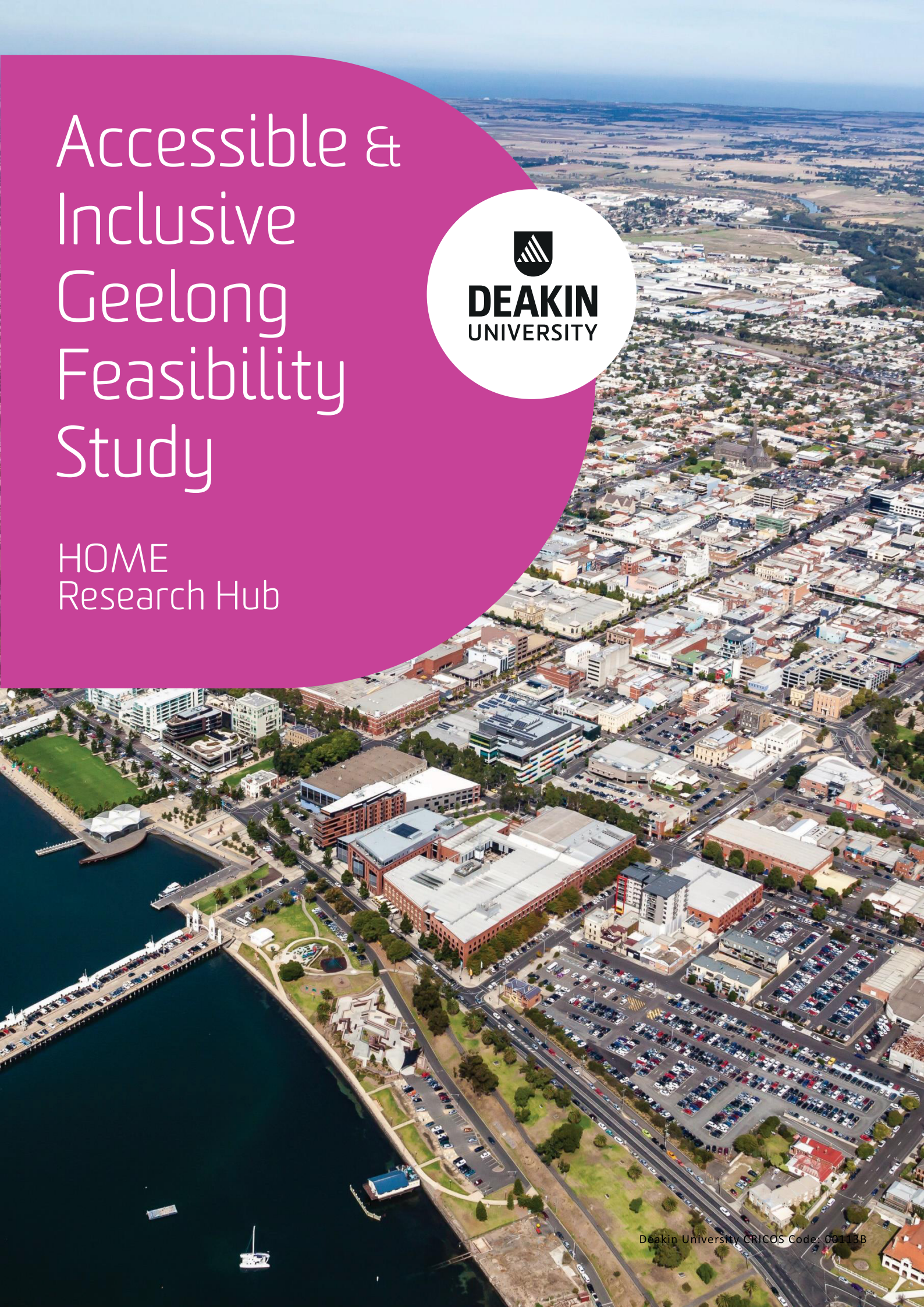
Accessible & Inclusive Geelong Feasibility Study

HOME
Research Hub



Deakin University CRICOS Code: 00113B

We wish to acknowledge the Wadawurrung people of the Kulin nations, the traditional owners of the land on which this research was conducted.

We pay our respects to their Country and to their Elders: past, present and future.

Deakin University CRICOS Provider Code: 00113B

Accessible & Inclusive Geelong Feasibility Study

HOME Research Hub

DEAKIN UNIVERSITY

This study proposes a plan for Geelong to be an accessible and inclusive city for all.

Our systems thinking approach allowed for the sharing of knowledge between people with and without lived experience of disability.

Research has identified 119 actions, 37 of which were prioritised by the community as the most feasible and impactful to enable the city to become accessible and inclusive.

75+ Over 75 individuals involved in our research.

5 PRINCIPLES

- Adopt inclusive co-research and co-design approaches for the development, implementation and evaluation of all actions.
- Embed Principles of Universal Design in the implementation of all actions.
- Ensure that improvements to the built environment, better provision of affordable and appropriate housing, dedicated services, and employment are available for all – especially in areas with high immediate demand.
- Prioritise attitudinal change toward inclusion and access.
- Adopt inclusion as a core value for Geelong.

6 PRIORITY RECOMMENDATIONS

1. Improve planning legislation to define and ensure access and inclusion within the planning framework.
2. Raise awareness of and improve attitudes towards access and inclusion across different policy initiatives, platforms of communication and events.
3. Build an 'Inclusive Geelong Visitor Centre' run and managed by people with disability, with support staff.
4. Increase the supply of accessible and affordable public and community housing.
5. Increase business groups' confidence and participation in developing employment initiatives around inclusion.
6. Raise expectations and aspirations of the employment and economic participation system by co-designing work arrangements with people with disability.

Deakin University CRICOS Provider Code: 00113B

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HOME Research Hub Feasibility Study Team

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Central to the coordination of this study was the direction and advice offered by a taskforce of community leaders in access and inclusion led by the local Member of Parliament, Christine Couzens. At regular meetings where the project team sought the expertise and experience of this taskforce, their insights were always integral to the work we conducted.

Other community organisations played major roles in helping to recruit participants and to source evidence. The Victorian Advocacy League for Individuals with Disability, City of Greater Geelong (CoGG), Genyus Network and Scope all helped to shape and coordinate various stages of the research agenda, design and implementation.

The project team also wishes to thank the Access and Inclusion Advisory Committee, CoGG, which provided feedback and support throughout the project, and the Global Obesity Centre (GLOBE) at Deakin University for its expertise and guidance in systems thinking.

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Executive Summary & Recommendations

Project Aim

In the context of rising numbers of people with lived experience of disability within Australian cities, this report describes a Feasibility Study that aimed to determine what is required to establish Geelong as a leading accessible and inclusive city. The study has informed a collective plan of action, supported by a wide range of community stakeholders, to enable Geelong to be accessed, understood and used to the greatest extent possible by all people.

Importantly, this report is one step towards the city attaining its ambition. The report recommendations must be read as a call to action so that people with disability and those most at risk of exclusion can be engaged in work with government, policy leaders, organisations and researchers to implement and actively evaluate our recommendations. It sets out principles and approaches to overcome entrenched obstacles preventing the city from being accessible and inclusive. It identifies ways forward for action focusing on the lived experiences of people with disability – people whose lives and opportunities to 'belong' in the city are impacted on by complex intertwined social, attitudinal and physical barriers. These barriers can also be understood through the lenses of age, gender, culture, class and economic inequality.

Scope

Theoretical scope:

The study has developed the following working definition of an accessible and inclusive city as one:

> ***designed to provide equitable opportunities for connectivity (spatial & digital), economic participation, employment, education, housing, and community and social infrastructure that meet the needs and aspirations of all.***

Accessibility is identified in the study as a precondition for inclusive cities and societies. The terms 'accessibility' and 'inclusion' are primarily referred to in the context of the study as: (1) *accessibility* of public spaces, community services and infrastructure, and economic participation; and (2) *inclusive* urban planning, design governance, employment practices and community engagement. While our focus and engagement in the study have been with people with disability, that is, 'those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others' (United Nations 2006, p.4), the aim is for a fully accessible and inclusive city for all. Thus, the study is underpinned by the view that promoting social inclusion for people with disability aligns with promoting social inclusion for all people due to the intersectionality of disability with other characteristics of diversity.

Global case studies and benchmarks for what constitutes an accessible and inclusive city broadly conceive of it as a place that proactively fosters equitable access to, and participation in, the social and economic life of the city for all. We have suggested five (composite) domains that an accessible and inclusive city would attend to: (1) connectivity (spatial & digital); (2) economic participation, employment and education; (3) housing; (4) community and social infrastructure; and (5) processes of engagement and inclusion. Three subsystems are identified that collapse these five domains to reflect the separate focuses identified by the research funder: (1) the built environment; (2) community infrastructure; and (3) employment and economic participation.

Geographical scope:

Geelong is delineated in the study as the City of Greater Geelong (CoGG), which includes the surrounding state suburbs as defined by the Australian Bureau of Statistics (ABS). While discussions with stakeholders have tended to consider the most populous and densely occupied areas of the CBD and surrounding areas of Geelong, many of the obstacles and actions identified cannot be delineated geographically.

Objectives:

The project was comprised of three key activities:

1. Evidence review providing the evidence base for what constitutes an accessible, inclusive city and for best-practice community engagement that is inclusive of people with disability
2. Community engagement ensuring that all stakeholders were able to meaningfully inform the study, thereby ensuring the value of its recommendations
3. Detailed analysis using a systems-thinking framework to better understand the complex interrelatedness of the obstacles to an accessible and inclusive Geelong, and then to simplify this complexity to derive actionable recommendations to overcome these obstacles.

Team:

The study, led by Deakin University's HOME Research Hub, was funded by the Victorian State Government Department of Health and Human Services. It is a collaboration between Deakin and a range of stakeholders and disability advocates.

Method

The fundamental problem at the heart of the research is the difficulty of addressing inclusive city design holistically when there is such complexity, diversity and individuality of citizens' needs. To address this complexity, the study adopted a combined methodology for meaningful engagement with the disability community in Geelong in order to understand the context and nature of the issues facing them. Here, the principles of inclusive, emancipatory research and engagement, together with the aim of seeding a collective impact approach for implementing the changes identified by this study, informed the adaptation of a systems-thinking methodology. The use of the Systems Thinking in Community Knowledge Exchange (STICKE) tool allowed a wide range of stakeholders across the disability sector, including those with lived experience of disability, to exchange ideas in a short timeframe. This approach offered three key advantages: (1) directly sharing knowledge and experience between people with and without lived experience of disability on the barriers to accessibility and inclusivity; (2) allowing diverse stakeholders to generate a mutually agreed plan of action for overcoming city-scale obstacles to accessibility and inclusivity; and (3) maximising sustainability of change through collective impact and by providing opportunity for positive attitude shift towards disability.

Determining Feasibility

The study highlights that the satisfactory measurement of city-scale accessibility and inclusivity remains elusive to researchers globally. While current methods aiming to be comprehensive are necessarily complex, they fail to capture individual perspectives of those commonly excluded from access to and participation in the social and economic life of cities. Hence, at present it is not possible to identify with confidence what the benchmark for a world-class accessible and inclusive city is and nor is it possible to determine objectively how a city could measure up against such a benchmark. This project has therefore taken a different approach to determining the feasibility of becoming a world-class accessible and inclusive city, one that addresses the inherent difficulties of measuring against such goals by adopting an explicitly user-centred approach.

