

Melbourne & Olympic Parks Disability Inclusion Action Plan 2022 – 2026



Melbourne and Olympic Parks Trust Disability Inclusion Action Plan 2022-2026

“An accessible and inclusive precinct committed to excellence for every person, every event, every time – whatever their needs.” (Working Vision)

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Acknowledgment of Country

Melbourne & Olympic Parks (M&OP) acknowledges the Wurundjeri People of the Kulin Nation as Traditional Owners of the land on which the precinct is located and recognises their ongoing connection to this land, and rich culture. We pay respects to their Elders past, present and emerging.

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1. INTRODUCTION

The Melbourne & Olympic Parks (M&OP) precinct is Australia's home of live sport, music and entertainment, and plays an important role in the social and community life of Victorians. With a dedicated and compassionate workforce, M&OP is characterised by its welcoming and inclusive environment that attracts millions of visitors from across Australia and around the world, hosting hundreds of events annually.

The precinct is a unique and special place where people can come together to share once-in-a-lifetime experiences and make memories, and this plan aims to ensure that this proposition holds true for every event attendee, every performer, every athlete, every employee, and every visitor, whatever their accessibility requirements.

This *Disability Action and Inclusion Plan 2022-26*, aims to consolidate and build upon significant accessibility gains realised through the Melbourne Park Redevelopment, completed in 2022. Delivered by Development Victoria, with \$1 billion invested by the Victorian Government, this major capital works program saw M&OP venues upgraded over the course of a decade to embed and embrace principles of universal design and improve access and inclusion outcomes across the precinct.

While M&OP has a strong track record of improving outcomes for patrons with disability, this plan aims to broaden our focus and stretch our efforts into new arenas. It was developed in collaboration with Get Skilled Access, and in close consultation with employees, customers, people with disability, carers, and leaders from across the organisation. It aims to contribute to the goals of *Inclusive Victoria: State Disability Plan 2022-26*, and to embrace, support and strengthen the social model of disability.

This plan identifies and prioritises key actions across four strategic pillars: Attitudes & Behaviours, Our People, Systems & Processes, and Liveable Communities. The actions outlined under these pillars are designed to uplift, improve and promote accessibility and inclusion across the precinct and in the workplace, not just by addressing physical barriers, but by committing M&OP to embedding a proactive and productive culture of access and inclusion.

As we set out to deliver on the raft of actions outlined in this plan, we acknowledge and look forward to working with our tenants, partners, suppliers and stakeholder networks, and welcome new partnerships and opportunities for collaboration as we endeavour to identify and eliminate barriers to access and play a key role in our communities by promoting diversity as a strength to be celebrated.

[signature]

JOHN HARNDEN

CHIEF EXECUTIVE OFFICER

MELBOURNE AND OLYMPIC PARKS TRUST

Executive sponsor: Unrivalled inclusion – [TBC to be discussed with John]

As the executive leading the development and delivery of M&OP's Disability Inclusion Plan, it is my pleasure to share with you all our inaugural *Disability Inclusion Action Plan (DIAP) 2022-2026*.

M&OP has a proud history of embracing diversity and inclusion across our organisation and sharing this with our global community. I am so pleased that we can add further value to this commitment with the launch of our 2022 – 2026 DIAP. This plan will deliver locally in support of a broader policy and legislative framework to achieve better participation outcomes for people with disability. Our plan will provide practical ways that M&OP and our staff can promote better accessibility and inclusion across our infrastructure, services, information, and employment. We value the impact we can have on promoting the rights of people with disability from both a local and global perspective. M&OP's DIAP highlights our social responsibility to removing the many barriers, particularly physical and attitudinal barriers, so that people with disability can fully participate equitably and with dignity across all our precinct has to offer.

Our plan will have a focus on raising disability awareness and removing the physical barriers to full participation for people with a physical, sensory or cognitive disability.

Thank you to the many guests and clients who have provided feedback and taken the time through surveys and engagement sessions to share your experiences and recommendations – your experiences and feedback have helped shape this plan.

Preceding our commitment to drafting our DIAP we had already put in place several commitments to achieve greater inclusion across the organisation. Some of these initiatives can be experienced across our customer service processes, ticketing, digital communications, Changing Places amenity and improved access across the precinct through ramp access. We will continue to build on these initiatives to achieve even better outcomes for current and future staff with disability, our clients and guests and the broader community.

Finally, I would like to acknowledge the great work of our DIAP project group, all our staff involved throughout the DIAP consultation, the contribution of our Clients, Tenants and Partners and our partnership with Get Skilled Access (GSA) who have assisted with the drafting of this plan. We will continue to work with GSA as our inclusion journey continues.

To all staff, I encourage each of you to ask yourselves “what you can do to promote greater inclusion in your respective roles?” Collectively I know we can make a significant difference. Our aim is to create an inclusive culture where every individual can bring their whole self to work and customers can experience all the precinct has to offer in an accessible and inclusive environment. A precinct that provides unrivalled inclusion for all.

xxxxxxx, D&I Champion Melbourne and Olympic Parks Trust

2. BACKGROUND

Who we are – M&OP's Purpose, Vision and Values

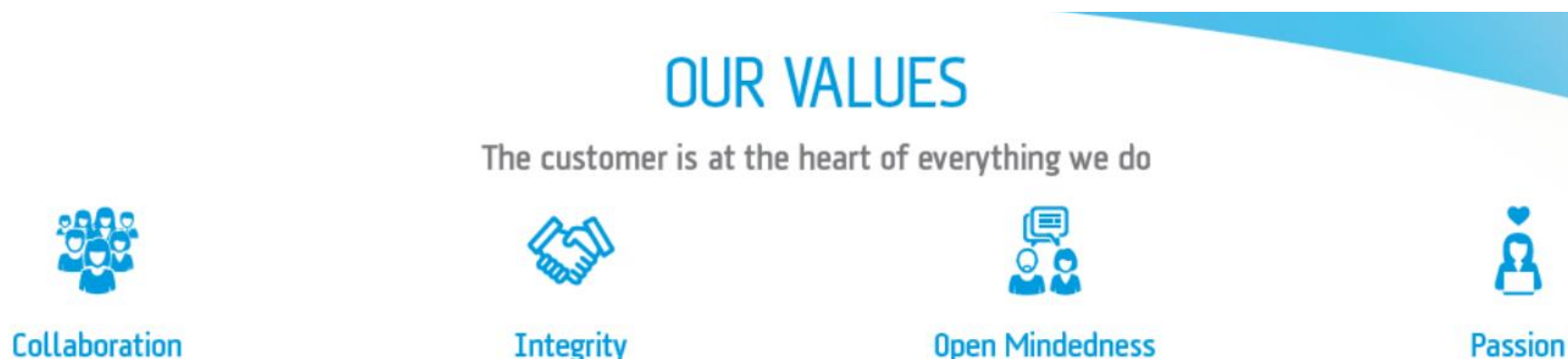
Purpose: M&OP administer, manage and promote the use of Melbourne & Olympic Parks for the purposes of sport, entertainment and recreation.

