



December 2025
Accessibility and Inclusion Plan
2026-2030

Engagement overview

Over the next 12 months, Wyndham City Council will be developing the revised Accessibility and Inclusion Plan 2026–2030.

This updated strategy will build on the achievements of our current plan which expires at the end of this year and ensure we meet our legislative requirements.

This first and early stage of engagement sought feedback from community members, particularly those either with a disability or caring for someone with a disability. Disability service providers and educational providers were also invited to provide feedback. This consultation was open for 5 weeks from 3 November to 7 December 2025.

The primary engagement tool was an online survey with 3 in-person engagement sessions also available.

We heard from 32 community members via the online survey. Participants were invited to say if they thought the vision for the plan was still correct and then to rank priorities within each of the 4 pillars in which the Plan will be based on.

Feedback from the engagement will help shape the final Plan before a draft is developed and provided to Council in March for potential endorsement for public exhibition. The final Plan will then be presented to Council for endorsement in early 2026

How did the community get involved?

The below tables outline the ways we engaged with the community and the activities undertaken to promote the engagement.

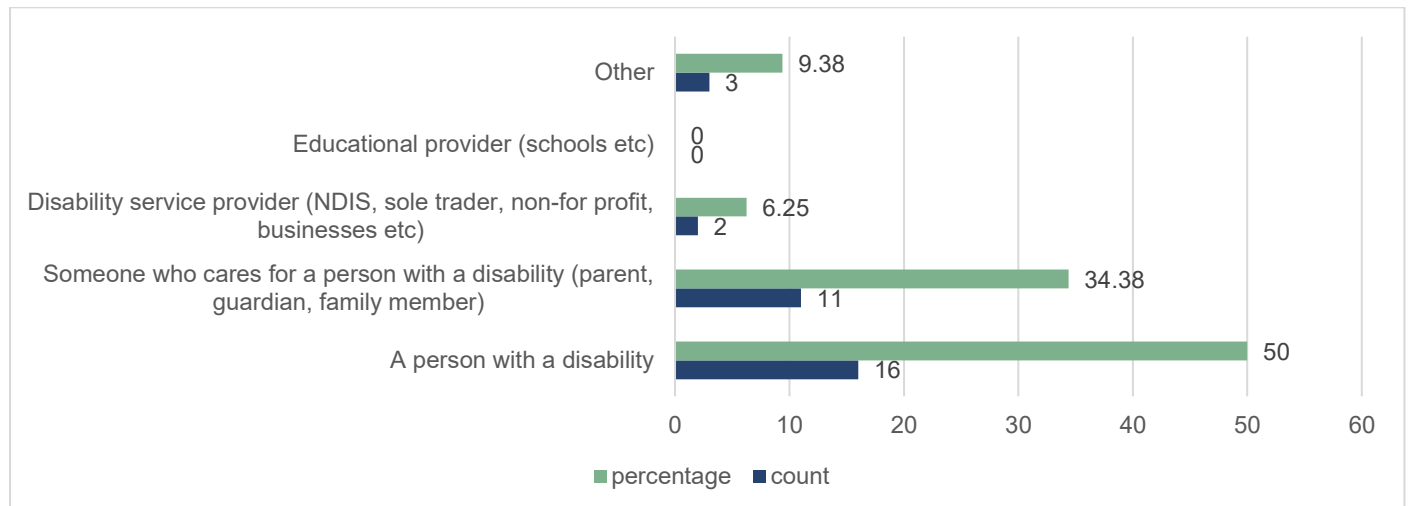
 32 survey contributions	 909 page views on The Loop page	 579 total visitors to The Loop page
 1 direct email	 50 workshop attendees	 8 pop up event attendees

Online promotion	A number of advertisements were run via social media. These included a mix of paid and organic advertisements. • Reach: 13,519 • Engagement: 763
Other communication activities	• Emails to over 500 recipients on WDSN mailing list • Media Release • Digital screen tiles (including a QR code to The Loop page) at all Community Centres and Facilities e.g. Encore • Stakeholders via Council e-newsletters • Direct emails to People's Advisory Panel members • 5 direct emails to stakeholder agencies for workshop participation

What did we hear?

