



Hepburn
SHIRE COUNCIL

Disability Action Plan

▶ ▶ ▶ 2023 - 2026



Acknowledgement of Country

Hepburn Shire Council acknowledges the Dja Dja Wurrung as the Traditional Owners of the lands and waters on which we live and work. On these lands, Djaara have performed age-old ceremonies of celebration, initiation and renewal. We recognise their resilience through dispossession and it is a testament to their continuing culture and tradition, which is strong and thriving.

We also acknowledge the neighbouring Traditional Owners, the Wurundjeri to our South East and the Wadawurrung to our South West and pay our respect to all Aboriginal peoples, their culture, and lore. We acknowledge their living culture and the unique role they play in the life of this region.



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Message from the Mayor



Hepburn Shire Council has prepared this Disability Action Plan in partnership with our Disability Advisory Committee. Through the development of the action plan, we have identified opportunities to improve access to Council services and facilities to eliminate barriers that may prevent or inhibit access and inclusion by people living with disability.

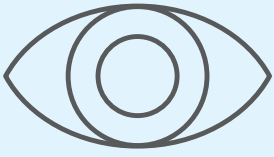
The action plan reflects Council's commitment to the principles of the Disability Discrimination Act (1992) and the Victorian Disability Act (2006). Through this we are seeking to provide equitable and dignified access to all Council's services, facilities, programs, communication, planning and employment processes.

Our Disability Access and Inclusion Plan 2018 – 2022 contributed to a number of positive outcomes for the better inclusion of people with a disability into the life of the Shire. This new Plan will take us to the next level by considering people with invisible disabilities – be they sensory, cognitive, neurological or psychological.

We extend our thanks to everyone who helped to inform this action plan, which will assist us to provide services and facilities that are accessible to all people who live, work in or visit our Shire.

A handwritten signature in black ink, appearing to read 'B. Hood', written in a cursive style.

Cr Brian Hood
Mayor



Our Vision

Hepburn Shire - an inclusive rural community in Dja Dja Wurrung Country where all people are valued, partnerships are fostered, environments protected, diversity supported and innovation embraced.



Our Diversity

We are proud of our Shire's diversity. We are enriched when all people, regardless of background or identity, are embraced and supported to participate and contribute to the life of their community.



Contributors

We would like to express our sincere thanks to the members of the Disability Advisory Committee for their contribution to the development of this Plan, and all community members who provided feedback in person or via the Participate Hepburn survey, particularly those with a lived experience of disability.

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Introduction

When we talk about ‘people with disability’ we mean people with any kind of impairment, whether existing at birth or acquired through illness, accident or the ageing process, including cognitive impairment and physical, sensory, intellectual and psycho-social disability.

People are different! There is a wide spectrum of ability in our community. ‘Disability’ arises from the way people interact with the world. Individuals may encounter physical barriers, digital barriers and barriers of attitudes and communication that impact on their ability to equitably participate in society.

Our focus in this Plan is on removing barriers and implementing adjustments that provide an equitable experience for people with disability.

We recognise that disability is not the only factor that can impact on equitable participation. By applying an intersectional lens, we recognise and address the ways in which systems, structures and attitudes can lead to multiple and overlapping forms of structural discrimination and disadvantage. For example, historically disadvantaged

groups such as women and girls; Aboriginal and Torres Strait Islander people; people from culturally and linguistically diverse backgrounds; older people; and people from LGBTIQ+ communities may require different approaches to achieve equity.

Much has changed in the four years since the last Plan was developed. There has been a review of the NDIS, a new national disability strategy (Australia’s Disability Strategy 2021-2031), state disability plan (Inclusive Victoria: state disability plan 2022–2026), and the first Victorian Autism Plan. A significant development was the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. At a local level, Council has a new Community Vision 2021-2030 and Council Plan 2021-2025, incorporating a Municipal Public Health and Wellbeing Plan.

What is the purpose of this Disability Action Plan?

The Victorian Disability Act 2006 Section 38 mandates that:

A public sector body must ensure that a Disability Action Plan is prepared for the purpose of —



- a) reducing barriers to persons with a disability accessing goods, services and facilities
- b) reducing barriers to persons with a disability obtaining and maintaining employment
- c) promoting inclusion and participation in the community of persons with a disability
- d) achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

The State plan has an emphasis on human rights perspectives and the social model of disability, both of which align with Council values. It provides a framework upon which we can build our Disability Action Plan 2023-2026.