As a public sector agency, the Trust is the custodian of the M&OP precinct. Our purpose is governed by the Melbourne and Olympic Parks Act 1985. The Melbourne and Olympic Parks Trust (the Trust) was established under the Melbourne and Olympic Parks Act 1985

We operate to manage and provide world class facilities and ancillary services for sport, entertainment, and events for the people of Victoria, Australia and globally. The Trust is accountable to the Victorian Government and manages the land and facilities of the Melbourne & Olympic Parks (M&OP) precinct. The precinct plays a fundamental role in sport and entertainment and building a culturally rich and vibrant state. Our venues include Rod Laver Arena, Margaret Court Arena, John Cain Arena, AAMI Park, Kia Arena, and CENTREPIECE at Melbourne Park.

Vision: To create a thriving precinct committed to excellence for every person, every event, every time.

Core Values: We put the customer at the heart of everything we do. This core value is supported by values that are incorporated into the day-to-day work of the organisation and its people, which are:



As a Victorian public sector agency abiding by the Public Administration Act 2004, the Trust's values and behaviours are aligned with those of the Victorian public sector.

Supporting the Victorian Disability Act (2006) and Inclusive Victoria: State Disability Plan (2022–2026)

The Disability Act 2006 started on 1 July 2007. Its purpose is to provide a legal framework for the Victorian government, all its departments and all of the community to work together to support the rights and needs of people with a disability. It acknowledges that people with disability have an inherent right to respect for their worth and dignity as individuals.

There are two main objectives set out in the Act that our plan will align with supporting. They are to:

- (a) advance the inclusion and participation in the community of persons with a disability.
- (b) promote a strategic whole of government approach in supporting the needs and aspirations of persons with a disability.

The actions within this DIAP also support the objectives under *Inclusive Victoria: State Disability Inclusion Plan (2022-2026)*. *Inclusive Victoria* is Victoria's plan for making things fairer for people with disability. This state plan has four key pillars underpinned by priority areas, as summarised below:

Inclusive communities • Changing attitudes • Transport Digital inclusion • Assistance animals • Sport and recreation • Parks and tourism	Fairness and safety • Safety in emergencies • Disability advocacy • Preventing abuse and neglect • Family and sexual violence • Justice system • Right to expression of sexuality and gender identity
Health, housing and wellbeing • Health • Mental health • Housing • Supporting a high-quality NDIS • Children and families	Opportunity and pride • Education • Employment and economic participation • Voice and leadership • Creative industries • Pride and recognition

These pillars and priority areas set out actions that will help the Victorian Government meet its obligations under Australia's Disability Strategy (2021–2031) (national framework) that supports Australia's signatory to the United Nations Convention on the Rights of Persons with Disabilities.

Inclusive Victoria, like M&OP's DIAP will be a keyway for the Victorian Government to be accountable for making all parts of the community inclusive and accessible for everyone. As a public sector agency, the Victorian Disability Act (2006) requires M&OP to also develop a new disability plan every four years. In doing so we, we will align our plan to the objectives under *Inclusive Victoria* to ensure our purpose, vision and values also contribute to making things fairer for people with disability.

Supporting Universal Design

Universal Design is the design and composition of an environment (any building, product, or service in that environment) that provides equitable and flexible use for all people regardless of their age, size, ability, or disability. By considering the diverse needs and abilities of all throughout the design process, universal design creates products, services and environments that meet all peoples' needs.

The Victorian government has committed to embed universal design principles in all elements of the design and delivery of infrastructure. M&OP's DIAP will continue to support this commitment to universal design by identifying current barriers to our built environment and utilising the 7 principles of universal design to remove them. We will also extend the use of universal design across our communications and service delivery.

The investment of the Melbourne Park Redevelopment over the past decade, with Universal Design principles embedded throughout all stages has delivered improved access for all persons who work in and visit the precinct. The addition of 2Changing Places amenities across our precinct is one example of universal design supporting increased participation of people with disability, while supporting the Victorian governments commitment.



About this plan

M&OP's Trust and leadership executive have approved the development of this plan in partnership with Get Skilled Access (GSA) in May 2022. GSA's purpose is to create a new generation of disability inclusion that is equitable for all. GSA provides real life disability experience, delivered by real-life people with disability. We acknowledge the assistance of the GSA team in drafting this plan and thank them for their ongoing advice and guidance. Additionally, we want to acknowledge and thank all the staff who provided feedback as part of our DIAP consultation. Your passion, commitment, and openness to share your experiences and ideas to enhance inclusion and access will make M&OP an even better place to work and visit, improving dignity and inclusion for all.

Our commitment to diversity and inclusion and this plan - *"An accessible and inclusive precinct committed to excellence for every person, every event, every time – whatever their needs."*

Diversity and inclusion is a fundamental strategic focus at M&OP, and part of our Social and Community Framework.

We value difference and appreciate the variety of perspectives that this brings across our organisation. We are a global sport, entertainment, and recreation precinct that welcomes the world. People come together at M&OP to share experiences and make memories. We are dedicated to making those experiences and memories inclusive, equitable and dignified for all. However, we acknowledge there are current barriers for people with disability who engage in events or services across our precinct in being able to fully enjoy or participate equitably in those experiences. We acknowledge we can play a role in promoting community cohesion, tolerance and acceptance of difference. In recognising our ability to influence we want to be an advocate for people with disability in all we do. This commitment underscored by our core values of customer at the heart of all we do, collaboration, integrity, open-mindedness, and passion!