In total, 32 surveys were completed. The below highlights the feedback received **via The Loop online survey** during the engagement process.

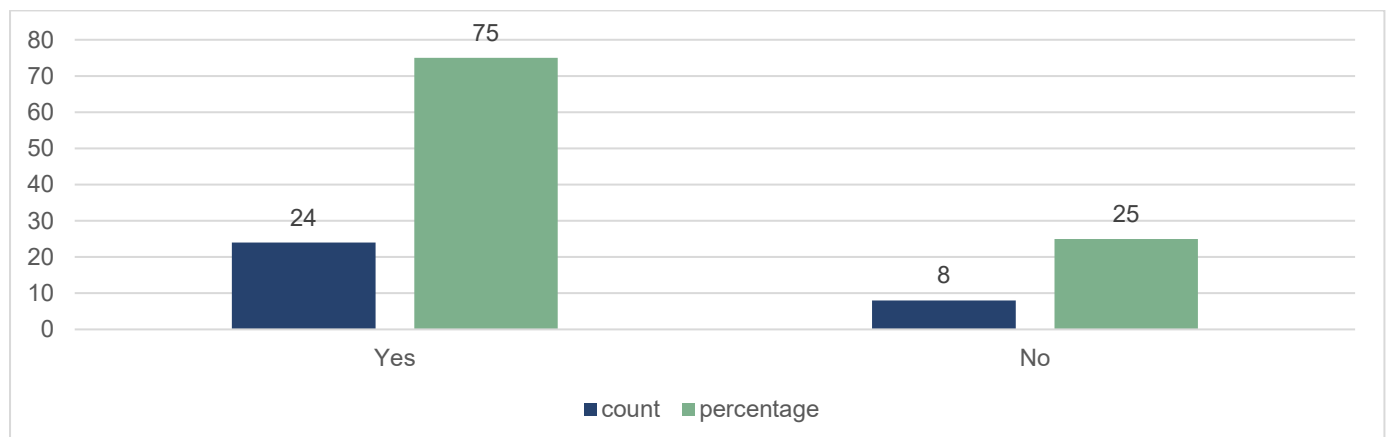
Question 1: Are you:



The vision for Wyndham City Accessibility and Inclusion Plan is:

“People with disability, our families and/or carers experience dignity, respect and inclusive access to opportunities and services. Our voice is respected, we have control over our lives, and disability pride and diversity are celebrated.”

Question 2: Do you think the vision is still right?

