seeking advice from Committee members. Comments and recommendations are recorded in meeting minutes and conveyed to relevant Officers and/or the Council.</li> <li>In addition to the consultation on buildings and facilities, (listed under Goal 13, above), items presented to the Access and Inclusion Advisory Committee for feedback have included: <ul style="list-style-type: none"> <li>– Accessible Parking Permit Scheme</li> <li>– Play Strategy</li> <li>– Social Infrastructure Plan</li> <li>– Changing Places Facilities</li> <li>– Positive Ageing Strategy</li> <li>– Social Housing Plan</li> <li>– International Day of People with Disability event</li> <li>– Community awareness campaigns</li> <li>– Workplace inclusion strategies</li> <li>– Geelong Arts Centre</li> <li>– Lime Bikes Trial</li> <li>– Social Equity Framework</li> <li>– Social Procurement Framework</li> <li>– Accessible Imagery Project</li> <li>– Accessible Events Checklist.</li> </ul> </li> </ul>
14. Increase the City's accessible forms of communication.	<p><i>Improved colour contrast in the City's documents in order to improve readability.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>City publications are required to meet accessible colour contrast standards.</li> <li><b>Writing for Social Equity and Health Literacy</b> guides for employees were developed in 2021, including accessibility considerations.</li> <li><a href="#">Accessible Communication in the Community and the Workplace</a> guide used and promoted.</li> </ul>
	<p><i>Provision of Auslan interpreters at Council Meetings and at the Greater Geelong Christmas and New Year celebrations.</i></p> <p><b>Partially achieved</b></p>	<ul style="list-style-type: none"> <li>Auslan interpreters are provided at major City events and can be provided on request for other meetings and events.</li> <li>Council Meetings have been made available as recordings since late 2018, and closed captions can be used when watching the recording.</li> </ul>

Four-year Action Plan Goals	Measure(s)	Achievement
	<p><i>Media analysis conducted, including social media statistics and media coverage. Geelong Australia monthly activity reports reviewed.</i></p> <p><b>Achieved</b></p> <p><b>Additional measure:</b> <i>A greater variety of accessible communications methods are used</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• Social media statistics are gathered and analysed on a regular basis.</li> <li>• Corporate Communications and Marketing receive monthly monitoring and analytics reports from Isentia and Meltwater.</li> <li>• Website statistics are reviewed regularly. A new website accessibility widget is being planned under the next Access and Inclusion Plan.</li> <li>• There has been an increase in the number of documents provided in Easy English.</li> <li>• The City's standard newspaper advertising is now also read over the local radio station.</li> <li>• City Hall and the new Wurriki Nyal Civic Precinct include hearing augmentation systems.</li> </ul>
<p>15. Through the City's Engagement Strategy Implementation Plan, develop more inclusive engagement strategies.</p>	<p><i>More inclusive engagement strategies developed.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>– The City's Have Your Say engagement platform includes a wide range of options for accessible engagement. It also collects data on respondents to City surveys, to determine levels of engagement with people with disability.</li> <li>– <b>Community Engagement Reasonable Support and Adjustment Guide</b> developed to assist employees to build greater access and inclusion into community engagements.</li> <li>– Specific <b>inclusive engagement activities</b> have been held to collect input on plans and programs aimed at increasing disability access and inclusion. These include: <ul style="list-style-type: none"> <li>– Stalls at the 2020 VALID Having a Say Conference, which included promotion of council elections, consultation on health and wellbeing programs for young people with disability and writing workshops for people with disability.</li> <li>– Engagement of people with disability on advisory panels for the North Bellarine Aquatic Centre Stage 2, the Northern Aquatic and Community Hub and the design of Wurriki Nyal Civic Precinct.</li> <li>– Extensive engagement occurred in 2023 to inform the next Access and Inclusion Plan, including community workshops, facilitated conversations with small groups, interviews and an online survey (see notes under Goal 36).</li> </ul> </li> </ul>
	<p><i>Social Equity Framework developed to guide City decisions and prioritise community voice</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>– <a href="#"><u>Social Equity Framework 2022-25</u></a> developed and launched, committing to a social equity approach in the City's decisions.</li> <li>– It includes people with disability as a priority population.</li> <li>– It identifies social equity enablers: <ul style="list-style-type: none"> <li>– Fairness - distributing resources and facilitating fair processes and outcomes for everyone.</li> <li>– Access - reducing physical and social barriers from places, spaces, resources and opportunities for everyone.</li> <li>– Voice - creating safe spaces for everyone to speak up and genuinely listen to their individual and collective needs.</li> <li>– Participation - assisting everyone to be involved in social, community and economic opportunities.</li> <li>– Inclusion - creating opportunities where everyone feels safe, supported and like they belong, regardless of their social identities, characteristics and circumstances.</li> </ul> </li> </ul>