We partnered with GSA to facilitate seven consultation sessions to fully understand and listen to the current barriers that exist for people with disability when engaging with M&OP. Consultation sessions and employee and customer research have included hearing from people with disability directly as both guests to our precinct and employees. We engaged with carers of people with disability, staff who manage our business units where barriers may currently exist, and we looked to other precincts that benchmark best practice to identify where and how we could improve.

Every action outlined in this plan is a result from these consultation sessions. People with disability have co-led with us on what is important to them, and how we as an organisation can foster an environment that supports their goals and aspirations. Consultation participants have provided a blueprint of what and how we can improve. Each action will be assigned to a particular person or team, along with a timeframe for its implementation. Some actions can be achieved very quickly, while others will be more complex and will require more time. Regardless, M&OP is committed to ensuring all actions in this plan are achieved. We will also work with our various partners, clients, contractors, and tenants to champion equity, influence inclusion and lead accessibility and inclusion best practice.

We are proud that our DIAP also supports our broader D&I commitment by complimenting M&OP's Reflect Reconciliation Action Plan and Gender Equality Action Plan 2022-2025. Our DIAP will continue to embed Aboriginal cultural safety, cultural responsiveness and LGBTIQ+ inclusion across all actions outlined in the plan.

What are the barriers for people with disability?

A barrier is defined as anything that prevents progress or makes it difficult for someone to achieve their goal. In the context of barriers to people with disability, there can be physical barriers, attitudinal barriers, communication barriers and institutional barriers. **Physical Barriers**

Physical barriers exist in the environment, natural or built. Examples of physical barriers include:

- Paths and doorways that are too narrow for a wheelchair, scooter, or walker.
- Desks that can't be adjusted for a person who is using a wheelchair, or other mobility device.
- Buildings without quiet spaces without interruption that are difficult to work in for a person with a neurological or sensory condition.

Attitudinal Barriers

Happen when people make assumptions about people with disability and are harder to address than physical barriers. Attitudinal barriers underpin and contribute to all other barrier types and some examples include:

- Low expectations of people with disabilities and conscious and unconscious bias towards people with disability.
- Expressing views of sympathy or pity about someone's disability, assuming that they are "suffering" in some way.
- The language and terms we use to describe disability that either reinforce negative stereotypes or define someone by their disability and don't recognise them as a person first.

Communication Barriers

Are caused by inaccessible signage, documents, digital information, events and meetings that have not considered the different ways that people might communicate such as hearing, seeing, speaking, feeling, signing, reading and writing. Examples of communication barriers include:

- Written messages that are not available in large-print, braille or electronic versions may be inaccessible to people who are blind or have low vision.
- Auditory messages such as presentations and meetings that do not include captioning or Auslan may be inaccessible to people who are deaf or have hearing loss.
- Complicated technical language, long sentences and long words which are not provided in Plain Language or Easy English format may be inaccessible to people with a cognitive or intellectual disability.

Institutional Barriers

Institutional barriers include policies and practices, that exclude people with disabilities, even unintentionally. These are sometimes also referred to as systemic barriers and some examples are:

- Policies that don't recognise both visible and non-visible disabilities, making it difficult for people with non-visible disabilities to access reasonable adjustments such as flexible working arrangements.

How M&OP can redefine disability

Thesaurus.com defines disability as

1. lack of adequate power, strength, or physical or mental ability.
2. a physical or mental handicap, especially one that hinders or prevents a person from performing tasks of daily living, carrying out work or household responsibilities, or engaging in leisure and social activities.

Thesaurus.com also references the following words as having the same meaning of disability (synonyms). Ailment, Defect, Impairment, Infirmary, Injury, Affliction, Detriment, Disqualification, Drawback, Inability, Incapacity, Incompetency, Inexperience, Invalidity, Lack, Unfitness, Weakness.

These types of definitions and words only perpetuate negative assumptions and attitudes towards people with disability. We can all play a role in redefining disability through the words we speak, write and communicate at M&OP.

M&OP is committed to reframing the meaning of disability with our people and across the community. M&OP staff across the workforce through engagement of the Draft Plan, have defined Disability with words like:

Strong. Complete. Valid. [M&OP through workforce Engagement will seek input to create a new definition– Participation. Achievement. Experiences.

Supporting the United Nations Global Goals

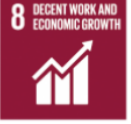
In 2015, the United Nations defined 17 goals, known as the Global Goals, to address the world's most pressing challenges by 2030, including inequality, climate, education, and justice.

The Global Goals provide a to-do list for the world and a roadmap to achieve a more sustainable and prosperous future for all. They have been widely adopted by leading global and Australian companies and government organisations.

Supporting the Global Goals as part of our DIAP framework was identified as fundamental part of our culture and commits to our broader D&I strategy of upholding issues relating to equity, dignity, and sustainability.

We feel that the issues that we are passionate about align perfectly to the Global Goals. These goals can only be achieved through global action. By aligning to the Global Goals, our DIAP supports global efforts to promote equality and opportunity for all.

Our DIAP supports the following Global Goals, which include persons with disability:

	GOAL 4 – QUALITY EDUCATION Guarantee equal and accessible education by building inclusive learning environments and providing the needed assistance for persons with disabilities.		GOAL 10.2 – REDUCED INEQUALITIES Empower and promote social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion, economic or other status.
	GOAL 8.5- DECENT WORK AND ECONOMIC GROWTH Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.		GOAL 11.7 – SUSTAINABLE CITIES AND COMMUNITIES Provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities.