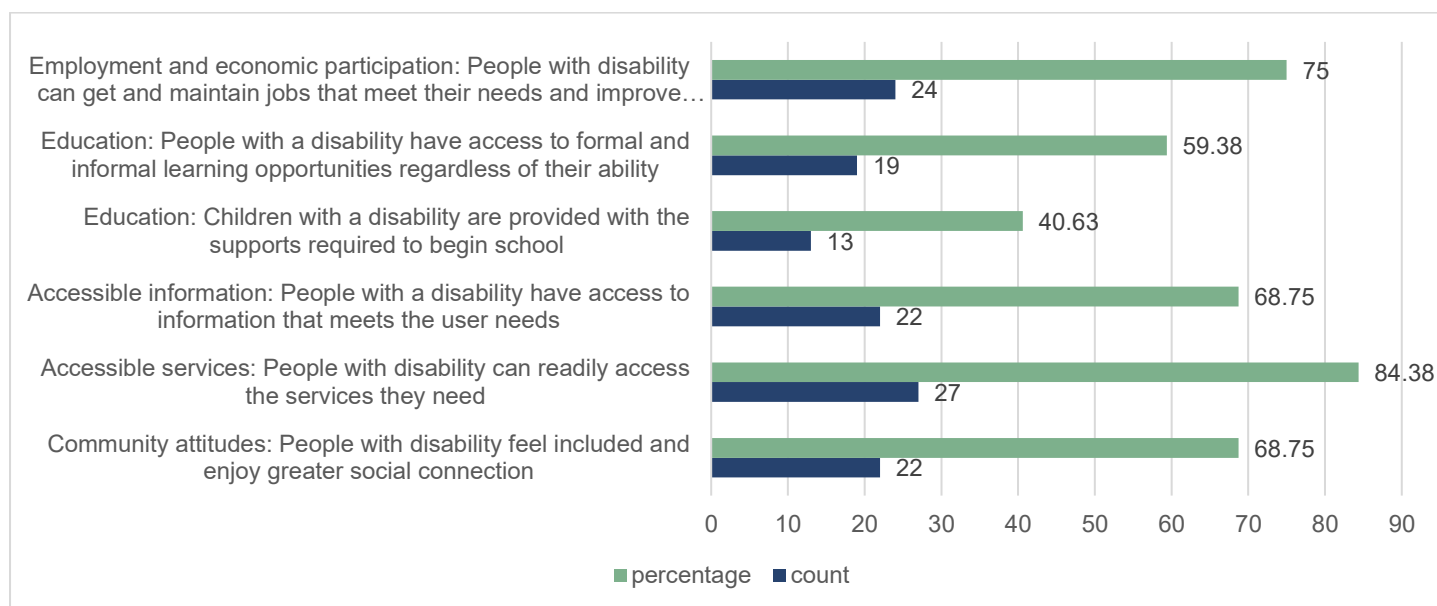


Question 3: Why not? Note, this question was only asked to those who selected 'No' for question 2. 8 responses were received for this question.

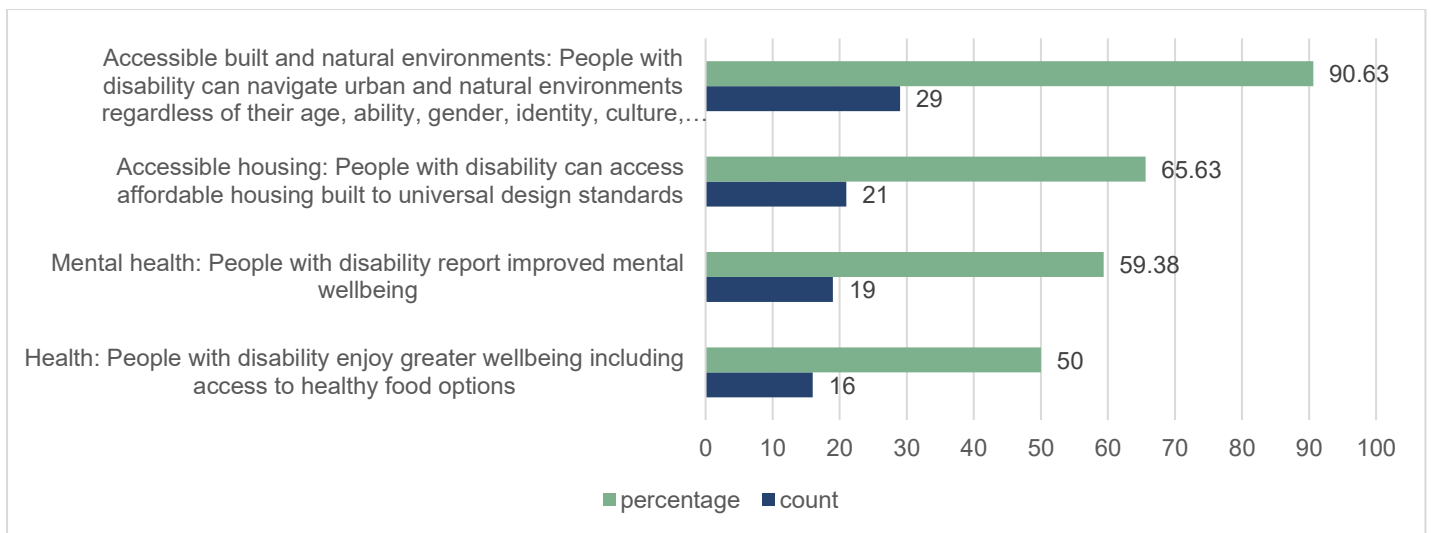
Theme	Percent	Count
Infrastructure and built-environment barriers Issues raised about footpaths, crossovers, unsafe brick paving, lack of accessible infrastructure, and poor disability-friendly design.	37.5%	3
Lack of meaningful action Concerns that the vision isn't backed by real action, funding, or follow-through.	12.5%	1
Insufficient services and programs for people with disabilities Particularly for young adults needing social inclusion activities, past programmes cancelled.	12.5%	1
Need for greater focus on equitable access and proactive barrier removal Calls for stronger commitment to accessible environments, digital access, and intersectionality.	12.5%	1
Lack of accessible recreational facilities Request for more hot pools/indoor pools to support people with disability.	12.5%	1
Total	100%	8