Disability doesn't make you exceptional, but questioning what you think you know about it does.

Stella Young

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About people with disability

What is a Disability?

The Victorian Public Sector Commission recognises 'disability' as including those who have long-term physical, mental, intellectual or sensory impairments that, in interaction with various attitudinal and environmental barriers, may hinder their full and effective participation in society on an equal basis with others.

This social model of disability underpins this Plan. It understands that negative attitudes and environmental barriers impact the ability to participate in work and life. The Plan builds capacity and removes barriers to the workforce and respects the human rights of people with disability.

Throughout this document, we use 'People First' language, unless a disability community has requested an 'Identity First' approach. We will strive to make our communication more inclusive and accessible.

Facts and Figures on People with Disability

Victorian people with disability are diverse in their culture, language, sexuality, gender identity, age, ability, socioeconomic status and life experiences.

They are parents, children and young people and live in all parts of the state. Some people's disability is hidden, while other people's disability is visible.

People with disability have the right to expect the same opportunities as people without disability and live lives of their own choosing.

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

(Source: Inclusive Victoria: state disability plan 2022–2026)

7.7%

of children under 15 have disability

77%

of people with disability have a physical disability

17%

of Victorians are people with disability

10%

of the 1.1 million Victorians with disability are eligible for an NDIS plan

24%

of Aboriginal and Torres Strait Islander people have a disability

32%

of people with disability sometimes or always need support with daily self-care, mobility or communication activities

39%

of LGBTIQ+ people aged 14 to 21 identify as having disability or long-term health condition

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Methodology

Planning

To prepare for the new Disability Action Plan, we reviewed charters, policies, strategies and plans about disability from the United Nations, Australian Government, Victorian Government and advocacy groups.

This Plan aligns most closely with the Victorian plan because Council is accountable to the state government to deliver on state priorities for disability access and inclusion.

Consultation

The Disability Advisory Committee members have been instrumental in shaping this Plan. Executive Management and Councillors have commented. A draft Plan was put on public exhibition and a modest number of responses was received.

Key Strategic Actions

The four main pillars for action are:

- Inclusive communities
- Health, housing and wellbeing
- Fairness and safety
- Opportunity and pride

Summary of Relevant Council Plans, Strategies and Policies

- Council Plan 2021-2025
- Municipal Public Health and Wellbeing Plan
- Access and Inclusion Policy
- Affordable Housing Policy
- Events Policy
- Our Commitment to the Human Rights Charter
- Placement of Fixed and Temporary Furniture, Signs and Outdoor Dining Facilities on Road Reserves
- Recreation Policy
- Staff Recruitment and Selection Policy
- Staff Training and Development Policy
- Tourism Policy
- No Barriers: Positive Ageing Strategy
- Recreation and Open Space Strategy
- ACE Youth Development Strategy
- Early Years Strategy
- Middle Years Strategy
- Affordable Housing Action Plan
- Gender Equality Action Plan



My disability exists not because I use a wheelchair but because the broader environment isn't accessible.

Stella Young

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Summary of the Results of Community Consultation

The Disability Action Plan 2023-2026 has been developed with the members of Council's Disability Advisory Committee, comprising ten community members with a lived experience of disability, or working with people with disability.

Public feedback was sought via a survey on the Participate Hepburn website, available in regular and large-print versions, with hard copies also available from our libraries and customer service centres. The survey was open from 21 December 2021 to 22 January 2023 and was promoted in Council advertisements, social media and email.

In particular, we encouraged responses from community members living with disability, and their friends, family members or carers. Perhaps due to the time of year, few responses were received.

The feedback on the draft Plan was generally positive, with positive comments on some physical access improvements as well as suggestions for areas still to be addressed.

Respondents were asked for their suggested priorities within the draft Plan. In the priority area of Inclusive Communities, most respondents selected Changing Attitudes and Transport as areas for Council to prioritise. In Health, Housing and Wellbeing, the most-selected priorities were Housing and Mental Health. In the Fairness and Safety area, the majority of respondents mentioned Safety in Emergencies and Disability Advocacy as their priorities. Finally, in the area of Opportunity and Pride, the most-mentioned priorities were Employment and Economic Participation, and Pride and Recognition.