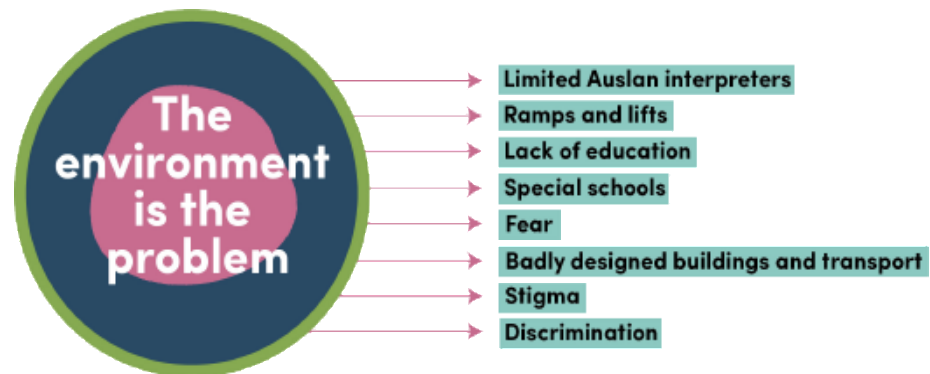
Supporting the *social model* of disability

The *Disability Inclusion Act 2014* defines disability in relation to a person, as including a long-term physical, psychiatric, intellectual or sensory disability that, in interaction with various barriers, may hinder the person’s full and effective participation in the community on an equal basis with others.

We support this definition and its connection to the *social model* of disability which advocates that it is not a person’s disability which is the barrier to their participation, but rather it is the external physical and attitudinal barriers that prevent full inclusion and participation. If the physical and attitudinal barriers are removed, people with disability will have the capability to contribute and participate with equity and dignity as full members of our community.

In the context of attitudinal barriers, this also encompasses the **language and terms** we use to describe disability. It includes both our **conscious and unconscious bias** towards disability. And it includes our **presumptions** towards people with disability including our empathy or apathy towards disability. It is much easier to remove the physical barriers to inclusion than the attitudinal barriers. Regardless, across M&OP will continue to be supportive and accepting of each other. M&OP can lead by this example globally by endorsing the rights of people with disability locally.

In support of the *Inclusive Victoria DIAP*, we will also promote person-first language within this DIAP and across all our forms of communication. We believe that by promoting the person-first language, (which puts the person before their disability) we are in a better position to support the social model of disability and challenge the current misconceptions on disability. We acknowledge that person-first language was first used to emphasise a person’s right to an identity beyond their disability and as a way of addressing ableism. We know person-first language continues to be an important part of many people’s identity, particularly for many people with cognitive disability and self-advocates.

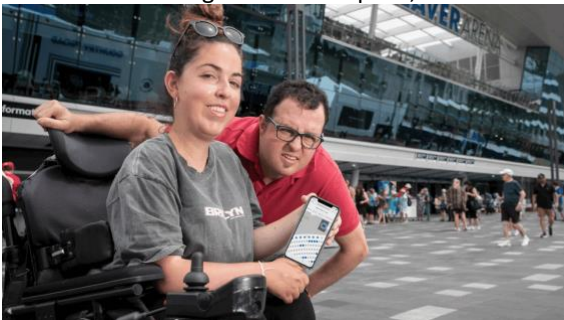


Social model of disability example imagery

3. WHAT WE HAVE ACHIEVED SO FAR

2 x CASE STUDIES to be included 1) REDEVELOPMENT and 2) EVENTS – AO

AREA	PROGRESS SUMMARY
DIGITAL PLATFORMS	M&OP embarked in 2019 on a full Guest Digital review. This included engagement with persons with physical and non-visible Disabilities and led to the Development of M&OP's Digital Guest Experience Strategy & Roadmap. This has delivered in 2022 an entire re-build of M&OP's Website. Language on M&OP's Digital platforms reflects the 'inclusion model' of disability and has been designed to achieve AA standard in line with the International Web Content Accessibility Guidelines. This has included integration of Accessibility information on M&OP's corporate pages and integrated Accessibility information throughout venue and event pages. PDF's have been replaced with an interactive map. Improved information for staff relating to Access and Disability services and facilities has been documented in <i>M&OP's Venue & Event Guide</i> and <i>A to Z Guide</i>, ensuring staff are informed and have access to up to date information.
M&OP WAYFINDING STRATEGY	In 2022 a new Precinct Wayfinding Strategy was completed, with Morris Goding Access Consultants engaged on the project. Universal Design has been central to the development of the Strategy. Research and engagement with persons with disability was considered in the development of this Strategy. M&OP 's <i>Customer Personas</i> were further enhanced with the development of <i>Personas</i> for Persons with Disabilities. It is anticipated the WAYFINDING Strategy will be delivered over a 3-year period – with physical and digital solutions to improve information for planning and improved onsite wayfinding for persons of all abilities.
MELBOURNE PARK REDEVELOPMENT	The Melbourne Park redevelopment has taken place over the past decade, and delivered new and improved facilities, including a substantial refurbishment of Rod Laver Arena, a new outdoor arena and a media and function centre, creating new benchmarks in accessibility and inclusion. Universal Design was central to the design of the Melbourne Park Redevelopment. Connection to the City and ramps throughout the Precinct have improved access, and connection with the city and surrounding transport hubs. The Melbourne Park Redevelopment delivered a range of accessibility and inclusion enhancements, including: • 2 additional Changing Places facilities (Rod Laver Arena and CENTREPIECE), in addition to the existing facility at John Cain Arena. • Increased rest seating throughout the Precinct. • Hearing augmentation in place throughout M&OP's venues for use by staff and guests • Improved access to internal arena seating, with ramps replacing mechanical lifts from the concourse. • Increased access to the arena floor in Rod Laver Arena, with the inclusion of a floor bar and direct entry into and out of the floor. • The amenity of sanitary and change facilities throughout the Rod Laver Arena concourse have been upgraded to include new accessible toilets, new ambulant toilets and a 'changing places' facility • New food concessions and retail facilities, incorporating lower height accessible service counters • RLA Eastern Annex (all levels) has accessible vertical access (in addition to stairways)

