INCLUSIVE MELBOURNE ACTION PLAN 2024–26

CONSULTATION REPORT

AUGUST 2024



Acknowledgement of Traditional Owners

The City of Melbourne respectfully acknowledges the Traditional Owners of the land we govern, the Wurundjeri Woi-wurrung and Bunurong / Boon Wurrung peoples of the Kulin and pays respect to their Elders past and present.

We acknowledge and honour the unbroken spiritual, cultural and political connection they have maintained to this unique place for more than 2000 generations.

We accept the invitation in the Uluru Statement from the Heart and are committed to walking together to build a better future.

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1 Executive Summary

Our draft Inclusive Melbourne Action Plan 2022-24 delivers on our Inclusive Melbourne Strategy 2022-32 and aims to address persistent barriers and enhance inclusion in our city. It is focused on four priority groups: people with disability, women, LGBTIQA+ communities and multicultural communities. Part One of the plan contains actions that will create meaningful impact across all priority groups, and commenced on 1 July 2024. Part Two contains actions that are targeted specifically to the four priority groups.

Between 27 June and 21 July 2024 we invited community feedback on Part Two of the plan. Feedback was received from 83 contributors across focus groups, individual conversations and written submissions via the Participate Melbourne webpage or by email. These methods were targeted at engaging people from the four priority groups.

Generally, contributors thought that the actions in the plan were important actions for us to do. There were several rich and helpful ideas regarding implementation and how to make this more impactful, and these ideas will be further explored once the plan is finalised. There was feedback about the wording of actions, how they could be improved, and what was missing. This feedback resulted in material changes to two actions, minor changes to 11 actions, no change to four actions, and the development of three new actions.

Across all engagement methods, we heard some common themes:

- **Monitoring, reporting and communication:** Community would like to be kept up to date with progress on the actions and want to ensure that we monitor and report on implementation of the plan. As a result, we will amend the wording in Part One of the plan to provide more information on our approach to monitoring, reporting and sharing updates.
- **Intersectionality:** An intersectional approach is crucial, as is engagement with people who face additional discrimination or exclusion. We will strengthen the language in Part One of the plan around intersectionality and how we will apply this in practice.

This was the third round of community engagement to inform the plan, and the final actions are robust and well tested. They are positive step changes that build on previous plans, are based on research and community input, and will get us closer to our vision of a truly inclusive Melbourne.

The plan will be presented to the Future Melbourne Committee for endorsement in September 2024.

2 Project background

2.1 Inclusive Melbourne Strategy

The Inclusive Melbourne Strategy 2022-32 aims to make our city a place where people of all cultures, backgrounds, ages, genders, sexualities, beliefs and abilities are welcomed, celebrated, and protected. The strategy has both an internal and external focus and provides an overarching framework for inclusion-focused work delivered by the organisation. It focuses on three priority areas:

- **Organisation, services, programs and places for all** – a diverse and inclusive workforce underpins our delivery of services, programs and places that are accessible and meet the needs of our diverse communities.
- **Sustainable and fair recovery** – a diverse and resilient community where all people can participate in economic life and benefit from our shared prosperity is at the centre of a liveable city.
- **Empowered participatory communities** – encouraging participation from all community members, ensuring that people feel heard, and their needs are addressed.

2.2 Inclusion Plans Review

In 2023, a review was undertaken to determine the future of three plans that supported the strategy that concluded on 30 June 2024:

- Disability Access and Inclusion Plan 2020-24
- Women's Safety and Empowerment Plan 2021-24
- Inclusive Melbourne Strategy Implementation Plan 2022-24

Recommendations from the review included:

- Consolidating the three plans into one publicly facing action plan.
- Having fewer actions for more impact.
- Placing a stronger focus on multicultural communities and LGBTIQA+ communities.
- Doing targeted engagement with community members with lived experience of exclusion.

2.3 Inclusive Melbourne Action Plan 2022-24

As a result, the three plans considered in the review have been replaced by a single two-year action plan, the Inclusive Melbourne Action Plan 2022-24 (IMAP). It was developed to support delivery of the strategy, and in addition focuses on four priority groups: people with disability, women, LGBTIQA+ communities and multicultural communities. There are two parts to the plan:

- Part One contains actions that aim to progress inclusion and create meaningful impact across all priority groups. This continues the work of the current Inclusive Melbourne Strategy Implementation Plan 2022-24 and commenced on 1 July 2024.
- Part Two contains actions that are targeted to the four priority groups. This component of the draft plan is a new approach, and this is the component on which this community consultation was undertaken. Prior to community engagement, two actions from Part Two that were targeted to LGBTIQA+ communities were moved to Part One, as they were considered important to implement across all priority groups. Based on consultation, there are two replacement actions that are proposed.

