



CITY OF BALLARAT

# Disability Access and Inclusion Plan 2022–2026







## Our vision for inclusion

**Ballarat is an inclusive city where diversity is not only accepted but welcomed and celebrated.**

**Our city values the contribution of all people and our spaces, places, programs, events and services are designed to be welcoming and accessible to all.**

**We recognise that not everyone has the same experience and we work to make sure that people receive the support they need to ensure that no one is left behind.**

**Our vision for an inclusive Ballarat draws directly from the City of Ballarat Community Vision – a community-driven statement which highlights inclusion as a key part of our city's thriving future.**

—  
The City of Ballarat acknowledges the Traditional Owners of the land we live and work on, the Wadawurrung and Dja Dja Wurrung People, and recognises their continuing connection to the land and waterways.

We pay our respects to their Elders past, present and emerging and extend this to all Aboriginal and Torres Strait Islander Peoples.  
—





**Community quotes from the Inclusive Ballarat engagement process can be found throughout this plan...**

*“Disability is wide ranging but does not define a person.”*

Community survey

*“Inclusion means feeling part of the community and not an 'add on' or 'burden'. It should be common practice.”*

Community survey

*“By embedding inclusion from the beginning it can be embodied, part of the DNA of how we do things. This is when we will know that it is inclusive.”*

Community-led conversation

*“Not all disability is wheels.”*

Community-led conversation



**“ The City of Ballarat recognises the valuable contribution that people with disability make to our community and we celebrate the diversity of our city.**

**This plan delivers on our community’s vision for a more inclusive Ballarat.**

**It commits us to do better in removing the barriers to access and inclusion and making sure the voices and aspirations of people with disability are reflected within our organisation.**

**This includes in our policies, plans, services and programs, and in the decision-making that affects our city and community.”**

**Cr Daniel Moloney  
Mayor, City of Ballarat**





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*“There are no losers in this.  
Everybody will benefit.”*

Community-led conversation

## Why do we have this plan?

Local governments are required by law to protect, improve and promote the health and wellbeing of their communities. Inclusion in community, work, learning and decision making is vital to good health.

As the level of government closest to the people, local government has the greatest opportunity to lead tangible local change. We can do this by challenging discrimination, and championing inclusive attitudes and practices that support and celebrate people with disability.

The City of Ballarat acknowledges our responsibility to lead the development of inclusive policies, plans, programs and services that recognise, respect and value diversity.

We are committed to taking practical actions to support everyone in the municipality to be able to participate fully in life and to feel welcome, visible, included, accepted and heard.

This plan is a requirement of section 38 of the *Victorian Disability Act 2006*.

## What is inclusion?

### Inclusion exists when:

- people can see themselves in their community.
- people feel visible and represented.
- people feel safe, included, welcome and accepted in all parts of their lives.
- diversity is celebrated and its value is recognised.
- places, spaces, programs, services and events are accessible, safe and welcoming for everyone.
- everyone can participate fully in life and reach their potential.



*“We live in a world designed for able bodied people – we need to be a world designed for everyone.”*

Interactive message board

*“Inclusion means not only making places accessible for those with additional or diverse needs but making it part of the norm.”*

Community survey

*“Make changes so that... any member of this community can walk (or roll) through your door.”*

Interactive message board

## How we talk about disability and inclusion

The words and language we use are important in making sure we are being inclusive in our actions.

Disability is a very broad term. It has evolved over time and people may have different understandings of this term. In this plan it is used to describe the range of physical, cognitive, sensory, psychosocial and other disabilities people experience, including chronic illness.

### Social Model of Disability

This plan uses the definition of disability from the United Nations Convention on the Rights of Persons with Disabilities. This definition recognises that it is the interaction between people with disability and inaccessible communities and environments that prevents full and equal community participation. This is often called the Social Model of Disability which views disability as stemming from communities, services and spaces that are not accessible or inclusive. In this way, it is society that places limits or barriers on people, rather than their disability.

### Person-first language

In this plan we use language that puts the person before their disability such as ‘person with disability’. While some people with disability prefer to use person-first language, others prefer to use identity-first language such as ‘disabled person’. This is because a person’s disability may be a key part of their identity and a way that they form a connection with the disability community. We recognise and respect all people with disability, including those

who may not identify as a ‘person with disability’ but who experience barriers to access and inclusion.

Below are some other terms that are useful to understand when reading this plan.

### Ableism

Discrimination or prejudice towards people with disability.

### Accessibility

The practice of making information, activities or environments easy to understand and navigate, meaningful, and usable for as many people as possible.