If all you see when you meet me is a blind guy with a cane ... you're the one that is blind.

Karan Nagrani



Photo – Guide Dogs



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Accountability

The Hepburn Shire Council is committed to leadership in the areas of Access and Inclusion, beyond merely meeting legislative requirements.

Hepburn Shire Council Managers are responsible for the implementation of this DAP and an Internal Reference Group will report and monitor progress on an annual basis which will be reported in Council's annual report.

The Victorian Disability Act

This Plan was developed under the Victorian Disability Act 2006. A replacement bill, tentatively titled the Disability Inclusion Act is expected to be introduced to Victorian Parliament in 2023. Because this DAP for Hepburn Shire was adopted by Council under the 2006 legislation, we are accountable for delivering on the requirements of that Act, until the end of 2026.

What we will do

We will continue to break down the barriers that limit people with disability from fully participating in all aspects of our community.

We will ensure that policies, programs and services are accessible to as many people as possible, inclusive of age, ability, gender identity, culture, language and any other social characteristics.

How we will do it

We will work to change attitudes through public awareness campaigns and staff education.

We will advocate to governments and government-funded organisations to obtain the health, housing and transport services needed by local people with disability.



We will ensure that people with disability are safe in emergencies and are protected from abuse.

We will encourage opportunities for inclusion in education, recreation, the arts, tourism and employment.

We will support people with disability to express all parts of their identity authentically and celebrate who they are.



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Actions

1. Inclusive Communities

Hepburn Shire Council actions for 2023-2026	Lead area or position	Timeframe
▶ Priority areas of Inclusive Victoria: State Disability Plan 2022-2026		
▶ 1.1 Changing attitudes		
<ul style="list-style-type: none"> • Improve access to information for people with disability that enables them to make informed decisions about their lives. Refer <i>Positive Ageing Strategy 1.1</i>. 	Communications, Information Technology, Inclusion Officer	Communications Plan by June 2023
<ul style="list-style-type: none"> • Implement a mandatory training module for Council staff and volunteers on disability awareness and inclusion. 	People and Culture	June 2023
<ul style="list-style-type: none"> • Offer further training for customer-facing staff on better service for people with specific disabilities. 	Customer Experience	June 2024
<ul style="list-style-type: none"> • Embed Universal Design types of principles in Council processes by adopting the <i>Whole of Victorian Government Universal Design Policy 2022</i>. 	Leadership Team, Governance	June 2025
<ul style="list-style-type: none"> • Take a leadership role in modelling inclusive practice. 	Leadership Team	Ongoing from 2023

1. Inclusive Communities (cont.)

Hepburn Shire Council actions for 2023-2026	Lead area or position	Timeframe
▶ Priority areas of Inclusive Victoria: State Disability Plan 2022-2026		
▶ 1.2 Transport		
<ul style="list-style-type: none"> • Support initiatives that provide effective, safe, affordable and accessible transport options. Refer <i>Positive Ageing Strategy 5.1</i>. 	CEO and Directors	Ongoing
<ul style="list-style-type: none"> • Improve the community’s knowledge of existing local accessible transport options available in Hepburn Shire. Refer <i>Positive Ageing Strategy 5.2</i>. 	Community Life	Communications Plan by December 2023
<ul style="list-style-type: none"> • Advocate, promote and investigate solutions to the continual improvement of an accessible transport and mobility system that supports the wellbeing of people with disability. Refer <i>Positive Ageing Strategy 5.3</i>. 	Community Life	Ongoing
<ul style="list-style-type: none"> • People with disability contribute to the development and implementation of a new Integrated Transport Strategy (incorporating walking and cycling). 	Strategic Planning	Q2 2023
<ul style="list-style-type: none"> • Support people experiencing transportation barriers to attend Council programs and events. 	Community Life, Events	2024