Four-year Action Plan Goals	Measure(s)	Achievement
	<p><i>Annual community survey completed and twice-yearly staff surveys completed.</i></p> <p><b>Partially achieved</b></p>	<ul style="list-style-type: none"> <li>- Empowerment - supporting everyone to make meaningful choices and have a say in decisions that affect them.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• The City conducts a number of community surveys, which have included: <ul style="list-style-type: none"> <li>- In 2020, a community survey was undertaken which included the following statement: 'The City of Greater Geelong embraces diversity and has an inclusive and socially connected community'. It was found that 68% of respondents agreed with this statement.</li> <li>- Each year the Victorian Government undertakes a <a href="#">Local Government Community Satisfaction Survey</a> on behalf of all local councils to measure the community's perception of the City's performance over the past twelve months.</li> </ul> </li> <li>- In 2023, a community survey was undertaken to inform the development of the next Access and Inclusion Plan. This was focussed on people with disability and a <a href="#">summary report</a> was published.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Employee Opinion Surveys are completed annually (two different surveys that alternate every two years).</li> <li>- The 2020 survey asked employees to rate the following statement: 'There is a positive culture within my organisation in relation to employees with disability', and 65% of respondents agreed with this statement.</li> </ul>
<p>16. People with disability will have input into the City of Greater Geelong Social Housing Plan 2018-2036.</p>	<p><i>Number of consultations, reviews and tracking tool for City of Greater Geelong Social Housing Plan 2018-2036 show that people with disability were included.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• The <a href="#">Social Housing Plan 2020-41</a> was presented to the Access and Inclusion Advisory Committee on the 3 June 2019. Further, community consultation events across six sectors in different settings and styles noted a total of 194 respondents.</li> <li>• Broad representation was sought, including social and community housing tenants, and community forums and workshops held in locations of high housing stress and insecurity.</li> <li>• The Social Housing Plan includes multiple references and consideration of the needs of people with disability, as a group that has increased likelihood of experiencing housing stress.</li> </ul>
<p>17. Increase participation and stakeholder participation at events organised and delivered by the City.</p>	<p><i>Increased accessibility provided at City events</i></p> <p><b>Achieved</b></p> <hr/> <p><i>Research and develop effective mechanisms for capturing data and responding to complaints relating to disability access and discrimination.</i></p> <p><b>Partially achieved – carry over to next plan</b></p> <hr/> <p><i>Increased participation of people with disability in sports and recreation</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• An <b>Accessible Events Checklist</b> has been developed for City-run events, and is currently being piloted and finalised.</li> <li>• The City's event for the International Day of People with Disability attracts more than 100 people annually.</li> <li>• Other accessibility enhancements continue to be included in City events, such as quiet spaces, sensory-friendly events, Auslan interpreters, hearing augmentation.</li> </ul> <hr/> <p>Mechanisms for capturing data continues from multiple sources, including:</p> <ul style="list-style-type: none"> <li>• Feedback from the Access and Inclusion Advisory Committee;</li> <li>• The Access and Inclusion Advisory Committee email address;</li> <li>• Have Your Say page, where comments can be made on current plans that are out for community consultation;</li> <li>• Make a Complaint online page;</li> <li>• Utilising the City's Customer Service phonenumber (03 5272 5272);</li> <li>• Submit an Enquiry page;</li> <li>• Utilising the City's customer service email address (<a href="mailto:contactus@geelongcity.vic.gov.au">contactus@geelongcity.vic.gov.au</a>).</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Participated in the pilot of the national <a href="#">Sport4All program</a>, designed to help sporting clubs and schools become more accessible and inclusive to people with disability. This program has continued over three years and has potential to be embedded in Geelong ongoing.</li> </ul>