### Advocacy

Giving active support to an idea or cause.

### Changing places

Adult changing facilities specifically designed for people who are unable to use the standard accessible toilets. These facilities include an adult-sized changing table, hoist, peninsula toilet and more circulation space.



### Disability

The range of physical, cognitive, sensory, psychosocial and other disabilities people experience, including chronic illness.

Disability can be temporary or permanent, something acquired or something that was present from birth.

### Discrimination

The unfair or prejudicial treatment of people and groups based on characteristics such as ability, race, gender, age or sexual orientation.

### Diversity

The differences between people in factors such as age, caring responsibilities, cultural backgrounds, disability, gender, Indigenous background, sexual orientation and socioeconomic background.

### Inclusion

When people feel valued and respected, and have the resources, opportunities and capabilities they need to learn, work, have a voice and participate fully in life.

### Intersectionality

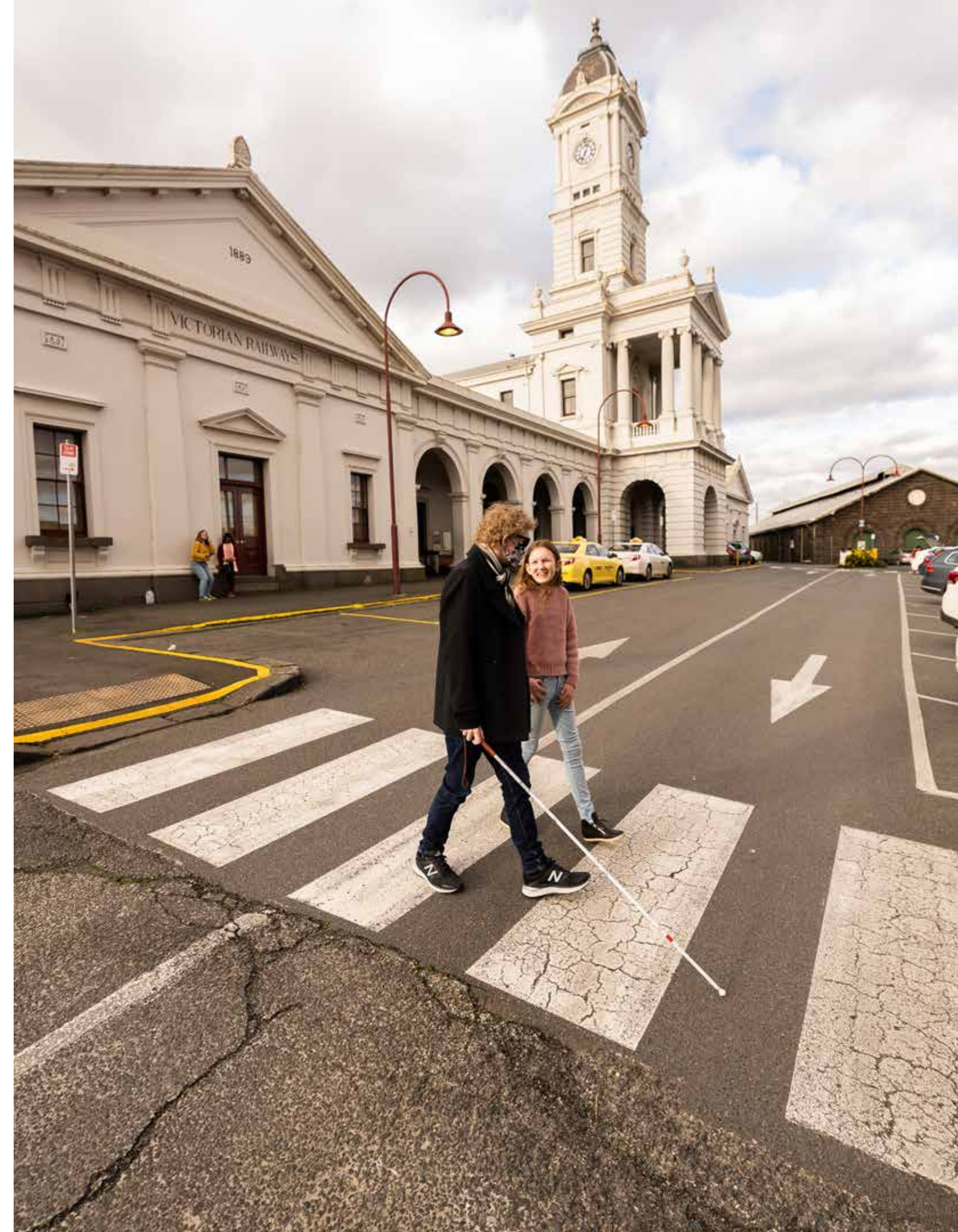
An approach to understanding how different parts of a person's identity can overlap, exposing them to compounding forms of discrimination and marginalisation. Some of these intersecting identities include gender, ability, Indigenous background, sexual orientation, ethnicity, language, faith, socioeconomic status, or age.