3 Community engagement – background information

3.1 Methodology

Previous community consultation to develop the plan was undertaken as follows:

- In July 2023, during the Inclusion Plans Review, engagement included focus groups with 149 community members and six community organisations.
- In February and March 2024, engagement included seven focus groups with 42 community members and two focus groups with four members of the Disability Advisory Committee.

This engagement informed the development of Part One (already commenced) and Part Two (draft) of the Inclusive Melbourne Action Plan 2024-26.

The last phase of engagement was undertaken from 27 June to 21 July 2024 to test the targeted actions within Part Two of the plan. Effort was concentrated on speaking to people with lived experience via focus groups and individual conversations, although there was also opportunity for written submissions. The engagement included:

- Eight focus groups targeting people from the four priority groups, with a total of 48 participants. Thirty-four participants were individuals and 14 participants represented organisations.
- One focus group with six members of the Disability Advisory Committee (DAC).
- Six one-to-one interviews with people and organisations from the four priority groups, including two DAC members. In addition, two one-to-one interviews were held with members of the City of Melbourne's internal Pride Committee.
- Twenty-one written submissions received online via Participate Melbourne and email. Five of these submissions indicated a negative response to the existence of the plan and our focus on inclusion, without providing any feedback on the plan itself or the specific actions. These submissions were noted but were not considered relevant for the purposes of finalising the IMAP.

Written submissions were free text, while the focus groups concentrated on the actions, including:

- What was most important.
- What was missing.
- What could make them more meaningful or impactful.

The engagement was promoted via the following methods:

- Social media (organic and paid).
- Email to 2354 Participate Melbourne subscribers.
- Direct email to existing networks, including individuals and 116 organisations (see the Appendix for a list of organisations it was shared with).

3.2 Who we heard from

All focus group participants and written submitters were asked optional demographic questions. Only one person completed the questions, therefore we are unable to provide a demographic breakdown of contributors. However, the information was sent to individuals and organisations who are from, or who represent or work with, the priority groups, and the focus groups were promoted as being for people who identified with one or more of the priority groups. A list of organisations that attended focus groups or provided written submissions can be found in the Appendix.

4 Community engagement – feedback and resulting changes

The following sections are structured by priority group. They outline what we heard for each group and what changes we are making to the actions to the plan as a result. In the 'what we heard' sections, where relevant, we also outline things we will do in response to the feedback that do not necessitate changes to the actions in the plan. There was also rich input received that doesn't require changes to the plan, but that will help us when implementing the actions in the plan.

4.1 What we heard – common themes

Across all engagement methods, we heard the following common themes:

- Community would like to be kept up to date with progress on the actions and want to ensure that we monitor and report on implementation of the plan. As a result, we will also amend the wording in Part One of the plan to be provide more information on our approach to monitoring, reporting and sharing updates.
- An intersectional approach is crucial, as is engagement with people who face additional discrimination or exclusion. We will strengthen the language in Part One of the plan around intersectionality and how we will apply this in practice.

4.2 What we heard – people with disability

Participants appreciated the opportunity to provide feedback on the targeted disability actions. They acknowledged that although there have been improvements in access across the city, many people with disability continue to face significant barriers to participation for a range of reasons. In general, there was support for the five targeted actions. Participants also highlighted the use of stronger language to reinforce human rights and legislative obligations and the importance of ongoing collaboration and co-design. Below is a summary of key points raised.

Action 1: Community infrastructure
Feedback reinforced the importance of community infrastructure addressing a wide range of access needs and this action was identified as being fundamental to equity and inclusion of people with disability. People would prefer that the language in this action was stronger. It was also unclear for some people what was meant by community infrastructure and universal design.

Action 2: Events
Events were acknowledged as being a fun and exciting way for all people to engage with the City of Melbourne and making sure that **everyone** could access them was considered very important. This could include provision of Auslan translations at all City of Melbourne events to enable participation of people who are deaf or hard of hearing. Building the capacity of event organisers who are sponsored by the City of Melbourne was also considered important, and it was suggested that disability awareness training be provided for staff who work at events and for organisers of sponsored events. It is often 'front line' staff at events who need to be better educated.

We heard that it remains important to mitigate the risks of infection at events, and that infection control measures need to continue to ensure that people feel safe to attend. Furthermore, it was suggested that events could include 'mask-only hours' (similar to 'quiet hours') and this will be explored internally.

Action 3: Raising awareness with businesses
Community members were supportive of working with businesses to raise understanding, although they thought that raising understanding wasn't enough by itself, and that businesses should also actually be addressing access barriers. Although the needs of people who are neurodivergent were acknowledged, there were several instances of feedback that suggested that it was important that the access needs of diverse disability communities were addressed as part of any business education initiative.

