# Making the City of Melbourne more inclusive for people with disability

—

Jerome N Rachele, Ilan Wiesel, Ellen van Holstein,
Tessa de Vries, Celia Green, Ellen Bicknell

May 2019

# Research Team

**Dr Jerome Rachele**, Co-Lead Investigator, Melbourne School of Population and Global Health, University of Melbourne, and NHMRC Centre of Research Excellence in Disability and Health

**Dr Ilan Wiesel**, Co-Investigator, School of Geography, University of Melbourne

**Dr Ellen van Holstein**, Co-Investigator, School of Geography, University of Melbourne

**Ms Tessa de Vries**, Project advisor, Melbourne Disability Institute, University of Melbourne

**Ms Celia Green**, Workshop Lead, Centre of Research Excellence in Disability and Health, University of Melbourne, UNSW, Canberra

**Ms Ellen Bicknell**, Research Assistant, Centre for Health Equity, University of Melbourne

# Acknowledgements

# Table of Contents

# Executive Summary

This study brought together people with disability, City of Melbourne staff, disability advocates, and academics, with the aim of generating ideas on how to make the City of Melbourne more inclusive for people with disability. It further aimed to ascertain which of these ideas were the most important and feasible to implement.

The City of Melbourne Disability Advisory Committee and City of Melbourne – Melbourne Disability Institute Steering Committee assisted the research team throughout the project. Findings from this study will inform the development of the City of Melbourne's Disability Action Plan and other relevant strategies.

This study used a method called group concept mapping, a mixed-method approach that collects data from participants who are affected by, or are able to influence, an issue under consideration. In early 2019, five workshops were held with the aim of generating ideas on how to make City of Melbourne more inclusive for people with disability. Each workshop focused on a different type of disability: physical and mobility, sensory, intellectual, and psychological disability, and one workshop brought together people with different disability types. Workshops were attended by people with disability, disability advocates, academics, and City of Melbourne staff. Overall, 79 people participated across the five workshops, and together they devised 240 unique ideas to make the City of Melbourne

more inclusive for people with disability. A total of 93 participants then sorted these ideas into themes, and rated each idea based on its importance and feasibility of implementation.

Ideas that were common across all disability types included those relating to consulting people with disability, legislation, public transport, and footpaths. A key focus of the study was to identify ideas that were rated as important by people with disability, disability advocates, and academics, and ideas rated as feasible to implement by City of Melbourne staff. Ideas that were considered to be both important and feasible were those relating to: consulting people with disability during planning, educating employers about inclusion and equal opportunity, increasing access to a diversity of employment opportunities, providing accessible government forms, advocating to the state government on the needs of people with disability, ensuring that the City of Melbourne is a visibly inclusive organisation, providing Easy English information about people's entitlements, and training policy officers and local compliance officers about diversity of disabilities.

# Introduction

## Disability and the Right to Inclusion

The United Nations Convention on the Right of Persons with Disabilities recognises "the equal right of all persons with disabilities to live in the community, with choices equal to others" (Article 19) and emphasises the responsibility of all signatory states – including Australia – "to facilitate full enjoyment by persons with disabilities of this right and their full inclusion and participation in the community".[1]

The right to be included in the community includes the opportunity to choose where and with whom one lives on an equal basis with others, access to personal and community support services and facilities. The Convention also stresses people with disabilities' right for personal mobility with the greatest possible independence. Statements on inclusion include the right to not be excluded on the basis of disability from general or mainstream systems of employment, education, and health, and the right to participate on an equal basis with others in political and public life, cultural life, recreation, leisure and sport.

Disability arises from the interaction between features of a person's body and features of the society in which that person lives. Activity limitations (difficulties in executing a task or action such as mobility, self-care and communication), result from the interaction of physical, cognitive or psychosocial impairments (differences in body function or structure) and environmental restrictions on social, economic, cultural and political participation.[2] Currently, around 4.3 million Australians (18.3% of the population) live with disability, including 3.7 million living in urban environments.[3]

From the 1980's, the disability movement has progressed from local and national organisations that were predominantly 'for' people with disability, towards organisations 'of' people with disability. The principle of self-determination has been key to the disabled movement globally and has been promoted with the slogan 'nothing about us without us'. The modern disability movement has been greatly influenced by the 'social model of disability', which has been coined 'the big idea' of the disabled movement. The social model of disability takes disability as arising from interactions between people with impairments and a disabling environment. It replaced the 'medical model of disability', which understood disability as resulting from impairment. The new model led to a political strategy of barrier removal: if people with impairments are disabled by society, then the priority is to dismantle disabling barriers in order to promote the inclusion of people with impairments, rather than pursue a strategy of cure or rehabilitation. The rights of people with disability to participate in society on an equal basis to those without a disability are recognised in The National Disability Strategy 2010-2020,[4] the National Disability Insurance Scheme, and the 2006 United Nations Convention on the Rights of Persons with Disability.[1] Fundamental to each of these strategies and schemes is a focus on maximising health outcomes and social and economic participation.

## Policy Context

The National Disability Strategy 2010-20[4] followed Australia's ratification of the United Nations Convention on the Rights of Persons with Disability in 2008. The strategy sets out a 10-year national plan for improving the lives of Australians with disability, their families and carers. The strategy will assist governments in meeting their obligations of several acts and agreements, including: United Nations Convention on the Right of Persons with Disabilities, National Disability Agreement, Disability Discrimination Act 1992 (Commonwealth), Disability Services Act 1986 (Commonwealth), Equal Employment Opportunity legislation, Public Service Acts,

and other State/Territory legislation including the Australian Capital Territory and Victorian Charters of human rights.

The National Disability Strategy 2010-2020[4] outlines that it is the role of all levels of government – Commonwealth, State, Territory and local – to develop policies, deliver programs and services and fund infrastructure to remove barriers. Thus, all government levels have a responsibility to ensure inclusion, accessibility and connection across levels of government in all matters affecting the lives of people with disability.

## Overview of the City of Melbourne

Melbourne is experiencing a period of rapid growth and change. Currently, greater Melbourne is home to approximately 4.5 million residents, 5.2% whom have disclosed that they have a health condition or disability requiring assistance with core activities of daily living.[5] The local government area of the City of Melbourne covers a small cluster of inner suburbs from Southbank in the south to Kensington, Parkville and Carlton in the north, and has a weekday population estimated at 911,000 people, which is expected to rise to 1.4 million in 2036.[6] The City of Melbourne is currently home to approximately 136,000 residents, with 2.0% of residents disclosing that they require assistance with core activities of daily living.[7] The most prevalent forms of disability among City of Melbourne residents include physical (35%), sensory (15%), psychosocial (11%), and intellectual (9%) disabilities.[8] The City of Melbourne's disability action plan has previously been a part its wider *Melbourne for All People Strategy, 2014-17*. A primary goal stated in the Melbourne for All People strategy is to turn Melbourne into "a barrier free city for people of all ages and abilities", including supporting employment of people with disability at the City of Melbourne, ensuring its facilities and communications are accessible, and partnering with businesses and other organisations in the municipality to improve accessibility for people with disability.

# Project Aims

Bringing together people with disability, City of Melbourne staff, disability advocates, and academics, this project aims to identify ideas that can help make the City of Melbourne more inclusive for people with disability. It further aims to ascertain which of these ideas are the most important, and feasible to implement. Findings from this study will inform the development of the City of Melbourne's Disability Action Plan and other relevant strategies.

# Methods

## Participants

Participants were invited through a range of channels and known networks, including those of the City of Melbourne and the Melbourne Disability Institute at the University of Melbourne. The number and type of participants from each workshop and the number of ideas generated are presented in Table 1. The number and type of participants that were involved in sorting and rating of ideas are presented in Table 2. As expected from the research design, people with disability and City of Melbourne staff outnumbered disability advocates and academics.

## Ethics

The study was approved by the Human Research Ethics Committee of The University of Melbourne (Ethics ID 1853032).

**Table 1:** Number of participants and ideas generated per brainstorming workshop by participant category and disability type.

| Participant categories | Disability types | | | | |
|---|---|---|---|---|---|
| | Mixed | Physical/ mobility | Sensory | Intellectual | Psychosocial |
| City of Melbourne staff | 4 | 6 | 5 | 5 | 5 |
| People with disability | 8 | 10 | 4 | 6 | 5 |
| Disability advocates | 3 | 4 | 1 | 2 | 2 |
| Academics | 1 | 1 | 1 | 2 | 1 |
| | | | | | |
| Ideas generated | 81 | 39 | 55 | 29 | 36 |
| Total ideas generated* | NA | 105 | 96 | 72 | 108 |

*following categorisation of mixed group

**Table 2:** Number of sorting and rating participants by participant category and disability type.

| Participant categories | Disability types | | | |
|---|---|---|---|---|
| | Physical/ mobility | Sensory | Intellectual | Psychosocial |
| City of Melbourne staff | 11 | 13 | 9 | 10 |
| People with disability | 16 | 8 | 6 | 8 |
| Disability advocates | 3 | 1 | 2 | 1 |
| Academics | 1 | 1 | 1 | 2 |

## Group Concept Mapping

This project used group concept mapping (GCM),[9] a mixed-method approach designed to capture the experiences of a population of interest. The method collects qualitative data from the population groups who are affected by, or affect, the issue under consideration.[10] The method contains two main steps. First, workshops are held to brainstorming statements in response to a focus prompt. Second, the statements are sorted into themes, and each statement is rated on a Likert scale. These last tasks can be completed in-person or online.

### Brainstorming Ideas

Brainstorming was undertaken in five structured workshops: one for each of physical and mobility disability, sensory disability, intellectual disability, psychosocial disability, and one with multiple disability types. The workshops comprised of two parts – the first being small group discussion to generate ideas and the second part being a whole group discussion around the generated ideas from each group and this offered opportunity for additional ideas to emerge. A facilitator moderated both parts of the workshops. During the workshops, participants were seated at three separate tables each containing four types of participants: people with disability, City of Melbourne staff, disability advocates and academics.

The workshops began with the facilitator explaining the aims of the project and how the workshop would be structured. Small group discussions then followed with participants at each table asked to generate ideas in response to the prompt "What are some ways that the City of Melbourne could be made more inclusive for people with sensory disability". The prompt was changed to reflect the disability type on which the workshop was focused. Participants were advised that there were no wrong or infeasible ideas at this stage of the research

and were encouraged to consider ideas relating to all life domains including education, employment, housing, attitudes, the built environment and transport. Each table was given a prompt sheet with visual and written prompts relating to these life domains to help facilitate ideas. A scribe was nominated at each table to record the ideas being generated. The small group discussions were followed by a whole-of-group discussion, moderated by the workshop facilitator. The scribe from each table reported back to the whole group on the ideas that had been generated by each table group. All ideas were captured live by a member of the research team. Ideas were read and discussed aloud and typed into a document which was projected on a large screen at the front of the room. This allowed everyone to follow the process. If new ideas were generated during the whole-of-group discussion these were also captured live.

Workshops ran for approximately one hour each. Interpreters and support staff were provided by the City of Melbourne. In addition, some participants were accompanied by a personal support person or paid support worker to assist their participation in the workshop. Two researchers reviewed the full list of statements for each group, and obvious duplicates and non-relevant statements were removed. Further, two researchers independently coded the statements from the mixed disability workshop into one of the four disability types, statements were coded to multiple disability types where appropriate. Any disagreements were discussed with a third researcher until consensus was reached.

### Sorting and Rating

Sorting and rating tasks were completed after the workshops. Participants had the option of completing the tasks in-person with the assistance of research staff or online using CS Global MAX web-based software.[11]

Participants were asked to sort the ideas generated form the workshops into piles in a way that made sense to them. Restrictions were that each idea could only be sorted into one pile, all piles had to contain more than one idea, and the ideas had to be sorted into more than one pile. After sorting the ideas, participants labelled each pile according to their interpretation of its contents. Participants were then asked to rate ideas, each on a 5-point Likert scale, based on their importance of implementation (where 1 = relatively unimportant, and 5 = extremely important), and then again on their feasibility of implementation (where 1 = relatively infeasible, and 5 = extremely feasible).

## Data Analysis

### Themes

Detailed analytic approaches for group concept mapping are available elsewhere.[10] Briefly, the relationships between ideas were estimated using data from the sorting task. Next, representative groupings of ideas were identified using cluster analysis. The number of clusters was decided from iterative reviews of cluster contents. Clusters were labelled and interpreted based on their contents and participants' original pile labels from the sorting sessions.