### Participation

When people join in with others and become involved. This may include having some decision making or planning control over an event or activity or joining in an activity that was planned by others.

### Universal Design

Designing and creating programs, services, tools and facilities that are useable, without modification, by the widest range of people possible. It involves considering the situation and the people who will use what is being created to design inclusive solutions. Universal Design is not a product, it is the process of good design, which focuses on the needs of people.





## Why is this plan important?

Some groups in our community face greater challenges: in learning, working, voicing their opinions and participating fully in life.

People with disability are more likely to experience discrimination and exclusion, leading to poorer individual health and social outcomes. Beyond individual impacts, the broader community misses out on the skills, talents and contributions that people can share when they are part of an inclusive community.

People with disability may need a range of supports or adaptations to make sure they have the same opportunity to participate.

The City of Ballarat recognises that there is significant diversity among people with disability. We also recognise that experiences vary from person to person, and that individual and group requirements are not static and can change over time and across different settings.

## Different people have different needs

We have a responsibility to help people receive the support they need to be able to participate fully in life and ensure that no one is left behind.

## Inclusion is vital to social wellbeing

According to the World Health Organisation, inclusion is vital to social wellbeing: *“Being included in the society in which one lives is vital to the material, psychosocial and political empowerment that underpins social wellbeing and equitable health.”*

## Diversity enriches and strengthens our community

Ballarat’s diverse communities bring a wealth of ideas, experiences, knowledge, creativity and world views that enrich the social, civic, economic and cultural fabric of our city. People with disability have valuable ideas and perspectives, and a wide range of skills, talents and abilities to share.



## Ballarat is a changing and diverse community

With 1-in-6 people living with disability, there are around 19,000 people with disability in Ballarat. More than 6,000 people with severe or profound disability live in Ballarat.



**1 in 6**

residents live with disability, around one third with a profound or severe disability

AIHW 2022



**1 in 100**

Victorians report having autism, but many people live without diagnosis so rates are expected to be higher

State of Victoria 2019



Just under

**2 in 5**

have one or more long term health conditions

ABS 2022



**24%**

of Aboriginal people have a disability, which is twice the rate of the general population

ABS 2019



**38%**

of LGBTQ+ people identify as having a disability or long-term health condition

Victorian Government 2022



Almost

**1 in 2 people**

aged 65 years and over have a disability

ABS 2019

### Of people with disability:



**For 1 in 4 people**

their main form of disability is mental or behavioural

AIHW 2022



**Almost 1 in 3 people**

over 15 years of age avoided situations because of their disability, rising to 2 in 3 people with psychosocial disability

AIHW 2022



**Less than half are employed**

compared with 80% of people without disability

ABS 2019

*“Inclusion is important because the diversity of our community makes it a better, more interesting and equitable place to live.”*

Community survey

## What are the key challenges for people with disability?

People with disability are more likely to face barriers to inclusion and experience poorer mental and physical health outcomes than the general population.

They are more likely to experience sexual or physical violence, intimate partner violence, emotional abuse or sexual harassment at some point in their lives.

They are more likely to experience inappropriate or insecure housing, lower rates of workforce participation, lower levels of education and reduced access to public transport.

Opportunities to participate in sport, recreation, events and community groups can be limited or be perceived to be limited unless specific interventions are provided to increase accessibility and inclusion.

Supporting people with disability to be safe, included and valued benefits the whole community.



### Outcomes for people with disability are not equitable:

- 1 in 3 people with disability reported high or very high levels of psychological distress.\*
- People with disability experience social isolation at twice the rate of people without disability.\*
- Almost half of people with disability have experienced physical violence since the age of 15. People with disability under the age of 15 are twice as likely to have experienced abuse than people without disability. Women with particular disability types can be at even higher risk of violence.\*
- About 4 in 9 people with disability aged 15 – 64 years reported avoiding interactions with family, friends, businesses, work, transport or public spaces in the previous 12 months due to their disability.\*
- Many people with disability report problems gaining timely access to appropriate services, which is also more difficult in regional and remote areas.^

- Despite the vast majority of people with disability not needing any additional support from their employer (88%) or time off (82%), people with disability are twice as likely to be unemployed as those without disability and are more likely to be underemployed.\*
- For people with autism, rates of unemployment are three times that of other people with disability and more than half have never held a paid job despite their skills, qualifications and interest in being employed.\*\*
- Some individuals are at higher risk of ableism, including people who have invisible disabilities who often feel judged by others.