Project participants from across the Geelong community generated 119 actions in three STICKE workshops that could be undertaken to improve the accessibility and inclusivity of their city. Of these 119 actions, 37 were identified as Priority Actions and were ranked by participants according to their perceived impact and feasibility. Here, *impact* was considered in relation to how community stakeholders perceived an action's effect on their own lives or in bringing about change to the system. *Feasibility* related to how community stakeholders understood the ease with which such an action could be implemented, given perceptions of cost, effort and the will of those endowed with the responsibility to act upon those actions.

These Priority Actions were analysed using Meadows's (1999) framework of 'leverage points' in systems analysis. In this framework, 12 leverage points, or 'points of power', denote places within a complex system where interventions can be staged. No hierarchy is indicated by the leverage point, for actions can be – and often are – interdependent. After all actions were allocated a leverage value, they were reconstituted as five focused narratives at five corresponding intervention levels: (1) paradigm; (2) goals; (3) systems structure; (4) feedback and delays; and (5) structural elements, that were evaluated at three focus groups for stakeholders with lived experience of disability. The five narratives had to both reflect and simplify the complexity of the system context that informed the actions.

Each of the five narrative themes corresponds to the effectiveness of intervention in the given system. Nine Priority Actions were used as examples of key actions that are representative of each intervention level. The focus group discussions around these nine actions affirmed the importance of the prioritised actions and ensured they were refined to be participant-driven and user-centred.

Recommendations

Findings from the workshops and focus groups were synthesised to refine key Priority Actions and their correlating leverage points in a system of access and inclusion (see Subsection 4.1.3 in Part Four). The focus was the sets of actions that would yield greater impact upon the entire system.

Next, the three sets of recommendations from the three project stages – evidence review, contextual analyses, and workshops and focus groups – were brought together into groups of nested actions addressing obstacles aligned to different leverage points. This process prioritised the actions arrived at together with and evaluated by the community stakeholders participating in the workshops and focus groups. Overall principles to be applied across the actions were derived from the evidence review and contextual analyses.

Identified are: 5 Principles of Action that are derived from a review of the evidence; 6 Priority Recommendations that are derived from the whole-of-research findings; and, 28 Interrelated Priority Actions grouped according to their alignment with each of the Priority Recommendations. Importantly, none of the recommendations and actions identified can occur effectively in isolation, because they can only overcome systemic lassitude by being implemented in combination at different leverage points in the system. In addition, we make four implementation recommendations (see I1, I2, I3 and I4) that immediately precede the conclusion of this executive summary.

Principles of Action

Principle 1. Adopt inclusive co-research and co-design approaches for the development, implementation and evaluation of actions.

Principle 2. Embed principles of Universal Design into the implementation of all actions.

Principle 3. Ensure built environment improvements, and provision of affordable and appropriate housing, dedicated services and employment are available for all, especially in areas with high immediate demand.

Principle 4. Prioritise attitudinal change towards inclusion and access.

Principle 5. Adopt inclusion as a core value for Geelong.

Priority Recommendations

Priority recommendation 1.0

Improve planning legislation to define and ensure *access* and *inclusion* within the planning framework.

Interrelated priority actions

1.1 Include a new Access and Inclusion Policy in the principal planning framework.

1.2 Review the Apartment Design Guidelines for Victoria and the relevant provisions in Clauses 55 and 58 of the Victoria Planning Provisions to ensure that they meet contemporary access and inclusion requirements.

1.3 Include a new decision-making criterion regarding access for all abilities.

1.4 Liaise with the City of Greater Geelong regarding the addition of 'accessible and inclusion' and a policy directive in Clause 21.02 City of Greater Geelong Sustainable Growth Framework. The implementation of a new Local Planning Policy will guide future use and development in Geelong in order to address access and inclusion.

1.5 Liaise with the City of Greater Geelong, the Geelong Authority and the Central Geelong Action Plan team regarding the addition of access and inclusion objectives and development requirements in the Greater Geelong Planning Scheme.

1.6 Request the establishment of an S.151 Advisory Committee Access and Inclusion in the Victorian Planning System.

Priority recommendation 2.0

Raise awareness of and improve attitudes towards access and inclusion across different policy initiatives, platforms of communication, events and spaces.

Interrelated priority actions

2.1 Formulate a policy to mandate involvement of people with lived experience of disability in the co-design of all new public buildings.

2.2 Develop a policy advocacy role for people with disability that is filled by a high-profile person with disability.

2.3 Create a priority list of upgrades to transport networks, nodes and services.

2.4 Upgrade the built public realm to enable mobility and the installation of essential infrastructure such as toileting and change facilities.

2.5 Create/use an app like Snap, Send, Solve where access and inclusion issues can be identified and responded to in a timely fashion.

2.6 Improve built environment education and practice for better understanding and practice of Universal Design.

2.7 Better coordinate existing local and organisational plans to ensure concerted action to systematically progress access and inclusion.

2.8 Evaluate local and organisational plan outcomes to measure progress towards access and inclusion.

2.9 Co-design, embed and monitor measures of accessibility and inclusion across the City of Greater Geelong region.

2.10 Formulate a whole-of-government policy that sets world-class minimum standards for access and inclusion across the built environment, community infrastructure and employment and economic participation (including a combination of tendering requirements, incentive structures and penalties for non-compliance).

Priority recommendation 3.0

Build a Geelong inclusive visitor centre run and managed by people with disability, with accessibility support staff, as an exemplar of the five Principles of Action.

Interrelated priority actions

3.1 Increase meaningful participation of people with disability in development of government policy, grant design and funding decisions for inclusion activities.

3.2 Cultivate champions to advance inclusion and accessibility across the Greater Geelong region.

3.3 Increase provision of accessible parking.

3.4 Improve accessibility of public realm pedestrian environments guided by lived experience of people with disability and Universal Design principles, including upgrading safe bus stops with lighting and shelters.

3.5 Improve public transport and associated urban infrastructure for better integration of local transport routes and institute fully accessible modes of transport, including taxi services.

3.6 Ensure neighbourhood-scale accessibility across the built environment, facilities and services.

3.7 Create an aware and inclusive community with a strong sense of belonging via a series of community-focused storytelling events led by people with lived experience, celebrating diversity and inclusion.

Priority recommendation 4.0

Increase the supply of accessible and affordable public and community housing.

Interrelated priority action

4.1 Strengthen housing legislation and planning policy to prioritise Universal Design.

Priority recommendation 5.0

Increase business groups' collective participation in developing initiatives around inclusion.

Interrelated priority action

5.1 Develop a marketing campaign around stories of profitable inclusion.

Priority recommendation 6.0

Raise expectations and aspirations of the employment and economic participation system by co-designing work arrangements with people with disability.

Interrelated priority actions

6.1 Provide practical local support for employers to enhance employment conditions for people with disability.

6.2 Support people with disability to become employers.

6.3 Develop a support network to advise businesses on employing people with disability.

Outcomes

In addition to the recommendations and actions, this study has led to outcomes relating to the collaborative structures of, and attitudinal transformation that has resulted within, the novel research teams that it has brought together. Via this study, the interdisciplinary research team HOME has evidenced capacity to achieve the primary aim of interdisciplinary research, namely, addressing new problems in fundamentally new ways. Moreover, research between the Deakin interdisciplinary team, individual external stakeholders and stakeholders from disability representative organisations has led to knowledge sharing and knowledge creation through new partnerships that promise sustainable and fruitful collaboration beyond the study.

Implementation

The research team has engaged with a highly knowledgeable and experienced cohort of the community that has a history of disappointment in the transition of knowledge into action. If the knowledge offered by this community does not materialise into action, significant time may pass before trust is able to be restored. Thus, the adoption of a framework for implementing evidence-informed programs and practices is paramount. Hence:

> **I1. We recommend a four-stage framework commencing at a project symposium during which working groups are formed to move forward on actions with support from an implementation team.**

> **I2. We recommend the establishment of a government-supported transition leadership council to drive the accessible and inclusive Geelong vision over the next ten years. This council must support applicable authorities to schedule a plan of action based on evaluation of the actions proposed.**

As highlighted in Section 4.5 (Part Four), for each of the paradigm-shifting actions identified in Subsection 4.1.3 it is essential that a responsible authority is engaged to drive overall implementation. There will be a range of specific actors that influence how specific leverage points operate, and these actors should be embedded in the process of disseminating responsibility. In addition, further research will be required

to further evaluate the actions with hard-to-hear cohorts and then continuously evaluate the effectiveness of the actions once implemented. Thus, we recommend:

I3. Further study to identify the specific actors that influence how specific leverage points operate and to evaluate these actors' capacity to act.

I4. A four-step research program to evaluate the actions: (1) identify and engage responsible actors; (2) disseminate new models; (3) evaluate planning and programming; and (4) evaluate implementation.

Conclusion

The study has brought together a plethora of existing research, strategic plans, initiatives and expertise in the CoGG to forge new collaborative relationships. These relationships have the potential to implement a series of connected actions to overcome the obstacles to Geelong becoming a world-class accessible and inclusive city. Work remains, however, to establish benchmarks for such a goal. Crucially, government, policy leaders, stakeholder organisations and researchers need to continue working closely together with people with disability to develop, fund, implement and continuously evaluate the recommendations and actions identified in this study.

Introduction

Background

Australia is one of many countries that has legislative prohibitions against discrimination based on disability. There is also widespread official commitment to addressing discrimination and exclusion as a result of disability. Thus, in 2008 Australia ratified the United Nations *Convention on the Rights of Persons with Disabilities* (UNCRPD, 2006) and this was subsequently echoed in a range of Disability Acts across the country as well as disability action plans at federal, state and local government levels. Further, driven by disability activists, their supporters and carers, the many problems with delivering services – underfunding, fragmentation and unequal and ineffective care (Productivity Commission 2011), along with the marginalisation, medicalisation and infantilisation of those with a disability – led to the development of new service models. Increasingly, services were based on need, with the emphasis of funding shifting from dedicated institutions and agencies to the clients themselves via a person-centred model (Green and Mears 2014).

Out of this reform and activism emerged the National Disability Insurance Scheme (NDIS), which promises to revolutionise the care and support of those designated as 'high needs' by locating responsibility and funding at the highest federal level of government, delegating service delivery to competing agencies and delegating the power of choosing what is needed along with adequate resources to those most in need (Weisel et al. 2017). The scheme is to provide the 460,000 Australians aged under 65 with a 'permanent or significant disability tailored support to live an ordinary life' (NDIS 2015). Significantly, the regional city of Geelong in Victoria was chosen as one of a number of trial sites in 2014 and also for the head office of what is becoming a ballooning bureaucracy.

Like other Local Government Areas, the City of Greater Geelong (CoGG) is required to have an Access and Inclusion Plan (2018–2022). The CoGG also joined the Global Compact on Inclusive and Accessible Cities in 2018 and in its various plans mentions the word 'accessibility' over 700 times! The National Disability Insurance Agency (NDIA) is located in the heart of the city. However, like many other cities and towns across the nation, there is no robust or systematic process of either assessing or altering the city's built form, housing, services, public spaces, workplaces, attitudes or opportunities in order to ensure that it is indeed an accessible, welcoming and inclusive city. To that end, the Victorian State

Government Department of Health and Human Services (DHHS) commissioned the HOME Research Hub at Deakin University to complete a feasibility study for making Geelong a world-class accessible and inclusive city.