### Ratings

Overall ratings for each idea were generated by averaging the ratings given to that idea by each participant. Cluster ratings were calculated by summing the average rating for each idea, within each cluster. Multiple comparisons were made between City of Melbourne and people with disability, disability advocates, and academics, on both importance and feasibility. A particular focus was placed on ideas and clusters which people with disability, disability advocates, and academics (hereafter referred to as the Disability Group) rated as important, and City of Melbourne staff rated as feasible. Our conclusions highlight the ideas rated in the top 10% for importance by the Disability Group, in the top 10% for feasibility by City of Melbourne staff, or both. The raw mean ratings are available as an appendix.

# Results

## Ideas and Themes Generated

The number of ideas generated per workshop ranged from 29 in the intellectual disability workshop, to 81 in the mixed workshop. After integrating ideas from the mixed workshop into each of the disability categories, the number of ideas generated ranged from 72 in the intellectual disability category to 108 in the psychosocial disability category. The following section presents the key themes and ideas generated around each theme.

## Physical and Mobility Disability

### Physical access (26 ideas)

Ideas focused on features such as street furniture, including the predictability and consistency of their layout and accessibility, as well as the frequency of seating and rest spots around the city. Ideas also related to street surfaces such as types of pavement, cleanliness, kerb design, and footpath width. Ideas related to accessible toilets were also part of this theme.

### Transport (23 ideas)

Many of the ideas in this theme related to public transport, including stop design and the quality of services. Ideas about stop design related to safety, shelter, signage, accessibility and consistency of design. Ideas about public transport services related to the availability of accessible public transport (including availability of ramps), conflict between bikes, prams, and wheelchairs, and the availability of space on vehicles and platforms. Other ideas related to expanding service coverage, including the expansion of the free tram zone. Some ideas were about parking (including the availability of accessible parking spaces), taxi collection spaces, and accessible hire vehicles.

### Law and policy (9 ideas)

Participants stressed the need to consult people with disability on projects and policy changes. Ideas in this theme revolved around the Disability Discrimination Act, and the

Other ideas related to accessible watercraft and share bikes.

### Participation (19 ideas)

Participants devised ideas around inclusive organisations, including representation of people with disabilities in organisations, employment quotas, equal opportunity, and training people managers about accessibility. Other ideas related to events, including segregation of patrons, and attitudes towards rituals, such as the expectation to ascend stairs at graduation.

### Tourism (14 ideas)

Ideas in this theme related to the provision of information about the accessibility of venues and events such as the quality of accessible seating, online booking processes and accessible rides. Other ideas related to the accessibility of tourist and leisure facilities included the provision of accessible tourist activities such as recumbent bikes, City of Melbourne volunteers on streets, and sign-posting for charging points for electric wheelchairs and scooters.

### Buildings (14 ideas)

Many of the ideas in this cluster related to legislation: improving Australian Standards and building codes, improving policing of building code compliance, embedding universal design principals in legislation, and consideration of the Disability Discrimination Act when designing new building. Some ideas related to accessible bathrooms, including the design of accessible toilets and conflict of use when accessible toilets are used as baby change areas or storage. Some ideas also related to accessible housing, entering buildings and shops, and building emergency evacuation procedures.

importance of compliance with the act. Participants also highlighted the need to continually update legislation in line with technology. For example, participants raised the need to update standards for wheelchair

access as these become larger and develop new electric features.

## Sensory Disability

### Reasonable adjustments (29 ideas)

Many of the ideas related to ensuring that adjustments are made for people with disability to ensure they have the same opportunities to participate. These included the provision of captioning and interpreters at events, accessible government forms, accessible bathrooms, employment opportunities for people with disability, and education and training.

### Public amenity (25 ideas)

Ideas in this cluster concerned use of footpaths, including clutter, lack of space, conflict of use (buskers, cafes etc), cleanliness, tripping hazards, and blind spots around corners. Some ideas related to improving the smell of public spaces and toilets, while others related to the accessibility at events, restaurants, other leisure facilities such as art galleries, and the accessibility of bathrooms and city apartments.

### Navigation (24 ideas)

Ideas in this cluster related to technology including visual and audio announcements, assistive software (e.g. apps showing the location of service providers, public transport, and navigational hazards), Bluetooth beacons, WIFI zones, and online and on-site 3D maps. Some ideas related to the use of tactile indicators, location of accessible parking, dedicated taxi pick-up and drop-offs, and the number of Travellers' Aid locations, while others related to signage and wayfinding.

### Public transport (18 ideas)

Participants devised ideas relating to the accessibility of trains and trams, (real-time) information about accessible journeys and stops, transport staff at stations, and space for mobility aides. Other ideas related to stop design including accessibility, consistency of design, and shelter.

## Intellectual Disability

### Culture (25 ideas)

Ideas in this category related to a variety of topics including employment of people with disability, inclusive organisations, reducing discrimination, providing training for customer service and event staff and disability support workers.

### Information accessibility (19 ideas)

Participants stressed the importance of ensuring information is communicated in Easy English, that visual and audio announcements are accurate and easy to understand, signage is accessible and consistent in design (including Easy English and large fonts). Ideas also related to the clarity of evacuation procedures, maps, and information about events.

### Physical access (16 ideas)

Ideas related to accessible buildings, street furniture, toilets and playgrounds. Many ideas related to footpaths, including clutter, tripping hazards, and contrast for different surface types, while other ideas related to the accessibility of recreation facilities and accessible housing.

### Public transport (12 ideas)

Ideas related to ensuring that the delivery of information is consistent, accurate, and easy to understand, the accessibility of stops, accessible seating for people with invisible disabilities, and accessible taxi collection points.

## Psychosocial Disability

### Public spaces (47 ideas)

Ideas were about the provision of a variety of spaces including quiet spaces, safe spaces, rest spaces, and green spaces such as parks and gardens. Other ideas related to clutter, conflict (e.g. shared paths with bicycles) and distractions on footpaths, lighting, signage, smells, noise, and accessible parking and toilets.

### Awareness (31 ideas)

Participants devised ideas about awareness of diversity of disability, communicating with people with psychosocial disability (including training), outreach services, quality of mental health care, psychological first aid, and support workers. Other ideas related to support for advocacy groups, employment, and stigma in the media.

### Public transport (20 ideas)

Many ideas were about interactions on public transport, including training of public transport staff and protective service officers about diversity of disability and friendliness in general, interactions with assistance dogs, visual and audio announcements (including those relating to disruption), and use of public transport smart cards ('myki').

### Housing (10 ideas)

Ideas related to improving security and tenure of housing, providing more transition housing, soundproofing in private housing, eco-friendly housing and social housing. Other ideas related to supported accommodation for those over 65 years of age who don't need to live in a nursing home, and strategies to make it easier to find suitable and supportive hotel accommodation.

## Rating Importance and Feasibility

The focus of this study is to identify ideas which people with disability, disability advocates, and academics (the Disability Group) rated as important, and City of Melbourne staff rated as feasible. Each idea was rated on a 5-point Likert scale, based on their importance of implementation (where 1 = relatively unimportant, and 5 = extremely important), and then again on their feasibility of implementation (where 1 = relatively infeasible, and 5 = extremely feasible). Ideas which are rated in the top 10% on importance by the Disability Group or feasibility by City of Melbourne staff are presented in Table 3.

A full list of ideas and clusters, their importance and feasibility ratings by participant type, is available in Appendix 1.

**Table 3:** Ideas for making the City of Melbourne more inclusive for people with physical and mobility disability, rated as important by people with physical and mobility disability, academics, and advocates, and feasible by City of Melbourne staff.

| PHYSICAL AND MOBILITY DISABILITY | Important | Feasible |
|---|:---:|:---:|
| **Transport** | | |
| 67  Make all tram stops accessible | ✓ | |
| **Participation** | | |
| 28  Educate employers to promote inclusivity and equal opportunity | ✓ | ✓ |
| 38  Increase access to a diverse range of jobs (full-time, part-time, working from home) | ✓ | ✓ |
| 66  Ensure City of Melbourne is an inclusive organisation (e.g. train staff to provide disability support) | | ✓ |
| 100  Make sure people with disability are not segregated from other patrons at events | | ✓ |
| **Tourism** | | |
| 6  Make it easier to find information about the accessibility of venues and events (e.g. put information on event websites/Google maps) | | ✓ |
| 7  Include information about accessible tourism on the City of Melbourne website | | ✓ |
| 18  Create a comprehensive accessibility resource, curated by City of Melbourne, to help ensure accessibility for everyone, including alternative options for access in different settings | | ✓ |
| **Buildings** | | |
| 9  Improve the quality and consistency of Australian Standards and building codes (e.g. incorporate more universal design principles) | ✓ | |
| 19  When designing new buildings, make sure people always consider the Disability Discrimination Act from the start | ✓ | |
| 43  Include universal design principles in planning schemes and planning policy | ✓ | |
| **Law and Policy** | | |
| 44  Introduce a system to assess Disability Discrimination Act compliance | ✓ | |
| 45  Always consult people with disability before planning things for people with disability ('nothing about us without us') | ✓ | ✓ |
| 56  Regularly update legislation and standards to keep up with new technology (e.g. larger, electric wheelchairs) | | ✓ |
| 88  Make accessibility the norm across all levels of government | | ✓ |

**Table 4:** Ideas for making the City of Melbourne more inclusive for people with sensory disability, rated as important by people with sensory disability, academics, and advocates, and feasible by City of Melbourne staff.

| SENSORY DISABILITY | Important | Feasible |
|---|:---:|:---:|
| **Reasonable adjustments** | | |
| 3  Make the City of Melbourne website more accessible (e.g. image descriptions, audio reader, Auslan videos) | | ✓ |
| 6  Ensure government forms are accessible, succinct and easier to fill out | ✓ | ✓ |
| 7  Make it easier to report accessibility issues (e.g. via SMS) | | ✓ |
| 22  Advocate to the State Government on the needs of people with disability in future traffic modelling | ✓ | ✓ |
| 36  Consult people with disabilities in the initial planning stages of new projects | ✓ | ✓ |
| 54  Make funding applications user friendly and accessible for different needs (e.g. arts, community and advocacy grants) | | ✓ |
| 57  Improve community awareness of disability (including diverse communication methods, Auslan, use of guide dogs or canes) | ✓ | |
| 60  Put more information about accessibility on the City of Melbourne website | | ✓ |
| 61  Warn people in advance if there are specific access issues at events (e.g. low light) | | ✓ |
| 67  Improve service and security staff awareness of disability (e.g. public housing staff, gallery/event staff, shop assistants, restaurant owners) | ✓ | |
| 73  Ensure that the City of Melbourne is a visibly inclusive organisation (e.g. public support for people with disabilities, staff receive high-quality disability training) | ✓ | ✓ |
| 79  Provide training that takes into account Aboriginal community perspectives on disability | | ✓ |
| **Public amenity** | | |
| 35  Ensure compliance with building codes in terms of accessibility | ✓ | |
| 78  Ensure building standards and planning laws are consistent and reflect best practice in accessibility | ✓ | |
| **Navigation** | | |
| 48  Ensure correct Braille is available at key locations (e.g. elevator buttons, train stations, street corners) | ✓ | |
| 92  Ensure location information is accessible for people with vision impairments | ✓ | |

**Table 5:** Ideas for making the City of Melbourne more inclusive for people with intellectual disability, rated as important by people with intellectual disability, academics, and advocates, and feasible by City of Melbourne staff.