Pillars - To help us prioritise future outcomes, we're seeking feedback on the 4 pillars which the plan is based on. Select your top priorities below. You can choose as many as you like

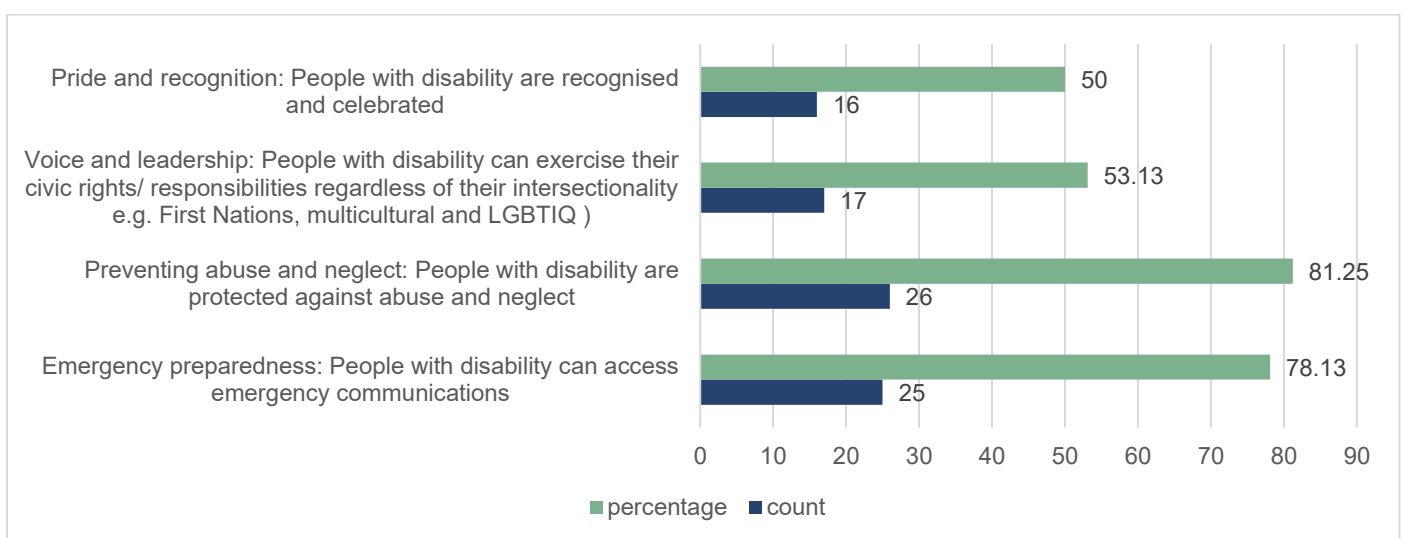
Question 4: Pillar 1: Thriving



Question 5: Pillar 2: Healthy



Question 6: Pillars 3 & 4: Safe and Opportunity



Question 7: Is there anything we've missed, or you'd like to see included? Note, this was an optional question. 19 responses were received for this question with more than one theme present in some responses.