Four-year Action Plan Goals	Measure(s)	Achievement
	<p><i>Social inclusion activities provided for people with disability</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• Provided a facilitated <b>online peer support group</b> for parents and carers of children with Autism Spectrum Disorder from 2020 to 2023.</li> <li>• Delivered programs to <b>support young people with disability</b>, including drop-in sessions, groups, and digital programs.</li> <li>• Facilitated workshops for women with disability to make placards and banners for the <b>Reclaim the Nigh March</b>.</li> <li>• Facilitated a free workshop about preparing for an NDIS plan review to support individuals with Autism and their families.</li> </ul>
<p>18. Revise and update the Events Planning Guide to include more guidance on resources and strategies to increase participation of people with disability.</p>	<p><i>Updated Events Planning Guide.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• The <a href="#">Events Planning Guide</a> for community-run events has been updated and the website includes a section on <a href="#">Inclusive Event Planning</a>.</li> <li>• This includes tips on physical access, event timing, the Companion Card, signage, staff and volunteer awareness, captioning, Auslan interpreters, RECHARD Points, rest/quiet area and written materials.</li> </ul>
<p>19. Make available and promote additional accessibility resources for event organisers – i.e., Mobi-Beach Chairs and Marveloo.</p>	<p><i>Track the use of the City's accessible resources annually.</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• <b>Marveloo</b> has been provided for community events – see <a href="#">goal 12 for details</a>.</li> <li>• The City owns three <b>Mobi Chairs</b>: <ul style="list-style-type: none"> <li>– One is managed by Eastern Beach Lifesaving Club, which provides access during patrolled hours. The City has installed two sets of beach matting to enable access.</li> <li>– Once is managed by Indented Heads Boat Club for various disability group bookings. This was used 15 times over the 2022-23 sailing season.</li> <li>– One is currently being offered to genU as part of their Adventure Program, which supports people with disability in sport and recreation activities.</li> </ul> </li> </ul>
<p>20. Expand sponsored Learn to Swim program to fund an additional 80 children from the Whittington area.</p>	<p><i>Increased Learn to Swim membership numbers for access and inclusion lessons</i></p> <p><b>Achieved.</b></p>	<ul style="list-style-type: none"> <li>• Budget was allocated for 80 Webstar's Sponsored Kids at Splashdown Leisure Centre and 200 at Waterworld Leisure Centre. As a result of this budget allocation, 80 primary school age children from low-income households from Whittington have access to funded swimming lessons and increased access to swimming lessons for children with disability.</li> <li>• <b>Leisurelink's Learn to Swim</b> program includes additional supports and considerations to ensure the program is accessible to children with disability, such as smaller class sizes and additional training for swim staff.</li> </ul>