| INTELLECTUAL DISABILITY | Important | Feasible |
|---|---|---|
| **Culture** | | |
| 3 Provide better disability training for customer service and event staff | | ✓ |
| 12 Create more incentives for accessibility (e.g. award for most inclusive business/most inclusive city/loyalty card for accessible businesses) | | ✓ |
| 21 Test accessibility at the start of projects (not just in the middle or at the end) | | ✓ |
| 32 Provide more opportunities for people with disabilities to have their say on policies and projects | | ✓ |
| 37 Reduce discrimination in employment | ✓ | |
| 40 Make it compulsory for major events to meet accessibility standards (including accessible toilets and changing places) | ✓ | |
| 50 City of Melbourne should drive accessibility in employment and be a visible employer of people with disability | | ✓ |
| **Information accessibility** | | |
| 4 The changing places website should include links to other government services | | ✓ |
| 31 Provide Easy English information about people's entitlements | ✓ | ✓ |
| 61 Reduce conflict between bikes and pedestrians on footpaths (e.g. better bike parking, clearer bike lanes) | ✓ | |
| 71 Improve emergency alerts and evacuation signs (e.g. Easy English) | ✓ | |
| **Physical access** | | |
| 29 Improve signage for public toilets | | ✓ |
| 30 Ensure public toilets and changing places are well-maintained | | ✓ |
| 45 Make buildings more accessible | ✓ | |
| 64 Create more accessible and adaptable housing (including apartments) | ✓ | |
| **Public transport** | | |
| 1 Make public transport information more consistent and accurate (including information about transport disruptions) | | ✓ |
| 47 Make an announcement before the last accessible stop (give plenty of warning) | ✓ | |
| 59 Improve accessible transport in regional Victoria | ✓ | |

**Table 6:** Ideas for making the City of Melbourne more inclusive for people with psychosocial disability, rated as important by people with psychosocial disability, academics, and advocates, and feasible by City of Melbourne staff.

| PSYCHOSOCIAL DISABILITY | Important | Feasible |
|---|:---:|:---:|
| **Public spaces** | | |
| 6 Update the national public toilet map with the latest accessible toilets and changing places | | ✓ |
| 12 Make a map that shows accessible and supportive services (e.g. accommodation, toilets, Travellers Aid, facilities, sports and cultural venues, quiet spots and water fountains) | | ✓ |
| 20 Ensure public spaces (e.g. libraries) are safe spaces | | ✓ |
| 49 Highlight existing quiet spaces, libraries and any available/bookable rooms across the city | | ✓ |
| **Awareness** | | |
| 13 Provide more diverse and flexible employment options for people with diverse needs | ✓ | |
| 39 Increase awareness of customer-facing staff (e.g. transport, hospitality, security) so they understand people's sensitivities and supports (e.g. assistance animals) | ✓ | |
| 41 Improve general training and resourcing of City of Melbourne information staff (e.g. red shirt visitor staff) | | ✓ |
| 47 Make funding applications user friendly and accessible for different needs (e.g. arts, community, and advocacy grants) | | ✓ |
| 50 Provide psychological first aid training for City of Melbourne information staff (e.g. red shirt visitor staff) | | ✓ |
| 53 Provide more, better quality mental health care | ✓ | |
| 67 Ensure organisations such as government and business provide ongoing disability awareness and support training for their employees (e.g. how to work with distressed clients) | ✓ | ✓ |
| 71 Provide support for a diverse range of advocacy groups (e.g. across all age ranges) | ✓ | |
| 75 Ensure City of Melbourne is an inclusive organisation | | ✓ |
| 97 Provide more, better quality general health care | ✓ | |
| 101 Improve reactions from first responders to be more positive towards people with psychosocial disability | ✓ | |
| 107 Train policy officers and local laws/compliance officers to understand diversity of disability | ✓ | ✓ |
| **Public transport** | | |
| 15 Improve training of public transport staff and protective services officers (e.g. to encourage friendlier attitudes towards passengers) | ✓ | |
| **Housing** | | |
| 8 Improve security and tenure of housing | ✓ | |
| 27 Increase support from City of Melbourne for communities in public housing | | ✓ |
| 99 Provide more social housing | ✓ | |

# Key Findings

The following section details this study's key findings, including themes and ideas that were present across all disability types.

## Consulting People with Disability

The need for consultation was emphasised in participant responses across all disability types, with many participants highlighting principles such as "nothing about us without us", meaning that decisions impacting people with disability must involve direct input from people with lived experience of disability who live, work or spend leisure time in the City of Melbourne.

## Legislation

Legislation was a key theme across all disability types. This included ideas about consulting people with disability in the design of legislation, building codes, the Disability Discrimination Act, compliance with legislation, education about legislation, and updating legislation in line with new technology and universal design principles.

## Public Transport

Transport as a theme was present across all disability types, but often for different reasons. Physical accessibility of trams and trains, and stop design were raised by people with physical and mobility disability and sensory disability; while communication accessibility, including the need for announcements that were easy to understand and accurate with key information repeated, and a friendly approach by staff was raised by people with sensory disability, intellectual disability, and psychosocial disability.

## Footpaths

Footpath clutter, tripping hazards, cleanliness and conflict of use, was a concern across all disability types. Also raised were contrast for different surfaces, blind spots around corners, kerb design, rest spots, footpath width, accessibility around construction, and the layout and accessibility of street furniture.

# Discussion

The following section details the strengths and limitations of the study, future research directions, and lessons learned.

## Strengths and Limitations

This study had several strengths. First, including different disability types allowed us to explore the diverse types of accessibility barriers in depth. It also allowed us to identify potential for conflicting priorities across different disability types, for example, tactile indicators that provide guidance for people with vision impairment but can be a tripping hazard for people with mobility impairment). Second, including staff from the City of Melbourne enabled us to understand the issues that policymakers identified as being important for people with disability, and

feasible to implement, allowing prioritisation of ideas through direct engagement with both citizens and decision makers in local government. Further, feedback obtained from City of Melbourne staff indicated that the experience was a positive professional development exercise, and that it is likely to inform their work moving forward.

This study also had several limitations. First, there was an overrepresentation of people with physical and mobility disability, and underrepresentation of people with intellectual disability. Further, where participants were unable to undertake in-person sorting and rating, the online software had poor accessibility. It also required participants to have access to the internet and

an associated device to undertake the tasks. Tasks (especially the sorting task) were complex, and additional materials such as Easy English instructions and cue cards would have made participation easier for some. Last, feasibility ratings by City of Melbourne staff may not have been completed by staff in relevant areas. For example, ideas related to building code compliance might have been completed by staff working in the 'International and Civic Services' portfolio. Recording the different roles of City of Melbourne participants would have enabled us to consider the varying levels of expertise in analyses (e.g. weighting).

## Future Research Directions

The project gave rise to a number of relevant priorities for future research. First, all study participants were adults. Further research is required to explore inclusion among children and young people with disability. Second, jurisdictional responsibilities are highly variable across different levels of government. There is a need to involve state and federal levels of government to better understand how collaboration between government levels and departments can help tackle issues faced by people with disability. Third, we allowed participants to determine how they conceptualised both inclusion and feasibility. Undertaking further research to understand what 'inclusion' means to people with disability, and City of Melbourne staff, would add context to our findings. Further, understanding how City of Melbourne staff conceptualised feasibility would provide additional insight into what constitutes a 'feasible' idea to implement for various aspects such as time (e.g. within the next 6 months, 2 years, 5 years) and budget. Fourth, follow-up work exploring how the City of Melbourne addresses some of the key concerns identified in this study and acts on this study's findings would help us to the value of this project.

# Concluding Comments

This study provided valuable new information on how to improve inclusion for people with disability in a key local government area in Australia. This study supports the notion that to understand what makes a city truly inclusive for people with disability, you first need to consider the diversity of disability, and by extension, the diversity of people's needs. The inclusion of key ideas identified as both important to people with disability, and feasible by City of Melbourne staff provide crucial information to inform future policy in the City of Melbourne. We hope that this study's findings result in meaningful change and reinforce the importance for ongoing participation of people with disability in both research and policy design.

# References

1.      UN General Assembly. Convention on the Rights of Persons with Disabilities. General Assembly Resolutions 2006;**61**:106.
2.      World Health Organization. International classification of functioning, disability and health: ICF Geneva: World Health Organization, 2001.
3.      Australia Bureau of Statistics. Disability, Ageing and Carers, Australia: Summary of Findings, 2015. Canberra: ABS, 2016.
4.      Council of Australian Governments. 2010–2020 National Disability Strategy. Canberra: Commonweath of Australia, 2011.
5.      Australia Bureau of Statistics. ABS Table Builder 2016 Census- Counting Persons, Place of Usual Residence, Greater Melbourne (GCCSA). 2017.
6.      City of Melbourne. City of Melbourne Daily Population Estimates and Forecasts: 2017 update. 2017.
7.      Australian Bureau of Statistics. ABS Table Builder 2016 Census- Counting Persons, Place of Usual Residence, Melbourne (C). https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/LGA24600?opendocument.
8.      City of Melbourne. Melbourne for All People Strategy, 2014-17. 2014.
9.      Trochim WM. An introduction to concept mapping for planning and evaluation. *Evaluation and Program Planning* 1989;**12**(1):1-16.
10.     Trochim W, Kane M. Concept mapping: an introduction to structured conceptualization in health care. *International Journal for Quality in Health Care* 2005;**17**(3):187-191.
11.     Concept Systems Incorporated. The Concept System® Global MAX™. Build 2016.046.12. Web-based Platform. 2016.

# Appendix

**Table A1.** Ideas on how to make the City of Melbourne more inclusive for people with physical and mobility disability, including importance and feasibility ratings for each idea within themes by people with disability, disability advocates, and academics (disability group), and City of Melbourne staff.