Action 4: Changing Places facilities
The provision of Changing Places toilet facilities was welcomed, although some feedback was received that this action sounded as though it was focused on developing the criteria of when to include a facility, rather than actually including more facilities. It was suggested that this action could be included within Action 1, as it aligns with community infrastructure.

Action 5: Accessing Melbourne webpages
Provision of easily accessible information to help people get to and around the city was considered crucially important. Several suggestions and requests were made that will be further explored internally. These included:

- Increasing the prominence of the Accessing Melbourne webpage to the first page of the website.
- Translation of the information into Auslan via videos.
- Provision of information about disruptions in the city and the development of a quick way to 'report an access barrier or issue'.

Feedback reinforced the importance of updates being co-designed with people with lived experience.

What is missing

Family and Sexual Violence Services
Participants in the focus groups raised the fact that women with disability are almost twice as likely as women without disability to have experienced physical or sexual violence by a co-habiting partner over a 12 month. They suggested that an action related to this was missing in the plan.

4.3 Changes to actions as a result of what we heard – people with disability

Based on what we heard, the following amendments have been made to the targeted actions.

- **Action 1** has been reworded to strengthen the language, include the establishment of Changing Places toilet facilities (which was originally a separate action), and specify the need to involve community at the start of projects. In addition, definitions of universal design, community infrastructure and Changing Places will be added as footnotes.
- **Action 2** has been reworded to include stronger language and 'health and safety' provisions, and articulate options for building capacity of staff and organisers.
- **Action 3** has been reworded with reference to all abilities, not just people who are neurodivergent, and has a broader focus than just raising awareness.
- **Action 4** has been incorporated into Action 1, and a new action has been added here following feedback about the importance of a targeted action addressing the needs of women with disability who are at risk of or are experiencing family or sexual violence. It was drafted based on the role that City of Melbourne can and do play.
- **Action 5** has been reworded to include a review process with people with lived experience and expansion of accessible formats.

	Original action	Updated action
1.	Develop community infrastructure projects that prioritise accessibility and universal design.	Include accessibility and universal design* requirements in all future City of Melbourne community infrastructure* projects, including the establishment of Changing Places* Toilet Facilities where they meet community needs. Provide opportunities for input and feedback with people with lived experience at the commencement of projects. *Footnotes will be added here to provide definitions of universal design and community infrastructure.
2.	Prioritise access and inclusion in City of Melbourne owned and delivered events and build capacity of organisers of events that are sponsored by City of Melbourne.	Events delivered by City of Melbourne will include provisions for access, inclusion and health and safety. Events will include Auslan translations. These initiatives will be promoted to attendees. Additionally, City of Melbourne will provide advice to event organisers to inform them of ways they can enhance access and inclusion at their events including

	Original action	Updated action
		encouraging the provision of Auslan interpretation. An annual information session will be run for event organisers to provide latest guidance and information.
3.	Raise awareness and understanding among businesses of people who are neurodiverse.	Work with at least 15 businesses to improve accessibility for people of all ages and abilities.
4.	Develop criteria to assess when a Changing Places facility should be included in renovations and new buildings delivered by City of Melbourne.	Promote accessible information about family and sexual violence support and services for people with disability, and ensure that our family and children's services are accessible.
5.	Update our Accessing Melbourne web page, to ensure that it provides current information sought by people with disability.	Review and update our Accessing Melbourne web page by collaborating with people with lived experience, ensuring information is available in a wide range of accessible formats, including Auslan and social stories.

4.4 What we heard – women

Contributors indicated that the actions focused on women are all important and interrelated. Below is a summary of key points raised.

Action 6: Support for Aboriginal women
Participants agreed that additional or targeted support should be provided to Aboriginal women especially those experiencing homelessness and family violence.

Action 7: Professional development for staff
Training and educating staff on how to identify and respond to family or sexual violence in a safe and appropriate way is very important and potentially lifesaving. It was suggested that this training could be extended to businesses.

Action 8: Gender-based violence and education
The majority of contributors highlighted gender-based violence as a concerning and persistent issue impacting women and that working with men and boys to prevent men's violence against women is essential. There is a global organisation focused on engaging men and positive masculinities (https://menengage.org/) that could help with this engagement. High-traffic areas like public transport hubs, and tourist destinations (for example, Federation Square) could be targeted for high-profile advertising campaigns.

It was suggested that community education workshops or initiatives on gender-based violence must be culturally relevant and cover issues experienced by different groups and cultures. For example, there is an urgent need to educate women who are newly arrived Indian migrants on their rights and access to legal and community services. Cultural practices such as dowry, arranged marriages and the power differential within a marriage based on economic freedom and visa status may expose them to other forms of violence such as caste discrimination and dowry harassment and violence. In response to this feedback, the City of Melbourne will work with and support specialist organisations to raise awareness of practices that may be detrimental to the health and status of women.