## PRIORITY AREA 3: EMPLOYMENT

6 goals, 6 measures: **4 measures achieved**, **2 partially achieved**

Four-year Action Plan Goals	Measure(s)	Achievement
21. Deliver accessible tourism project with the Australian Federation of Disability Organisations.	<i>70 people with disabilities employed in the local tourism industry</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>The project achieved its target of <b>70 people with disability employed in the local tourism industry</b>.</li> <li>Several pathways to employment were generated through the Tourism Geelong and the Bellarine and Australian Federation of Disability Organisations program collaboration.</li> <li>Overall, 81 employment pathways were generated.</li> <li>Many businesses had 1:1 support from a Diversity Field Officer, who located and connected businesses with employment outcomes.</li> <li>Over the course of the project, there was a mixture of paid and unpaid employment, work experience, and other types of work considered.</li> </ul>
22. Revise Reasonable Adjustment Policy.	<i>Reasonable Adjustment Policy reviewed and updated</i> <b>Partially achieved – carry over to next plan</b>	<ul style="list-style-type: none"> <li>The City's Workplace Behaviour Policy (2020) covers discrimination in relation to disability.</li> <li>The Talent Acquisition Policy (2021) includes 'a commitment to applying the principle of reasonable adjustment to remove barriers to employment participation by people with disability'.</li> <li>However, the City does not have a stand-alone Reasonable Adjustment Policy. This has been marked as a priority for the next Access and Inclusion Plan.</li> <li>As a precursor to this work, the City conducted a Recruitment Review with the Australian Network on Disability, with the aim of identifying any unintended barriers that may prevent people with a disability from being recruited at the City.</li> </ul>
23. Establish planning and consultation group in the design of future accommodation for staff of the City to ensure accessibility focus.	<i>Group formed and mechanism for input to Executive established.</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>Employees and members of the Access and Inclusion Advisory Committee were consulted in the design of the new <b>Wurriki Nyal Civic Precinct</b>.</li> <li>The new office building was designed to high standards of accessibility.</li> <li>Features include: <ul style="list-style-type: none"> <li>Public spaces with open sightlines to foster a safe and active pedestrian thoroughfare.</li> <li>Wi-Fi hearing augmentation installed in all audio visual areas.</li> <li>Accessible showers and toilets.</li> <li>Mix of meeting and working spaces to accommodate a wide range of individual preferences and abilities.</li> <li>Slip resistant floors, ramps, and stairs.</li> <li>All workstations with adjustable desk height.</li> <li>A Changing Place facility on the Ground Floor.</li> </ul> </li> </ul>
24. Develop and implement a learning module on people with different abilities as part of organisational online learning modules.	<i>100 per cent people leaders complete learning module; 100 per cent of online employees to complete module.</i> <b>Partially achieved</b>	<ul style="list-style-type: none"> <li>A <b>Disability Inclusion training program</b> was developed and initially rolled out to a small group of City staff in 2019. The program provided an overview of accessible communication, using inclusive language, 'hidden' disability, mental health, relevant legislation, and how to create an inclusive and welcoming workplace.</li> <li>In 2021 a new eLearning module was implemented for valuing difference (<b>unconscious bias training</b>), with 149 leaders completing this.</li> <li>Core Compliance e-learning includes modules on 'Anti Discrimination and Equal Opportunity' and 'Charter of Human Rights and Responsibilities'. In 2023, there was a completion rate of 85% of the permanent workforce.</li> </ul>

Four-year Action Plan Goals	Measure(s)	Achievement
25. Create and drive a culture where all staff value diversity of people of all abilities, experience and backgrounds.	<p><i>Long term plan developed for creating an inclusive and diverse culture</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>Other e-learning offered includes 'Disability Awareness', 'Creating Value through Inclusion &amp; Diversity' and 'Understanding Diversity, Equity and Inclusion for People Leaders'.</li> <li>The City launched the new <b>Inclusion and Diversity Roadmap 2021</b>, which outlines our commitment to 'creating an inclusive organisation that supports and encourages its employees to do their best work, have equal access to opportunities and a just working environment'. Further to this, it aims to build 'a workforce that reflects the diversity of the community we serve'.</li> <li>The Roadmap details the process to achieve this over the next 10 years, through improvements to employee capability and awareness, work environments, policy, procedures, governance and reporting.</li> </ul>
26. Ensure workplace systems policies and practice allow individuals to participate to their fullest ability.	<p><i>Monitor management and success of organisational support of employment strategies</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>Annual employee opinion surveys are conducted to continue to measure progress on inclusion and diversity. This involves two surveys that alternate years: Better Together Survey (specific to City of Greater Geelong) and People Matter Survey for local government which includes Gender Equality Act reporting requirements.</li> <li><b>New Access and Inclusion Employee Network</b> initiated in 2023 for employees that identify as having a disability. This group will provide mutual support opportunities and will be involved in reviewing and advising on relevant workplace policies and procedures.</li> </ul>

