

Access and Inclusion Plan Impact Report

2023-2024





ACCESS AND INCLUSION PLAN IMPACT REPORT 2023-2024

An accessible and inclusive community is one in which community members of all abilities feel included, and diverse communities are represented. Community members with disability, their families and carers, can easily access services, facilities and programs. People of all abilities are actively included and encouraged to participate in all aspects of community life, and can access all opportunities.

Our objective: To facilitate an inclusive community that celebrates diversity through ensuring excellent customer service and physical accessibility, promoting active citizenship and increasing employment opportunities at the Town.

100%

staff completed discrimination awareness training

of Library items are available in

accessible

formats

Customer experience: Quality customer service

We provided training for all staff to ensure excellent customer service is provided to every community member.

Customer experience: Information

We ensured the Access and Inclusion Plan is accessible in a

Our Library collections are available in a variety of formats.

range of formats.

An inclusive community that celebrates diversity (S3)

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\$319,265+

grant funding invested in

initiatives that promote inclusive communities and celebrate diversity.

events delivered that celebrate people of all abilities and backgrounds

5.4%

of ToVP staff report living with a disability

Physical access

We advocated for accessibility in infrastructure projects within the Town and continued to audit all Town facilities to ensure accessibility. We ensured that Town events were accessible for everyone. We reviewed and updated our **Equal Employment Opportunity** Management Plan and committed to improving

Employment

recruitment, selection and training processes to meet targets for diversity in the workforce.

An inclusive community that celebrates diversity (S3)

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As a result of improved processes, we surpassed our 2023/24 FY target of 4% staff who report living with disability.

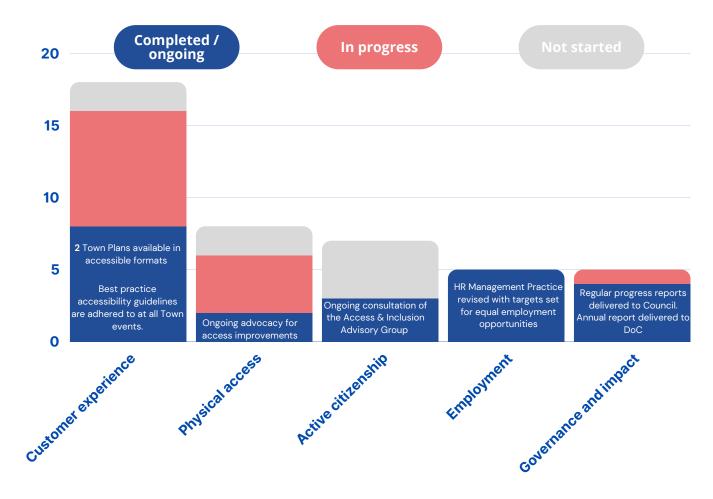
We also attained higher staffing levels than the long term target of 5%





Actions 2023-2024

Click here for a full list of actions



Community Scorecard 2023 Results

Measure	Overall Performance Index Score	People with disability	Industry average
Level of satisfaction with disability access	58 (84% positive rating)	45	52
Ability to access support	56% agree* (industry high)	39%	49%
Community perceptions of belonging	62% agree	66%	59%

Goals for Community Scorecard 2025 Results

Increase the score from people with disability to align closer to the overall score (where relevant).

Maintain or improve overall scores compared to industry averages.

Maintain or expand the number of measures where we hold the industry high.



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