According to a local women's service, women frequently seek support and information on financial abuse and building financial capability. Providing more education and support in this area will help build women's economic security.

Participants were pleased to see City of Melbourne focusing on and valuing unpaid care. This could be further supported through the provision of free or low-cost child and elder care.

It was agreed that gender-based violence applies more broadly than just to women. Participants in some focus groups pointed out that trans and gender diverse people suffer disproportionate levels of violence, as do LGBTIQA+ community members with disabilities.

Action 9: Economic opportunities
Some participants suggested that "promoting economic opportunities" for women is not strong enough and that women's economic rights should be the focus. They also suggested offering or promoting women's leadership forums and scholarship programs to encourage women to participate in politics and other leadership roles. Prioritising economic opportunities including on-the-job learning and student placement opportunities for marginalised women was recommended. Participants would also like to see more multicultural women and gender diverse people reflected within the City of Melbourne workforce.

It was noted that the Municipal Association of Victoria deliver Local Government Candidate training to those who wish to nominate as a candidate in a council election. The training helps candidates understand the role and responsibilities of being a councillor. Other leadership, internship and employment pathway opportunities for women from multicultural communities will be explored in Action 17 for multicultural communities. Increasing opportunities for women and gender diverse people within the City of Melbourne workforce is being addressed as part of City of Melbourne's Gender Equality Action Plan and Diversity, Equity and Inclusion Strategy.

Action 10: Fair access in sporting clubs and facilities
It was agreed that safety is an important factor for women and girls when deciding to participate in sport and recreation, and it was suggested that 'safe' access was as important as fair and equitable.

What is missing

Police, housing and public transport
Police and law enforcement, affordable housing, and safe and affordable public transport were raised as crucial elements to effectively tackling gender-based violence. These issues, however, are being addressed outside of the Inclusive Melbourne Action Plan. For instance, housing affordability and homelessness are being addressed in City of Melbourne's Affordable Housing Strategy 2020-2030 and Homelessness Strategy 2024-2030, and women and people on very low to moderate income are priority cohorts in these plans. Furthermore, Victoria Police has a Code of Practice for the Investigation of Family Violence which directs how they respond to family violence.

Concerns were raised about the safety and cleanliness of the city. Issues included overcrowded footpaths and trams, dirty and slippery conditions along Flinders Street, difficultly navigating around the many construction sites in and around the CBD and the lack of safe zones for Ubers to stop and pick up or drop off passengers.

Many women feel unsafe using and waiting for public transport, and feedback was provided of the need to increase frequency of services and staff presence on trams for added safety especially at night. Some tram lines are not pram or wheelchair-friendly, posing significant challenges for parents with young children and those with mobility issues. Public transport is the responsibility of the Victorian Government, however there is a role for Council to advocate for greater safety provisions for and on behalf of residents and visitors to the city.

Health needs
Participants with compromised immune systems expressed concerns for their safety and are often harassed for wearing a mask on public transport. It was suggested that there should be greater awareness about people's health needs, and that people in masks should be represented in marketing and communications to normalise mask wearing as an acceptable thing to do. It was suggested that City of Melbourne could introduce a campaign to protect vulnerable people and encourage people to mask up. Information on supporting and protecting vulnerable people through the use and normalisation of mask wearing will be shared internally to assist with the development of the next Municipal Public Health and Wellbeing Plan.

Safety in public spaces
Many walking routes through the city don't feel safe. Better lighting is needed along walking routes such as from Rod Laver Arena to Flinders Street Station after an event. The safety and accessibility of walking routes along this part of the city will be considered part of the Greenline project.

Positive feedback was received about the existing paper-based tour maps and Town Hall drop-in service and that they are great ways to help visitors feel safe and confident travelling around the city.

It was identified that there was a need to make women more visible and welcome in public spaces to enhance their sense of belonging and value. It was suggested that this could be achieved through erecting statues of women, increasing and promoting places that welcome breastfeeding, introducing more wayfinding signage of the locations of public amenities, and more parklets and play spaces within the CBD. Women's experiences of safety and inclusion in public spaces will be addressed through two actions in Part One of the plan. These include action nine (developing an Inclusive Design Guide) and action ten (develop a framework to address safety and perceptions of safety in public spaces). Discussions will be also held internally to determine possible approaches for increasing and promoting places that welcome breastfeeding.

4.5 Changes to actions as a result of what we heard – women

Based on what we heard, the following amendments have been made to the targeted actions.