1. Inclusive Communities (cont.)

Hepburn Shire Council actions for 2023-2026	Lead area or position	Timeframe
▶ Priority areas of Inclusive Victoria: State Disability Plan 2022-2026		
▶ 1.3 Digital inclusion		
<ul style="list-style-type: none"> • Increase support for internet access and digital technology (accessible technology). Refer <i>Positive Ageing Strategy 1.2</i>. 	Community Life	Refer <i>Positive Ageing Strategy 1.2</i>
▶ 1.4 Assistance animals		
<ul style="list-style-type: none"> • Inform staff, community and businesses of new national accreditation standards for assistance animals. 	Community Safety	December 2023
<ul style="list-style-type: none"> • Update Council documents to reflect new accreditations. 	Community Safety, Governance	March 2024
<ul style="list-style-type: none"> • Review registration fees for any new categories of assistance animals. 	Community Safety	June 2024
<ul style="list-style-type: none"> • Share stories of assistance animals in Council publications. 	Communications	September 2024

1. Inclusive Communities (cont.)

Hepburn Shire Council actions for 2023-2026	Lead area or position	Timeframe
▶ Priority areas of Inclusive Victoria: State Disability Plan 2022-2026		
▶ 1.5 Sport and recreation		
<ul style="list-style-type: none"> • Support accessible transport to sport and recreation facilities. 	Community Life	2023 ongoing
<ul style="list-style-type: none"> • As Council sports facilities are redeveloped, upgrade them to be accessible for competitors and spectators (indoor and outdoor venues). 	Major Projects	2023 ongoing
<ul style="list-style-type: none"> • Promote inclusion at Hammon Park Bike Trails and trailhead facilities, leveraging public interest in sports (of all abilities) around the 2026 Commonwealth Games. 	Communications	2023 ongoing
<ul style="list-style-type: none"> • Contribute to the development and implementation of Council's <i>Recreation and Open Space Strategy</i>. 	Strategic Planning	2023
▶ 1.6 Parks and tourism		
<ul style="list-style-type: none"> • Complete Hammon Park Trailhead and Creswick Trails facility as best-practice for inclusion and accessibility. 	Major Projects	2023
<ul style="list-style-type: none"> • Launch and celebrate Hammon Park and Creswick Trails. 	Communications	2023
<ul style="list-style-type: none"> • Promote accessible tourism to our region. 	Economic Development, Comms	2024 ongoing
<ul style="list-style-type: none"> • As maps of paths/trails are developed, include a rating to communicate degree of difficulty for all users, and accessibility for wheelchair users. 	Customer Experience	2024 ongoing

2. Health, housing and wellbeing

Council actions to support the State Plan	Lead area or position	Timeframe
▶ Priority areas of Inclusive Victoria: State Disability Plan 2022-2026		
▶ 2.1 Health		
<ul style="list-style-type: none"> • Advocate for improved health services, including hospital upgrade, and for these to be fully accessible. 	Council and CEO	2023 ongoing
<ul style="list-style-type: none"> • Share information with residents on visiting health services for people with disability. 	Community Life	2023 with annual review
<ul style="list-style-type: none"> • Ensure Council’s Child and Maternal Health service continue to be inclusive. 	Community Life and contractor	2023 with annual review
▶ 2.2 Mental health		
<ul style="list-style-type: none"> • Integrate accessibility considerations into Council’s mental health initiatives, eg, <i>Municipal Public Health and Wellbeing Plan, Positive Ageing Strategy and ACE Youth Development Strategy.</i> 	Community Life	2023 with annual review
▶ 2.3 Housing		
<ul style="list-style-type: none"> • Include accessible housing in Council’s <i>Affordable Housing Strategy and Action Plan.</i> 	Strategic Planning	June 2023
<ul style="list-style-type: none"> • Advocate for wholistic housing solutions that consider access to health services, employment opportunities and transport options. 	Council, CEO	2024 and ongoing
<ul style="list-style-type: none"> • Encourage the early adoption of ‘Gold’ and ‘Platinum’ levels of <i>Liveable Housing Design Guidelines</i>, before these are mandated by state government. 	Planning, Communications	June 2024
<ul style="list-style-type: none"> • Advocate for improved accessibility standards in public housing stock in the Shire. 	Council and CEO	December 2024