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| **PHYSICAL AND MOBILITY DISABILITY** | | | | | | |
| **Physical access** | **3.93** | **3.88** | **3.91** | **3.79** | **3.45** | **3.67** |
| 4 Remove all street kerbs | 3.52 | 2.18 | 3.06 | 2.89 | 1.50 | 2.40 |
| 5 Make the layout of street furniture more predictable and consistent | 3.48 | 3.73 | 3.56 | 3.67 | 3.27 | 3.48 |
| 10 Make it easier to find elevators and to get updates if they aren't working (e.g. interactive mobility map, signs or markers on floor) | 4.19 | 4.00 | 4.13 | 4.11 | 3.82 | 3.97 |
| 12 Improve access to heritage buildings | 3.95 | 3.64 | 3.84 | 3.47 | 2.91 | 3.27 |
| 24 Include signage on the front of shops showing the level of accessibility inside the shop | 3.76 | 3.82 | 3.78 | 4.00 | 3.73 | 3.94 |
| 25 Better signs at entrances of buildings so people know how to get in | 4.30 | 4.00 | 4.19 | 4.33 | 4.18 | 4.26 |
| 26 Make all playgrounds accessible for all children | 4.10 | 4.64 | 4.28 | 3.82 | 3.73 | 3.83 |
| 30 Ensure street and road surfaces are smooth and without tripping hazards | 4.52 | 4.27 | 4.44 | 3.39 | 3.00 | 3.29 |
| 32 Add contrast to different types of surfaces (e.g. tactile and visual) | 3.86 | 3.73 | 3.81 | 3.67 | 3.55 | 3.68 |
| 33 Improve wayfinding (make it easier to find your way around the city) | 4.05 | 4.30 | 4.13 | 4.17 | 4.36 | 4.26 |
| 40 Increase the number of accessible toilets and changing places | 4.48 | 4.18 | 4.38 | 3.94 | 3.18 | 3.74 |
| 42 Provide more safe temporary ramps on constructions sites | 4.14 | 3.64 | 3.97 | 3.94 | 3.64 | 3.87 |
| 47 Ensure that Tactile Ground Surface Indicators / Braille trails do not conflict with wheelchair users | 3.90 | 4.09 | 3.97 | 3.50 | 3.36 | 3.48 |
| 52 Install more automatic sensor doors in City of Melbourne offices | 3.43 | 3.55 | 3.47 | 3.94 | 3.18 | 3.74 |
| 58 All toilets should be accessible to everyone | 4.10 | 4.55 | 4.26 | 3.28 | 3.18 | 3.16 |
| 59 Improve the amenity of public toilets (e.g. better smelling, above and beyond minimum design standards) | 3.95 | 4.36 | 4.09 | 4.00 | 3.91 | 3.97 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 60 Provide better mobility access in restaurants and cafes (e.g. make sure wheelchairs can fit under tables) | 4.05 | 3.91 | 4.00 | 3.56 | 3.18 | 3.39 |
| 74 Create more frequent seating and rest spots around the city | 4.05 | 3.64 | 3.91 | 4.11 | 3.82 | 4.03 |
| 76 Keep people updated of changes on construction sites blocking access, updated in real time. | 3.57 | 4.09 | 3.75 | 3.72 | 3.55 | 3.71 |
| 81 Make it easier for people to cross the road at traffic lights (e.g. longer walk signals, an app to interact with traffic lights) | 4.43 | 3.91 | 4.25 | 4.33 | 3.91 | 4.23 |
| 83 Reduce clutter and obstacles on footpath (e.g. street furniture, bollards, signs) | 3.90 | 4.00 | 3.94 | 3.61 | 3.64 | 3.68 |
| 84 Improve the safety and consistency of footpath cut-outs (also called "kerb cuts"/"kerb ramps") | 4.19 | 4.09 | 4.16 | 3.83 | 3.36 | 3.71 |
| 89 Make busy city streets cleaner | 3.65 | 3.45 | 3.58 | 3.67 | 3.64 | 3.71 |
| 94 Make outdoor furniture more accessible and comfortable | 3.76 | 3.64 | 3.72 | 3.94 | 3.82 | 3.84 |
| 96 Widen footpaths | 4.00 | 3.73 | 3.91 | 3.06 | 2.73 | 2.97 |
| 99 Improve on-street accessible parking (e.g. better locations, no obstructions, more parking spaces) | 4.19 | 3.82 | 4.06 | 4.00 | 3.45 | 3.81 |
| **Transport** | **3.99** | **3.84** | **3.93** | **3.67** | **3.15** | **3.49** |
| 1 Provide hire vehicles that mobility impaired people can use | 3.29 | 3.09 | 3.22 | 3.44 | 3.45 | 3.39 |
| 11 Improve public transport options for people with disability at large events (e.g. shuttle buses at large event sites) | 4.43 | 4.27 | 4.38 | 4.17 | 3.73 | 4.00 |
| 21 Provide more shelter at public transport stops (e.g. make the whole platform shaded/sheltered) | 3.76 | 4.27 | 3.94 | 3.78 | 3.36 | 3.68 |
| 22 Offer accessible share bikes | 3.14 | 2.45 | 2.91 | 3.33 | 2.64 | 3.16 |
| 23 Improve real time tools to help plan travel journey (e.g. disruptions, last accessible stop) | 4.19 | 4.00 | 4.13 | 4.12 | 3.82 | 4.03 |
| 36 Have consistent tram stop designs | 4.24 | 4.64 | 4.38 | 3.56 | 3.82 | 3.74 |
| 41 Extend the free tram zone | 3.29 | 3.00 | 3.19 | 3.83 | 3.00 | 3.61 |
| 46 Improve the frequency of signage along public transport platforms (make sure the whole platform is signposted) | 4.19 | 4.18 | 4.19 | 4.33 | 3.91 | 4.23 |
| 48 Reduce conflict between bikes, wheelchairs and prams on public transport | 3.95 | 3.64 | 3.84 | 3.83 | 2.64 | 3.42 |
| 49 Improve the safety and accessibility of train stations and platforms | 4.38 | 4.55 | 4.44 | 4.28 | 3.36 | 3.97 |
| 54 Reduce the gap between the train and the platform | 4.57 | 4.00 | 4.38 | 3.44 | 2.45 | 3.10 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 57 Increase the availability of accessible public transport (e.g. accessible transport on all lines, more low-floor trams) | 4.57 | 4.64 | 4.59 | 3.72 | 2.73 | 3.39 |
| 61 Make it easier to get on and off public transport (e.g. make it easy to find the accessible door and make more doors and carriages accessible) | 4.48 | 4.36 | 4.44 | 3.78 | 3.18 | 3.58 |
| 65 Free Uber service in the city for people with disability | 2.62 | 2.18 | 2.47 | 2.22 | 2.18 | 2.16 |
| 67 Make all tram stops accessible | 4.70 | 4.64 | 4.68 | 3.33 | 2.73 | 3.10 |
| 77 More ramps for trams (even low-rise trams) | 4.24 | 4.27 | 4.25 | 3.78 | 3.27 | 3.65 |
| 80 Create a parking system that better prioritises people with accessibility requirements | 4.10 | 3.64 | 3.94 | 3.72 | 3.36 | 3.65 |
| 91 Dedicated disability taxi collection spot for pick up and drop offs | 3.90 | 3.91 | 3.91 | 3.61 | 4.00 | 3.77 |
| 92 Increase space on public transport | 4.30 | 3.82 | 4.13 | 3.17 | 2.91 | 3.10 |
| 93 Offer accessible watercraft (e.g. canoes) | 3.00 | 2.64 | 2.88 | 2.89 | 2.64 | 2.84 |
| 97 Implement universal design on public transport | 4.50 | 4.18 | 4.39 | 3.76 | 3.00 | 3.47 |
| 98 Increase public transport outside of the city | 4.52 | 4.00 | 4.34 | 3.44 | 2.64 | 3.19 |
| 101 Ensure accessible parking spaces do not become clearways | 4.43 | 3.91 | 4.25 | 4.11 | 3.73 | 4.00 |
| **Participation** | **4.07** | **3.95** | **4.03** | **4.07** | **3.77** | **3.96** |
| 2 Create opportunities for people to experience what it's like to have a physical disability | 2.43 | 3.09 | 2.66 | 2.36 | 3.09 | 2.62 |
| 3 Establish employment quotas for people with disability | 4.19 | 3.36 | 3.91 | 4.22 | 3.45 | 3.95 |
| 28 Educate employers to promote inclusivity and equal opportunity | 4.76 | 4.64 | 4.72 | 4.86 | 4.45 | 4.71 |
| 29 Create a program to link people with disability with sports fans who can accompany them to events (e.g. AFL) | 3.48 | 3.45 | 3.47 | 3.52 | 3.27 | 3.43 |
| 35 Train people managers so they understand accessibility | 4.29 | 4.55 | 4.38 | 4.31 | 4.36 | 4.33 |
| 37 Change attitudes towards established rituals (e.g. walking up the stairs at graduation) | 4.30 | 3.45 | 4.00 | 4.24 | 3.80 | 4.09 |
| 38 Increase access to a diverse range of jobs (full-time, part-time, working from home) | 4.70 | 4.36 | 4.58 | 4.68 | 4.40 | 4.59 |
| 53 Create greater representation and visibility for people with disability, so it becomes normal to see people with disabilities in all settings | 4.48 | 4.27 | 4.41 | 4.46 | 4.36 | 4.42 |
| 55 Increase access to inclusive social groups | 4.24 | 3.91 | 4.13 | 4.26 | 4.00 | 4.17 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 63 Make sure event organisers consider accessibility at the start of the event planning phase | 4.65 | 4.10 | 4.47 | 4.64 | 4.00 | 4.42 |
| 66 Ensure City of Melbourne is an inclusive organisation (e.g. train staff to provide disability support) | 4.57 | 4.36 | 4.50 | 4.57 | 4.36 | 4.50 |
| 68 Employ people with lived experience of disability as experts and pay them appropriately | 4.57 | 4.18 | 4.44 | 4.51 | 4.27 | 4.43 |
| 69 Provide training that takes into account Aboriginal community perspectives on disability | 4.10 | 3.91 | 4.03 | 4.15 | 3.82 | 4.03 |
| 72 Educate high school students about disability legislation and accessible design | 3.95 | 3.55 | 3.81 | 3.87 | 3.45 | 3.72 |
| 85 All politicians and policy-makers should live in a wheelchair for one month | 2.10 | 2.55 | 2.25 | 1.99 | 2.55 | 2.19 |
| 90 Improve education for businesses so they understand how to be accessible | 4.43 | 4.27 | 4.38 | 4.50 | 4.00 | 4.33 |
| 95 Make funding applications user friendly and accessible for different needs (e.g. arts grants/community/advocacy grants) | 3.90 | 3.82 | 3.88 | 3.88 | 3.91 | 3.89 |
| 100 Make sure people with disability are not segregated from other patrons at events | 4.57 | 4.73 | 4.63 | 4.65 | 4.55 | 4.61 |
| 103 Improve community understanding of disability and anti-discrimination e.g. accessibility is for everyone, disability is diverse, independence is key | 4.57 | 4.45 | 4.53 | 4.58 | 4.36 | 4.50 |
| **Tourism** | **3.87** | **3.80** | **3.85** | **3.85** | **3.65** | **3.78** |
| 6 Make it easier to find information about the accessibility of venues and events (e.g. put information on event websites/Google maps) | 4.33 | 4.36 | 4.34 | 4.39 | 4.73 | 4.48 |
| 7 Include information about accessible tourism on the City of Melbourne website | 4.14 | 4.45 | 4.25 | 4.61 | 4.82 | 4.71 |
| 8 Make all tourist and leisure facilities accessible (e.g. Restaurant Tram, City Baths, pools and other public spaces) | 4.50 | 4.45 | 4.48 | 3.28 | 2.91 | 3.10 |
| 18 Create a comprehensive accessibility resource, curated by City of Melbourne, to help ensure accessibility for everyone, including alternative options for access in different settings | 3.95 | 4.27 | 4.06 | 4.17 | 4.55 | 4.35 |
| 20 Increase the number of City of Melbourne volunteers on the streets | 2.86 | 3.00 | 2.91 | 3.61 | 3.91 | 3.74 |
| 34 Make more clearly-signposted charging points for electric wheelchairs and scooters around the city | 3.95 | 3.73 | 3.87 | 4.28 | 3.73 | 4.13 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 39 Improve accessibility of event booking processes (e.g. online ticket bookings) | 4.14 | 4.00 | 4.09 | 4.39 | 4.09 | 4.32 |
| 51 Make all seating at events accessible | 3.86 | 3.10 | 3.61 | 3.11 | 2.64 | 2.84 |
| 64 Provide support workers and portable equipment for hire in the city (e.g. mobile supports, transfer boards, commode chair, short term bookings of attendant/personal care workers) | 4.29 | 3.82 | 4.13 | 3.78 | 3.64 | 3.74 |
| 70 Improve accessibility of personal grooming/styling services (e.g. hairdressers, tattooists) | 3.52 | 3.50 | 3.52 | 3.33 | 2.91 | 3.10 |
| 71 Provide better mobility access at events e.g. ensure accessible seating has good views, improve temporary structures such as ramps | 4.43 | 4.18 | 4.34 | 4.00 | 3.73 | 3.94 |
| 75 More free WiFi zones to make navigating the city easier | 3.67 | 3.55 | 3.63 | 4.00 | 3.45 | 3.87 |
| 86 Make rides accessible at events (e.g. Royal Melbourne Show, Moomba) | 3.38 | 3.36 | 3.38 | 2.94 | 2.73 | 2.87 |
| 87 More options for accessible tourism (e.g. recumbent bike tours) | 3.90 | 3.36 | 3.72 | 3.89 | 3.27 | 3.71 |
| **Buildings** | **4.38** | **4.15** | **4.30** | **4.15** | **3.45** | **3.90** |
| 9 Improve the quality and consistency of Australian Standards and building codes (e.g. incorporate more universal design principles) | 4.65 | 4.36 | 4.55 | 4.41 | 3.00 | 3.90 |
| 13 Reduce conflict of use for toilets e.g. separate baby change, don't use for storage, don't use unless you have a disability | 4.10 | 3.82 | 4.00 | 3.94 | 3.45 | 3.81 |
| 14 Improve policing of building code compliance | 4.45 | 3.82 | 4.23 | 4.06 | 3.09 | 3.74 |
| 15 Include universal design principles in legislation | 4.80 | 4.18 | 4.58 | 4.56 | 3.64 | 4.23 |
| 16 Make retrofitting with universal design principles a priority (e.g. through the use of incentives) | 4.50 | 4.09 | 4.35 | 4.17 | 3.36 | 3.90 |
| 19 When designing new buildings, make sure people always consider the Disability Discrimination Act from the start | 4.76 | 4.55 | 4.69 | 4.56 | 4.00 | 4.32 |
| 27 Make buildings more accessible | 4.81 | 4.64 | 4.75 | 3.89 | 3.55 | 3.74 |
| 31 Improve emergency evacuation procedures for people with disability | 4.57 | 4.36 | 4.50 | 4.11 | 4.00 | 4.13 |
| 43 Include universal design principles in planning schemes and planning policy | 4.89 | 4.36 | 4.70 | 4.50 | 3.18 | 4.03 |
| 62 Review what permits are allocated on the streets (e.g. buskers, cafes, activities that generate crowds) | 3.48 | 3.64 | 3.53 | 4.12 | 3.91 | 4.07 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 79 Improve accessible toilet standards, including toilet heights and toilet roll holder placement? | 4.05 | 4.09 | 4.06 | 4.33 | 3.45 | 4.03 |
| 102 Make more accessible housing and apartments (e.g. with key rooms on ground floor) | 4.48 | 4.36 | 4.44 | 3.72 | 2.82 | 3.35 |
| 104 Improve ways of contacting building owners (e.g. buttons on the front of buildings) | 3.86 | 3.82 | 3.84 | 3.67 | 3.73 | 3.68 |
| 105 Create stronger requirements for accessibility within shops (e.g. reduce the use of steps) | 4.43 | 4.00 | 4.28 | 3.94 | 3.18 | 3.68 |
| **Law and Policy** | **4.24** | **4.03** | **4.17** | **4.20** | **3.74** | **4.04** |
| 17 Improve disability signage to teach the public about the diversity of disability (including invisible disability) | 3.65 | 4.00 | 3.77 | 3.55 | 4.09 | 3.75 |
| 44 Introduce a system to assess Disability Discrimination Act compliance | 4.80 | 4.09 | 4.55 | 4.77 | 4.10 | 4.55 |
| 45 Always consult people with disability before planning things for people with disability ('nothing about us without us') | 4.90 | 4.80 | 4.87 | 4.88 | 5.00 | 4.92 |
| 50 Teach carpenters about the Disability Discrimination Act | 3.48 | 2.82 | 3.25 | 3.43 | 2.91 | 3.24 |
| 56 Regularly update legislation and standards to keep up with new technology (e.g. larger, electric wheelchairs) | 4.19 | 4.45 | 4.28 | 4.20 | 4.45 | 4.29 |
| 73 Employ staff who are dedicated to ensuring universal building design | 4.55 | 3.64 | 4.23 | 4.52 | 3.60 | 4.21 |
| 78 Improve construction workers' awareness of disability (e.g. wheelchair etiquette, not parking in accessible parking spots) | 3.86 | 3.82 | 3.84 | 3.93 | 3.73 | 3.86 |
| 82 Make it easier to report accessibility issues | 4.48 | 4.36 | 4.44 | 4.46 | 4.18 | 4.36 |
| 88 Make accessibility the norm across all levels of government | 4.57 | 4.36 | 4.50 | 4.52 | 4.55 | 4.53 |