Aims

The Accessible & Inclusive Geelong (AIG) Feasibility Study has sought to ascertain the feasibility of making Geelong a world-class accessible and inclusive city aligned with global benchmarks and founded on evidence-based research. The project team was asked to inform a plan of action for the CoGG that is underpinned by Universal Design principles and supported by community partners. The goal is for Geelong to be accessed, understood and used to the greatest extent possible by all people.

The project report provides recommendations around three prioritised themes:

- Built form, planning and building regulations
- Community infrastructure (including leisure and tourism facilities); and
- Employment and economic participation

Vision

The research team began their scoping of this project by imagining a day in a world-class accessible and inclusive Geelong:

> Sending the kids off to school safely, catching public transport to work, getting to a class at Deakin University or the Gordon, having a drink or a bite by the beach before taking a bus home and supporting the Cats – for everyone, whatever their age or ability, daily life activities are a breeze in Geelong … Policies and services in the city are committed to ensuring that it is accessible and the community inclusive. Easy movement, the availability of a range of employment opportunities, educational offerings and a huge number of leisure activities that are designed to be accessible to all ensure that Geelong is Australia's premier accessible city, a world-leading inclusive city and a preferred accessible tourist destination.

Objectives

The project was comprised of three key activities:

1. Evidence review – providing the evidence base for: what constitutes an accessible, inclusive city; best practice for inclusive community engagement, particularly with

people with disability; and development of strategies for making Geelong a world-class accessible and inclusive city

2. Community engagement – ensuring that all stakeholders were able to meaningfully inform the project, thereby ensuring the value of its recommendations; the strategies used took a collective impact approach based on the premise that, for sustainable change to large-scale social inclusion problems, the drawing together of key stakeholders to work together towards a common goal is more powerful than individual organisations working towards similar goals in isolation
3. Detailed analysis – using a systems-thinking framework to better understand the complex interrelatedness of the obstacles to an accessible and inclusive Geelong, and then to simplify this complexity to derive actionable recommendations to overcome these obstacles

Team

The study, led by Deakin University's HOME Research Hub, was funded by the DHSS. It has been a collaboration between Deakin and a range of stakeholders and disability advocates. HOME[1] is a 30-strong transdisciplinary research team that works with communities to deliver well-designed, sustainable and connected communities for all. HOME utilises a research approach that combines systems thinking and design thinking with action research to facilitate meaningful and deep engagement between stakeholders within and across communities. Thus, the research team and the processes it utilises are founded on providing holistic understanding of what can be termed the 'wicked problem' of the interlinked obstacles that prevent cities from being accessed, understood and used to the greatest extent possible by all people.

Broad-level consultations with community stakeholders around the research design took place consistently throughout the project with representatives from two consultative groups: a project steering committee and a project taskforce. The steering committee, which consisted of representatives of the research funding body (DHSS), research project leaders, local government planning department civil servants, disability representative organisations and elected members of a project taskforce who had lived experience of disability, had a formal guidance role that included approval of staged deliverables. The taskforce, which provided

[1] http://deakinhomeresearchhub.com/

more informal feedback at regular intervals, was championed and assembled by a State Member of Parliament and consisted of representatives from disability stakeholder groups, many of whom had personal lived experience of disability.

Scope

Delineating Geelong

For the purpose of this study, Geelong is delineated as the City of Greater Geelong (CoGG) and is located in south-western Victoria about 75 kilometres south-west of the Melbourne CBD. The CoGG is bounded by Moorabool Shire in the north, Wyndham City and the Borough of Queenscliffe in the east, Bass Strait in the south and Surf Coast Shire and Golden Plains Shire in the west.

The CoGG includes the State Suburbs as defined by the Australian Bureau of Statistics (ABS) and localities of: Anakie (part), Armstrong Creek, Avalon, Balliang (part), Barwon Heads, Batesford (part), Bell Park, Bell Post Hill, Bellarine, Belmont, Breakwater, Breamlea (part), Ceres, Charlemont, Clifton Springs, Connewarre (part), Corio, Curlewis, Drumcondra, Drysdale, East Geelong, Fyansford, Geelong, Geelong West, Grovedale, Hamlyn Heights, Herne Hill, Highton, Indented Head, Lara, Leopold, Little River (part), Lovely Banks, Manifold Heights, Mannerim, Marcus Hill, Marshall, Moolap, Moorabool, Mount Duneed (part), Newcomb, Newtown, Norlane, North Geelong, North Shore, Ocean Grove, Point Lonsdale (part), Point Wilson, Portarlington, Rippleside, South Geelong, St Albans Park, St Leonards, Staughton Vale, Swan Bay, Thomson, Wallington, Wandana Heights, Waurn Ponds and Whittington.

While the CoGG has always been the clear geographical limit of the study, discussions have naturally tended to consider the most populous and densely occupied areas of the CBD and surrounding areas. However, while the focus has often been central, many of the obstacles and actions identified are difficult to delineate geographically.

Defining accessibility and inclusion

Accessibility is a ‘broad and flexible concept that can be defined as the ability to approach something by someone’ (La Rosa, Takatori, Shimizu and Privitera 2018, p. 346, as quoted by Rebernik, Marušić, Bahillo and Osaba 2019, p. 196). In practical terms, accessibility can be

perceived from a variety of perspectives, from economic, physical, information and communication aspects to medical services and many others. Concerning people with disability, accessibility reflects the ability to access and use a particular environment, product, service or information (Burchardt and Le Grand 2002). It represents a strong tool for empowering citizens with disability to live an everyday life like any other citizen. Accessibility is thus a precondition for inclusive cities and societies. In the project described here, the terms ‘accessibility’ and ‘inclusion’ primarily, but not exclusively, refer to: (1) accessibility of public spaces, community services and infrastructure, and economic participation; and (2) inclusive urban planning, design governance and employment practices to ensure positive attitudes and sense of belonging.

The concepts described in this definition of accessibility and inclusion are informed by the overriding precepts of the Universal Design of the built environment with regards to access to public spaces, services and decision-making processes for all. However, as there continues to be no consensus on the meaning of Universal Design, we define this in detail in the following subsection.

Particular attention is paid to the physical/environmental, communicative and policy level supports that are necessary to scaffold accessibility and inclusion. For example, people who are deaf and hearing-impaired too often face a great deal of discrimination due to the invisibility of their disability, as well as the lack of capacity of the environment to deliver information and communication in visual representations, sign language and/or easy-to-read versions (Rebernik et al. 2019).

In relation to employment, the United States *Developmental Disabilities Assistance and Bill of Rights Act of 2000* (US Department of Health and Human Services 2000, p. 1685), defines inclusion as:

> The acceptance and encouragement of the presence and participation of individuals with developmental disabilities, by individuals without disabilities, in social, educational, work, and community activities, that enables individuals with developmental disabilities to:
>
> - have friendships and relationships with individuals and families of their own choice;
> - live in homes close to community resources, with regular contact with individuals without disabilities in their communities;

- enjoy full access to and active participation in the same community activities and types of employment as individuals without disabilities; and
- take full advantage of their integration into the same community resources as individuals without disabilities, living, learning, working, and enjoying life in regular contact with individuals without disabilities.

Defining Universal Design

Universal Design acknowledges that people's needs and abilities are diverse and that an environment or product should be designed in such a way that it is usable by the vast majority of a population without adaptation or stigma and it continues to meet users' needs throughout its lifespan (Connell et al. 1997).

The term 'Universal Design' was first used in 1985 by Mace (1985). His team of architects, product designers, engineers and environmental design researchers informed seven Universal Design principles: (1) equitable use; (2) flexibility in use; (3) simple and intuitive use; (4) perceptible information; (5) tolerance for error; (6) low physical effort; and (7) size and space for approach and use (Connell et al. 1997). During the past 30 years, approaches to Universal Design have emerged across disciplines and research into their efficacy has grown steadily. The concept has, in the last few years, 'acquired global significance and become orthodoxy of what is presented as the very best of design practice' (Imrie 2012, p. 873). This is emphasised by the inclusion of Universal Design as a means of overcoming inequities of access to the built environment within the UN *Convention on the Rights of Persons with Disabilities* (UNCRPD, UN 2006). Steinfeld and Maisel (2012) developed eight goals of Universal Design that focus on social participation and health, and offer a way to define outcomes: (1) body fit; (2) comfort; (3) awareness; (4) understanding; (5) wellness; (6) social integration; (7) personalisation; and (8) cultural appropriateness. As a means of reducing discrimination and enhancing social participation, Universal Design is increasingly being applied globally to policy relating to the design of built environments.

Report structure

After this Introduction, the report is divided into four Parts:

1. Evidence review
    a. Global benchmarking of accessible and inclusive cities

   b. Geelong-based and Deakin-authored literature and projects
   c. Employment and economic participation
   d. Community engagement
2. Summary of contextual analyses
   a. ABS demographic data for Geelong
   b. Disability and inclusion in federal and state planning legislation
   c. Having a Say conference data summary
3. Community engagement and data collection
4. Findings, discussion and conclusion

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1.1 Introduction: evidence review brief

1.1.1 Overall study aims

The Accessible & Inclusive Geelong (AIG) Feasibility Study, funded by the Victorian State Government Department of Health and Human Services (DHHS), identifies how to make Geelong a world-class accessible and inclusive city in alignment with global benchmarks and founded on evidence-based research. This study informs a plan of action for the City of Greater Geelong (CoGG) that is underpinned by Universal Design principles and supported by community partners. The goal is for the CoGG to be accessible and inclusive for all people.

1.1.2 Evidence review aims and objectives

This evidence review provides an integrated evidence base about: what constitutes an accessible, inclusive city through the lens of lived experience of disability; best practice for inclusive community engagement, particularly with people with disability; and development of strategies to make CoGG a world-class accessible and inclusive city. For this project, people with disability have been identified as the key stakeholders and lived experience of disability has been used as the key focus for understanding access and inclusion. The review has provided a basis for:

1. Community engagement that was meaningful and inclusive of all stakeholders to ensure their recommendations informed the study
2. A conceptual framework to identify appropriate values and principles to underpin the identification and evaluation of accessible and inclusive elements in the urban fabric of Geelong; here, multisector collaborations, community engagement, stakeholder partnerships and the best available evidence on what works to achieve accessible and inclusive cities have been foundational
3. Modes of research and analysis to inform systems-thinking stakeholder-wide workshops and focus groups, largely with people with lived experience of disability, to identify actions and evaluate them in terms of their feasibility and potential impact on the CoGG.

This review is divided into four sections:

1. Global benchmarking of accessible and inclusive cities:

   Identifying global exemplars, proposing a framework to build lasting structural and attitudinal change, raising awareness of current obstacles and providing a working definition of an accessible and inclusive city

2. Geelong-based and Deakin-authored literature and projects:

   Highlighting that, despite a diversity of sound and well-intentioned work, there is a lack of concrete, measurable recommendations, timelines, evaluative criteria and/or budgets, and little integration between the work that has been done, with areas of repetition and significant gaps

3. Employment and economic participation:

   Showing that exclusionary practices and norms are due to enduring negative attitudes, misperceptions and lack of confidence about employment for people with disability

4. Community engagement:

   Recommending the inclusion of the voices of those who are commonly excluded; an intersectional perspective is taken in order to understand experiences of disability, and best practice for engagement is framed as participatory and draws on emancipatory research approaches that enable the voices and experiences of people with disability to be present throughout. This research approach seeds a collective impact approach that values the input of, and partners with, a range of stakeholders from inception to adoption.