## PRIORITY AREA 4: INCLUSIVE ATTITUDES

7 goals, 8 measures: **7 measures achieved**, **1 partially achieved**

Four-year Action Plan Goals	Measure(s)	Achievement
27. Develop broad stakeholder partnerships across Greater Geelong and Barwon region to deliver International Day of People with Disability on an annual basis.	<p><i>Increase in number of stakeholder partnerships in planned and delivered events</i></p> <p><b>Achieved</b></p> <p><i>Number of attendees at International Day for People with Disabilities celebration for both regional and local events</i></p> <p><b>Achieved</b></p>	<ul style="list-style-type: none"> <li>• <b>International Day for People with Disability (IDPwD) event</b> delivered annually since 2019, with involvement and consultation with the Access and Inclusion Advisory Committee.</li> <li>• Many stakeholder partnerships have been developed over this time, including with genU, the Gordon Gallery, Barwon Disability Resource Council, the Rights Information Advocacy Centre, Geelong Regional Libraries Corporation, Leisure Networks.</li> <li>• <b>2019 events:</b> <ul style="list-style-type: none"> <li>– The City staged an <b>art exhibition</b> at the Gordon Gallery 'Through My Eyes'. The exhibition comprised on 100 artists with lived experience of disability and 111 pieces of work. 165 of the work sold with all monies going directly to the artist. The exhibition was launched for IDPwD.</li> <li>– There were also <b>20 free activities</b> delivered for IDPwD by community organisations and the City, including activities such as a sensory trail at Geelong Botanic Gardens, a corporate wheelchair basketball match, film screenings and music programs.</li> </ul> </li> <li>• <b>2020 events:</b> <ul style="list-style-type: none"> <li>– The City presented the <b>MY STORY project</b>, a collection of stories and experiences of living with disability and mental health challenges told through word, music, film and sound. Over 100 people participated in the project, which was a key event of International Day of People with a Disability and Geelong Design Week. It was also featured in the ABCD Practice Insight Journal.</li> <li>– The City partnered with genU to deliver the <b>Geelong Awards for People with Disability</b>, recognising and celebrating the contributions of people with disability in Geelong. The event was delivered online (due to COVID-19) with more than 1,000 online engagements.</li> </ul> </li> <li>• <b>2021 events:</b> <ul style="list-style-type: none"> <li>– Continued delivery of the <b>MY STORY project</b>. More than 250 people with lived experience of disability or mental health challenges engaged with mentors in story writing workshops over a 12 week period.</li> <li>– Delivered the <b>Geelong Awards for People with Disability</b>.</li> </ul> </li> <li>• <b>2022 events:</b> <ul style="list-style-type: none"> <li>– Delivered the <a href="#">Two of Us project</a>, a photography exhibition that shone a light on people with disability and mental health challenges and a special companion in their lives, capturing the mutually beneficial nature of these relationships. Exhibition launched for IDPwD, with 100 people attending.</li> <li>– Delivered the <b>Geelong Awards for People with Disability</b>.</li> </ul> </li> <li>• <b>2023 events:</b> <ul style="list-style-type: none"> <li>– Delivered the <a href="#">Geelong Awards for People with Disability</a> at an event at The Dome, Geelong Library, with more than 100 people attending.</li> </ul> </li> </ul>
28. Design and deliver local event in Central Geelong for International Day of People with Disability on an annual basis.		