**Table A2.** Ideas on how to make the City of Melbourne more inclusive for people with sensory disability, including importance and feasibility ratings for each idea within themes by people with disability, disability advocates, and academics (disability group), and City of Melbourne staff.

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| **SENSORY DISABILITY** | | | | | | |
| **Reasonable adjustments** | **4.16** | **4.01** | **4.08** | **3.97** | **3.76** | **3.85** |
| 2 Provide audio descriptions for visual entertainment e.g. films, sports events, television | 4.10 | 3.69 | 3.87 | 3.90 | 3.69 | 3.78 |
| 3 Make the City of Melbourne website more accessible (e.g. image descriptions, audio reader, Auslan videos) | 4.40 | 4.38 | 4.39 | 4.60 | 4.77 | 4.70 |
| 6 Ensure government forms are accessible, succinct and easier to fill out | 4.70 | 4.31 | 4.48 | 4.60 | 4.23 | 4.39 |
| 7 Make it easier to report accessibility issues (e.g. via SMS) | 4.20 | 4.15 | 4.17 | 4.33 | 4.38 | 4.36 |
| 8 Provide better disability access education to construction staff | 4.20 | 3.85 | 4.00 | 4.00 | 4.00 | 4.00 |
| 9 Provide better communication about accessible venues and performances (e.g. downloadable access guides) | 4.40 | 3.92 | 4.13 | 4.50 | 4.00 | 4.22 |
| 10 Assign people to help fill in government forms | 3.80 | 3.33 | 3.55 | 3.60 | 3.23 | 3.39 |
| 14 Provide live captions for speakers at all conferences | 4.10 | 3.62 | 3.83 | 4.20 | 3.75 | 3.95 |
| 22 Advocate to the State Government on the needs of people with disability in future traffic modelling | 4.90 | 4.31 | 4.57 | 4.50 | 4.23 | 4.35 |
| 27 Provide more support for organisations to employ people with disability | 4.30 | 4.00 | 4.13 | 4.10 | 3.38 | 3.70 |
| 36 Consult people with disabilities in the initial planning stages of new projects | 5.00 | 4.85 | 4.91 | 4.80 | 4.77 | 4.78 |
| 44 Increase the number of City of Melbourne volunteers on the streets | 3.40 | 3.62 | 3.52 | 4.00 | 3.77 | 3.87 |
| 46 Improve ways of contacting building owners and building security (e.g. SMS number or button inside elevators and at the building entrance) | 4.30 | 3.77 | 4.00 | 3.20 | 3.00 | 3.09 |
| 49 Improve communication about construction work (e.g. audio warnings, better barriers, online warnings, real time updates) | 4.00 | 3.77 | 3.87 | 3.60 | 3.54 | 3.57 |
| 53 Increase funding for Auslan interpreters to support people accessing public housing | 4.00 | 3.92 | 3.96 | 3.60 | 3.62 | 3.61 |
| 54 Make funding applications user friendly and accessible for different needs (e.g. arts, community and advocacy grants) | 3.50 | 4.23 | 3.91 | 4.30 | 4.23 | 4.26 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 57 Improve community awareness of disability (including diverse communication methods, Auslan, use of guide dogs or canes) | 4.60 | 4.08 | 4.30 | 4.50 | 3.85 | 4.13 |
| 60 Put more information about accessibility on the City of Melbourne website | 3.80 | 4.38 | 4.13 | 4.40 | 4.38 | 4.39 |
| 61 Warn people in advance if there are specific access issues at events (e.g. low light) | 4.00 | 3.92 | 3.96 | 3.90 | 4.15 | 4.04 |
| 64 Ensure educational supports meet individual needs | 3.90 | 4.00 | 3.96 | 3.00 | 3.08 | 3.05 |
| 67 Improve service and security staff awareness of disability (e.g. public housing staff, gallery/event staff, shop assistants, restaurant owners) | 4.60 | 4.23 | 4.39 | 4.40 | 3.77 | 4.04 |
| 70 Increase funding for public housing | 4.40 | 4.23 | 4.30 | 3.56 | 2.62 | 3.00 |
| 71 Ensure non-disabled people do not use accessible bathrooms e.g. run an education campaign | 3.10 | 2.85 | 2.96 | 2.60 | 2.46 | 2.52 |
| 73 Ensure that the City of Melbourne is a visibly inclusive organisation (e.g. public support for people with disabilities, staff receive high-quality disability training) | 4.78 | 4.23 | 4.45 | 4.50 | 4.23 | 4.35 |
| 75 Provide assistance to help people with disability find work | 4.33 | 4.00 | 4.14 | 3.80 | 3.54 | 3.65 |
| 79 Provide training that takes into account Aboriginal community perspectives on disability | 3.90 | 4.38 | 4.17 | 3.90 | 4.08 | 4.00 |
| 80 Provide better captions at cinemas (on-screen captions and larger text size) | 3.70 | 3.62 | 3.65 | 3.80 | 3.54 | 3.65 |
| 91 Create compulsory disability employment quotas | 4.00 | 4.15 | 4.09 | 3.70 | 3.31 | 3.48 |
| 93 Increase variety of job opportunities for people with disability (e.g. creative jobs) | 4.40 | 4.38 | 4.39 | 3.20 | 3.46 | 3.35 |
| **Public amenity** | **3.64** | **3.72** | **3.69** | **3.07** | **3.10** | **3.09** |
| 1 Remove all street kerbs | 2.40 | 2.31 | 2.35 | 1.60 | 1.77 | 1.70 |
| 5 Reduce conflict on footpaths so people don't create hazards or block footpaths and braille trails (e.g. cafes, buskers, people looking down at their phones) | 4.20 | 3.77 | 3.96 | 3.40 | 2.92 | 3.13 |
| 12 Reduce clutter on footpaths (e.g. have defined boundaries around outdoor features and signage) | 3.80 | 3.92 | 3.87 | 3.30 | 3.08 | 3.17 |
| 16 Reduce circular pillars in public spaces | 2.70 | 3.00 | 2.87 | 2.10 | 2.46 | 2.30 |
| 18 Make all tourist and leisure facilities accessible, e.g. Restaurant Tram, City Baths, pools and other public spaces | 3.70 | 4.15 | 3.96 | 2.30 | 3.00 | 2.70 |

| Cluster and statement | | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|---|
| | | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 21 | Improve the smell of toilets | 2.80 | 2.82 | 2.81 | 2.40 | 2.92 | 2.70 |
| 26 | Increase space on narrow laneways | 3.10 | 3.08 | 3.09 | 2.30 | 2.00 | 2.13 |
| 28 | Ensure consistent design and placement of access ramps and street crossings. | 3.80 | 3.77 | 3.78 | 3.40 | 3.46 | 3.43 |
| 29 | Improve the smell of public spaces | 2.30 | 2.77 | 2.57 | 2.20 | 2.54 | 2.39 |
| 31 | All toilets should be accessible to everyone | 3.80 | 4.54 | 4.22 | 3.10 | 3.54 | 3.35 |
| 35 | Ensure compliance with building codes in terms of accessibility | 4.70 | 4.23 | 4.43 | 4.30 | 3.77 | 4.00 |
| 37 | Improve safety at construction sites (e.g. tactile indicators, pedestrian diversions away from traffic) | 4.40 | 4.33 | 4.36 | 3.90 | 3.92 | 3.91 |
| 45 | Ensure safe and functioning elevators are available in public spaces | 4.00 | 3.69 | 3.82 | 3.50 | 2.92 | 3.17 |
| 51 | Ensure that Tactile Ground Surface Indicators / Braille trails do not conflict with wheelchair users | 3.90 | 3.62 | 3.74 | 3.50 | 3.46 | 3.48 |
| 56 | Make busy city streets cleaner | 2.90 | 2.77 | 2.83 | 2.80 | 2.85 | 2.83 |
| 59 | Ensure there are no 'blind spots' around building corners | 3.20 | 3.08 | 3.13 | 2.60 | 2.23 | 2.39 |
| 66 | Provide alternative access options for public art and historical venues (e.g. replicas that people can touch, Braille information boards, audio descriptions) | 3.70 | 4.23 | 4.00 | 3.30 | 3.38 | 3.35 |
| 69 | Increase quiet spaces (e.g. quiet seating) on city streets | 3.60 | 3.69 | 3.65 | 3.10 | 3.15 | 3.13 |
| 78 | Ensure building standards and planning laws are consistent and reflect best practice in accessibility | 4.70 | 4.46 | 4.57 | 4.10 | 3.85 | 3.96 |
| 82 | Increase lighting at art galleries, or allow personal lighting (e.g. torches) for people with vision impairment | 3.30 | 3.69 | 3.52 | 3.40 | 3.85 | 3.65 |
| 84 | Ensure street and road surfaces are smooth and without tripping hazards | 4.30 | 4.15 | 4.22 | 3.20 | 2.85 | 3.00 |
| 88 | Make restaurants more accessible (e.g. better lighting, Braille menus) | 3.50 | 3.69 | 3.61 | 2.70 | 3.15 | 2.96 |
| 94 | Improve access at events (e.g. provide interpreters and high-quality accessible seating) | 4.40 | 4.25 | 4.32 | 3.70 | 3.77 | 3.74 |
| 95 | Make more accessible apartments | 3.90 | 4.31 | 4.13 | 2.90 | 3.15 | 3.04 |
| 96 | Have more accessible bathrooms in the city | 4.00 | 4.62 | 4.35 | 3.60 | 3.54 | 3.57 |
| **Navigation** | | **3.83** | **3.85** | **3.84** | **3.69** | **3.44** | **3.55** |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 4 | Add audio speakers telling people what street they're on | 3.40 | 3.08 | 3.22 | 2.80 | 3.08 | 2.96 |
| 13 | Make sure visual and audio announcements are clear and accurate | 4.50 | 4.38 | 4.43 | 4.60 | 3.77 | 4.13 |
| 17 | Create an interactive mobility map to alert people if elevators aren't working | 3.20 | 3.77 | 3.52 | 3.10 | 3.23 | 3.17 |
| 19 | More free Wifi zones to make navigating the city easier | 3.50 | 4.00 | 3.78 | 4.00 | 3.77 | 3.87 |
| 23 | Provide large print signage at key locations (e.g. train stations, street corners) | 4.50 | 4.08 | 4.27 | 4.30 | 3.77 | 4.00 |
| 24 | Provide tactile signs at pedestrian crossings showing the number of traffic lanes and the direction of traffic | 4.20 | 3.85 | 4.00 | 3.40 | 3.69 | 3.57 |
| 25 | Allow more time to cross the road (e.g. an app that can influence the traffic lights to help people cross the road in time) | 4.40 | 4.15 | 4.26 | 3.60 | 3.46 | 3.52 |
| 30 | Free Uber service in the city for people with disability | 2.40 | 2.77 | 2.61 | 2.00 | 2.08 | 2.04 |
| 34 | Provide online and on-site 3D maps for key areas (e.g. train stations) with braille, large print and audio options | 3.90 | 4.15 | 4.04 | 3.70 | 3.38 | 3.52 |
| 40 | Add contrast to different types of surfaces (e.g. tactile and visual) | 4.22 | 3.77 | 3.95 | 3.70 | 3.54 | 3.61 |
| 41 | Develop assistive software that shows location of service providers, public transport and navigational hazards (e.g. bollards and street furniture) | 3.70 | 4.00 | 3.87 | 3.60 | 3.62 | 3.61 |
| 42 | Improve way-finding across the city (e.g. more Braille trails and tactile paths, clear paths of travel along building lines) | 4.30 | 3.92 | 4.09 | 4.10 | 3.92 | 4.00 |
| 48 | Ensure correct Braille is available at key locations (e.g. elevator buttons, train stations, street corners) | 4.70 | 3.85 | 4.22 | 4.00 | 3.77 | 3.87 |
| 52 | Use tactile indicators to show where to find seats | 3.50 | 3.23 | 3.35 | 3.30 | 3.38 | 3.35 |
| 55 | Increase the number of Travellers' Aid locations | 3.10 | 3.38 | 3.26 | 3.30 | 3.15 | 3.22 |
| 63 | Include mobility information on all maps (e.g. major event maps, Google maps) | 4.30 | 4.00 | 4.13 | 4.10 | 3.77 | 3.91 |
| 68 | Improve the consistency and quality of signage (e.g outside buildings, on construction sites and public transport) | 3.70 | 4.08 | 3.91 | 4.00 | 3.62 | 3.78 |
| 72 | Improve locations for accessible parking | 3.60 | 3.69 | 3.65 | 3.40 | 3.00 | 3.17 |
| 77 | Dedicated disability taxi collection spot for pick up and drop offs | 3.70 | 4.08 | 3.91 | 3.78 | 2.92 | 3.27 |
| 81 | Increase the use of bluetooth beacons in public spaces and buildings | 3.20 | 3.77 | 3.52 | 3.80 | 3.31 | 3.52 |
| 85 | Ensure online information (including maps) reflect the constant changes in the city | 3.67 | 4.15 | 3.95 | 4.00 | 3.77 | 3.87 |