1.1.3 Demographic context

While we will report in detail on the demographic statistics of the CoGG in Part Two, particularly in respect to disability, it is worth summarising the demographic context of our research here.

The CoGG has a population of 244,000 and is growing at 1.7% per annum, one of the fastest rates in the country. The population is predicted to reach 400,000 to 700,000 by 2040 and there are over five million visitors every year. The population of the CoGG is also ageing, with citizens aged over 65 predicted to rise to 19% by 2031.

Planning for social inclusion and accessibility in the CoGG region occurs in the context of a nested set of legislative and service-delivery obligations already referred to in the previous subsection. These range from the international (United Nations *Convention on Rights of People with Disabilities* (UNCRPD) 2006) to the national (*Disability Discrimination Act* (DDA) 1992; *Disability Act 2006*; National Disability Strategy 2010-2020) and state levels (Victorian Charter of Human Rights and Responsibilities 2006) and these obligations necessarily shape responses to the challenge of ensuring all citizens and visitors feel included and able to access its services, public and private spaces. One in five people in Australia has a disability and approximately 18.4% of Victorians have a permanent disability. Most Australians have some experience of disability, through lived experience, family,

friends, colleagues or other members of the community. Disability is therefore an issue for all Australians.

In 2011, there were 29,760 people with a disability, carers or citizens within the CoGG and 14,054 of these people were estimated to require help with daily life. Being from a non-English-speaking or Indigenous background, being a senior or experiencing frailty or socioeconomic disadvantage have all been shown to significantly correlate with disability within the CoGG (CoGG 2014).

1.2 Summary of findings

Government policy and not-for-profit services in the CoGG are already committed to the goals of accessibility and inclusion. This first step in this Feasibility Study entailed critical examination of the existing evidence pertaining to the city, its surrounding region and, importantly, its position in a global context of practice and research. An evidence base for the subsequent stages of the Feasibility Study and for future actions to make Geelong a world-class accessible and inclusive city is now presented.

The four review sections each provide a list of recommendations that informed the subsequent stages of the study.

1.2.1 Global benchmarking of accessible and inclusive spaces/cities

Sustained structural and attitudinal changes are required in order to become an accessible and inclusive city. Global benchmarks and case studies of what constitutes an accessible and inclusive city broadly conceive of it as a place that proactively fosters equitable access to, and participation in, the social life of the city for all. We identify five (composite) domains that an accessible and inclusive city would include, based upon critical review of the extensive research literature. These are:

1. Connectivity (spatial & digital)
2. Economic participation, employment and education
3. Housing
4. Community and social infrastructure; and
5. Processes of engagement and inclusion

We suggest that commitment and intervention in eight overlapping spheres are required to improve inclusivity and accessibility across these five domains. These spheres are: (1) technology; (2) policy creation processes; (3) rating systems; (4) the built environment; (5) employment programs; (6) grant programs; (7) community awareness; and (8) current legislation and policy.

Three subsystems have been identified in this study that collapse the five domains to reflect the separate focuses identified by the research funder: (1) the built environment; (2) community infrastructure; and (3) employment and economic participation.

While globally, as in Australia, legislation, policy and the underlying mechanisms that drive contemporary city forms across all subsystems commonly aspire to principles of access and inclusion, rarely in practice do outcomes live up to these aspirations. The prioritising of accessibility and

inclusivity at a city scale necessitates a solid understanding of the existing conditions and the key structural, social, economic and political processes that drive change.

1.2.2 Geelong-based and Deakin-authored literature

Many CoGG policies and services were identified and evaluated as part of this review. The reviewed policies address issues around easy movement, employment opportunities, educational offerings and leisure activities that are accessible to all. In reviewing these CoGG policies, as well as other stakeholder initiatives, a diversity of well-intentioned work was found that had a sound basis – strategic plans, accessibility initiatives and models of good practice. However, few concrete, measurable recommendations, timelines, evaluative criteria and/or budgets were identified. Moreover, there was little integration between the work undertaken, with many areas of repetition and some significant gaps.

Prior research across Deakin provides overall guidance around the current evidence base in this area, particularly in relation to the challenges associated with implementing accessibility and inclusivity in practice. However, little of this research has been specific to the particular needs of people with disability in Geelong and the particular characteristics (e.g. demographic and topographic) of the CoGG region.

In sum, it was found that the CoGG documents are locally specific but poorly integrated, while the Deakin research to date is generally applicable but not locally specific enough.

1.2.3 Employment and economic participation

International and national evidence on inclusive employment and economic participation for people with disability considers access to paid work, career planning, job skills training, volunteering, work experience placement and general participation in the economic life of a given community. Entrenched exclusion persists and approximately half the working-age population of people with disability in Australia experience economic marginalisation. Over the past 20 years government and non-government initiatives have been unable to make meaningful or sustained improvement to this situation.

The CoGG has the potential to become a world-class exemplar of inclusive employment and economic participation. Given the fast pace of population growth in the region and the permanent presence of the national head offices for the National Disability Insurance Agency (NDIA), the Traffic Accident Commission (TAC) and WorkSafe Australia, there is an opportunity to address the lack of inclusive pathways into full economic participation – an issue that exists in all Australian cities. Factors that

exclude people with disability from the workforce can be addressed in Geelong in the context of broad economic restructuring since the loss of major manufacturing industries and the emergence of a service- and tourism-oriented economy.

Evidence suggests that at the root of exclusionary practices and norms in the economy are negative attitudes, misperceptions and lack of employer confidence about employment for people with disability. This evidence review supports a 'collective impact' approach to bring together stakeholders working on a complex social challenge such as inclusive employment – to enable a shared vision to be developed and then addressed through collaborative strategies and approaches. Stakeholders representing people with lived experience of disability and/or exclusion should therefore be fully engaged to identify current gaps and barriers to inclusion and participation in employment and the economy. Their views are crucial and they are best placed to determine the most appropriate interventions.

1.2.4 Community engagement

Engagement principles, methods and practice in research and community development initiatives strongly support the use of participatory research methods. Co-design and user-led approaches are also extremely valuable and impactful methodologies to achieve complex aspirational goals. These approaches are often used in community-led and/or academic-partnered research with people with disability and in disability advocacy with organisations representing people with disability. This evidence review identifies principles and practices from these approaches that can be used to inform community engagement strategies to ensure the participation and inclusion of people with disability.

Emancipatory and inclusive research methodology provided a conceptual, ethical and methodological starting point for this study. Methods that align with these approaches are those which include people with disability throughout the research or engagement process: identifying the issues, formulating questions, developing research/engagement approaches, undertaking the research/engagement, developing the knowledge and information that result from the work and being active participants in dissemination of findings. These approaches, underpinned by participatory action research (PAR) methods, are the most likely to ensure that the issues examined are those identified by people with disability and that the outcomes and findings are owned by and are more easily translated to inform social change by people with disability themselves.

It was recommended on completion of this evidence review that the further stages of this study should build strong, collaborative partnerships between people with disability, researchers and community representatives so as to capture representative voices and experiences through regular and ongoing

physical and relational engagement. It was intended that the lived experiences of people with disability who visit, work or live in the CoGG would be captured at this time.

While this study has been guided throughout by the aspiration to include the voices of those who are commonly excluded, the methods of data collection used in practice were restricted by resources and in particular by the short (six-month) time available. An intersectional perspective was adopted to recognise multiple and often mutually reinforcing disadvantages. Three methods were recommended via the evidence review for data collection:

1. Accessing information gathered by the CoGG from people with disability attending the Having a Say (HAS) Conference (HAS is convened by the Victorian Advocacy League for Individuals with Disabilities (VALID), is the largest conference for people with disability in Australia and is held annually at Deakin University, Geelong Waterfront campus)
2. Through a series of STICKE systems-thinking workshops that gave voice to a broad range of stakeholders in the CoGG invested in an accessible and inclusive Geelong; and
3. Through testing of the feasibility, impact and applicability of the actions identified via focus groups with people who have lived experience of disability

1.2.5 Stage 1 recommendations

The following guiding principles were recommended via the evidence review to underpin the following stages of the AIG Feasibility Study:

- Apply principles of Universal Design
- Promote access and inclusion in the Greater Geelong Planning Scheme
- Adopt a participatory and inclusive research approach
- Highlight actions that are locally identified and owned
- Use methods that maximise engagement, including of ‘harder to reach’ voices and groups; and
- Support stakeholders to lead and share in open decision-making within a collective impact approach

In addition, the evidence review highlighted a number of focus areas for making Geelong a world-class accessible and inclusive city:

1. Built form, planning and building regulations:

- Improve planning legislation to address attitudes, service provision, consultation and communication within the planning process

- Better coordinate existing local and organisational plans to ensure concerted action and evaluation of outcomes to systematically progress access and inclusion
- Adopt, embed and monitor a measure of accessibility and inclusion across the CoGG region, perhaps by the development and/or utilisation of an access assessment tool
- Improve the accessibility of the public realm pedestrian environment guided by lived experience of people with disability and Universal Design principles
- Increase the supply of social housing, including specialist disability accommodation (SDA), and accessible dwellings for seniors and/or people with disability
- Strengthen housing legislation and planning policy towards Universal Design
- Improve built environment education and practice for better understanding and practice of Universal Design

2. Community infrastructure (including leisure and tourism facilities):

- Improve public transport and associated urban infrastructure for better connection to local transport routes and institute fully accessible buses, light rail and/or trackless trams
- Increase understanding of neighbourhood-scale accessibility

3. Employment and economic participation:

- Link current initiatives and stakeholders in Geelong that address inclusive employment and economic participation of people with disability
- Engage with key stakeholders to establish current gaps and barriers to inclusive employment and economic participation of people with disability in Geelong and promote innovative examples of best practice
- Develop recommendations for prioritised actions to develop Geelong as a leading city in terms of inclusive employment and economic participation of people with disability

The key recommendations and focus areas are related to the three study subsystems, five domains and eight spheres, as shown in Table 1.1, with acknowledgement that some actions are not so readily classified.

In Part Four of this report, these focus areas will be related to the later study findings to create a list of actions for overcoming obstacles to accessibility and inclusivity in the CoGG.