- **Action 6** has no change.
- **Action 7** has no change, although a footnote will be added to expand on the term 'gender-based violence'.
- **Action 8** has been reworded to reflect the need to educate and build capability on additional focus areas, and that we will undertake this action in partnership with others.
- **Action 9** has been reworded to highlight the need to advance women's economic rights.
- **Action 10** has been reworded to include the word 'safe' as this is an important reason why women and girls decide to participate in sport and recreation.

	Original action	Updated action
6.	Partner with an Aboriginal Controlled Community Organisation to pilot a safe space and family violence service for Aboriginal women at risk of or experiencing family violence and homelessness.	No change.
7.	Design and deliver professional development that equips CoM staff, volunteers and contractors to recognise, respond to, and prevent gender–based violence and promote gender equality.	No change, although a footnote will be added to the term 'gender-based violence' to acknowledge that gender-based violence reflects the idea that violence often serves to maintain structural gender inequalities. It is violence directed at an individual based on their gender and it disproportionately impacts women and girls, and people in LGBTIQA+ communities.
8.	Scope and deliver awareness raising, education, and capability building initiatives in the community promoting gender equality and preventing gender–based violence. Focus areas for the next two years to include valuing unpaid care, technology facilitated abuse, and working with men and boys to prevent violence against women.	Partner to deliver awareness raising, education and capability building initiatives in the community promoting gender equality and preventing gender-based violence and discrimination. Focus areas for the next two years to include valuing unpaid care, technology-facilitated abuse, working with men and boys to prevent violence against women, understanding financial abuse and building financial capability.
9.	Support and promote economic opportunities for women through partnerships such as the Victorian Municipal Building Surveyor Group Women's network, She Loves Tech, and the	Support and facilitate women's economic rights and opportunities through partnerships, including but not limited to the Victorian Municipal Building Surveyor Group Women's network, She Loves Tech, and the

	Original action	Updated action
	Japan, Republic of Korea and the US Trilateral Women's Leadership and Empowerment event.	Japan, Republic of Korea and the US Trilateral Women's Leadership and Empowerment event.
10.	Implement the Fair Access Policy and Action Plan which aims to provide fair, equitable access to recreation spaces and services and increase participation for women and girls in recreation and physical activity.	Implement the Fair Access Policy and Action Plan which aims to provide fair, safe and equitable access to recreation spaces and services and increase participation for women and girls in recreation and physical activity.

4.6 What we heard – LGBTIQA+ communities

Across all engagement methods, contributors were supportive of the actions. Generally, there was feedback that LGBTIQA+ communities feel vulnerable due to the rise globally of anti-LGBTIQA+ politicians, rhetoric and policies. They suggested that visible leadership from the Lord Mayor and CEO would be helpful when implementing and promoting the actions, and that we should continue to celebrate LGBTIQA+ stories across our communication channels. It was considered important to ensure that diverse voices and those who are more marginalised are sought out and engaged when implementing the actions.

Prior to commencing engagement, two of the targeted actions for LGBTIQA+ communities were moved to Part One of the plan, as they were considered important across all priority groups. Therefore, only three actions were tested within the focus groups and individual conversations. Below is a summary of key points raised.

Action 11: LGBTIQA+ advisory committee
There was consensus that Action 11 to establish an LGBTIQA+ advisory committee was the most important action. The reasoning for this was that it is a foundation for the other actions, it supports accountability, it builds engagement and it builds buy-in from councillors and staff. It is a clear, visible symbol of support and engagement with the community.

There were several suggestions to improve the wording and implementation of this action. They focused on ensuring diverse representation, having councillor and staff involvement, being clear about expectations of committee members and reporting back regularly to committee members. Diverse representation should include representation from the intersex community on the committee to raise awareness and voice. It was also suggested that we commit to developing the next set of actions in 2026 in consultation with the advisory committee.

In addition, focus groups were asked whether an advisory committee was the best mechanism to raise the voice of LGBTIQA+ communities or whether the City of Melbourne should be directing resources into something else. It was acknowledged that a broader type of participatory group (for example, not formal, higher numbers, participation on an opt-in basis) could encourage participation from a larger range of people and increase representation. However, overall participants felt that the committee provided the opportunity for members to be more trusted by council and embedded into processes, that relationships and capacity could be better built, and that people on the committee were more likely to be committed to participating in decision-making.

Participants recognised that there were potential flaws in any approach to engagement and suggested that several options for engagement should be offered.

They also suggested that to increase the voice of LGBTIQA+ communities, City of Melbourne should increase the workforce who are members of LGBTIQA+ communities.

Action 13: co-design project with young people
There was support for this action, and the co-design component was considered very important. It was also suggested that collaboration with older people not be forgotten.

Action 15: engagement with LGBTIQA+ communities
There was support for this action, and it suggested that we ask LGBTIQA+ communities how they would like to be engaged, and that we ensure we are respectful with any data collection.