| Cluster and statement | | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|---|
| | | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 87 | Ensure accessible parking spaces do not become clearways | 3.30 | 3.92 | 3.65 | 3.70 | 3.15 | 3.39 |
| 89 | Improve communication about hazards and emergencies, through diverse methods (e.g. SMS and visual communication) | 4.30 | 4.31 | 4.30 | 4.20 | 3.62 | 3.87 |
| 92 | Ensure location information is accessible for people with vision impairments | 4.60 | 4.08 | 4.30 | 4.20 | 3.69 | 3.91 |
| **Public transport** | | **3.92** | **4.05** | **3.99** | **3.67** | **3.39** | **3.51** |
| 11 | Provide more accessible low-floor trams | 4.30 | 4.08 | 4.17 | 3.80 | 3.15 | 3.43 |
| 15 | Provide more transport staff that can assist people at stations (e.g. help with finding accessible facilities, communicating announcements) | 4.20 | 4.00 | 4.09 | 4.00 | 3.69 | 3.83 |
| 20 | Extend the free tram zone | 2.80 | 3.92 | 3.43 | 3.80 | 3.54 | 3.65 |
| 32 | Increase the number of accessible public transport stops | 4.10 | 4.69 | 4.43 | 3.60 | 3.38 | 3.48 |
| 33 | Improve transport accessibility in regional Victoria | 4.00 | 4.23 | 4.13 | 3.60 | 3.15 | 3.35 |
| 38 | Provide better information on accessible journeys and stops, including last accessible stop and alternatives | 4.50 | 4.23 | 4.35 | 4.50 | 3.85 | 4.13 |
| 39 | Improve visual displays on public transport vehicles and at stations/stops (e.g. brightly lit, variety of colours and sizes) | 4.30 | 3.92 | 4.09 | 4.40 | 3.77 | 4.04 |
| 43 | Make it easier to locate tram stops online and on site | 3.90 | 4.15 | 4.04 | 3.90 | 3.92 | 3.91 |
| 47 | Improve real time tools for communicating disruption and help plan travel journey | 4.10 | 4.23 | 4.17 | 3.80 | 3.38 | 3.57 |
| 50 | Have consistent tram stop design and placement | 3.80 | 3.92 | 3.87 | 2.80 | 3.15 | 3.00 |
| 58 | Increase shelter at public transport stops | 3.40 | 3.69 | 3.57 | 3.56 | 3.69 | 3.64 |
| 62 | Provide visual and audio information about stops during journeys | 4.33 | 4.08 | 4.18 | 4.30 | 3.83 | 4.05 |
| 65 | Make all tram stops accessible | 4.20 | 4.15 | 4.17 | 2.70 | 2.77 | 2.74 |
| 74 | Make public transport information speakers emit an audio sound (e.g. beeps) to make them easier to locate | 3.50 | 3.62 | 3.57 | 3.20 | 3.54 | 3.39 |
| 76 | Educate people not to occupy accessible seating on transport | 3.30 | 3.69 | 3.52 | 3.60 | 3.15 | 3.35 |
| 83 | Create more room for mobility aids on public transport | 3.90 | 3.77 | 3.83 | 3.10 | 3.15 | 3.13 |
| 86 | Make it easier to get on and off public transport (e.g. more accessible doors, easier to locate accessible doors) | 4.00 | 4.00 | 4.00 | 3.80 | 3.23 | 3.48 |
| 90 | Provide more accessible carriages on trains | 3.90 | 4.46 | 4.22 | 3.60 | 2.77 | 3.13 |

**Table A3.** Ideas on how to make the City of Melbourne more inclusive for people with intellectual disability, including importance and feasibility ratings for each idea within themes by people with disability, disability advocates, and academics (disability group), and City of Melbourne staff.