**People with disability and their needs are diverse. The City of Ballarat acknowledges that some individuals with disability face specific challenges, experience greater discrimination and are at risk of being more marginalised due to other factors such as sexism, ageism, racism and homophobia.**

\*AIHW, 2022, \*\*Amaze, 2019, ^The Social Deck 2019.



## What is our approach?

**“We recognise the important leadership role we play in ensuring that everyone who lives in the municipality has the opportunity to participate in all aspects of community life and fulfil their own aspirations.**

**The City of Ballarat’s commitment to equity, diversity and inclusion is demonstrated by our whole-of-organisation approach backed by leadership support.**

**We will take practical actions within our organisation and in the areas in our community where we have influence to support people with disability as we work to foster a truly inclusive Ballarat.**

**This includes providing accessible community facilities and public spaces, delivering services that meet the needs of people with disability and employing people with disability in our organisation.”**

**Evan King  
Chief Executive Officer,  
City of Ballarat**



The operation of the following groups demonstrates our commitment to equity, diversity and inclusion.

City of Ballarat Gender Equity, Diversity and Inclusion Committee

This group is chaired by the City of Ballarat Chief Executive Officer and draws on participation from across Council teams.

It oversees the organisation’s high-level inclusion work and ensures that legislative requirements are met.

City of Ballarat Diversity, Access, Equity and Inclusion Reference Group

This group was established in 2021. It consists primarily of staff responsible for a broad range or portfolio areas that focus on priority populations for the City of Ballarat including children and families, young people, older people, people from diverse cultural and religious backgrounds, people with disability, Aboriginal and Torres Strait Islander People and LGBTIQ+ people. The reference group members are responsible for plans that sit within Council's Inclusion Framework. Representatives from other relevant Council areas such as recreation, libraries and strategic planning also sit on the reference group.

It works to ensure that an intersectional approach to inclusion is taken in the implementation of each plan that sits under the framework.

City of Ballarat Disability Advisory Committee

This group was established in 2004 to provide support and advice on inclusion for people with disability, particularly in relation to City of Ballarat policies, strategies, services and activities. It consists of people with lived experience, who work or volunteer with people with disability or who have expertise in this area.

This group has been instrumental in the implementation of the City of Ballarat Disability Access and Inclusion Plan 2017–2021 and the development of this new plan. The Disability Advisory Committee will play an important role in driving the implementation of the actions in this plan.

The City of Ballarat Inclusion Framework

The City of Ballarat have developed an Inclusion Framework to guide our inclusion work across a range of priority groups. This involves a whole-of-organisation approach to inclusion. It also involves understanding that people often fit in to several priority groups and that we need to address all the different ways that people face discrimination and exclusion. This plan forms part of the Inclusion Framework.

The City of Ballarat Inclusion Framework

Our vision for inclusion

Ballarat is an inclusive city where diversity is not only accepted but welcomed and celebrated.

Our city values the contribution of all people and our spaces, places, programs, events and services are designed to be welcoming and accessible to all.

We recognise that not everyone has the same experience and we work to make sure that people receive the support they need to ensure that no one is left behind.

Inclusion principles

- Our diversity is our strength
- Equity
- Intersectionality
- Diversity and inclusion is business as usual
- Strong partnerships
- Inclusive engagement

Areas for action



Priority groups and plans

|   |   |
|---|---|
| <b>Children and families</b><br>Municipal Early Years Plan 2022-2026                          | <b>Young people</b><br>Youth Strategy 2022-2026                                 |
| <b>Older people</b><br>Ageing Well in Ballarat Strategy 2022-2026                             | <b>Women</b><br>Gender Equality Action Plan 2021-2025                           |
| <b>Aboriginal and Torres Strait Islander People</b><br>Reconciliation Action Plan 2022-2024   | <b>LGBTIQ+ people</b><br>LGBTIQ+ Inclusion Plan 2022-2026                       |
| <b>People from diverse cultural and religious backgrounds</b><br>Intercultural Plan 2022-2026 | <b>People with disability</b><br>Disability Access and Inclusion Plan 2022-2026 |

There is currently no separate plan for the financially vulnerable priority group. This group is considered in the development of each of the plans above.