What is missing

Partnerships
The development of long-term and ongoing relationships with LGBTIQA+ organisations would support CoM to do better outreach, provide better services, improve education, expand reach, be responsive when issues emerge and run community events.

Clear and visible support
As mentioned above, there was feedback that LGBTIQA+ communities feel vulnerable due to the rise globally of anti-LGBTIQA+ politicians, rhetoric and policies. There was feedback that it would make a difference to have visible symbols of City of Melbourne's support of LGBTIQA+ communities in public spaces.

Awareness raising and education.
Participants thought that CoM had a role in building community awareness and capacity and reducing discrimination, including for people who are trans and gender diverse. This could be through campaigns, training or promotion. It could also be through the provision of funding to organisations who do work-based or school-based training. This feedback is partly addressed through the addition of a new action (Action 14), and other opportunities for education will be explored further via partnerships through our community grant programs.

Safe spaces
It was noted that there is an action in Part One of the plan to audit CoM facilities to improve safety and inclusion for all priority groups. There was a suggestion that this could lead to CoM setting guidelines or criteria for what defines a safe space for LGBTIQA+ communities. This will be explored further in the implementation of this action.

One participant noted the importance of encouraging mask-wearing, providing respirators at events and spaces, and providing options to participate remotely. They also suggested that CoM educate event organisers on the risks of transmission of illness and how to mitigate it. This has been responded to in the actions for people with disability.

Ongoing staff training
There should be ongoing training for City of Melbourne staff in LGBTIQA+ and disability awareness. There should be mandatory minimum training for new staff. It was noted at the time this was raised that there is existing training provided to staff, and there is an action in Part One to update City of Melbourne's diversity, equity and inclusion learning program with mandatory and additional training.

All gender, accessible bathrooms
Every council facility should have all gender accessible bathrooms so that everyone feels safe. This information is already known within the organisation, and we will continue to progress this internally.

Gender-based violence
Gender-based violence is referenced within the targeted actions for women, but gender-based violence applies more broadly than just to women. Trans and gender diverse people suffer disproportionate levels of violence, as do LGBTIQA+ community members with disabilities – and we should be acknowledging this in our thinking, planning and execution. A footnote in the actions for women will reflect this.

Data collection
Improved, consistent data collection and using multiple sources would help CoM understand where gaps are and emerging priorities. It was noted at the time that this was raised that there is an action in Part One of the plan to collect consistent demographic data across services.

It was noted that ABS has a best practice guide for collection of data on gender and this could be used consistently across services.

Inclusion in sport (facilities and clubs)
Sport is a fundamental human right and LGBTIQA+ community members are often excluded, both from facilities and from clubs. Both the physical space and the club mindsets need to change. It was noted at the time that this

was raised that City of Melbourne has just endorsed the Fair Access Policy and Action Plan. While the plan is focused on women and girls, it acknowledges intersectionality and aims to improve inclusion at facilities and clubs.

4.7 Changes to actions as a result of what we heard – LGBTIQA+ communities

Based on what we heard, the following amendments have been made to the targeted actions.

- **Action 11** has been reworded to be more explicit about diverse representation.
- **Action 12** had been moved to Part One of the plan prior to commencing engagement. A new action has been included here based on the feedback received through engagement and the importance that contributors placed on partnerships.
- **Action 13** has no change.
- **Action 14** had been moved to Part One of the plan prior to commencing engagement. A new action has been included here based on consistent feedback received across engagement of the need to raise awareness and show visible support in our public space.
- **Action 15** has been reworded to make it clear that we are talking about engagement with the City of Melbourne.

	Original action	Updated action
11.	Establish an LGBTIQA+ advisory committee to guide implementation of the actions below, as well as other relevant initiatives and projects, and to inform City of Melbourne's approach to communication and consultation with LGBTIQA+ people. Any committee will be structured to be inclusive and diverse including in terms of opinion and age.	Establish an LGBTIQA+ advisory committee to guide implementation of the actions below, as well as other relevant initiatives and projects, and to inform City of Melbourne's approach to communication and consultation with LGBTIQA+ people. The committee will be structured to be inclusive and diverse including in terms of opinion, age, ability, sexual orientation, gender and culture.
12.	Audit up to ten City of Melbourne owned and managed facilities to understand where and why LGBTIQA+ communities feel safe and included, or unsafe and excluded, and make recommendations. **NB:** Prior to commencing engagement, this action was moved to Part One of the plan and was not considered in the engagement.	New action as follows: Develop strategic partnerships with at least three LGBTIQA+ organisations to improve our service delivery, community engagement and ability to respond to emerging issues. Service delivery focus areas will include family and children's services, youth services and ageing and inclusion services.
13.	Collaborate with LGBTIQA+ youth to co–design and deliver a project to improve safety and inclusion.	No change.
14.	Review Family and Children Services from an equity and inclusion perspective, acknowledging the diverse structures and roles within families and ensuring a focus on being safe, inclusive and responsive to LGBTIQA+ communities. **NB:** Prior to commencing engagement, this action was moved to Part One of the plan and was not considered in the engagement.	New action as follows: Explore ways to recognise historically significant LGBTI Melburnians, for example in place naming.
15.	Establish baselines for current levels of engagement of LGBTIQA+ communities and identify and implement actions to enhance engagement.	Establish baselines for current levels of engagement of LGBTIQA+ communities with the City of Melbourne and identify and implement actions to enhance engagement.