Theme	Percent	Count
Inclusive infrastructure, facilities and the built environment Public toilets, indoor sports facilities, accessible parking, seating and resting spots, footpaths, crossings, indoor pools, and access to services within suburbs.	43%	9
Transport and mobility access Public transport issues (announcements, connections), broader mobility needs, and gaps for people with reduced mobility or who cannot walk long distances.	19%	4
Services, programmes and social inclusion opportunities Need for more social inclusion options, sensory-friendly events, local activities, young adult disability programmes, and reducing reliance on the NDIS for community connection.	19%	4
Education, awareness and culture change Calls for disability awareness education for businesses, schools and community; promoting inclusiveness; supporting hidden disabilities; and ensuring choice and control for people with disability.	14%	3
Equity, co-design and systemic barrier removal Emphasis on equity, economic security, recognition of carers, addressing structural disadvantage, and codesigning services and policies with people with lived experience.	14%	3
Total	100%	23

In person and online engagement sessions

Across the consultation period, a total of seven sessions were conducted, engaging 58 participants. The sessions included:

- **Targeted sessions:** Three sessions were conducted, including one with a local school and two with the Karenni and Karen communities.
- **Service provider:** One session specifically designed for disability service providers.
- **Community workshop:** One workshop delivered after hours to accommodate broader participation.
- **Online session:** One session facilitated virtually to enhance accessibility and reach.
- **Final event:** A concluding pop-up session held on 4 December 2025 as part of the International Day of People with Disability celebrations.

This structured approach ensured broad community reach, diverse modes of participation, and alignment with key sector events.

Question: Do you think the vision is still right?

The vision received overwhelming support, with 93% (54 of 58) respondents affirming its relevance.

No respondents disagreed with the vision.

A small minority (7%) expressed uncertainty, indicating limited scope for further clarification or engagement.

Feedback highlighted that:

- The vision covers the broad scope of disability and remains relevant.
- It is considered strong, capturing the values and needs of families, carers, and people with disabilities.
- Some respondents suggested the vision could be made more direct.
- While the vision is regarded as the “correct” direction, participants acknowledged there is still significant work ahead to fully realise its intent.

- The overall sentiment was positive, with comments such as “happy with that” reinforcing satisfaction with the current vision.
- Suggestions for strengthening the vision may include explicit references to choice and control, equity and human rights, co-design with people with disability, and accountability across services and systems.

Pillars – To guide the prioritisation of future outcomes, we asked for feedback on the four pillars that underpin the current plan. Participants were invited to select any number of priorities that mattered most to them, with no limit on the choices they could make.

Service Providers Results:

Critical Priorities: Accessible information (11), accessible housing (11), and protection from abuse (11) stood out as non-negotiable imperatives. Leadership (10) was also identified as a key driver for systemic change.

Significant Priorities: Community attitudes (10), employment (10), mental health (10), and emergency preparedness (10) are seen as essential areas requiring sustained investment and action to ensure meaningful progress.

Areas of Concern: Early education (6), health/food access (6), and pride & recognition (6) are currently under-prioritized, highlighting critical gaps that demand renewed focus in the new plan.

Results from community sessions including people with lived experience and carers:

Highest Consensus (100% Important)

- Mental health (40 votes) – universal agreement that improving mental wellbeing is essential.
- Education (children starting school, 38 votes) – strong support for early education supports.
- Accessible built & natural environments (38 votes) – unanimous priority for inclusive community spaces.

Very Strong Priorities (92–97% Important)

- Health & healthy food choices (37 votes, 97%)
- Preventing abuse & neglect (37 votes, 97%)
- Accessible information (39 votes, 98%)
- Accessible services (38 votes, 97%)
- Voice & leadership (38 votes, 100%)
- Pride & recognition (38 votes, 100%)
- Education (lifelong learning, 35 votes, 92%)
- Employment (34 votes, 92%)
- Accessible housing (34 votes, 92%)
- Emergency preparedness (34 votes, 92%)

Moderate Priority

- Community inclusion (35 votes, 87%)
-

Missing priorities identified by community members on themes are included: (This was an optional question with 11 responses received)

Transport & mobility: Accessible and inclusive transport, clearer timetables, better street lighting, more benches, and accessible parking rules.

Respect & belonging: Recognition that respect is fundamental and that people with disability want to feel wanted and safe.

Education & information: More sessions for elders with disability, interpreters, easy English materials, and awareness of rights, emergency procedures, and services.

Digital inclusion: Access to digital tools and assistive technology to reduce barriers.

Safeguarding & accountability: Stronger protections, co-design, and accountability in service delivery.