	• The provision of accessible back of house facilities for athletes, performers, and support staff • Further accessible parking is now provided adjacent to CENTREPIECE
TRANSPORT	M&OP continues to work closely with Public Transport Authorities and Taxi/Ride sharing organisations to ensure the Precinct is serviced with regular accessible transport options. Orientation and navigation to and from transport hubs is a focus of the M&OP Wayfinding Strategy, which will be implemented across the Precinct over the next three years. .
TICKETING	M&OP is working with our Ticketing partners (Ticketek – year-round events and TICKETMASTER for the Australian Open) to improve the booking process and seating options available to guests’ attending events. • The Australian Open 2022 delivered more than 500 online tickets, providing an alternate method for purchasing of tickets online, delivered through a new inclusion commitment and partnership with Get Skilled Access and Ticketmaster. • Testing of an online booking process for disability seating is currently underway with Ticketek and a phased rollout is planned for late 2022. Currently guests can purchase tickets to events either via phone (calling the Ticketek Accessible Bookings Hotline) or by submitting an online request, which will be enhanced with online booking options.  - Example of imagery
SOCIAL & COMMUNITY FRAMEWORK Access, Diversity & Inclusion in the Workplace	M&OP has developed in 2021 a Social & Community Framework. The Framework guides M&OP’s approach to diversity and equality, access and inclusion, reconciliation and identifies/addresses our obligations and alignment to government policy. M&OP leaders have participated in training and development sessions over the past 3 years, including training developed by Get Skilled Access. M&OP and Australian Open Inductions have included Disability Awareness training for all staff working in the Precinct. M&OP has in place a regular customer survey and measurement program, ensuring insights from guests with disabilities inform improvements, and are shared across the organisation. Insert D&I stat/Improvement from People Matters?

Consultation & Engagement

M&OP's DIAP was developed by:

- Adopting the outcomes and principles outlined in the Victorian Disability Act (2006) and Inclusive Victoria: state disability plan (2022–2026)
- Assessing the state and nature of disability representation in our organisation through workplace surveys
- Undertaking comprehensive consultation, engagement and gathering feedback from our people
- Considering customer research and best practice guidance on disability and access

M&OP consulted widely to ensure the voices of all staff members, at all levels, were heard.

- This included targeted conversations with our trustees, employees (including executive and senior leadership teams, and the broader workforce) and employee representatives.
- Engagement across all stages of the DIAP with persons with Disability
- Two rounds of consultation were conducted with stakeholders to provide input into the priorities of the DIAP, as well as feedback on the proposed plan.
- M&OP also engaged with Stakeholders in the drafting of the DIAP Goals and Action Plan, including business partners and clients.
- Consultation was explorative, comprehensive, and ensured both the customer and workplace contexts were explored

Stakeholder Engagement Summary Table

Co-Design 1	Pre-Consultation Communication	Trust/Executive Consultation	Event Engagement	Workforce Consultation	Stakeholder Engagement Co-Design 2
• Project Group with representatives from across the business developed to advise on approach and drafting on plan • External Consultant - Get Skilled Access engaged to assist with Engagement and drafting of plan	• Communication plan in place, including introduction to Engagement forums and development of DIAP from CEO • Pre- Engagement sessions and Plan's purpose communicated through All Staff Meeting, whole of workforce emails and promotional posters in Workforce Areas	• M&OP Trustee Advisors engaged for consultation and mentoring through the DIAP development process • 2 x small group (CEO, Customer & People & Culture) and 2 x whole of Executive Engagements & Education sessions. • Presentation of Engagement findings and draft Goals/Plan to People & Rem Committee & M&OP Trust	• Get Skilled Access facilitated a range of event engagements with people with Disability, including physical and non-visible disabilities. • Engagement included using M&OP's digital website, reviewing event information, visiting the precinct for a range of events • M&OP's 2019 Digital Guest Experience strategy included qualitative and quantitative research, including ethnography event research with people with disabilities	• 7 x Engagement Sessions were ran across the M&OP workforce. • Casual Workforce Engagement Survey (23 responses across 6 departments) • Draft Goals and Actions shared and further developed in Executive Forum, Trust and Leadership forums • Draft Plan provided to staff for further feedback, promoting ownership of actions across the organisation	• Business Partner Engagement - included security, ticketing, cleaning, first aid, production, catering and guest services participating in engagement session • 1:1 Engagement with a range of Clients included Tennis Australia, Live Nation, Melbourne Vixens, Melbourne United and Melbourne Storm. M&OP will continue to engage with Clients through launch and implementation of the Plan. • Partners and Sponsor Engagement

Statistics [To be Visualised in design stage]

What is Disability? In our words, **"disability is just a different way of being". Refer M&OP words (from Engagement)**

The Disability Discrimination Act (1992) defines disability as 'any impairment, abnormality, or loss of function, of any part of the body or mind'. This includes:

- Physical
- Intellectual
- Psychiatric
- Sensory
- Neurological
- Learning disability
- Physical disfigurement
- Immunological (the presence of organisms causing disease in the body)

Demographics in Victoria

- 17% of Victorians have a disability.
- 77% of people with disability have a physical disability.
- 7.7% of children under 15 have disability.
- Only just over 10% of the 1.1 million Victorians with disability are eligible for an NDIS plan.
- 32% of people with disability sometimes or always need support with daily self-care, mobility or communication activities.
- 24% of Aboriginal people have disability, which is twice the rate of the general population.
- 39% of LGBTIQ+ people aged 14 to 21 identify as having disability or long-term health condition.

Source: Australian Bureau of Statistics 2018, Disability, ageing and carers, Australia: summary of findings, Australian Government, Canberra.



Demographics across Australia.

- More than 4 million Australians have a disability.
- About 1 million are from a non-English speaking background.
- 37% of the national Indigenous population 15 years and older have a reported physical disability or a long-term health condition (102,900).
- 15% or 2.1 million Australians of working age (15-64 years) have a disability.
- Mental health problems and mental illness are among the greatest causes of disability.
- The likelihood of living with disability increases with age.
- 40% of people with disability are 65 years or older.
- 2.1 million Australians of working age (15-64 years) have disability.
- 35.9% of Australia's 8.9 million households include a person with disability.