Table 1.1 Classification of the focus areas

System	Recommendation	Domain	Sphere
Cross-system	Adopt inclusive co-research and co-design approaches for development, implementation and evaluation of actions.	5. Engagement & inclusion	7. Community awareness
	Apply principles of Universal Design.	5. Engagement	8. Legislation

		& inclusion	& policy
1.Built environment	Improve planning legislation to define and ensure access and inclusion, address attitudes, service provision, consultation and communication within the planning process.	4. Community and social infrastructure	2. Policy creation
	Better coordinate existing local and organisational plans to ensure concerted action and evaluation of outcomes to systematically progress access and inclusion.	4. Community and social infrastructure	4. Built environment
	Codesign, adopt, embed and monitor measures of accessibility and inclusion across the CoGG region.	5. Engagement & inclusion	3. Rating systems
	Improve accessibility of public realm pedestrian environments guided by lived experience of people with disability and Universal Design principles.	5. Engagement & inclusion	4. Built environment
	Increase the supply of social housing, including specialist disability accommodation (SDA), and accessible dwellings for seniors and/or people with disability.	3. Housing	4. Built environment
	Strengthen housing legislation and planning policy towards Universal Design.	3. Housing	8. Legislation & policy
	Improve built environment education and practice for better understanding and practice of Universal Design.	2. Economic participation, employment and education	4. Built environment
2.Community infrastructure	Improve public transport and associated urban infrastructure for better connection to local transport routes and institute fully accessible modes of transport.	1. Connectivity	1. Technology
	Increase understanding of neighbourhood-scale accessibility in all buildings, facilities and services.	4. Community and social infrastructure	7. Community awareness
3.Employment & economic participation	Link current initiatives and stakeholders in Geelong addressing inclusive employment and economic participation of people with disability.	2. Economic participation, employment and education	5. Employment programs
	Engage with key stakeholders to establish current gaps and barriers to inclusive employment and economic participation of people with disability in Geelong and promote innovative examples of best practice.	2. Economic participation, employment and education	5. Employment programs
	Develop recommendations for prioritised actions to develop Geelong as a leading city in terms of inclusive employment and economic participation of people with disability.	2. Economic participation, employment and education	5. Employment programs

1.3 Evidence review 1: National and global benchmarking

1.3.1 Aims

This first evidence review examines three questions:

1. What constitutes an accessible and inclusive Geelong?
2. What benchmarks are there of accessible and inclusive cities e.g. local, national and global exemplars and standards?
3. How can success be measured and motivated when aiming for an accessible and inclusive city?

These questions are specifically addressed in the Findings (Subsection 1.3.5), following discussion of the scope of the review, its methods and the problem addressed in the pervasiveness of inaccessibility and exclusiveness – which are all too apparent when examining how cities have attempted to address these issues.

1.3.2 Scope

An integrative literature review was undertaken due to the abundance of grey literature in comparison to a dearth of peer-reviewed sources. The literature was analysed to:

- Propose working definitions of both an accessible and inclusive city, and an Accessible and Inclusive Geelong (AIG)
- Identify the key domains and indicators of an accessible and inclusive city
- Determine priority domains to guide work towards the goal of an AIG
- Map legislation and policy relevant to accessible built environment outcomes.

1.3.3 Methods

Definitions, domains and indicators of access/accessible cities and inclusion/inclusive cities were collated through review and analysis of international, national, state and local level policy documents and online statements and visions aligned to accessibility and inclusivity. Both global and national cities described as the ‘most’ accessible were identified and examined. A review of online grey literature such as city-based policies and plans was included to identify actions undertaken to improve accessibility and inclusion. Exemplars of policy, city planning and implemented practices are also included in the findings.

Accessibility is a precondition for inclusion, especially for people with disability. As such, this section concentrates on the specific policy areas that relate to accessibility in Geelong. Here, the CoGG's *Clever and Creative* community-driven aspirations will be seen to envelope a set of key legislative and policy areas across the 'disability', 'inclusive cities' and 'accessible built environment' arenas at international, national, state and local scales.

Understanding what 'accessible' and 'inclusive' look like, and how accessibility and inclusion are experienced by people, requires approaches that prioritise the voices of those who are at risk of or experience exclusion. This study uses intersectionality as a broad framework to inform its work, where this means going beyond a 'single story' of disability or experience of exclusion and looking at intersecting social and personal factors that impact on experiences and opportunities. Further, an interactional understanding of disability is used that looks at the way social, structural and attitudinal factors interact to create disability in an ableist world. While our focus and engagement have been with people with disability, the aim is for a fully accessible and inclusive city for all. Gooding, Anderson and McVilly (2017) in their review of literature on social inclusion found that, 'the aims for promoting social inclusion for people with disabilities were similar to the aims of those promoting social inclusion for all people' (p. 19). It is this view that has informed this study and that is reflected in local government policy in Geelong (see e.g. CoGG Access and Inclusion Plan 2018–22).

1.3.4 Problem: A pervasive issue globally and nationally

Inequitable access and inclusion within contemporary environments, in Victoria and elsewhere, are pervasive and ubiquitous. Accounts of everyday lived experiences highlight the compounding impacts of contemporary cities on the lives of people with disability that cut across multiple AIG domains. For example, housing stress – invariably linked to income challenges – is also an education, economic participation, employment and planning issue, while difficult access to community and social infrastructure is a connectivity/spatial issue that also involves poor urban design. The substantial gulf between city administrations' accessibility and inclusion aspirations and the on-the-ground lived experiences of people with disability points to a broad gap between the designers of urban centres and those with the fewest social, economic and cultural resources. Moreover, the complex interrelationships between the variables, both specific to and spanning city domains, that manifest as obstacles to people with disability are often poorly understood and suggest the need for a systems-thinking approach to first understand and then unravel the complexity of the overlapping contexts of exclusion and inaccessibility.

The multifaceted nature and complexity of access and inclusion are reflected by the poor acknowledgement and understanding of disability across sectors and by low inclusion awareness and

skills within sectors. While this complexity serves as a partial explanation for inaction, there are individual components – transport, public pedestrian environments, workplaces, technology, education, housing etc. – that can be addressed.

1.3.4.1 Inaccessible and exclusive cities

Globally, the contemporary built environment continues to fail in meeting the accessibility needs of people with disability. This is despite: (1) people with disability agitating for built environment accessibility improvement for many decades and particularly since World War 2 (Berghs et al. 2016; Quinn et al. 2002; *The Guardian* 2017); (2) international and in-country anti-discrimination and built environment accessibility legislation being in place;[1] and (3) improvement in built environment 'sustainability' performance receiving much attention (Ameen et al. 2015; Arcadis 2017; Bannister 2017; Boeing 2017; Castanheira and Bragança 2014; Gibberd 2015; Newton 2016; Newton et al. 2017; Park et al. 2017; UN-Habitat 2017). The continued inaccessibility of the built environment at a neighbourhood scale can be explained partly by built environment practitioners' lack of understanding of disability issues, policy, legislation and the rights of people with disability (Jackson 2018). Furthermore, this lack of understanding is perpetuated by built environment practitioners' lack of interaction with people with disability and lack of understanding of existing conditions.

An individual's ability to integrate into the city, navigate the environment and understand the information provided affects individual health, wellbeing, ability to work and quality of life. Although there has been greater legislative enforcement and a large number of Smart City initiatives (e.g. in Amsterdam, Madrid and Barcelona) over the last decade, cities are organic forms that still tend to be designed in a way that fits the needs of an active, fully abled person (Rebernik et al. 2019). Inclusive design as a theoretical concept lacks applicability and the ability to encompass a wide variety of needs that people face in public spaces (e.g. Oliver and Barnes 2010). Thus, this study informs how inclusive and Universal Design can be applied in practice in ensure the needs of all are recognised and accommodated.

Throughout Victoria, innumerable accessibility difficulties continue to exist across the existing built environment, including neighbourhoods, strip shopping centres, council complexes, sporting venues, railway stations and homes. Furthermore, in the experience of professional access consultants it has been found that the internal fit-outs of buildings, including tearooms, open-plan office furniture and

[1] See e.g. the UNCRPD (UN 2006) and numerous countries' laws as set out on the Disability Rights Education & Defense Fund (DREDF) website (https://dredf.org/legal-advocacy/international-disability-rights/international-laws/) and in Australia e.g. the DDA and the suite of 'Disability Standards': Disability Standards for Accessible Public Transport 2002, Disability Standards for Education 2005, Disability (Access to Premises—Buildings) Standards 2010 (as Amended) and National Construction Code NCC 2016 Building Code of Australia—Volume One (BCA).

circulation routes, and places that are not on the designated ‘accessible path of travel’, are often problematic (ACAA 2019). Post-construction installations involving security measures often cause difficulties, as do small maintenance interventions involving floor-finish replacement, toilet roll holders, tea-points and loose, modular open-plan desks that are fixed (ACAA 2019). For people with disability, employment experiences are often unnecessarily daunting in the face of such difficulties, particularly as emergency exits from buildings often inhibit safety and egress (ACAA 2019). Again, this is a case in point of issues that cut across domains.

Within the public realm, small-scale, time-limited ‘pop-ups’, ‘tactical urbanism’ and ‘urban acupuncture’ interventions generally fly under the radar of built environment accessibility legislation by virtue of rarely triggering the requirement for building permits. The needs of people with disability are often overlooked in disaster management. Construction projects also impact on adjacent public realm pedestrian routes, which in any case are often hazardous. Within the public realm pedestrian environment, slippery and/or cracked surfaces including irregular footpaths, poorly designed stairways and handrails, doorsteps, unmarked obstacles and edges, lighting levels and distance to seating and toilets pose major fall risks for older persons (WHO 2007). In the context of Australia’s ageing population, such issues present problems to be carefully considered. These built environment accessibility difficulties extend across all five AIG priority domains.

1.3.5 Findings

1.3.5.1 What constitutes an Accessible and Inclusive Geelong

Cities are described in innumerable ways, and definitions of descriptors are contested and nuanced to suit particular contexts (Albino et al. 2015; Arundel et al. 2017; Barrett et al. 2016; Forsyth 2015; Ramprasad et al. 2017). Benchmarking performance of cities is similarly diverse (CoM 2011; CommSydney 2018; Pinheiro et al. 2015) Nevertheless, various and current headline descriptors in the global discourse can be grouped around three core concerns:

- Future Cities – sustainable (ecologically, economically and culturally), healthy, smart, resilient, liveable
- Inclusive Cities – irrespective of limiting capacities e.g. accessible, age-friendly, child-friendly, 8–80; and
- Nurturing and Innovative Cities – welcoming, just, ethical, slow, creative

The singular focuses of many city descriptors can be considered deficient if their aim is to capture the inherently multifaceted dimension of inclusion and accessibility. Dual terms such as ‘smart

sustainable', 'healthy age-friendly', 'healthy liveable' and 'inclusive smart' have thus become common adages in the literature around accessible cities (Chelleri 2011; EIP-SCC 2016; Höjer and Wangel 2014; Jackisch et al. 2015; RMIT 2019). Accessible and inclusive are not common headline city descriptors, and even less commonly paired. Notions of accessibility and inclusivity are often implicit or aspirational descriptions of the contemporary city, rather than characteristics that are evidenced via outcomes that are tangible and have been evaluated, although the goals, strategies, plans and actions underpinning city visions invariably require cities to be both accessible and inclusive. The following working definition of the contemporary city is proposed and is informed by the UNCRPD and the United Nations Sustainable Development Goal 11, the aim of which is to:

> Make cities and human settlements inclusive, safe, resilient and sustainable. A contemporary city is a city for all that proactively fosters equal access to and participation in the life of the city to create a culture of belonging.

Within the academic literature, an accessible and inclusive city refers to at least 14 domains (see Table 1.2) and success can be evaluated against over 100 indicators. The policy focus and vision of the CoGG Access and Inclusion Action Plan 2018–22 'is to uphold the rights of equal and dignified access for everyone while setting out how we will work towards full equality for people with disability to participate and be included in our broader community' (CoGG 2018, p. 5). The CoGG Access and Inclusion Action Plan entails five composite domains: connectivity (spatial & digital); economic participation, employment and education; housing; community and social infrastructure; and processes of engagement and inclusion (Table 1.2).