2. Health, housing and wellbeings (cont.)

Council actions to support the State Plan	Lead area or position	Timeframe
▶ Priority areas of Inclusive Victoria: State Disability Plan 2022-2026		
▶ 2.4 Supporting a high-quality NDIS		
<ul style="list-style-type: none"> • Maintain our awareness of changes to the NDIS at Federal and State government levels. 	Community Life	2023 with annual review
<ul style="list-style-type: none"> • Promote links to NDIS service providers working in our region. 	Community Life, Communications	2023 with annual review
▶ 2.5 Children and families		
<ul style="list-style-type: none"> • Integrate accessibility into activities undertaken in the <i>Early Years, Middle Years and ACE Youth Development</i> strategies. 	Community Life	2023 with annual review
<ul style="list-style-type: none"> • Ensure Child and Maternal Health services are accessible. 	Community Life and contractor	2023 with annual review

3. Fairness and safety

Council actions to support the State Plan	Lead area or position	Timeframe
▶ Priority areas of Inclusive Victoria: State Disability Plan 2022-2026		
▶ 3.1 Safety in emergencies		
<ul style="list-style-type: none"> • Ensure Emergency Relief Centres are accessible for people with disability. 	Emergency Management	June 2023
<ul style="list-style-type: none"> • Investigate the development of person-centred Emergency Management Plans for people with disability. 	Emergency Management	June 2024
▶ 3.2 Disability advocacy		
<ul style="list-style-type: none"> • Advocacy by Council’s Disability Advisory Committee, bringing to Council’s attention issues requiring action or external advocacy. 	Community Life, Chair of DAC	2023 ongoing
▶ 3.3 Preventing abuse and neglect		
<ul style="list-style-type: none"> • Train staff and volunteers to ‘call out’ and report abusive or neglectful behaviours that they observe in the community. 	People and Culture	2023 and annually
<ul style="list-style-type: none"> • Ensure that Council’s Anti-Violence programs are accessible and inclusive. 	Community Life	2024 and annually
<ul style="list-style-type: none"> • Show images of people with disability in Council communications when discussing groups experiencing higher rates of abuse and neglect. 	Communications	2025 ongoing

3. Fairness and safety (cont.)

Council actions to support the State Plan	Lead area or position	Timeframe
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▶ Priority areas of Inclusive Victoria: State Disability Plan 2022-2026

▶ 3.4 Family and sexual violence

<ul style="list-style-type: none"> • Train staff and volunteers to ‘call out’ and report violent behaviours that they observe in the community. 	People and Culture	2023 and annually
<ul style="list-style-type: none"> • Ensure that Council’s Anti-Violence programs are accessible and inclusive. 	Community Life	2024 ongoing
<ul style="list-style-type: none"> • Show images of people with disability in Council communications about groups experiencing higher rates of family and sexual violence. 	Communications	2025 ongoing
<ul style="list-style-type: none"> • Advocate for respectful relationships education for people with disability and incorporate content relevant to people with disability. 	Council and CEO	June 2024

▶ 3.5 Right to expression of sexuality and gender identity

<ul style="list-style-type: none"> • Ensure that the rights of people with disability have been considered in the development of all relevant Policies, Strategies and Action Plans recommended for Council approval. 	Governance	From 2023 onward
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4. Opportunity and pride

Council actions to support the State Plan	Lead area or position	Timeframe
▶ Priority areas of Inclusive Victoria: State Disability Plan 2022-2026		
▶ 4.1 Education		
<ul style="list-style-type: none"> • Increase opportunities and decrease barriers of engagement in a range of education and continual learning activities. Refer <i>Gender Equality Action Plan 2021-2025, Priority 2</i>. 	People and Culture	June 2023 - June 2025
<ul style="list-style-type: none"> • Advocate for improved specialised education services in Hepburn Shire for people with disability. 	Council and CEO	September 2024
<ul style="list-style-type: none"> • Advocate for improved accessible transport to education facilities. 	Council and CEO	September 2024
<ul style="list-style-type: none"> • Ensure that accessibility is built into activities undertaken for the Early Years Strategy, Middle Years Strategy and ACE Youth Development Strategy. 	Community Life	2023 with annual review
<ul style="list-style-type: none"> • Advocate for respectful relationships education for people with disability and incorporate content relevant to people with disability. 	Council and CEO	June 2024
<ul style="list-style-type: none"> • Ensure that staff and volunteers with disability have access to training opportunities. 	People and Culture	June 2023 - June 2025