Types of disability

- Only 4.4% of people with disability in Australia are wheelchair users.
- 1 in 6 Australians are affected by hearing loss. There are about 30,000 Deaf AUSLAN users with total hearing loss.
- At least 80% of disabilities are not visible.
- Vision Australia estimates 357,000 Australians are blind or have low vision, and that this will increase to 564,000 by 2030. (Refractive error not included.)
- 45% of Australians aged 16-85 years, experience a mental health condition in their lifetime.

6. STRATEGIES AND MEASURES

M&OP's Key Outcome Areas – Our four pillars of inclusion

M&OP, through our consultation process identified a range of short term and long-term actions that will support the four following pillars. These pillars also support the pillars prioritised under the *Inclusive Victoria DAP*. It is important to highlight that people with disability intersect with these pillars daily. Each pillar can raise several barriers that impact on a person with disability's right to choose and control. Only by removing these barriers can we then provide outcomes and experiences that are inclusive, dignified, and equitable. Each of us can play a role in removing barriers across M&OP and the broader community. In doing so, we can create improved inclusive outcomes that benefit everyone.

1. Attitudes and Behaviours

The attitudes and behaviours of the general community towards people with disability have been described as the single greatest barrier to full access and inclusion. Attitudes and behaviour permeate all aspects of life. Consultation to date has identified that attitudes towards people with disability are often determined by ignorance, fear or lack of opportunity to interact. Developing positive attitudes involves increasing awareness and changing negative perceptions over time. This is a long-term goal that will require continued focus over coming years and plans. Providing bespoke and ongoing disability awareness training to our staff will be a key component of how we will address attitudes and behaviours towards people with disability.

2. Our People

Employment and economic security for most people are closely related. Employment contributes to feelings of self-worth, social interaction and mental health, and increases opportunities to support individual choice and control. Employment rates for people with disability are significantly lower than those without disability across all sectors*. People with disability experience multiple barriers at all stages of the employment process, ranging from inaccessible interview venues, lack of reasonable adjustments to the work environment, poor career planning opportunities, rigid role descriptions and online testing that may place applicants at a disadvantage. These factors reduce their opportunities to gain and retain employment. M&OP will prioritise a review of our workplace adjustments policy, recruitment and onboarding experience/s in support of this pillar.

* According to the ABS (2019) 10.3% of people with disability in the labour force are unemployed. While 4.6% of people without disability are unemployed.

3. Systems and Processes

A common issue for people with disability is the difficulty in navigating systems and processes to access the services and supports they need in the community. Some of these difficulties stem from the quality of service and training of front-line personnel, the systems and processes required to access services, and the lack of accessible options for communicating, accessing information or providing input or feedback. There is often confusion about what services are provided across the three levels of government, and there is frequent repetition of information to be provided to public authorities and services.

M&OP will focus on our procurement, disability awareness training, accessible information and event processes and supporting of our workplace adjustments policy in support of this pillar.

4. Liveable Communities – (Increasing Community Participation)

Creating liveable communities will focus attention and resources on the elements of community life that most people desire. Creating liveable communities for people with disability is more than modifying the physical environment, it covers areas such as accessible housing, access to transport, community recreation, social engagement and universal design. M&OP will have a focus on embedding the 7 principles of universal design across our organisation which will ultimately benefit our staff, clients, guests and the broader community.

M&OP DIAP Actions 2022-2026

Pillar 1 Attitudes and behaviours:

Promoting an inclusive culture across M&OP where we challenge the false misconceptions, unconscious and conscious bias of disability by championing inclusion in all we do.

Action / Idea	Summary	Area	Timing
1. Disability, Access & Inclusion learning and development programs	- M&OP engage with Disability Consultants and advocacy groups (such as Get Skilled Access) to assist in the development of disability awareness training across the organisation and track completion and outcomes.	People & Culture	
2. Raise awareness at events and through forums to celebrate, educate and share stories related to disability.	- Explore partnership with Bus Stop Films - Engage with Disability consultants and Advisors to nominate guest presenters and speakers with lived experience of disability - Incorporate Disability awareness into regular forums (Trust, Executive, Senior Leaders, All Staff and Workforce Briefings)	Comms & Customer	
3. M&OP DIAP Committee established	- Group to include people with disability, carers and allies, and develop resources to support. - Build membership and DIAP Committee strategy - Identify and develop Disability champions across the organisation	Customer	
4. Access facilities and services workforce education and customer information	- Workforce to be able to better understand access features, how they work and how they may help staff, guests and clients. - Provide in person tours and disability awareness training - Continue to enhance access information through M&OP's website and digital channels	People & Culture Venues	
5. Celebrate successes and recognise achievements in disability access and inclusion	- Celebrate and communicate M&OP's world-class universal design features across the Precinct (including parklands)	Communications	
6. Partnerships leveraged across M&OP's Ecosystem to enhance awareness and Disability Inclusion	- Include with community in mind, the development of a forum regarding a coordinated commitment to Disability Access & Inclusion across M&OP's ecosystem (Business Partners, Tenants, Clients, surrounding Precincts and Government departments)	Comms & Customer	

Pillar 2 Employment

Under *Inclusive Victoria*, employment of people with disability is a key focus under the Opportunity and Pride Pillar. We acknowledge that economic participation remains a priority for people with disability, and it is M&OP's intention to increase employment opportunities for people with disability. Becoming an employer of choice for people with disability, a leader in inclusive work practices and creating a culture that embraces and benchmarks best practice is why we have included employment as a stand-alone pillar.