Navigation & support: Help to navigate complex systems, with better support for families, carers, and during life transitions.

Summary of final thoughts received across the sessions was that people living with disability are capable of far more than society often assumes. They need to be given the chance to work, thrive, and contribute fully. Mental health remains vital, alongside safety, respect, and inclusion. By addressing transport, digital access, safeguarding, and stronger supports, Wyndham can ensure people with disability are not only protected but also empowered to live with dignity, independence, and equal opportunity and the new plan should thrive towards it.

Next steps

Feedback from the engagement will help shape the final Plan before a draft is developed and provided to Council in March for potential endorsement for public exhibition. The final Plan will then be presented to Council for endorsement in early 2026.



Appendix 1: Who did we hear from?

This is who we heard from during our engagement via The Loop survey.

Age Group	%	Count
12-17	3.13%	1
18-24	3.13%	1
25-34	12.50%	4
35-44	18.75%	6
45-54	18.75%	6
55-64	21.88%	7
65+	21.88%	7
Total	100%	32

Language	%	Count
English	100%	32
Arabic	3.13%	1
Hindi	6.25%	2
Punjabi	3.13%	1
Other	6.25%	2

Gender	%	Count
Female	65.63%	21
Male	31.25%	10
Prefer not to say	3.13%	1
Total	100%	32

Suburb	%	Count
Hoppers Crossing	12.5%	4
Laverton	3.13%	1
Little River	3.13%	1
Mambourin	3.13%	1
Manor Lakes	6.25%	2
Point Cook	21.88%	7
Tarneit	6.25%	2
Truganina	6.25%	2
Werribee	21.88%	7
Werribee South	3.13%	1
Wyndham Vale	9.38%	3
Outside Wyndham	3.13%	1
Total	100%	32

Identity	Yes %	Yes count	No / Prefer not to say %	No / Prefer not to say count
A person living with disability and/or someone caring for a person living with disability	87.50%	28	12.5%	4
An Aboriginal and/or Torres Strait Islander person	6.25%	2	93.75%	30
A person who identifies as LGBTQIA	15.63%	5	84.37%	27

Appendix 2: Feedback from engagement

Below is the feedback received from the engagement questions **Is there anything we've missed, or you'd like to see included?**

A portal that is designed by people with disability that easily enables us to find services in the area.

A directory of businesses showing which ones are wheelchair accessible, and showing other accessible features (e.g.: hearing loops, staff who are fluent in Auslan) with photos.

A SEVERE lacking of public toilets at parks in point cook is making it impossible for point cook children and adults with disabilities to spend much time at our local parks. This limits much needed social interactions, physical activity, impacting on the mental, emotional and physical well-being of people with disabilities. Council itself has admitted at least 12 indoor basketball courts are needed for the children of point cook, yet we have NONE, which also means no opportunity for all-inclusive teams. The point cook developers fund could have paid for that, but no, it was STOLEN from us and given to Truganina for the events place that no one in point cook will benefit from, especially people with disabilities who tend to be some of the most economically disadvantaged in the country.

After reading the review of the plan my concern is that many of the interventions discussed were directed to the WDSN rather than directly supporting/engaging community members with disability, or with the wider community. It has been nice to see the role out of the hidden disability sunflower program with council employees, however for this to be effective business and services need to be provided with education and support. More sensory friendly events (like the specific Lit nights) are needed.

An announcement on the trains stopping at Williams landing that says 'customers for point cook, sanctuary lakes and Tarneit, please change here for a bus, located along Altair street'

Educate the community about people with disabilities to help build a more inclusive community, provide volunteering opportunities that can lead to paid employment. Hold sessions for local businesses, mainstream school students and members of the community to spread awareness and create inclusiveness.

equity, fairness and removing systemic barriers; reducing inequality in outcomes, addressing structural disadvantage, targeted supports for those facing multiple barriers, resource equity. including a pillar about codesigning these services, policies or environments with people with lived experience they need to be involved. Include transport and mobility, priorities, accessible public transport, parking, drop off, footpaths, crossings - transport is one of the largest barriers to participation in Wyndham. Carers are mentioned but not represented in the pillars, economic participation, recognition of unpaid care load, respite. Employment is included but not economic security beyond employment, financial security, cost of living pressures