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| **INTELLECTUAL DISABILITY** | | | | | | |
| **Culture** | **4.37** | **4.25** | **4.27** | **4.07** | **3.46** | **3.68** |
| 3 Provide better disability training for customer service and event staff | 4.75 | 4.60 | 4.67 | 4.67 | 4.30 | 4.44 |
| 6 Ensure people are aware of their surroundings and don't block the footpath (e.g. buskers, guided tours, people looking down at their phones) | 4.25 | 4.00 | 4.11 | 3.00 | 2.80 | 2.88 |
| 8 Improve community attitudes towards disability (including invisible disability) | 4.38 | 4.40 | 4.39 | 3.50 | 3.20 | 3.31 |
| 10 Employ more people with disability in front-of house/public-facing roles | 4.13 | 4.00 | 4.06 | 4.00 | 3.60 | 3.75 |
| 11 Increase the number of intellectual disability advocates | 4.63 | 4.00 | 4.28 | 4.50 | 3.10 | 3.63 |
| 12 Create more incentives for accessibility (e.g. award for most inclusive business/most inclusive city/loyalty card for accessible businesses) | 3.88 | 3.70 | 3.78 | 4.50 | 4.10 | 4.25 |
| 16 Create more opportunities for people to find work that matches their skills | 4.63 | 4.30 | 4.44 | 4.00 | 3.10 | 3.44 |
| 17 Provide more staff in public places who can support people with different needs (e.g. help people when disruptions occur or repeat visual announcements) | 4.50 | 4.30 | 4.39 | 4.00 | 3.50 | 3.69 |
| 18 Ensure that the City of Melbourne is an inclusive organisation | 4.63 | 4.40 | 4.50 | 4.17 | 3.90 | 4.00 |
| 20 Provide better quality community services (e.g. better linkages between services, catering for multiple disability types) | 4.38 | 4.10 | 4.22 | 3.67 | 3.10 | 3.31 |
| 21 Test accessibility at the start of projects (not just in the middle or at the end) | 4.50 | 4.40 | 4.44 | 4.33 | 4.30 | 4.31 |
| 23 Increase use of Social Stories for a range of disability types, including adults and children | 3.25 | 3.00 | 3.11 | 3.67 | 2.89 | 3.20 |
| 26 Ensure better representation of people with disabilities (e.g. on tv) | 4.00 | 4.30 | 4.17 | 3.33 | 2.90 | 3.06 |
| 27 Pay people with disabilities and advocates for their expertise | 4.63 | 4.20 | 4.39 | 4.50 | 3.60 | 3.94 |
| 32 Provide more opportunities for people with disabilities to have their say on policies and projects | 4.75 | 4.60 | 4.67 | 4.83 | 4.40 | 4.56 |
| 34 Make sure the processes for helping lost children are inclusive of different needs e.g. children with autism | 4.00 | 4.40 | 4.22 | 4.33 | 3.20 | 3.63 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 36 Provide training that takes into account Aboriginal community perspectives on disability | 4.13 | 4.10 | 4.11 | 3.83 | 3.60 | 3.69 |
| 37 Reduce discrimination in employment | 5.00 | 4.90 | 4.94 | 3.83 | 3.00 | 3.31 |
| 38 Improve maternal and child health nurses' understanding of disability | 4.63 | 4.40 | 4.50 | 4.50 | 3.80 | 4.06 |
| 40 Make it compulsory for major events to meet accessibility standards (including accessible toilets and changing places) | 4.88 | 4.30 | 4.56 | 3.33 | 3.60 | 3.50 |
| 50 City of Melbourne should drive accessibility in employment and be a visible employer of people with disability | 4.63 | 4.40 | 4.50 | 4.67 | 4.10 | 4.31 |
| 51 Provide better training for disability support workers | 4.13 | 4.10 | 4.11 | 5.00 | 3.70 | 4.19 |
| 55 Reinstate the Melbourne Mobility Centre that had its funding cut | 3.88 | 3.70 | 3.78 | 4.33 | 2.40 | 3.13 |
| 63 Make funding applications user friendly and accessible for different needs (e.g. arts, community and advocacy grants) | 4.25 | 4.00 | 4.11 | 4.00 | 3.10 | 3.44 |
| 68 Increase funding for people with intellectual disabilities so it's in line with other funding | 4.38 | 4.20 | 4.28 | 3.33 | 2.90 | 3.06 |
| **Information accessibility** | **4.20** | **4.28** | **4.17** | **4.28** | **3.66** | **3.85** |
| 4 The changing places website should include links to other government services | 2.50 | 3.80 | 3.22 | 3.83 | 4.20 | 4.06 |
| 5 Make parking information easier to find and understand on the street and online (e.g. create an app) | 3.63 | 4.20 | 3.94 | 4.17 | 4.00 | 4.06 |
| 14 More free Wifi zones to make navigating the city easier | 4.50 | 3.50 | 3.94 | 4.50 | 3.50 | 3.88 |
| 15 Make sure visual and audio announcements are accurate and easy to understand (e.g. not too fast, repeat key information) | 4.75 | 4.50 | 4.61 | 4.33 | 3.90 | 4.06 |
| 19 Provide more accessible information about events and attractions (e.g. social stories, easy English guides) | 4.00 | 3.70 | 3.83 | 4.83 | 4.00 | 4.33 |
| 22 Make parking instructions easier to understand (e.g. create an app) | 3.88 | 3.90 | 3.89 | 4.50 | 3.50 | 3.88 |
| 31 Provide Easy English information about people's entitlements | 5.00 | 4.00 | 4.44 | 4.83 | 4.20 | 4.44 |
| 39 Provide more shelter and rest spaces at public transport stops | 4.25 | 4.10 | 4.17 | 3.67 | 3.50 | 3.56 |
| 42 Make it easier for people to cross the road more slowly | 4.00 | 4.50 | 4.28 | 3.67 | 3.50 | 3.56 |
| 46 Provide a clear and consistent way of navigating around the city (e.g. consistent symbols/markers) | 4.63 | 4.60 | 4.61 | 4.83 | 3.70 | 4.13 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 56 Make the City of Melbourne website easier to understand (e.g. include a decision tree, Easy English videos) | 4.00 | 4.40 | 4.22 | 4.83 | 3.90 | 4.25 |
| 57 Install more accessible signs showing street names and how to get into the building (easy English, large font, at an accessible height) | 4.63 | 4.10 | 4.33 | 4.67 | 3.50 | 3.94 |
| 60 Provide more map formats (e.g. larger size, sensory maps, interactive digital maps) | 4.25 | 4.40 | 4.33 | 4.33 | 3.50 | 3.81 |
| 61 Reduce conflict between bikes and pedestrians on footpaths (e.g. better bike parking, clearer bike lanes) | 4.88 | 4.30 | 4.56 | 4.33 | 2.60 | 3.25 |
| 65 Make it easier to find disability-friendly shops (e.g. a mailing list or disability-friendly symbol) | 4.38 | 4.20 | 4.28 | 4.67 | 3.11 | 3.73 |
| 67 Ensure people don't park in accessible parking spots without a permit (this includes construction and delivery workers) | 4.38 | 4.60 | 4.50 | 3.17 | 2.60 | 2.81 |
| 69 Add audio speakers telling people what street they're on | 3.50 | 3.67 | 3.59 | 3.00 | 3.20 | 3.13 |
| 71 Improve emergency alerts and evacuation signs (e.g. Easy English) | 4.88 | 4.30 | 4.56 | 4.67 | 3.80 | 4.13 |
| 72 Provide orientation walks in the CBD to highlight key services and facilities | 3.88 | 4.00 | 3.94 | 4.50 | 3.90 | 4.13 |
| **Physical access** | **4.28** | **4.32** | **4.23** | **3.85** | **3.54** | **3.62** |
| 7 Ensure all water fountains are at accessible heights | 3.50 | 4.30 | 3.94 | 3.33 | 3.90 | 3.69 |
| 9 Move street furniture away from walls to allow a clear pathway | 4.13 | 4.20 | 4.17 | 4.00 | 3.90 | 3.94 |
| 25 Increase the number of changing places in the city and provide more information about how to find them | 4.25 | 4.00 | 4.11 | 3.00 | 3.20 | 3.13 |
| 29 Improve signage for public toilets | 4.50 | 4.10 | 4.28 | 4.33 | 4.30 | 4.31 |
| 30 Ensure public toilets and changing places are well-maintained | 4.75 | 4.20 | 4.44 | 4.80 | 4.10 | 4.33 |
| 35 Ensure accessible toilets are not locked or give people with disability and public information staff the keys | 4.75 | 4.40 | 4.56 | 4.33 | 3.90 | 4.06 |
| 41 Improve ways of contacting building owners (e.g. buttons on the front of buildings) | 3.38 | 4.00 | 3.72 | 3.50 | 3.10 | 3.25 |
| 43 Reduce footpath clutter | 4.63 | 4.30 | 4.44 | 4.50 | 3.40 | 3.81 |
| 44 Make all playgrounds accessible | 3.63 | 4.20 | 3.94 | 3.33 | 3.80 | 3.63 |
| 45 Make buildings more accessible | 5.00 | 4.60 | 4.78 | 4.00 | 3.40 | 3.63 |
| 48 Add contrast to different types of surfaces (e.g. tactile and visual) | 4.00 | 4.10 | 4.06 | 4.17 | 3.60 | 3.81 |
| 49 Reduce trip hazards on footpaths | 4.63 | 4.40 | 4.50 | 4.50 | 3.50 | 3.88 |
| 53 All toilets should be accessible to everyone | 4.38 | 3.90 | 4.11 | 2.67 | 3.20 | 3.00 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 58 Make all tourist and leisure facilities accessible (e.g. Restaurant Tram, City Baths, pools and other public spaces) | 4.38 | 4.10 | 4.22 | 3.33 | 2.70 | 2.94 |
| 64 Create more accessible and adaptable housing (including apartments) | 4.88 | 4.80 | 4.83 | 4.00 | 2.56 | 3.13 |
| 70 Make busy city streets cleaner | 3.75 | 3.40 | 3.56 | 4.00 | 3.10 | 3.44 |
| **Public transport** | **4.17** | **4.11** | **4.07** | **3.93** | **3.11** | **3.42** |
| 1 Make public transport information more consistent and accurate (including information about transport disruptions) | 4.38 | 4.80 | 4.61 | 4.50 | 4.10 | 4.25 |
| 2 Make sure signs for accessible seating on public transport include people with invisible disabilities | 4.75 | 4.00 | 4.33 | 4.33 | 4.00 | 4.13 |
| 13 Extend the free tram zone | 2.38 | 3.40 | 2.94 | 4.33 | 2.30 | 3.06 |
| 24 Free Uber service in the city for people with disability | 3.13 | 2.70 | 2.89 | 2.17 | 1.70 | 1.88 |
| 28 Help people find information on what to do when you miss your stop | 4.13 | 4.00 | 4.06 | 3.83 | 3.70 | 3.75 |
| 33 Increase disability-friendly taxis | 4.38 | 4.20 | 4.28 | 3.50 | 3.10 | 3.25 |
| 47 Make an announcement before the last accessible stop (give plenty of warning) | 5.00 | 4.50 | 4.72 | 5.00 | 4.00 | 4.38 |
| 52 Create a disability taxi collection spot for pick up and drop offs | 4.25 | 3.80 | 4.00 | 4.33 | 3.20 | 3.63 |
| 54 Create a disability sticker for myki (i.e. public transport smart card) | 4.25 | 3.90 | 4.06 | 5.00 | 3.10 | 3.81 |
| 59 Improve accessible transport in regional Victoria | 4.88 | 4.50 | 4.67 | 3.33 | 2.10 | 2.56 |
| 62 Have consistent tram stop designs | 3.75 | 3.90 | 3.83 | 2.83 | 3.10 | 3.00 |
| 66 Make it easier to get on and off public transport (e.g. more time to exit, make it easier to get to the accessible doors) | 4.75 | 4.30 | 4.50 | 4.00 | 3.00 | 3.38 |

**Table A4.** Ideas on how to make the City of Melbourne more inclusive for people with psychosocial, including importance and feasibility ratings for each idea within themes by people with disability, disability advocates, and academics (disability group), and City of Melbourne staff.