4. Opportunity and pride (cont.)

Council actions to support the State Plan	Lead area or position	Timeframe
▶ Priority areas of Inclusive Victoria: State Disability Plan 2022-2026		
▶ 4.2 Employment and economic participation		
<ul style="list-style-type: none"> • Increase opportunities and decrease barriers of engagement in a range of employment and volunteering activities. Refer <i>Gender Equality Action Plan 2021-2025 (GEAP), Priority 2.</i> 	People and Culture, Inclusion Officer	June 2023 - June 2025
<ul style="list-style-type: none"> • Gather data on the level and types of disability for Council staff and volunteers. Refer <i>GEAP, Priority 3.</i> 	People and Culture	June 2023
<ul style="list-style-type: none"> • Promote the value of inclusion and diversity demonstrated within our staff. Refer <i>GEAP, Priority 3.</i> 	Communications	June 2023
<ul style="list-style-type: none"> • Build awareness and train Coordinators and Managers on inclusive recruitment benefits and practices. 	People and Culture, Inclusion Officer	June 2024
<ul style="list-style-type: none"> • Explore external funding opportunities and government subsidies to employ people with disability. 	People and Culture, Grants Officer	June 2025

4. Opportunity and pride (cont.)

Council actions to support the State Plan	Lead area or position	Timeframe
▶ Priority areas of Inclusive Victoria: State Disability Plan 2022-2026		
▶ 4.3 Voice and leadership		
<ul style="list-style-type: none"> • Support the Disability Advisory Committee and engage them to advise on significant Council decisions affecting people with disability. 	Council (via Inclusion Officer)	2023 ongoing
<ul style="list-style-type: none"> • Promote the work of the members of the Disability Advisory Committee. 	Inclusion Officer, Communications	2023 ongoing
<ul style="list-style-type: none"> • Encourage recruitment of people with disability to various Council advisory and consultative groups. 	Governance, Inclusion Officer. People and Culture	2023 ongoing
▶ 4.4 Creative industries		
<ul style="list-style-type: none"> • As venues are upgraded, make them fully accessible for artists, performers and audiences (indoor & outdoor venues). 	Major Projects	2023 with annual review
<ul style="list-style-type: none"> • Engage with organisers of cultural festival for Commonwealth Games 2026 to advocate for works by and/or for people with disability. 	Economic Development, Community Life	2023-2026
▶ 4.5 Pride and recognition		
<ul style="list-style-type: none"> • Encourage applications and nominations of people with disability for Council's existing Award programs. 	Communications	2023 with annual review
<ul style="list-style-type: none"> • Propose an Award category to celebrate the achievements of people with disability, in all fields. 	Community Life	December 2024
<ul style="list-style-type: none"> • Propose an Award category for improving access/inclusion for people with disability. 	Community Life	December 2025

Glossary

Ableism	Describes discrimination based on a person's disability.
Accessibility	The extent to which people with disability can access something like an office, worksite or public area.
CEO	Chief Executive Officer
Changing Places	Public toilets with full-sized change tables and hoists in major public spaces that meet the needs of people with disability.
Co-design	The process of involving people with disability in designing, delivering and evaluating a policy, program or service.
DAC	Disability Advisory Committee
DAP	Disability Action Plan
Disability Act	The Disability Act 2006 (Vic) provides a whole-of-government and community response to the rights and needs of people with disability including a requirement to have four-year state disability plans.
Disability Action Plans	An important way that state government departments and local governments ensure they are delivering inclusive and accessible services.
GEAP	Gender Equality Action Plan
LGBTIQ+	Lesbian, Gay, Bisexual, Trans and gender diverse, Intersex, Queer and questioning, Asexual and ally.
NDIS	Jointly funded by the Commonwealth and state and territory governments, the National Disability Insurance Scheme provides access to disability supports for eligible people with disability.
Person-first language	Person-first language puts the person before their disability – for example, 'person with disability'. Person-first language is used to emphasise a person's right to an identity beyond their disability.
Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability	Seeks to understand the experiences of people with disability and recommend important safeguards. The commission is due to conclude in September 2023.
Universal design	Making spaces, policies and programs that are inclusive, accessible and can be used independently by all people.
Wellbeing	Wellbeing includes physical, mental and social health. Wellbeing can be described as how you feel about yourself and your life.



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