# Inclusion principles

Our principles are the foundational ideas that shape to our planning and decision-making for our inclusion work.



## Our diversity is our strength

We understand that every person can make valuable contributions, and that diversity strengthens our organisation and our community.



## Equity

We understand that providing a level playing field means providing different supports to different people, based upon need.



## Intersectionality

We acknowledge that people are complex with multiple aspects to their identity. Different aspects of a person's identity can expose them to overlapping forms of discrimination and marginalisation. We will consider the multiple forms of discrimination and disadvantage that may be experienced by our priority groups.



## Diversity and inclusion is business as usual

We will work towards organisational change to ensure that diversity and inclusion are embedded in our policies, processes, programs and services.



## Strong partnerships

We will support and strengthen existing partnerships and seek to form new ones with those working to promote inclusion in the community. We acknowledge the immense amount of work already being done in this area.



## Inclusive engagement

We will engage meaningfully with our community, ensuring that our engagement processes are inclusive and that we engage directly with priority groups on issues that affect them.

In addition to our overarching inclusion principles, the following principles apply to our work in disability access and inclusion.

## Co-design with people with disability

We recognise the importance of placing expertise and lived experiences of people with disability at the centre of decision-making and action. We will engage in authentic and genuine partnerships and power-sharing with people with disability.

## Accessible communication and universal design

We recognise that characteristics such as gender, ability, Aboriginality, sexual orientation, ethnicity, language, faith, socioeconomic status, or age can be a barrier to access and inclusion. We will create processes designed to provide

opportunities for as many people as possible to access information and receive and give feedback. We will also ensure policies, facilities, programs and services are accessible to as many people as possible.

## Striving for best practice

We recognise that best practice requires more than addressing compliance. We will review actions regularly, proactively explore initiatives elsewhere and, where the evidence base is emerging, be brave and innovative.





## Common areas for action

Our overarching focus for the next four years will be to build organisational knowledge and capacity building to improve inclusive practice in our organisation and promote inclusion in the broader community. To achieve this, we will focus our work on seven key areas which have been developed based on feedback from our community



### 1. We will commit to building organisational knowledge and capacity

We will conduct assessments to understand areas for improvement. We will seek advice from priority groups about how to deliver improvements. We will evaluate our progress and seek to continually fine-tune and improve our practice.

### 2. We will lead and advocate

We advocate for our priority groups and the issues affecting them. We will role model inclusive practice.

### 3. We will provide a diverse and inclusive workplace

We will ensure our staff and volunteer recruitment and workplace policies promote a diverse, safe and welcoming workplace. We will build an inclusive culture and provide inclusive work sites.

### 4. We will provide welcoming and inclusive spaces

We will design and operate our facilities and public spaces to promote safety and inclusion.

### 5. We will provide welcoming and inclusive services and programs

We will work to ensure our services, programs, projects and events are inclusive and welcoming.

### 6. We will listen to our community

We will work to ensure our engagement practices are inclusive. We will work to ensure that all priority groups have opportunities to advise us directly on the design of inclusive processes, projects, programs and services.

### 7. We will connect our community

We will support opportunities for people to connect with others, with places and with the services they need.

Specific actions that will deliver these capability improvements are detailed in the action plan which can be found on page 31.





## What our community told us

In 2022, a broad community engagement process titled **'Inclusive Ballarat'** was undertaken.

Inclusive Ballarat used a two-phased design approach that involved consultation with the broader community and targeted engagement with people with disability and those connected to them via local networks and groups.

This plan and its two-year action plan have been informed by the key findings from Inclusive Ballarat.

A range of engagement methods and tools were used such as a community survey, community-led conversations and interactive engagement tools.

## We heard...

### The experiences of people with disability are diverse.

By acknowledging disability as part of the diversity of human experience, we will improve community attitudes and help to embed access and inclusion as business as usual. The need for engagement with people with disability to inform decision making was strongly emphasised by the community to assist with understanding the breadth of experiences.

### Most people don't know if the City of Ballarat is a good place for people with disability to work or volunteer.

People raised concerns about the accessibility of buildings, the breadth of options available and expressed a lack of knowledge about pathways to employment.

### Physical access to facilities is a major concern.

The main concerns raised related to the accessibility of suitable parking, buildings, public toilets, waste disposal and footpaths. Respondents encouraged consideration of the whole journey from home to venue when assessing accessibility.