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| **PSYCHOSOCIAL DISABILITY** | | | | | | |
| **Public spaces** | **3.53** | **3.62** | **3.57** | **3.36** | **3.45** | **3.41** |
| 2 Make public napping spaces | 3.00 | 2.89 | 2.95 | 3.00 | 2.90 | 2.95 |
| 3 Increase accessible parking | 3.60 | 3.50 | 3.55 | 3.50 | 3.70 | 3.60 |
| 5 More free Wifi zones to make navigating the city easier | 3.50 | 3.90 | 3.70 | 3.90 | 3.60 | 3.75 |
| 6 Update the national public toilet map with the latest accessible toilets and changing places | 4.00 | 3.90 | 3.95 | 4.70 | 4.50 | 4.60 |
| 7 Offer ear plugs at quiet hubs that you can take away for free or at low cost | 3.30 | 3.40 | 3.35 | 4.10 | 3.60 | 3.85 |
| 9 Keep footpaths smooth and clear of hazards | 4.20 | 4.20 | 4.20 | 3.40 | 3.80 | 3.60 |
| 12 Make a map that shows accessible and supportive services (e.g. accommodation, toilets, Travellers Aid, facilities, sports and cultural venues, quiet spots and water fountains) | 4.10 | 4.10 | 4.10 | 4.60 | 4.40 | 4.50 |
| 14 Reduce clutter and distraction on footpaths | 3.30 | 4.30 | 3.80 | 3.50 | 3.90 | 3.70 |
| 19 Reduce conflict of use on footpaths (e.g. review space taken by street traders, signs, buskers) | 3.20 | 3.90 | 3.55 | 3.70 | 3.50 | 3.60 |
| 20 Ensure public spaces (e.g. libraries) are safe spaces | 4.00 | 4.50 | 4.25 | 3.50 | 4.30 | 3.90 |
| 22 Provide designated quiet/calm low-sensory spaces around the city and at train stations (e.g. soundproofed pods, wheelchair accessible) | 4.10 | 3.50 | 3.80 | 3.70 | 3.50 | 3.60 |
| 23 Provide more services for assistance animals (e.g. off lead green spaces) | 3.50 | 3.70 | 3.60 | 3.70 | 3.40 | 3.55 |
| 25 Reduce patterns on stairs | 3.30 | 3.30 | 3.30 | 3.40 | 2.40 | 2.90 |
| 32 Design footpaths taking into account people who walk at different paces | 2.90 | 3.20 | 3.05 | 2.30 | 3.10 | 2.70 |
| 34 Make building and planning regulations and codes more accessible and ensure compliance (e.g. via assessments) | 3.70 | 3.60 | 3.65 | 4.00 | 3.40 | 3.70 |
| 35 Make quiet hubs at large scale events, providing ear plugs, rest space, drinking water, no sounds, soft lighting | 4.10 | 3.60 | 3.85 | 3.90 | 4.00 | 3.95 |
| 36 Create more green spaces and community gardens | 4.10 | 4.00 | 4.05 | 4.10 | 3.80 | 3.95 |
| 42 Increase accessible toilets and changing places | 4.40 | 3.80 | 4.10 | 3.70 | 3.70 | 3.70 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 43 Free Uber service in the city for people with disability | 2.70 | 2.60 | 2.65 | 2.00 | 1.56 | 1.79 |
| 45 Allow more time to cross the road (e.g. an app that can influence the traffic lights to help people cross the road in time) | 3.30 | 3.30 | 3.30 | 3.30 | 2.90 | 3.10 |
| 46 Improve signage at entrances of buildings so people know how to get in | 3.60 | 3.40 | 3.50 | 4.10 | 3.60 | 3.85 |
| 48 All toilets should be accessible to everyone | 4.00 | 4.30 | 4.15 | 2.10 | 3.70 | 2.90 |
| 49 Highlight existing quiet spaces, libraries and any available/bookable rooms across the city | 3.90 | 3.80 | 3.85 | 4.30 | 4.30 | 4.30 |
| 51 Add contrast to different types of surfaces (e.g. tactile and visual) | 3.70 | 3.80 | 3.75 | 3.20 | 3.30 | 3.25 |
| 54 Increase cultural recreation options for adults with disabilities, including older adults | 3.70 | 4.20 | 3.95 | 3.40 | 3.70 | 3.55 |
| 55 Improve the smell of toilets | 3.20 | 3.00 | 3.11 | 2.90 | 2.90 | 2.90 |
| 56 Make wayfinding maps in the city larger and at different scales | 3.60 | 3.44 | 3.53 | 4.00 | 4.00 | 4.00 |
| 58 Improve inadequate lighting | 3.80 | 3.70 | 3.75 | 3.80 | 3.80 | 3.80 |
| 59 Make busy city streets cleaner | 3.11 | 3.40 | 3.26 | 3.00 | 3.70 | 3.35 |
| 60 Improve ways of contacting building owners (e.g. buttons on the front of buildings) | 2.90 | 3.50 | 3.20 | 3.10 | 3.30 | 3.20 |
| 61 Encourage cafes/restaurants and businesses to have seating available on request that is out of the way and can be reserved for anxious/distressed people | 3.40 | 3.50 | 3.45 | 2.50 | 3.20 | 2.85 |
| 63 Offer specific 'quiet' opening hours at exhibitions and venues (e.g. National Gallery of Victoria quiet mornings) | 3.80 | 3.40 | 3.60 | 4.40 | 3.60 | 4.00 |
| 65 Make a visual and tactile line to Travellers Aid and integrate the line with an accessible map | 3.20 | 3.80 | 3.50 | 3.70 | 3.90 | 3.80 |
| 74 Make all tourist and leisure facilities accessible (e.g. Restaurant Tram, City Baths, pools and other public spaces) | 3.60 | 4.20 | 3.90 | 2.30 | 3.00 | 2.63 |
| 77 Design internal spaces so noise is absorbed (e.g. carpets) | 3.90 | 3.40 | 3.65 | 3.30 | 3.50 | 3.40 |
| 82 Create a new mechanism for people with disability to receive concession tickets at venues and events (e.g. 'waged' and 'unwaged') | 3.70 | 3.40 | 3.55 | 3.00 | 2.70 | 2.85 |
| 84 Increase width of footpaths | 3.10 | 3.70 | 3.40 | 2.40 | 2.70 | 2.55 |
| 90 Make sure quiet spaces are safe spaces | 4.40 | 4.00 | 4.20 | 3.00 | 3.80 | 3.40 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 91 Dedicated disability taxi collection spot for pick up and drop offs | 3.80 | 3.60 | 3.70 | 3.60 | 3.20 | 3.40 |
| 93 Ban all street canvassers (i.e. people who accost you on the street to promote their business or charity) | 2.90 | 3.70 | 3.30 | 2.60 | 2.90 | 2.75 |
| 95 Ensure people keep to the left and are more aware of themselves when walking on footpaths | 3.00 | 3.20 | 3.10 | 2.00 | 2.90 | 2.45 |
| 96 Improve the smell of public spaces | 3.10 | 2.50 | 2.80 | 2.50 | 2.80 | 2.65 |
| 98 Design buildings with multiple entry points | 3.00 | 3.20 | 3.11 | 2.70 | 2.60 | 2.65 |
| 100 Reduce clutter of signage on streets and buildings | 3.00 | 3.90 | 3.47 | 3.00 | 3.80 | 3.40 |
| 102 Promote/highlight cafes that are quiet | 3.44 | 3.20 | 3.32 | 3.90 | 3.70 | 3.80 |
| 105 Make bike lanes clearer so they don't look like footpaths | 3.20 | 3.70 | 3.45 | 3.60 | 3.50 | 3.55 |
| 106 Provide more accessible water fountains across the city and at train stations | 3.44 | 3.70 | 3.58 | 3.70 | 3.90 | 3.80 |
| **Awareness** | **4.20** | **3.92** | **4.06** | **3.78** | **3.62** | **3.70** |
| 4 Ensure there are non-verbal options for raising issues and ideas within the community as confrontation can be difficult or impossible | 4.00 | 4.00 | 4.00 | 4.00 | 3.60 | 3.80 |
| 10 Make it mandatory to have a literacy person to assist people with bureaucracy | 3.60 | 3.40 | 3.50 | 3.10 | 3.20 | 3.15 |
| 13 Provide more diverse and flexible employment options for people with diverse needs | 4.60 | 4.40 | 4.50 | 3.00 | 3.60 | 3.32 |
| 18 Create an ongoing program of disability awareness ambassadors | 3.80 | 3.40 | 3.60 | 4.20 | 4.00 | 4.10 |
| 26 Ensure organisations allow for diverse communication methods | 4.20 | 4.20 | 4.20 | 4.00 | 3.60 | 3.80 |
| 31 Provide training that takes into account Aboriginal community perspectives on disability | 4.20 | 4.00 | 4.10 | 4.30 | 3.60 | 3.95 |
| 33 Provide diverse ways of accessing and using official documentation (e.g. face-to-face options in addition to online and paper forms) | 4.30 | 4.00 | 4.15 | 4.40 | 3.50 | 3.95 |
| 39 Increase awareness of customer-facing staff (e.g. transport, hospitality, security) so they understand people's sensitivities and supports (e.g. assistance animals) | 4.60 | 4.00 | 4.30 | 4.60 | 3.70 | 4.15 |
| 41 Improve general training and resourcing of City of Melbourne information staff (e.g. red shirt visitor staff) | 4.10 | 3.89 | 4.00 | 4.80 | 4.30 | 4.55 |
| 44 Address stigma in the media regarding mental health | 4.40 | 4.10 | 4.25 | 3.30 | 3.40 | 3.35 |
| 47 Make funding applications user friendly and accessible for different needs (e.g. arts, community, and advocacy grants) | 4.20 | 4.10 | 4.15 | 4.10 | 4.20 | 4.15 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 50 Provide psychological first aid training for City of Melbourne information staff (e.g. red shirt visitor staff) | 3.78 | 4.20 | 4.00 | 4.50 | 4.30 | 4.40 |
| 52 Increase the number of City of Melbourne volunteers on the streets | 3.00 | 3.00 | 3.00 | 3.60 | 3.40 | 3.50 |
| 53 Provide more, better quality mental health care | 4.80 | 4.10 | 4.45 | 3.20 | 3.30 | 3.25 |
| 62 Streamline and improve official documentation and forms (e.g. fewer forms, plain English) | 4.40 | 4.10 | 4.25 | 3.70 | 4.10 | 3.90 |
| 67 Ensure organisations such as government and business provide ongoing disability awareness and support training for their employees (e.g. how to work with distressed clients) | 4.70 | 4.00 | 4.35 | 4.30 | 3.90 | 4.10 |
| 68 Improve community attitudes and understanding about disability (e.g. invisible disabilities, people 'falling through the cracks') | 4.40 | 4.10 | 4.25 | 3.00 | 3.40 | 3.20 |
| 70 Create a new mechanism for people with disability to receive discounted support services (e.g. an alternative to the healthcare card) | 4.10 | 3.50 | 3.80 | 3.50 | 2.90 | 3.20 |
| 71 Provide support for a diverse range of advocacy groups (e.g. across all age ranges) | 4.60 | 3.60 | 4.10 | 3.90 | 3.50 | 3.70 |
| 72 Train hotel staff to better communicate with people with a diversity of needs | 3.80 | 3.50 | 3.65 | 3.50 | 3.20 | 3.35 |
| 73 Train all staff in public facilities (e.g. libraries) to help mediate between people and support people with psychosocial disabilities | 4.10 | 3.90 | 4.00 | 3.67 | 3.40 | 3.53 |
| 75 Ensure City of Melbourne is an inclusive organisation | 4.10 | 4.67 | 4.37 | 4.10 | 4.30 | 4.20 |
| 76 People with lived experience of disability should lead mobility awareness training | 4.30 | 4.00 | 4.15 | 4.50 | 4.10 | 4.30 |
| 79 Provide more outreach services | 4.00 | 4.00 | 4.00 | 3.40 | 3.50 | 3.45 |
| 86 Provide more support workers to attend National Disability Insurance Scheme planning sessions and allow people the choice of support worker | 3.80 | 3.90 | 3.85 | 2.90 | 3.50 | 3.20 |
| 87 Allow bookable appointments for interactions with bureaucracy/council so you can meet in a private room to avoid queues/public waiting | 4.30 | 3.90 | 4.10 | 3.70 | 3.60 | 3.65 |
| 89 Ensure staff working in disability sector have, and draw on, the lived experience of people with disability | 4.40 | 4.30 | 4.35 | 4.10 | 4.00 | 4.05 |
| 97 Provide more, better quality general health care | 4.50 | 4.22 | 4.37 | 2.90 | 2.80 | 2.85 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 101 Improve reactions from first responders to be more positive towards people with psychosocial disability | 4.78 | 4.00 | 4.37 | 3.70 | 3.50 | 3.60 |
| 104 Provide an option on phone systems to press a button to talk to a person with mental health/compassion training | 3.44 | 3.00 | 3.21 | 2.80 | 2.60 | 2.70 |
| 107 Train policy officers and local laws/compliance officers to understand diversity of disability | 4.70 | 4.10 | 4.40 | 4.20 | 4.20 | 4.20 |
| **Public transport** | **3.70** | **3.63** | **3.66** | **3.57** | **3.10** | **3.34** |
| 1 Make public transport free | 3.60 | 2.90 | 3.25 | 3.60 | 2.00 | 2.80 |
| 11 Extend the free tram zone | 4.00 | 3.44 | 3.74 | 4.10 | 3.20 | 3.65 |
| 15 Improve training of public transport staff and protective services officers (e.g. to encourage friendlier attitudes towards passengers) | 4.70 | 4.20 | 4.45 | 4.60 | 3.60 | 4.10 |
| 16 Improve the accuracy of public transport information (e.g. more accurate maps, better information technology) | 4.00 | 4.30 | 4.15 | 3.80 | 3.80 | 3.80 |
| 17 Create augmented reality apps with accurate and timely information | 2.50 | 2.90 | 2.70 | 2.20 | 3.00 | 2.60 |
| 28 Have a person available to repeat visual announcements at stations | 3.40 | 3.50 | 3.45 | 3.40 | 3.10 | 3.25 |
| 37 Publish social stories and visual plans for major events and attractions to help people prepare their visit | 3.40 | 3.80 | 3.60 | 4.20 | 3.90 | 4.05 |
| 38 Make it easier to get on and off public transport (e.g. make it easy to find the accessible door and make more doors and carriages accessible) | 4.00 | 4.00 | 4.00 | 3.40 | 3.10 | 3.25 |
| 40 Consistently announce the last accessible stop on trams | 3.90 | 3.80 | 3.85 | 4.80 | 3.30 | 4.05 |
| 57 Make public transport announcements to teach people about proper interaction with service dogs | 3.40 | 3.00 | 3.20 | 4.10 | 2.90 | 3.50 |
| 64 Improve real time tools for communicating disruption and help plan travel journey | 4.00 | 3.90 | 3.95 | 3.30 | 3.50 | 3.40 |
| 66 Offer better understanding and support to correct myki (i.e. public transport smart card) mistakes e.g. a dedicated location where you can go to discuss your circumstances | 3.40 | 3.50 | 3.45 | 3.30 | 3.50 | 3.40 |
| 78 Improve safety of tram and train doors that automatically close | 3.60 | 3.80 | 3.70 | 3.50 | 3.20 | 3.35 |
| 81 Make sure visual and audio announcements are accurate and easy to understand (e.g. not too fast, repeat key information) | 4.30 | 4.10 | 4.20 | 4.30 | 3.50 | 3.90 |
| 83 Make a myki (i.e. public transport smart card) help lane / 'slow lane' on public transport | 3.11 | 3.30 | 3.21 | 3.10 | 2.00 | 2.55 |
| 85 Have consistent tram stop designs | 3.22 | 3.90 | 3.58 | 2.60 | 2.90 | 2.75 |

| Cluster and statement | Importance | | | Feasibility | | |
|---|---|---|---|---|---|---|
| | Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| 92 | Make public transport fares where you don't need to remember to tap on | 3.80 | 3.00 | 3.40 | 3.10 | 2.60 | 2.85 |
| 94 | Increase public transport outside of the city | 4.10 | 4.20 | 4.15 | 2.90 | 2.60 | 2.75 |
| 103 | Increase shelter at public transport stops | 3.89 | 3.60 | 3.74 | 3.80 | 3.20 | 3.50 |
| 108 | Allow people more time to enter and exit on public transport | 3.50 | 3.50 | 3.50 | 3.33 | 3.10 | 3.21 |
| **Housing** | | **4.00** | **4.14** | **4.00** | **3.15** | **3.13** | **3.14** |
| 8 | Improve security and tenure of housing | 4.90 | 4.60 | 4.75 | 2.90 | 3.00 | 2.95 |
| 21 | Increase and improve soundproofing in private houses especially in townhouses and flats that share walls | 3.30 | 3.30 | 3.30 | 2.00 | 2.70 | 2.35 |
| 24 | Make it easier to find suitable and supportive hotel accommodation | 3.22 | 3.70 | 3.47 | 3.30 | 3.60 | 3.45 |
| 27 | Increase support from City of Melbourne for communities in public housing | 3.80 | 4.20 | 4.00 | 3.50 | 4.20 | 3.85 |
| 29 | Provide more supported accommodation - including for people over 65 who don't need a nursing home | 4.20 | 4.20 | 4.20 | 3.00 | 3.30 | 3.16 |
| 30 | Build more eco-friendly housing | 4.00 | 3.80 | 3.90 | 3.00 | 2.90 | 2.95 |
| 69 | Provide more transition housing | 4.10 | 4.60 | 4.35 | 3.40 | 2.80 | 3.10 |
| 80 | Provide more diverse housing and apartment options to meet individual needs | 3.89 | 4.30 | 4.11 | 3.20 | 3.00 | 3.10 |
| 88 | Provide more support to people after they receive housing | 4.10 | 4.10 | 4.10 | 3.60 | 3.30 | 3.45 |
| 99 | Provide more social housing | 4.44 | 4.60 | 4.53 | 3.40 | 2.70 | 3.05 |

# CONTACT US