4.8 What we heard – multicultural communities

Generally, feedback about the targeted actions for multicultural actions was positive. Below is a summary of key points raised.

Actions 16 and 20: Social cohesion and intercultural dialogue
We heard that a holistic, meaningful, and intersectional approach is necessary to address the complex layers of discrimination and racism, and that one intercultural event will not embed systemic change or build social cohesion. We learnt there is increasing concerns of caste discrimination and that we need to ensure our places are culturally safe for our multicultural city to thrive. Consideration of caste discrimination will be included in the implementation of this action.

To build social cohesion, we need to collaborate with the community to develop a series of opportunities for intercultural dialogue and connection. Ensuring safe and accessible participation is crucial for enabling engagement from our diverse community.

Actions 17 and 18: International students, employment and working with businesses
Employment and pathways to employment are crucial for all multicultural communities, not just international students. We heard that this needs to be supported by education and awareness training for businesses and industries in cultural awareness and competence. While this is reflected in Action 18, feedback indicated that this action was not easily understood, and that it shouldn't be limited to benefitting visitors.

Additionally, it is important to offer information and support to migrants regarding cultural norms and practices in the workplace.

We also heard about the importance of informing international students about the health system and personal health and well-being, particularly sexual health. Ways to address this will be explored further internally.

Action 19: Events
We heard that Melbourne Fashion week can feel exclusive for some people, although it was recognised that it was still important that this event was inclusive and representative. It was recommended that all City of Melbourne events should be delivered through the lens of inclusion, access and equity. The community also emphasized the importance of creating meaningful and inclusive ways for people to participate in events with safe air quality, as not everyone feels safe attending events in enclosed areas. This feedback has been incorporated into Action 2 within the targeted actions for people with disability and will be explored further in the implementation of this action.

What is missing

Recognition of cultural differences across generations
Participants shared the importance of recognizing intergenerational differences and that opportunities to build intergenerational connection should be considered in the delivery of the actions.

Ongoing connection with Council
People expressed a desire for more ongoing ways to connect with the Council that are not always as formal as workshops, suggesting a need for varied and accessible engagement methods during delivery of the plan.

4.9 Changes to actions as a result of what we heard – multicultural communities

Based on what we heard, the following amendments have been made to the targeted actions.

- **Action 16** has been reworded for clarity and to include implementation of an initiative instead of just identifying opportunities.
- **Action 17** has been made broader with the inclusion of public housing residents and multicultural community members, who also experience challenges to gaining employment. We have also specified that we will work in partnership with others to deliver this action.
- **Action 18** has been simplified to improve clarity and remove the focus just on visitors.

- **Action 19** has no change.
- **Action 20** has been reworded to reflect the desire for ongoing activities rather than a one-off event.

	Original action	Updated action
16.	Review evidence of effective approaches to reduce discrimination and engage with community members who have experienced racism, to identify opportunities to improve social cohesion.	Work with community members and organisations with lived experience of discrimination to identify and implement an initiative aimed at enhancing social cohesion utilising evidence-based approaches.
17.	Support international students with employability, entrepreneurship and leadership skills through an internship program, volunteer opportunities, capability building workshops and professional networking opportunities.	Support international students, multicultural community members, and public housing residents with pathways to employment by implementing an internship program and offering volunteer opportunities. Partner with other organisations to conduct capability-building workshops for community members and facilitate professional networking events.
18.	Collaborate with industry to deliver cultural competency initiatives for businesses, focused on creating a welcoming environment for visitors from diverse cultural and social backgrounds in line with Experience Melbourne 2028 priorities.	Deliver cultural awareness initiatives for businesses to create a welcoming environment for people from diverse cultural backgrounds.
19.	Develop and implement a Melbourne Fashion Week Inclusion and Equity Policy that cultivates a culture of diversity and inclusion across race, ethnicity, gender, disability and age.	No change.
20.	Deliver an annual event, in partnership with community, which supports intercultural dialogue and connection.	Deliver activities in partnership with community to increase opportunities for intercultural dialogue, enhance learning experiences, and improve social cohesion.