Consultation findings from the Inclusive Ballarat engagement process were analysed and responses were grouped into themes that shaped the priority areas of this plan. Actions in the two-year action plan were then selected based on priority, feasibility and resourcing.

### Many people find accessing City of Ballarat information difficult.

Many survey respondents with disability stated that accessing City of Ballarat information was difficult. The following were raised as areas for improvement: website, promotion of events, broadening of information sources and formats and the representation of diversity.

### Staff awareness and capacity to understand and respond to different needs was highlighted as an area for improvement.

A focus on customer-facing staff as well as those involved in making decisions related to City of Ballarat facilities, programs and services is required to ensure that people with disability can fully participate.



*“Consult with disability advocates and members of the general community with a disability. Listen to real life experience.”*

Community survey

*[Accessibility] information on websites and signage shows – “I’ve thought about you.”*

Community-led conversation

*“Stuff needs to be better for people who need wheelchairs and stuff. My grandma sometimes takes me places but... [we can only go] places it's easy to walk and not lots of steps... if your parents or my grandma are taking you, it's important.”*

Youth Survey

*“Designing for accessible spaces will serve all community members; if a space is designed to be accessible for a range of disabilities it will also be accessible for older people and families with young children. It should be embedded as universal design. Please consider all types of disability, not just physical access needs.”*

Community survey






# What are the priorities for the 4-year plan?

## Priority areas

Informed by community engagement, research and review of the state disability plan, our disability access and inclusion work over the coming four years will be focused on the following five priority areas.

A two-year action plan outlining actions under each priority area can be found on page 31.

A second two-year action plan will be developed in 2024 and will build on the progress of this first action plan.

| Priority areas  |   |
|---|---|
|   | <b>Priority 1: Leadership</b><br>“The City of Ballarat is making access and inclusion a priority.”                                      |
|  | <b>Priority 2: Engagement</b><br>“I can influence decisions that affect me.”  |
|  | <b>Priority 3: Information and communication</b><br>“I can find the information I need and can see myself represented in my community.” |
|  | <b>Priority 4: Employment</b><br>“I can work or volunteer with the City of Ballarat.”   |
|  | <b>Priority 5: Community participation</b><br>“I can participate in activities and connect with others in my community.”                |




## How will we track our progress?


We will monitor and review our progress against the actions detailed in this plan to ensure it remains relevant and responsive to our community's needs. Our progress will be reported annually to Councillors and made public.


A review of this plan will be undertaken every four years and it will be updated to reflect our improved knowledge, skills and practices. A mid-plan review will inform the development of the next two-year action plan.


## 2-year action plan

|  | Priority 1: Leadership<br>“The City of Ballarat is making access and inclusion a priority.”   |   |               |
|---|---|---|---------------|
| We will achieve this by:  | We will:  | When  |               |
| 1. Building the capacity of our staff to support disability inclusion               | Audit existing inclusivity training practices and resources available   | Year 1  |               |
|   | Develop and implement general inclusivity training for new staff as part of the onboarding process  | Year 1  |               |
|   | Develop a model of training that provides both general and specific training as required  | Year 2  |               |
|   | Purchase demographic analysis services to better understand the diversity of our community  | Years 1 and 2   |               |
| 2. Embedding access and inclusion as business as usual                              | Develop a Universal Design Policy to inform the inclusive planning and implementation of Council policies, programs, facilities and services                                      | Year 1  |               |
|   | Support the procurement of goods from social enterprises by purchasing a membership to Social Traders   | Year 1  |               |
|   | Support the development of social enterprises in Ballarat and support their listing in the Social Traders directory   | Year 1  |               |
|   | Seek additional opportunities to embed access and inclusion as early as possible in planning and decision-making processes  | Years 1 and 2   |               |
|   | Create a calendar of inclusion-related days of significance with resources to promote a whole-of-organisation approach to marking the days  | Years 1 and 2   |               |
|   | Demonstrate City of Ballarat’s commitment to access and inclusion by publicising a statement of commitment across a range of settings (such as facilities, website, social media) | Year 2  |               |
|   | 3. Recognising and celebrating initiatives that support access and inclusion  | Seek to have a new category for access and inclusion added to the Federation University Commerce Ballarat Business Awards                 | Year 1        |
|   |   | Recognise City of Ballarat-led initiatives that have demonstrated excellence in embedding access and inclusion for people with disability | Years 1 and 2 |