Table 1.2 AIG priority domains

Domains: Accessible and inclusive city	**Priority domains: Accessible and Inclusive Geelong**
1. Political and civic	
2. Spatial, environment, neighbourhoods, movement networks	**Connectivity (spatial & digital)**
3. Transport	
4. Economic participation and employment	**Economic participation, employment and education**
5. Education	

6. Housing	**Housing**
7. Social	**Community and social infrastructure**
8. Health	
9. Arts and culture	
10. Recreation, sport, leisure and tourism	
11. Justice and law	
12. Safety and security	
13. Freedom of expression and communication	
14. Processes of engagement and inclusion	**Processes of engagement and inclusion**

We have developed the following working definition of an accessible and inclusive city that takes these five domains into account:

> An accessible and inclusive city is a clever and creative city that is designed to provide equal opportunities for connectivity (spatial and digital), education, economic participation, employment, housing, and community and social infrastructure that meet the needs and aspirations of all.

Reflecting the remit of our funding body, these five domains have been prioritised and rationalised to three domains for the AIG Feasibility Study: (1) built form, planning and building regulations; (2) community infrastructure (including leisure and tourism facilities); and (3) employment and economic participation.

1.3.5.2 Global benchmarking

Self-proclaimed accessible and inclusive cities

This review has found, via an extensive scan of national and global local government websites, a dearth of public-facing proclamations from council areas and cities claiming to be the ‘most accessible city’, ‘most inclusive city’, or ‘most accessible and inclusive city’. A few examples exist, however,

with Bunbury (WA), Melbourne (VIC) and Brisbane (QLD) in Australia and New York (USA) notable. These cities are relevant case studies in accessibility and inclusion.

- The City of Bunbury is a historic industrial, waterside regional city in Western Australia and has endorsed 'becoming the Most Accessible Regional City in Australia (MARCIA)' (Johnson 2018, p. 1). The MARCIA project's remit is public realm design within the control of the City of Bunbury. Bunbury is aligned to the recently launched Global Compact on Inclusive and Accessible Cities, a worldwide commitment to advance cities for all that aligns key commitments to accessibility, Universal Design and inclusion within the Sustainable Development Goals, the New Urban Agenda, the UNCRPD and the WHO's Age-Friendly Cities Initiative.
- The City of Melbourne (CoM) has expressed its intention to become an exemplar of city accessibility.
- Brisbane City Council has resolutely pursued access and inclusion achievements since 2000 (BCC 2019). While not proclaiming 'most' status, it intends that 'by 2029 Brisbane will be a city for everybody – known worldwide for embracing all ages, abilities and cultures – and hence Brisbane is planning to be a world-renowned inclusive city' (BCC 2019, p. 3). In 2019 it was announced by Brisbane's mayor-elect that financial incentives would be made available to developers if they built new homes (multiple dwellings and residential care facilities) to the Gold Liveable Housing Design Standard and that the city would investigate policy amendments that require all new housing to be designed to be accessible for all people – including older people, people with disability and people with injuries (*Brisbane Times* 2019).
- New York's claim to be the 'most accessible city in the world' is sanctioned by the Mayor's Office for People with Disabilities (MOPD) and repeated in many arenas (Calise 2017; NYC MOPwD 2018). The MOPD also believes that 'a Smart City is an accessible city' and has a goal of making New York a 'Smart, Equitable and Accessible City' (NYC MOPD 2018).

A comparison of Bunbury's MARCIA Principles (Johnson 2018), New York's Pillars (AccessibleNYC 2018), the CoM Themes (CoM 2014) and Brisbane Themes (BCC 2019) with the AIG study Domains is shown in Table 1.3.

Table 1.3 Comparing self-proclaimed accessible cities

Bunbury (Principles)	New York (Pillars)	Melbourne (Themes)	Brisbane (Themes)	AIG study (Domains)
• Shared responsibility • Human rights • Knowledge partnering • Design for all • Accountability • Facilitative leadership	(1) Transportation (2) Employment (7) Education (3) Financial empowerment (4) Housing (6) Access (5) Health	(3) Connection (5) Life-long learning (1) Access & inclusion (2) Safety (4) Health & wellbeing (6) Having a voice	(1) Connect (2) Work (4) Enjoy (3) Live (5) Engage	(2) Community & social infrastructure (3) Economic participation & employment (1) Built form

Australian local governments are mandated by higher level legislation to produce disability action plans (or similar) that include community input. Plans therefore tend to follow similar formats that reflect State and Commonwealth Government themes, requirements and community input, albeit with different names, timescales and emphases. They also link to relevant legislation, policy and local government strategic plans. Bunbury's MARCIA project principles deviate from this pattern and follow an empirically grounded research perspective, rather than adhering to legislative requirements.

Across local government disability plans, terms such as 'all' and 'everyone' are commonly emphasised and suggest that improvements for people with disability will benefit everyone. In the great majority of cases, improving accessibility and inclusivity over the life of strategic plans is merely implicit, because explicit actions to meet these aspirations are lacking. While monitoring and evaluation frameworks are mentioned, indicators and/or metrics to evaluate success against and potential solutions are vague or contained in separate documents such as annual reports, despite the imperative of improvement. There is also a lack of connection between intended outcomes, key priorities and metrics. This shortfall represents lost opportunity and so great potential to explore a limitless variety of solutions.

Global exemplars

Based on the exemplars reviewed, access and inclusion interventions can be loosely categorised as technological, inclusion processes, rating systems, built environment works programs, grants programs, awareness raising and support, and legislation and policy strengthening. Worldwide, a large array of examples exist. Examples presented here illustrate the wide-ranging variety of potential solutions available, including technological and mobility-related initiatives.

Global precedents suggest that a plethora of possibilities from across the public, private, non-profit and academic sectors could be harnessed to promote a more accessible and inclusive Geelong. For

example, small interventions implemented by agencies and/or start-ups with philanthropic backing that directly benefit a few people with specific needs and large-scale infrastructure programs undertaken by influential, multi-entity partnerships widely benefiting whole communities are both possible.

Exemplar 1: Use of technology

In a confluence of our digital age and an era of Smart Cities, technology solutions abound, ranging from smartphone apps to city utilities upgrading to participatory mapping to hackathons. Mainly smartphone enabled, examples include:

Audible information (at retail level). Via the appropriate app on the user's smartphone, QR codes, NFC tags, scanning and voice are combined to produce audio playbacks about products, services or entities (see e.g. AntVibes Audible Tags http://antvibes.com/products/).

Embedded wayfinding (in public realm). One mode of embedded wayfinding allows detailed wayfinding information difficult to provide on standard-sized signage to be obtained by those needing it. Another mode of embedded wayfinding involves providing coherent digital collections of salient, changing information throughout transportation environments such as airports and interchanges, creating 'smart places' (https://segd.org/wayfinding-and-internet-place).

Personal (pedestrian) navigation. Many GPS-enabled mobile navigation devices and apps of varying sophistication and cost are available for people with vision impairment. Many factors impact on the usability of such devices and apps including which mapping platform (e.g. Google Maps, Open Street Maps) has been utilised for base information and whether that information is real time or pre-loaded (www.afb.org/info/living-with-vision-loss/using-technology/smartphone-gps-navigation-for-people-with-visual-impairments/three-blindness-aware-mobile-navigation-apps/1235). Such devices and apps are constantly being updated. However, a common problem has been the lack of mapping (positioning) points within dense urban areas and inside buildings. Indoor positioning systems technology has developed in response. Apple's iBeacon technology standard allows both positioning and hyper-contextual content to be delivered (via relevant mobile apps e.g. Blindsquare) from Beacons installed within the space (www.ibeacon.com/what-is-ibeacon-a-guide-to-beacons/). Although Apple controls the technology standard, there are many other players (www.forbes.com/sites/homaycotte/2015/09/01/beacon-technology-the-what-who-how-why-and-where/#7bac88d21aaf).

Exemplar 2: Accessible transport – Blindsquare in Melbourne

In 2017, Southern Cross Station, Melbourne, trialled beacons enabling directional advice to be provided to vision-impaired station users using Blindsquare (www.theage.com.au/national/victoria/new-technology-a-helping-hand-for-melbournes-vision-impaired-20171015-gz14u2.html). The trial was deemed successful and beacons are being installed in several other Melbourne train stations (www.ptv.vic.gov.au/about-ptv/media-centre/media-releases/ptv-and-guide-dogs-victoria-to-install-wayfinding-technology-at-six-new-locations/). In line with Smart City aspirations, the CoM has partnered with Vision Australia to provide trial beacon technology in Campbell Arcade in Melbourne (www.melbourne.vic.gov.au/about-melbourne/melbourne-profile/smart-city/Pages/smart-city.aspx).

Exemplar 3: Sidewalk Toronto

Sidewalk Toronto is using smart technology and new construction techniques in Toronto's eastern waterfront redevelopment. The Inclusive Design Research Centre (IDRC) of the Ontario College of Art and Design University is working with Sidewalk Toronto to ensure that 'the wide and diverse range of people's needs and preferences' are considered and that 'different groups and communities are invited to participate in a co-design

process [to] help define and envision an inclusive and accessible city' (https://cities.inclusivedesign.ca/). It is worth noting that high-profile privacy experts have resigned from the Sidewalk Toronto project over privacy versus surveillance concerns (www.theguardian.com/world/2018/oct/23/toronto-smart-city-surveillance-ann-cavoukian-resigns-privacy).

It is important to note that there are no perfectly accessible cities worldwide, but there are cities that have made significant strides in recent decades. The exemplars presented in this section have been chosen due to their status as non-primary cities in their national contexts and because of the similar European planning traditions that have informed historical design guidelines.

Access City Awards is an initiative by the European Commission that has been running annually since 2010. It is open to European Union cities with populations greater than 50,000 people. The cities that are evaluated are not objectively the best in accessibility and inclusion, but are places that have made the most effort in recent years and represent best practice in making themselves more accessible and inclusive. The cities commended in the award list have made the biggest recognisable commitment to becoming world-class accessible cities. The evaluation criteria include cities that have accessible:

- buildings and streets
- buses and metro services
- ticket machines and cash machines
- websites and other technology that people use to communicate; and
- information that is easy to read and understand for everyone.

Major considerations are also given to the inclusion of people with disability in the design, planning and implementation of initiatives, programs, upgrades and new constructions. Adequate communication systems, supply of appropriate social housing and ongoing monitoring of access and inclusion issues are criteria that exemplar accessible and inclusive cities also exhibit.

Breda, the Netherlands

The city of Breda in the Netherlands is the 2019 winner of the Access City Award. Breda was described at the awards ceremony as 'a source of inspiration for cities in Europe and beyond'. Breda has a population of 185,000 people, slightly fewer than Geelong. Central to the success of Breda at the Access City Awards was the work of its monitoring agency and community-based foundation called Breda Gelijk, which translates from Dutch as 'Breda Equal'. The organisation is divided into two working groups: Accessibility and Information. Breda Gelijk carried out a three-year audit beginning in 2016, evaluating over 800 shops and bars in the city for their level of accessibility. This process led to a series of upgrades to the built environment, but also raised awareness in the retail and commercial sector.