Four-year Action Plan Goals	Measure(s)	Achievement
29. Commission 'Inclusive Geelong' sculpture as addition to the public art collection for Greater Geelong.	<i>Completion of sculpture and launch of public art to the community</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>• 100 people with disability were engaged in the design of the <b>"I AM" sculpture</b>, by artist Mark Cuthbertson, which celebrates people of all abilities. The artwork was developed in partnership with VALiD and ArtGusto.</li> <li>• The "I AM" sculpture was completed and launched in 2021. It takes the form of a large concrete sculpture forming the words I AM and is intended to be interactive whereby the viewer puts themselves in the picture.</li> <li>• It is a mobile artwork, and has been installed at various locations across Greater Geelong, including Eastern Beach, Lara, Geelong West and Drysdale.</li> </ul>
30. Implement access and inclusion awareness campaign.	<i>Implementation and evaluation of the awareness campaign/s</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>• In 2019, the City implemented the <b>STREETFACE campaign</b>, which was celebrated at the 2019 Having a Say conference.</li> <li>• Ten young people from the Greater Geelong municipality with lived experience of disability participated in the project. Each participant had their photo taken and shared their story, which was used to develop signage displaying their face and key parts of their story and lived experiences.</li> <li>• These signs were then displayed across the region at the following locations: City Hall, Geelong Performing Arts Centre, Civic Carpark, Busport, Corio Library, The fOrT youth hub, Geelong West Senior Citizens Centre, Grovedale Community Hub, Highton Library, Leisurelink, Ocean Grove Library, Geelong Arena, Geelong West Town Hall.</li> <li>• The project was nominated for a Victorian Disability Award and achieved a Highly Commended recognition.</li> <li>• In 2020 and 2021, the City delivered the MY STORY project (see above), where people with disability shared their stories.</li> <li>• In 2022, the City delivered the Two of Us photography project (see above) which has been on display in various locations.</li> <li>• The City has also worked on an inclusive image library, commissioning photo shoots with people with disability to provide more options for the City's marketing materials to be reflective of community diversity.</li> <li>• Since 2017, the City's Women in Community Life Awards (celebrated on International Women's Day, 8 March) have included a category for 'Living with a Disability' or 'Disability Rights', promoting the contributions and advocacy of women with disabilities.</li> </ul>
31. Actively participate in the Having a Say Conference Planning Committee coordinated by VALiD	<i>Participation in the Having a Say Conference</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>• The City actively participated annually in the <b>Having a Say</b> conference.</li> <li>• The City's participation varied year-to-year, but has included: <ul style="list-style-type: none"> <li>– Mayor, Councillor, and CEO attendance at the event launches as guest speakers.</li> <li>– Event promotion in local press and on social media platforms.</li> <li>– Where possible, increase in parking supports at Deakin Waterfront where the event is held.</li> <li>– Delivery of a 30-minute presentation on the MY STORY project.</li> </ul> </li> </ul>
32. Develop and implement an Engagement Champions Project to help us engage more confidently with our community	<i>Engagement Champions Project implemented</i> <b>Achieved</b>	<ul style="list-style-type: none"> <li>• The <b>Engagement Champions Project</b> was established in 2019 with the aim of building staff capability in engaging community groups that historically faced multiple barriers to participation.</li> <li>• The Engagement Champions group has over 50 members</li> <li>• In 2023, the City developed a new 'Reasonable Adjustment and Support Guide' to provide a consistent approach to offering supports to enable all members of the community to participate in engagements and</li> </ul>

Four-year Action Plan Goals	Measure(s)	Achievement
33. Build baseline data on experiences of people accessing the City through implementation of community engagement initiative	<p><i>Annual community engagement data collection/analysis used to inform action plan implementation and future priorities</i></p> <p><b>Achieved</b></p>	<p>consultations. People with disability are identified as a priority group. City staff are encouraged to identify and remove barriers to participation (such as physical access, times and locations of sessions) and provide accessible options.</p> <ul style="list-style-type: none"> <li>• The Have Your Say platform includes a range of accessibility features.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• City staff undertake ongoing consultation and engagement with community and the disability sector through regular activities, meetings and events. See some examples under Goal 15.</li> <li>• Extensive community engagement was conducted in 2023 with people with disability, their families, carers and service providers. This engagement asked for people's experiences of accessing the City's physical spaces, services and programs.</li> <li>• As outlined in the <a href="#">Engagement Summary</a>, the City received 226 responses from the community, via an online survey, workshops, hosted conversations and interviews.</li> <li>• The data is guiding the next Access and Inclusion Plan 2024-28.</li> </ul>
	<p><i>Measure numbers of people with a lived experience of disability who have been involved in planning and delivering events, activities and strategies in partnership with stakeholders and City staff</i></p> <p><b>Partially achieved</b></p>	<ul style="list-style-type: none"> <li>• A key engagement group is the Access and Inclusion Advisory Committee, which meets bi-monthly and participates in other engagements as they arise.</li> <li>• People with disability are represented across a number of community reference groups guiding new facilities, programs and services.</li> <li>• City officers also have regular and frequent contact with key stakeholders, such as Barwon Disability Resource Council, VALiD and disability service providers.</li> <li>• However, total numbers across all engagements and activities has not been collected.</li> </ul>