Action / Idea	Summary	Area	Timing
1. Access & Inclusion Workplace & Recruitment review	- Engage expertise to undertake assessment highlighting current barriers to accessibility and inclusion across physical environment and systems and processes. - Undertake an Access & Inclusion recruitment review to remove unintentional barriers for people with disability & increase opportunities for all roles to be inclusive. Remove unnecessary criteria that may be a barrier to a Person with Disability applying e.g. driver's license. - Review role descriptions and develop guidelines for Disability Access & Inclusion - Ensure PD's are aligned with guidelines for Disability Access & Inclusion.	People & Culture	
2. Disability Recruitment Strategy	- Develop a Disability Recruitment Strategy. - Partner with Disability Employment Services, peak organisations, universities/trades to provide work experience, internship opportunities and/or targeted pathways. - Develop targeted recruitment promotion channels. - Implement training for leaders and hiring managers developed around inclusive recruitment. - Explore recruitment to strengthen skills and experience across M&OP workforce relating to providing inclusive experiences (including Auslan experience, prior learning and carers).	People & Culture	
3. Disability employment targets	- As part of the Recruitment Strategy & Annual Business Planning Process, explore opportunities to set disability employment targets, supporting Victorian Public Sector goals under Inclusive Victoria. - Formalise an organisational commitment to employment of Persons with Disability across the organisation and embed in performance plans to maintain priority.	People & Culture	
4. Workplace adjustments policy and processes	- Review & enhance M&OP's workplace adjustments policy to embed a person-centred approach. - Develop a streamlined onboarding process to personalise the workplace for new & existing employees to access workplace adjustments, flexible arrangements and Personal Emergency Evacuation Plans.	People & Culture	
5. Disability Inclusion confidence training	- P&C and Workforce team, (who lead recruitment), to undertake bespoke inclusion confidence training. - Training will be part of a broader Disability, Access & Inclusion Learning & Development Program	People & Culture	
6. Diversity & Inclusion role or Disability & Inclusion Champions	- Disability & Inclusion Champions to be identified to form the M&I DIAP Committee - Explore new D&I role to drive and support delivery of DIAP and other Social and Community Plans. - Explore Disability & Inclusion Champions/Concierge staff at events - Enhance uniforms that assist in identification of experienced D&I staff ("How can I assist? Vests, and Auslan name badges.)	Customer & People & Culture	

Pillar 3 Systems and Processes:

Embedding barrier free systems and processes to enable our people and customers to attend, participate and work equitably and seamlessly across all interfaces of the organisation and precinct.

Action / Idea	Summary	Area	Priority
1. Office Design Access & Inclusion checklist	- Develop Access & Inclusion office design checklist to provide guidance on accessibility barriers and inform future office upgrades. - Work with GSA to develop guidelines.	Infrastructure	
2. Digital Information for Employees & Customers complies with Web Content Accessibility Guidelines (WCAG)	- Review Digital Information for Employees to ensure they are Web Content Accessibility Guidelines (WCAG) compliant to the latest standard. - Develop an easy to follow/understand checklist or reference to use when reviewing content for WCAG compliance - Potentially training for staff? - Includes M&OP Website, M&OP PARKNET Intranet and future Online Learning Modules.	Communications	
3. Procurement standards and procedures include Disability Inclusion considerations	- Review and update procurement standards across M&OP to include Disability Inclusion considerations across business area e.g. Universal Design considerations for Offices, Temporary event overlay, and WCAG considerations for Technology and Communications, etc. to broaden social procurement considerations. - Consider tender tools / checklists to improve accessibility standards through Procurement - Ongoing promotion of M&OP Disability & Inclusion partners and suppliers.	Governance & Risk	
4. M&OP website Accessibility Information	- Continue to improve access information on M&OP website - Develop easy to read accessibility maps, outlining what features are available and accessible facilities, such as Changing Places amenity, accessible parking, pick up/drop off areas etc - Provide more images promoting Disability & Inclusion on website. - Share stories/feedback etc - Add details on accessible car parking process	Communications & Strategy	
5. Accessible ticket booking process	- Work collaboratively with ticketing partners to provide a streamlined process for booking accessible tickets, including online and telephone bookings. Ensuring systems are put in place for people with disability and accessibility needs to have the equal chance to secure tickets. - Collaborate with Clients to improve access to tickets across different price categories and experiences, including VIP packages - Improve centralisation of Accessibility information and training of ticketing staff to provide information to guests (including wheelchair accessible car parking, sensory space, public transports and wayfinding).	Commercial	
6. Car Park Access and Booking process	- Review and improve Disabled Car Parking booking process and information on offering and availability	Precinct Operations	

Pillar 4 Liveable Communities:

We are the precinct that welcomes the world and creates lasting memories. Providing the best customer experience for every person is what we do. Ensuring we provide accessible and inclusive experiences for people with disability will be a key focus in supporting increased community participation. The below actions will provide an opportunity to expand our event offerings and precinct experiences that incorporate the principles of universal design and a person-centred approach.

Action / Idea	Summary	Area	Priority
1. Enhanced Accessible Event Experiences for Guests	- Provide Clients/Hirers with option of floor/platform improve floor access tickets - Support Hirers with accessible services including Auslan Interpreters, Live Captioning, raised platforms for accessible floor seating and Accessible Hearing Services - Increase wheelchair accessible seating options to include access to corporate and VIP experiences. - Increase the number of seats assigned to accessible bookings, considering friends, family, carers, and companion seating - Develop a concierge service with trained staff to support guests with accessible requirements - Develop procedures, information and facilities for support animals attending events - Provide recharging stations for electronic mobility aides	Venues & M&OP AO	
2. Universal Design embedded in improved Wayfinding and Signage	- Implement Wayfinding Strategy, providing improved accessible digital and physical wayfinding and navigation information - Explore beacon technology to improve Wayfinding for persons with Disability, including persons with low vision and blindness - Improve interactive mapping, including access pathways and facilities	Customer & Communications	TBC
3. Neurodiverse accessible information and experiences	- Produce social story vignettes that identify the sensory experiences across all venues. - Partner with promoters to offer relaxed performances for certain shows e.g.- (family shows) - Draft sensory maps for all venues. - Provide sensory and quiet spaces - Explore membership of the Sunflower Organisation and education for staff	Customer & Commercial	
4. Accessible Public transport, Taxis and Rideshare	- Assessment of private vehicular, ride share/taxi , public transport routes, travel times and accessible area from these areas to venues. - Explore shuttle services for selected events - Explore partnership opportunities with Travellers Aid, PTV and Yarra Trams to provide additional accessible offerings for events	Precinct Operations	
5. M&OP Agreements include Disability Access & Inclusion criteria	- To improve access to events and participation in experiences, embed Disability Access & Inclusion criteria/requirements into event contracts - Explore inclusion in Commercial Agreements - Develop M&OP Accessible and Inclusive event guidelines to be provided to Clients	Governance & Risk	