In focusing on accessibility, Breda Gelijk provides advice (from access experts and people with lived experience) on outdoor areas and public buildings. Advice is often sought by institutions or companies, but Breda Gelijk also takes a proactive, autonomous approach to access and independently evaluates how design and construction can be made more accessible. Work is often carried out on transport, providing advice and recommendation on how to make public transport, but also taxis, more accessible. The organisation is staffed predominantly by experienced expert volunteers, who centre their own lived experience to instruct upgrades for people with disability.

As a key component of Breda Gelijk is its Accessibility Fund, which provides an incentive for owners or operators of businesses and buildings to increase their accessibility for people with disability. It is intended for carrying out modifications to non-municipal buildings with a public function and the immediate environment. To be eligible for this, entrepreneurs/operators can have an extensive accessibility check or inspection carried out. Based on this review, architectural advice can be given for the necessary adjustments and an application can be submitted to fund upgrades.

Breda Gelijk places a very big emphasis on providing information and regularly visits primary schools and shares stories with students about personal lived experience of disability. Students are offered the chance to experience life in a wheelchair and how difficult it is to overcome obstacles. They can also try out what it is like to walk with a guide stick. Courses are given to people who work with and regularly encounter people with disability, and training is offered to politicians and officials of the municipality to give an embodied experience of what it is like to have a disability. In this way they become aware of what people with a disability need to be able to participate and, in turn, improve policy. Breda Gelijk also organises an annual sporting event where children with and without disabilities from participating schools exercise together, and raises awareness among teachers and mentors at schools about children in the classroom who are young caregivers.

Breda for Everyone is an organisation similar to a stakeholder collective that brings together local city representatives (local government) with members of the tourism sector, educational institutions and community stakeholder groups that represent people with disability. They have created the Living Without Barriers initiative, which has implemented the following changes to the built environment:

- All buses and bus stops are accessible
- All buses and bus stops have digital information and smartphone navigation apps
- Drivers are provided with step-free access and disability-awareness training
- New railway station is fully accessible
- Accessible minibuses and electric wheelchairs are provided

- Additional focus on upgrades to houses
- Flattened walkways, including redesign of cobbled pathways
- Ramps at every threshold; and
- Digital wayfinding across the city

Breda for Everyone is also implementing its aim to become a leader in accessible tourism and has created a website that includes reliable information on access to tourism, sports, arts facilities and events. There are examples of accessibility hotels such as Hotel Merlinde, which provides 24/7 care, wellness and physiotherapy services, and accessible rooms with lowered wardrobes and mirrors, wheel-in showers and seated baths. The city is a signatory to the Special Olympics pledge and hosts an annual Accessibility Week in October to highlight actions to improve accessibility. Each December, an Awareness Day awards a prize to the best accessibility initiative. See Figure 1.

Figure 1 Grote Market, Breda (source: *https://commons.wikimedia.org/wiki/File:P1030216_copyGrote_Markt_Breda.jpg*)

Évreux, France

Évreux in France is a small city with just over 50,000 inhabitants. It was placed second in the European Commission's Access City Awards 2019, primarily due to its focus and commitment in addressing the challenges faced by people with less visible disability. Since 2014, the city has begun to implement progressive modernisation initiatives and placed accessibility at the heart of all new upgrades and construction in the built realm. A central component of this process is the influence of a citizen's forum called the *Grenelle du handicap* or 'disability gathering' which occurs regularly throughout the year. Members of the community who have lived experience of disability are given regular public platforms to share stories of everyday access issues in the city, and local government, politicians and businesses actively receive feedback from the community. The gatherings cover topics such as:

- Creating awareness with children and adolescents of the lived experience of disability
- Providing access to leisure and cultural activities through the Easy to Read and Understand initiative, an ongoing program of updating all government and public-facing documents
- Addressing the accessibility of buildings and public roads
- Providing awareness training for professionals; and
- Addressing access to and retention of inclusive, appropriate and affordable housing

In 2017, Évreux created the *Han pathiques* workshop for children, which provides awareness training about hidden disabilities, including mental health issues and cognitive impairments. In 2018, 500 children took part. *Les Han pathiques* is a scenario-based workshop that aims to raise the awareness of young people and the professionals who accompany them to the diversity of disabilities, visible and invisible.

Significant upgrades have been made to public buildings and spaces in the city, particularly five structural projects in city squares and public gardens. Disability organisations were consulted throughout the design, planning, implementation and evaluation of all projects, and access features were created to make Évreux not only more accessible, but also more attractive for everyone. The success of the projects initiated a nine-year program to make improvements to 169 buildings in the city. Public transport upgrades to buses and bus stops have also been made across the city, taking different accessibility needs into consideration and training bus drivers and transport staff in accessibility issues. There are also on-demand door-to-door services for people with disability who have impediments to using the mainstream public services.

Progress and implementation are monitored by the Intercommunal Accessibility Commission, whose membership includes persons with disability and representative organisations. Each year the commission publishes detailed reports on actions to improve accessibility, comprising both quantitative and qualitative factors, along with a breakdown of the number of planned and completed projects. It also evaluates the extent to which persons with disability were involved in delivering the projects.

Gdynia, Poland

Gdynia in Poland is a city with a population of just under 250,000 people, which is comparable to Geelong. It is a port city that came to prominence in the 1920s and was awarded third place in the Access City Awards for its focus on and commitment to people with intellectual disability. Through pioneering social policy developed in the 1990s, Gdynia has progressively addressed a historical neglect of people with intellectual disability. This was most evident in 2013, when the city developed accessibility standards based upon Universal Design principles for people with disability and aged populations. In 2014, an accessibility expert role was created in the city to oversee all implementation of design standards across upgrades and new construction projects.

Gdynia provides audio commentary for blind spectators at sporting events, while the theatre provides sign language and has facilities to help persons with hearing loss. Selected films at the multiplex cinema have an audio description, while all outdoor events and festivals are accessible. All of the city's methods of public transport (buses and trolley buses) are accessible and bus stops include tactile guidance and colour contrast, as well as wheelchair access. The railway station has also been modernised to meet accessibility standards. In addition, a door-to-door service is available for those unable to use public transport.

The introduction of the *Barrier-Free Gdynia Act 2000* legislated accessibility in the built environment, but also ensured that people with disability are equal partners in relevant planning processes and social policy. Through the Gdynia for All project, people with disability work with city officials to evaluate the accessibility of public spaces across all districts of the city. In addition to this, a high-profile advocacy role with power was created called the Mayor's Plenipotentiary for Persons with Disabilities, which serves as an office within the local government organisation.

1.3.5.3 Measuring and motivating accessible and inclusive cities

Measuring accessible and inclusive cities

The degree of success, sustainability, longevity and/or value for money of actions to improve accessibility and inclusion is often difficult to gauge due a lack of rigorous evaluation and particularly in light of the rapid change experienced in the technology sphere. Analyses of the implementation and operational costs involved in various intervention options are rarely publicly available. Moreover, the evaluation of outcomes on purely economic grounds, via for instance cost–benefit analysis (CBA), is problematic, especially in light of social inclusion rights within international and national legislation such as the UNCRPD and the Australian DDA and Human Rights Model of Disability (Degener 2016). Social and environmental CBA or cost-effectiveness analysis (CEA) might be more appropriately used to evaluate the success of actions, for these models introduce concepts of social value, quality of life and environmental sustainability into the balance sheets of CBA models. These additions would be particularly useful for projects, programs or policies that lead to a more accessible and inclusive Geelong, as such actions might have both socioeconomic and environmental impacts.

It is important that economic analyses consider the benefits gained not only by people who experience disability, but also by the community more broadly. For instance, Schraner and DeJonge (2010) used the term ‘economic inclusiveness’ to analyse the economic benefits associated with universally designed built environments. In this way, cost-benefits are allocated across a greater proportion of society, as outcomes of well-designed environments are understood to positively affect the participation of multiple groups of people, such as parents with prams, older persons with walking aids and persons with shopping trolleys, and not just those who experience mobility impairments (Layton and Steel 2015).

Although people with disability are well aware of their day-to-day experience, prioritising improvements at a city scale is difficult without documented understanding of existing conditions. However, empirical evaluation of the accessibility or Universal Design credentials of the built environment, particularly at a neighbourhood scale, is lacking due to the paucity of evaluation tools. As Handy and Niemeier (1997) concluded, ‘the concept of accessibility has rarely been translated into performance measures by which policies are evaluated, despite a substantial literature on the concept’. Accessibility has conventionally been measured via travel time and distance to key destinations, thus ignoring user perceptions. Acknowledging this gap, Lättman et al. (Lättman, Olsson and Friman, 2018) developed a scale for perceived accessibility (PAC) that aims to capture the individual perspective of accessibility.

Similarly, Church and Marston (2003) suggested that traditional measurements of accessibility are flawed because they do not account for mobility and physical differences among people. The study argued for 'the use of a relative access measurement, so that removing barriers can be done in the order that provides the greatest improvement in access for a given level of expenditure' (p. 83). The universal mobility index (UMI) (Green 2011), a rights-based indicator of neighbourhood-scale accessibility for people with disability, is offered as one such tool that is designed to assist in prioritising accessibility improvements.

Recently, the Victorian Transport Institute concluded that 'no single method can evaluate all accessibility factors: a variety of methods are needed reflecting different impacts, scales and perspectives' (Litman 2019, p. 52). It suggested that such a combination needs to evaluate six factors: mobility, proximity, transportation system connectivity, affordability, convenience and social acceptability.

While many different measurement and data collection techniques have been used in the literature for measuring social inclusion, there has been no agreed way to measure inclusion (Neely-Barnes and Elswick 2016). Nevertheless, the Australian Social Inclusion Board is developing a framework for measuring inclusion (ASIB 2012). Reflecting the complexity of measuring inclusiveness, the framework consists of 45 indicators pertaining, for example, to: entrenched disadvantage; persistent low economic resources; housing affordability (supply); participation in civic engagement activities; subjective quality of life; family violence; people with mental illness affecting their ability to participate in employment; adult literacy/numeracy; and early child development.

Expanding notions of inequity of access beyond disability, Universal Design provides a framework that bridges accessibility and inclusivity. However, as work at Deakin has concluded, there is currently no consistently applied method or industry standard for evaluating the application of Universal Design to the built environment (Watchorn et al. 2019). Work is thus ongoing at Deakin towards the development of a tool for evaluating the Universal Design credentials of buildings.

Motivating accessible and inclusive cities

The Disability Inclusive and Accessible Urban Development Network (DIAUDN 2017, pp. 6–7) maintains that 'accessibility is the key to inclusive cities' and restates the Committee on the Rights of Persons with Disabilities' position that 'accessibility is a precondition for persons with disabilities to live independently and participate fully and equally in society'. Legislation and policy intersect and span all AIG domains. Internationally and at all levels of Australian government there is an abundance of legislative items and policy directives that aim to increase accessibility. Additionally, disability

legislation and policy encompass the built environment. Accessibility and inclusion are consistently called for in legislation and policy, and in regular public-facing pronouncements (Degener 2016).