4.10 Next steps

Part Two of the plan will be revised as per this report, and will be presented to the Future Melbourne Committee for endorsement in September 2024.

Part One and Part Two of the Inclusive Melbourne Action Plan 2022-24 will then be combined into one document and published on our website.

5 Appendix

5.1 Organisations that were invited to participate in the engagement process

1	Able Australia
2	ACON
3	Afri Aus Care
4	Africa Media Australia
5	African Family Services
6	AMES Australia
7	AMIDA (Action for More Independence & Dignity in Accommodation)
8	Arch Access
9	Arts Access
10	Association of Ukranians in Victoria
11	Aussie Hands
12	Australian Federation of Disability Organisations
13	Australian GLBTIQ Multicultural Council
14	Australian Intercultural Society
15	Australian Vietnamese Women's Association
16	Bayley House
17	Bigger Sister Channel
18	Blind Citizens Australia
19	Brain Injury Matters
20	Brotherhood of St Laurence
21	Carlton Football Club
22	Carlton Neighbourhood Learning Centre (CNLC)
23	Carlton Primary School
24	Carlton Residents Association
25	Carlton Rotary
26	Centre for Multicultural Youth
27	Church of All Nations
28	Cities Hub and Network for Gender Equity (CHANGE)
29	CoHealth
30	Community Grocer
31	Crime Stoppers Victoria
32	Cultivating Community
33	Dadfit
34	Dancehouse
35	Deaf Blind Victorians
36	Department of Education (Respectful Relationships)
37	Disability Discrimination Legal Service
38	Disability Resource Centre
39	Disability Sports and Recreation
40	Disabled Wintersports Australia
41	Drummond Street Services
42	Elder Abuse Prevention Network (Merri Health)
43	Enterprising Women
44	Equality Australia
45	Fitzroy Legal Service
46	Full Stop Australia
47	GenWest
48	Gig Workers Hub

49	Girl Guides Victoria
50	Gotcha4Life Foundation
51	Gowrie Victoria
52	Guide Dogs Victoria
53	Her Run
54	Hidden Secrets (Walking Tours)
55	HIPPY Connie Benn Centre
56	IndianCare
57	Inner Melbourne Community Legal
58	International Student Care
59	Islamic Council of Victoria
60	Islamic Youth Organisation
61	Laneway Learning
62	Lotus Group
63	Many Coloured Sky
64	Meals with Impact
65	Melbourne Farmers Markets
66	Melbourne Somali Community
67	Mercy Hub
68	MiCare
69	Minus18
70	Multicultural Youth Advisory Network
71	Multicultural Youth Group
72	Municipal Association of Victoria
73	Muslim Legal Network
74	North Carlton Railway House
75	Our Place
76	Positive Power Parents
77	Preventing Violence Together partnership
78	Professional Migrant Women
79	Queen Victoria Women's Centre
80	Railway Neighbourhood House
81	Rainbow Local Government
82	Refugee Council of Australia
83	Reinforce
84	Relationships Victoria
85	Retina Australia
86	River Nile Learning Centre
87	RMIT University
88	Rotary Club of Melbourne
89	Safe and Equal
90	SARU
91	St Jude's Community Church Carlton
92	St Vincent's Hospital
93	Swinburne University
94	Switchboard
95	The Wheeler Centre
96	Thorne Harbour Health
97	Transgender Victoria
98	Travellers Aid
99	Uni Lodge
100	University of Melbourne
101	Victoria Police

102	Victoria University
103	Victorian Elderly Chinese Association
104	Victorian Multicultural Commission
105	Victorian Women's Trust
106	Vision Australia
107	Water Well Project
108	Welcoming Australia - Welcoming Cities
109	Western Integrated Family Violence Committee
110	WISE Women Employment
111	Women's Information and Referral Exchange Inc. (WIRE)
112	Women's Health Victoria
113	Yarra Trams
114	Young Australian People
115	Youth Activating Youth
116	Youth Disability Advocacy Service

5.2 Organisations that attended focus groups or provided written submissions

	Organisations
1	Aleph Melbourne
2	Carlton Neighbourhood Learning Centre (CNLC)
3	Cultural Infusion
4	Hindus for Human Rights Australia
5	Kensington Association
6	Melbourne Somali Community Inc
7	Melbourne Theatre Company
8	Multicultural Association of Property Professionals
9	Municipal Association of Victoria
10	Our Place (Colman Education Foundation)
11	Rainbow Local Government
12	Refugee Council of Australia
13	Rotary Club of Central Melbourne
14	St Vincent's Hospital Melbourne
15	Swinburne University of Technology
16	The Footpath Library
17	The Humanism Project
18	Transgender Victoria
19	Victorian Multicultural Commission
20	Welcoming Cities
21	Women's Information and Referral Exchange Inc. (WIRE)

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