6. Annual calendar of Social and Community Disability and Inclusion Awareness events and Activations, including Disability, Access and Inclusion	- Establish a calendar of disability awareness events that will be supported annually to celebrate disability inclusion and access. Consider visible and non-visible disability – including physical, sensory, cognitive and recognise the role of carers - Celebrate International Day of People with Disability - Include broader and specific disability training options as part of this initiative - Provide for Accessible hospitality destinations - Explore community recreation opportunities for persons with Disabilities to participate in sport and recreation across the Precinct	Strategy, Customer, Comms, Food & Beverage	
7. Support entertainers, sports professionals, presenters, artists and creatives with disability.	- Commission creative content (e.g. art, music, digital design) to be displayed within M&OP offices/precinct/online – invite artists to share their projects with staff and provide further opportunities to embed disability awareness across M&OP e.g. Digby Webster - Ensure Back of House facilities are accessible and inclusive and promote inclusion across all areas of sport, entertainment, recreation and events	Customer, Venues	
8. Conduct an Accessibility and inclusion assessment across Venues	- Complete an audit across the Digital and on-site precinct experience - Conduct Wheelchair accessible toilet assessment across all venues	Governance & Risk	

7. MEASURING PROGRESS

Consultation, Review and Monitoring.

Key internal and external stakeholder consultations have informed our inaugural DIAP. This consultation identified some of the day-to-day barriers experienced by people with disability when attending events across our precinct or staff who work within our organisation. Some of these barriers relate to our current systems and processes both internal and external to the organisation while other barriers relate to our physical environment. We also explored current trends and best practice in the area of access and inclusion with similar precincts to benchmark our plan.

We sincerely thank our colleagues for their participation in the consultation process and their ongoing support to improving accessibility and inclusion outcomes across MOPT.

Our DIAP will be monitored and implemented by those staff who have responsibility to the delegated actions.

Our DIAP working group will continue to work with these relevant staff to ensure that the actions are delivered within the timeframes committed. An update on the progress of the DIAP will be made annually by M&OP's Disability Champion and Executive Sponsor. Additionally, the DIAP actions will be updated annually as part of the MOPT Annual Report and will also align the M&OP annual Business Plans. The development of the next iteration of the plan will begin in 2025 with a revised plan launching in 2027 to 2031.

Ongoing feedback from our staff, clients and community will be sought throughout the life of the plan, and the feedback from our staff with disability will help determine the success of the plan's current and future actions. We will continue to engage with people with disability on our Plan and Actions and partner with Disability Advisors, such as GSA as our Access & Inclusion journey continues.

Measurement of Progress

Our DIAPs success will be assessed against qualitative and quantitative measures, including:

- Actions successfully implemented over the life of the plan – outputs and outcomes will be identified for each initiative to allow progress to be clearly measured.
- Progress measured against government, legislative, regulatory and compliance reporting requirements.
- Regularly engaging with the staff that have been consulted and contributed to the development of the Plan to seek their feedback and inform the ongoing direction of the Plan.

The plan will be registered with the Australian Disability Rights Commission and achievements will be noted in the M&OP Annual Report.

The plan will be available on www.mopt.com and hard copies, including copies in alternate formats (large print and easy English) and will be audio described. Further details on the plan can be obtained by contacting Melbourne & Olympic Parks - Katrina Haby (Director of Customer Experience & Special Projects) via email khaby@mopt.vic.gov.au or by calling 03 9286 1600.

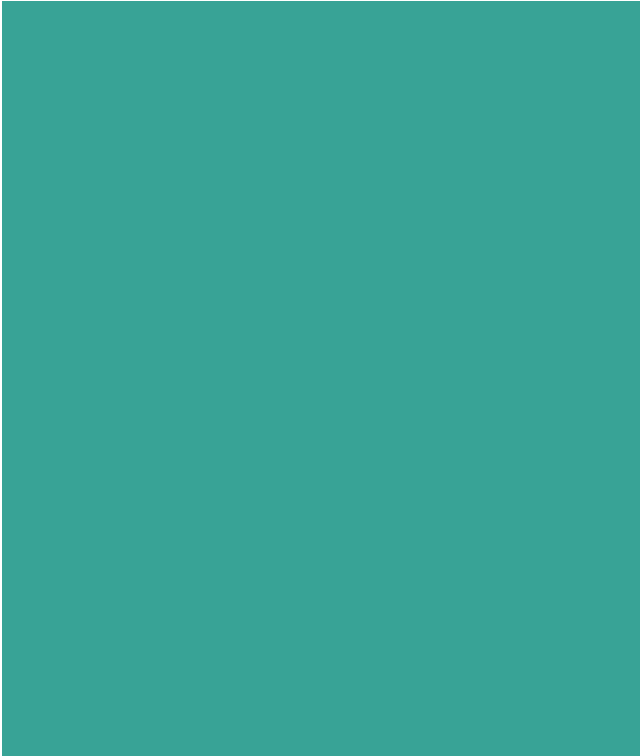
8. Legislative Context

The relevant laws, standards and guidelines considered in the development of our Disability Inclusion Action Plan include:

- United Nations Convention on the Rights of Persons with Disabilities (2006)
- United Nations Sustainable Development Goals (2015)

ISO 215:42 International Standard on Building construction —Accessibility and usability of the built environment

- Disability Discrimination Act 1992 (Cth)
- Government Sector Employment Act 2013 (NSW)
- Government Sector Employment Rules 2014 (NSW)
- Anti Discrimination Act 1977 (NSW)
- Disability Act 2006 (Vic)
- Inclusive Victoria: State Disability Plan (2022–2026) (Vic)
- National Disability Strategy 2010-2020
- Australia’s Disability Strategy 2021-2031
- Disability (Access to Premises – Buildings) 2010
- Australian Bureau of Statistics 2018, Disability, ageing and carers, Australia: summary of findings, Australian Government, Canberra.



“If you’re going to talk about disability,
make sure someone with disability has a
seat at the table”

Dylan Alcott, Co-Founder, Get Skilled Access

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