|  <b>Priority 2: Engagement</b><br><b>“I can influence decisions that affect me.”</b> |  |               |
|---|--|---------------|
| <b>We will achieve this by:</b>   | <b>We will:</b>  | <b>When</b>   |
| <b>1. Engaging people with disability in our planning and decision-making processes</b>   | Develop and implement guidelines to ensure City of Ballarat engagement practices are accessible and inclusive  | Year 1        |
|   | Conduct a disability inclusion audit from the perspective of children and young people   | Year 1        |
|   | Explore and implement further opportunities for people with disability to influence decision-making  | Years 1 and 2 |
|   | Review and then promote Council’s complaints process to ensure that it is clear that it can be used for a range of issues including those related to diversity, equity and inclusion | Year 1        |

|  <b>Priority 3: Information and communication</b><br><b>“I can find the information I need and can see myself represented in my community.”</b> |   |               |
|---|---|---------------|
| <b>We will achieve this by:</b>   | <b>We will:</b>   | <b>When</b>   |
| <b>1. Improving the quality and accessibility of information we provide</b>   | Develop and implement guidelines to ensure that information provided by the City of Ballarat is inclusive and accessible                    | Year 1        |
|   | Develop a library of images representing our diverse community for use in City of Ballarat publications and communications                  | Year 1        |
|   | Identify and implement accessibility improvements to the City of Ballarat website   | Years 1 and 2 |
|   | Provide links to local information that is relevant to people with disability, on the accessibility webpage on the City of Ballarat website | Years 1 and 2 |
| <b>2. Improving our communication</b>   | Audit communication channels used by the City of Ballarat to identify new and improved information-sharing opportunities                    | Year 1        |
|   | Broaden connections with local stakeholders and community groups to improve information sharing with people with disability                 | Year 1        |
|   | Develop an organisational Language Services Policy  | Years 1 and 2 |

|  <b>Priority 4: Employment</b><br><b>“I can work or volunteer with the City of Ballarat.”</b> |  |               |
|--|--|---------------|
| <b>We will achieve this by:</b>  | <b>We will:</b>  | <b>When</b>   |
| <b>1. Building our knowledge about and promoting staff diversity</b>   | Establish baseline data from staff regarding cultural identity, languages spoken, LGBTIQA+ identity, gender, Aboriginal and Torres Strait Islander identity and disability to understand the diversity of the organisation | Year 1        |
|  | Seek opportunities to showcase the diversity in City of Ballarat staffing  | Years 1 and 2 |
| <b>2. Creating an increasingly accessible and inclusive workplace</b>  | Review City of Ballarat’s Anti-Discrimination and Anti-Harassment Policy   | Year 1        |
|  | Review City of Ballarat’s human resources and workplace policies to ensure they are inclusive  | Years 1 and 2 |
|  | Engage with current staff and volunteers to better understand the workplace experiences of people with disability, and provide ongoing feedback opportunities  | Years 1 and 2 |
| <b>3. Exploring new work and volunteer opportunities for people with disability</b>  | Review recruitment and onboarding processes for work placement, employment and volunteer roles at the City of Ballarat to identify areas for improvement   | Year 1        |
|  | Plan and deliver an accessible holiday program for children at the Art Gallery of Ballarat facilitated by an artist with disability  | Year 1        |
|  | Explore the potential for expanding volunteer and work placement opportunities across the organisation, including for people with disability outside of school or university settings                                      | Years 1 and 2 |
|  | Identify and promote supported pathways to employment for people with disability at City of Ballarat   | Years 1 and 2 |



|           | <b>Priority 5: Community participation</b><br><b>“I can participate in and connect with others in my community.”</b>   |               |
|--|--|---------------|
| We will achieve this by:   | We will:   | When          |
| <b>1. Making City of Ballarat events accessible and inclusive</b>                          | Develop and implement guidelines to ensure that City of Ballarat-led events are accessible and inclusive   | Year 1        |
|  | Provide a link to accessibility information on the front page of websites that promote City of Ballarat-led events   | Years 1 and 2 |
|  | Promote accessibility information for City of Ballarat major events using multiple formats and communication tools   | Years 1 and 2 |
| <b>2. Supporting others to consider and embed access and inclusion in their activities</b> | Request information about event accessibility on the City of Ballarat event application form   | Year 1        |
|  | Request information about event accessibility on funding applications through the Tourism Events Grant Program and Strategic Partnerships Program  | Year 1        |
|  | Review grant programs for further opportunities to be more inclusive   | Years 1 and 2 |
| <b>3. Making our facilities accessible and inclusive</b>                                   | Include standards for accessible, inclusive and safe facilities in City of Ballarat’s Community Infrastructure Guidelines  | Year 1        |
|  | Incorporate accessibility information within the development of the central booking system for Council room and facility hiring  | Year 1        |
|  | Explore current facility audit tools and ways to incorporate more inclusive assessments  | Year 1        |
|  | Review City of Ballarat’s Public Toilet Strategy to ensure appropriate provision of accessible facilities  | Years 1 and 2 |
|  | Review accessibility and inclusivity of City of Ballarat facilities, such as the libraries, Ballarat Aquatic and Lifestyle Centre and the Art Gallery  | Years 1 and 2 |
|  | Develop resources that promote accessibility features at City of Ballarat facilities such as the Ballarat Aquatic and Lifestyle Centre, libraries, the Eureka Centre and Her Majesty’s Theatre | Years 1 and 2 |

