



TOWN OF
VICTORIA PARK



Inclusion Training 2025

STORYBOARD & SCORECARD

Inclusion training 2025 Storyboard

We invested **\$5,350** in
6 training sessions



...for a total of **70** participants including staff,
local businesses and clubs



...improving their understanding and skills in disability awareness
and creating an inclusive customer experience



**...contributing to making the Town of Victoria Park an
inclusive community that celebrates diversity (S3).**



Inclusion Training 2025 Scorecard



How much did we do?

\$5,350 budget

6 training sessions:

- Creating an accessible and inclusive business
- Delivering inclusive events
- Inclusive Clubs

70 participants

8 businesses participated

24 clubs participated

How well did we do it?

100% of business attendees said they learnt new things that they could employ in their work/life

73% of club attendees said they learnt something new

Participants made an action plan for increasing inclusivity in their area of focus within the next three months.

Who benefits?

People with a disability who live, work and play in the Town

Local businesses

Local clubs

Town of Vic Park staff

Wider community

Participant feedback

"Really in-depth and interactive. [I am now] able to understand areas of disability that I was not familiar with.
Good practical tips on implementing in business."

"This training made me aware of the needs of people with disability."

"A fantastic session."

"Thought provoking, well balanced and coherent messages to take away & use".

Inclusion training 2025 Scorecard

Theory of Change: By partnering to deliver disability inclusion training to staff, local businesses and clubs we increase awareness of the needs of people with disability among local services and contribute to making the Town of Victoria Park an inclusive community that celebrates diversity.

Degree of alignment to Theory of Change: 80%*

*based on 32 survey responses



Inputs	Activities	Outputs	Short-term Outcomes	Mid-term Outcomes	Strategic Alignment
<p>Budget: \$5,350</p> <p>Training partner: Inclusion Solutions</p> <p>Promotion</p>	<p>6 training sessions:</p> <p>2 x Inclusive customer service</p> <p>2 x Inclusive events</p> <p>Inclusive clubs</p> <p>Inclusive businesses</p>	<p>36 staff from the Town of Vic Park attended, from areas including customer service, leisure, library services and events</p> <p>10 representatives from 8 local businesses attended</p> <p>24 people from local clubs attended</p> <p>Individual action plans developed</p>	<p>Increased awareness of the access and inclusion needs of people with disability among Town staff and local businesses and clubs.</p> <p>Improved inclusion and accessibility among local participating businesses and clubs.</p> <p>Improved planning for accessibility in local events.</p>	<p>People with disability have improved access to customer service and events in the Town of Victoria Park.</p>	<p>Strategic Community Plan: The Town of Victoria Park is an inclusive community that celebrates diversity (S3)</p> <p>Access and Inclusion Plan: People with disability have equal access to services and events organised by the Town of Vic Park.</p> <p>People with disability receive the same level and quality of customer service as other people in the community.</p>