I believe you have covered the key aspects

I feel even though I have a mobility issue I fall into the category of Aged client unless you like Bingo there is nothing in Wyndham that deals with Isolation. What Councillors this may not be important to you now but believe me it will eventually catch up with you. I have worked in the Aged and Mental health industry for many years and thought I was well and truly had this covered, no!! It seems more difficult now than when I was working in it. Now Aged people's lifestyle changed, music changed, computers and internet have evolved therefore services and programs for the Age have not kept up with the changes, we have been left behind. It looks as if it has skipped a generation. We still have our faculties, we still contribute to society, I volunteer one day a week, but I just feel we have been forgotten.

invisible disabilities are recognised, acknowledged and heard

It seems to be covered pretty well

No
People need access to services within their own suburb rather than have to travel for 30minutes!
People with a disability should not be forced to do something or into something that does not align with their choices. I am an able-bodied person able to choose where and with whom I live. Why do people with a disability have to be forced to share a home with someone they do not know or like, when they would rather live on their own/?
People with disability Have trouble with transport
People with disability should be able to access everything that able people can. It's quite simple. There are, for example, nowhere near enough accessible parking spots in Wyndham.
Plastic Straws. You took them away. Paper Straws do not do the job. Do the right thing and get them returned to our store shelves, cafes and restaurants. I care for people need accessible toilets at all parks. Not just a select few. This limits their choice and control. It limits their human rights.
Stop relying on the NDIS to provide Social Inclusion options for young people or become a recognised NDIS provider by running Young Adults Social Inclusion programs up to the age of at least 30.
The gap between those with "reduced mobility" (can't walk distances without rest or use low seating) and those who use wheelchairs is overlooked. WE see great paths and access for wheelchair users in parks but if wanted to exercise or visit a garden/park I can't because no resting spots or too far apart. Also, if there are seats often, they are too low to get in and out of. Shopping centres with couches the worst. i have given this feedback before.
Yes. Explore programs, activities, events and lots more for disability inclusion and NDIS support in greater Melbourne's Wyndham region as well, plus there's bushwalking, sports, community radio station tour of 88.9 Wyn FM Werribee, dining, shopping, discos, holiday trip from Melbourne to Geelong through NDIS support for Travel, Tourism attractions, social clubs, Facilities and more.
My idea for a new vision is: People with disability our families and carers live with dignity and respect, have equitable access to opportunities, and can lead, participate in and shape the decisions that affect our lives, Our rights are upheld, our voices are valued, and disability pride and diversity are celebrated.
I felt embarrassed. I just wanted to go into the show and not have any extra attention put on me. Sometimes I don't want to be recognised." The space should be set up so accessibility is inherent, needs are met and this circumstance should not have occurred.
We need more educational sessions for elders with disability with interpreters eg understanding their rights, accessible parking rules, emergency, accessible services etc
Transport is a big issue, we need more lights on streets, more benches for people to sit that have mobility issues along the streets
The plan should place stronger emphasis on co-design and collaboration with people with disability, NDIS providers, and carers. Greater priority is needed for inclusion of CALD communities, reflecting Wyndham's diverse population. Specific actions should be added to advance accessible transport, inclusive and affordable housing, digital accessibility, and employment pathways. Finally, building stronger partnerships with agencies and emergency services (Victoria Police, CFA, DFFH) is essential to improve coordinated responses and enhance community safety.
I believe the current priorities continue to be relevant and necessary, but a few priorities could be added to make the plan more complete such as: co-design and accountability, accessible and inclusive transport, Digital access and assistive technology, safeguarding of people with disability, navigation and support through complex systems, Support for families and carers
Seating is very important when going to the park but also when catching the bus. I find it hard to stand for long period so waiting for the bus is hard so sometimes better to stay home. Also no shelter on the bus stop makes it hard in summertime, its too hot to wait for the bus
If someone is not home to take me to activities because its hard for me to catch bus with no seating I simply stay home.