| We will achieve this by:   | We will:   | When          |
|--|--|---------------|
| <b>4. Making our community spaces accessible and inclusive</b>                           | Seek a suitable location for an assistance dog relief station in the CBD   | Year 1        |
|  | Construct the Sensory Friendly Zone at the Victoria Park Inclusive Play Space  | Years 1 and 2 |
|  | Provide input into planned upgrades of public spaces to ensure they are accessible, safe and inclusive   | Years 1 and 2 |
|  | Review accessible parking provision  | Years 1 and 2 |
|  | Develop a Footpath Strategy to provide guidance on the scope of footpath work required and the prioritisation of works                               | Year 2        |
| <b>5. Recognising and celebrating people with disability</b>                             | Promote the work of the Disability Advisory Committee  | Years 1 and 2 |
|  | Support a public event to celebrate International Day of People with Disability  | Years 1 and 2 |
| <b>6. Advocating for improvements to access and inclusion for people with disability</b> | Advocate for local improvements for areas beyond the remit of local government including for more accessible public transport and health services    | Years 1 and 2 |
|  | Facilitate partnerships with existing business networks, community organisation networks and service networks to promote accessibility and inclusion | Years 1 and 2 |



## Appendices

### Where this fits within the wider policy context

**This plan responds to and meets requirements of a range of Victorian, Federal and International legislation or policy.**

The plan is a requirement of section 38 of the *Victorian Disability Act 2006*.

International conventions and Commonwealth and Victorian legislation and guidelines are in place to ensure that human rights are upheld, to safeguard against discrimination and to promote rights and equality for people with disability.



#### United Nations

- *Convention on the Rights of Persons with Disabilities*



#### Commonwealth

- *Access to Premises Standards 2010*
- *Commonwealth Disability Discrimination Act 1992*



#### Victoria

- *Charter of Human Rights and Responsibilities Act 2006*
- *Equal Opportunity Act 2010*
- *Gender Equality Act 2020*
- *Local Government Act 2020*

**This plan will be registered with the Australian Human Rights Commission.**

This plan also aligns with the national and state plans which provide guidance on actions to improve the lives of people with disability.

## Acknowledgements

**The City of Ballarat sincerely thanks everyone who contributed to this plan.**

We would like to acknowledge the input of the community and the following groups and organisations in the development of this plan:

- City of Ballarat Disability Advisory Committee
- Bigger Hearts Dementia Alliance – Carer Support Group
- Ballarat Mental Health Collective
- Ballarat Working Together Group
- Central Highlands Regional Advisory Group

This plan aligns with the following national and state plans:

- Australia's Disability Strategy 2021–2031
- Inclusive Victoria: State Disability Plan 2022–2026
- Victorian Autism Plan

### Sources

- Australian Bureau of Statistics 2022, Ballarat Census All Persons Quickstats
- Australian Bureau of Statistics 2019, Disability, Ageing and Carers, Australia: Summary of Findings
- The Social Deck, 2019, Right to opportunity: Consultation report to help shape the next national disability strategy
- Amaze, 2019, Autism Fast Facts: Employment - Community Attitudes and Behaviours Towards Autism
- Amaze, 2019, Experiences of Autistic People and their Families
- State of Victoria 2019, Victorian Autism Plan
- Victorian Government 2022, Current outcomes for LGBTIQ+ Communities



- To receive this document in another format, phone 5320 5500, using the National Relay Service 13 36 77 if required, or email the Community Participation Team: [communityengagement@ballarat.vic.gov.au](mailto:communityengagement@ballarat.vic.gov.au).
- This document can also be found in other formats on our website [www.ballarat.vic.gov.au](http://www.ballarat.vic.gov.au).



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