Despite strong inclusive city policy internationally (see e.g. the Sustainable Development Goals and the New Urban Agenda), access and inclusion specifically for people with disability is not well developed, with the Global Compact for Inclusive and Accessible Cities being the exception (Cities for All 2018). National-level policy is underdeveloped in regards to accessible and inclusive cities, and any gains in this area are typically offset by political/electoral cycles (SGS Economics and Planning 2017).

Much of the mapped accessible built environment content is unknown to most actors within built environment professional bodies. Review of the content of relevant Australian and Victorian built environment accessibility legislation reveals language that is heavy on technical jargon and less concerned with *people* with disability. Built environment accessibility legislation and policy usually entail broad performance statements, and are siloed within standalone documents and not linked to the relevant disability legislation and policy. Analysis suggests that the creation of accessible built environment legislation, policy and guidelines appears to take place within formalised processes that limit direct engagement with people with disability. The ongoing lack of meaningful participation of people with disability in this arena is well-documented (ADB 2005; DRC 2004; Imrie 2015; Imrie and Wells 1993; Wiman and Sandhu 2004). Moreover, there appears to be a continuing lack of action towards changing the accessible built environment legislative status quo concerning buildings and the public realm. One of the areas pursued in the AIG study is a set of concrete recommendations to amend the existing Victorian planning regime to more centrally include consideration of ‘access for all’ in all relevant deliberations.

Various instruments to strengthen accessible built environment legislation and policy have been employed in other jurisdictions. The United Kingdom’s Part M Building Regulations now include mandated requirements for accessible housing (UK Government 2016). Additionally, inclusionary zoning (effectively a housing types quota system imposed by municipal government on housing developers) has been employed in the USA and Canada (Drdla and Eng 2014), yet its use is Australia has been minimal. Although inclusionary zoning in planning schemes is mobilised to increase the supply of affordable housing, there is potential for it to be used to supply increased quantities of accessible housing. Precedents already exist for strengthened requirements for both the degree of accessibility of housing and the quantity of accessible housing within other Victorian planning schemes, for example, the Knox and Moreland council schemes. In Australia, the Livable Housing Guidelines (Livable Housing Australia 2019) offer guidance on how to design accessible housing, but

the application of these guidelines is not nationally mandated. Efforts are currently underway to assess the feasibility of introducing national legislation that all new housing be designed to minimal accessibility standards (ABCB 2017). Housing is also a key priority of the Victorian Government in relation to access and inclusion:

> We are working towards having an appropriate volume of all new Victorian public and community housing reflecting the demand for accessible and adaptable houses. The Transport Accident Commission (TAC) has considerable experience and expertise in delivering highly accessible housing for people with a disability. We will explore ways of how we might apply this expertise more broadly (Victorian Government 2016, p. 34).

The CoGG states that 'increasing the liveable housing stock within Greater Geelong … is a priority' (CoGG 2018, p. 14). There is currently a major Social Housing Needs Analysis and policy being developed across the region. The AIG Feasibility Study research team has engaged in its consultative process and will monitor its recommendations (due in August 2019).

Australia's building legislation is based on performance (ABCB 2019) and on achieving minimum standards. If building practice is to move towards the type of best practice described by the principles of, say, Universal Design, it is incumbent upon those responsible for the built environment[2] to directly engage with people with disability and to be well-versed in disability (Jackson 2018; Tasioulas 2017; UNDP 2012; UNFPA 2014). Such change requires education systems to be in place to improve disability design knowledge across the construction industry (Larkin et al. 2015). However, 'such knowledge is not … a requirement for architect registration in Australia and across Urban Design, Planning and Architecture' (Jackson and Green 2015). At the time of the most recent survey in 2015, there were no major built environment design programs that provided core units centred on universal/people-centred/inclusive/disability design at undergraduate or postgraduate level. In contrast, the Council of Europe (CoE) Committee of Ministers introduced principles of Universal Design into the curricula of all occupations working on the built environment. Moreover, built environment accessibility knowledge is a requirement of architect registration in the USA (CoE 2001; CoM 2001).

Social inclusion strategies and the benefits for people with disability are well promoted, particularly from a policy perspective (Gooding et al. 2013). However, lack of enforcement, inconsistency or misinterpretation of existing legislation continue to compound social inclusion issues globally. In almost all regions of the world, many people with disability struggle to navigate and negotiate their everyday environments (Jackson 2018). Disconnected, incomplete and broken travel chains inhibit

[2] They are termed 'duty bearers' in human rights discourse and span all those involved in legislating, shaping, funding, forming, making and researching the built environment

social inclusion. Areas of greatest concern are housing, the public realm pedestrian environment (at the community/neighbourhood scale) and the built infrastructure supporting public transport.

Housing provision

Housing is one of AIG's five priority domains.

Signatories to the UNCRPD are required to not only provide an adequate standard of living and social protection to persons with disabilities via social housing programs, but also to provide choice in where and with whom people who experience disability can live on an equal basis with others (UN 2006). Despite this, there is a significant shortage of housing that is accessible and appropriate to people who experience disability (Australian Network for Universal Housing Design (ANUHD) 2017). Even where housing is accessible to individuals who experience disability, it is highly likely that the homes of neighbours, family and friends will not be accessible (ANUHD 2017).

Public realm: pedestrian improvement, public transport and associated built infrastructure

Connectivity is one of AIG's five priority domains and relates to pedestrian environment improvement, public transport and built infrastructure in the public realm.

Within the urban planning profession and bodies associated with the delivery of built infrastructure, there is a severe absence of an affirmative and comprehensive history of engagement with people with disability and an understanding of how their health conditions impact on their participation in built environments (Barnes and Mercer 2003; Boys 2014, 2017; Hamraie 2016; Imrie 1998, 2015; Imrie and Wells 1993; Jackson 2018; Jackson and Green 2012, 2015; Larkin et al. 2016; Ostroff 2011; Wolfensberger 1969). Despite this, the UNCRPD, DDA, Victorian Government and CoGG all require public realm pedestrian environments to be accessible for people with disability. They also all require public transport and associated built infrastructure to be accessible for people with disability. These requirements are particularly evident in the Absolutely Everyone: State Disability Plan 2017–20 and local CoGG Access and Inclusion Action Plan 2018–22 policy documents. These regulatory documents generally demand that designers meet minimum standards for accessibility, but for many people these standards do not meet their needs (Hitch et al. 2016).

Public realm pedestrian environment improvement is an integral part of connectivity, yet there remains an absence of exemplar case studies for empirically informed evidence based upon community engagement. To date, people with disability ubiquitously experience difficulty in accessing appropriate public transport and its associated built infrastructure that is well documented (DRC 2018; Jackson 2018; VCOSS 2018).

1.3.6 Recommendations

A series of practical actions are required that are initiated through multi-entity, multisector collaborations with influential partners addressing all prioritised domains. These actions should both clear a pathway for longer lasting structural and attitudinal changes, and raise awareness of current obstacles. From the global review of exemplars and extant literature, a number of areas of action are highlighted in this section of the evidence review that underwent consideration in the following stages of the AIG study:

- The need to include those with lived experience of disability in the planning and design of environments and services
- The need to work across the linked domains of the built form, services, attitudes and economic participation
- The need to revise construction, design, planning and architectural education to foreground the needs and requirements of those with disability; and
- The possibility and necessity of revising existing planning and building regulations at state and local levels to better centre on the needs of those with disability

1.4 Evidence Review 2: Audit of City of Greater Geelong and Deakin University work

1.4.1 Aims

This evidence review examines two specific aims:

1. Collate, audit and critically review all CoGG plans that pertain to access and inclusion
2. Collate and audit Deakin University research and initiatives relevant to the CoGG that pertain to access and inclusion

1.4.2 Scope

Documents published in the past ten years including plans, organisations, reports, partnerships and events related to access and inclusion were critically reviewed.

1.4.3 Methods

Twenty CoGG plans, six CoGG annual reports (2012–2018) and eight research projects were analysed using a checklist derived from a preliminary review of the resources, the DHHS brief and international exemplars of accessibility and inclusion. Each plan was assessed and summarised in terms of:

- Stakeholders: who was involved and who the plan addressed
- Aims: scope and principles that informed each plan
- Methods: including consultations
- Recommendations and actions for accessibility and inclusion in relation to:
    - Built form, planning and building regulations, including housing
    - Community infrastructure, including leisure and tourism facilities, and transport
    - Employment and economic participation
- Specific planned and implemented actions to improve access and inclusion drawn from each; and
- Gaps and recommendations for further work and action.

From this analysis, key dimensions were identified, including how notions of accessibility and inclusion were theorised and practised, what initiatives have been realised and what was proposed within each of the plans considered. From this analysis, the team identified a series of models and gaps and these have been used to formulate recommendations.

1.4.4 Findings

The documents reviewed ranged from the general and the strategic to the statutory and those developed for particular organisations or parts of the city.

1.4.4.1 Definitions of access and inclusion

While many plans noted a dedication to either or both access and inclusion, there was far less clarity around the meanings of these terms. Definitions from these documents included:

- An inclusive/Universal Design approach realises 'the master plan vision to revitalise Geelong for all its citizens' (Making Geelong Accessible 2017)
- 'To create a socially inclusive community, design places that cater for multiple uses, all ages and abilities and which encourage active life styles and social interaction' (one of 22 guiding principles in CoGG Final Report, 2015 Social Infrastructure Plan)
- 'An inclusive, healthy and socially connected community, including public areas and local services that are accessible to all levels of ability, housing options, support for vulnerable community members and equity in the provision of social infrastructure (CoGG, A Clever and Creative Future 2017)
- 'Physical accessibility is to include Universal Design principles with walking as well as public transport access' (DELWP 2017): and
- 'The vision of the Geelong Access and Inclusion Plan is to uphold the rights of equal and dignified access for everyone while setting out how we will work towards full equality for people with a disability to participate and be included in our broader community. The Plan is to engage with everyone – disabled people (permanent and temporary), aged, CALD, parents and children, carers and users of mobility aids' (CoGG Access and Inclusion Plan 2018–22)

The (Universal) design of the built environment (primarily public space), access to public spaces and services, and decision-making process for those of all abilities were consistent concepts across these definitions. However, there was no general consensus on the meanings of access and inclusion.

1.4.4.2 Key initiatives and actions

Of the initiatives identified in these documents, the following (see Table 1.4) might be considered key local initiatives to address accessibility and inclusion in the CoGG over the last ten years.

Table 1.4 Key initiatives and actions

Domain	Initiatives and actions
Built environment form, planning and building regulations (including housing)	• Geelong Mobility Access Directory, whose website had 19,000 hits between 2014–17 • Geelong Waterfront Accessibility Map • Increased accessible walkways at Johnstone Park • Kerb channel accessibility in Ocean Grove town centre • Hospital Precinct Master Plan • 70 street block footpaths replaced (2017–18) and new pathways in priority locations • Standardised use of tactile ground surface indicators • Beach accessibility via matting and reclinable wheelchairs
Community infrastructure, including leisure and tourism facilities and transport	• Changing places and adult change facilities at: Leisurelink (2 in 2009), Vines Rd Community Centre (2010), Norlane Family and Child Centre (2015), Geelong Library and Heritage Centre (2015), Leopold Community Hub (2018) • Disability awareness training for CoGG and community sector workers • Geelong railway station – lift to platforms 2 and 3; accessible toilets and compliant amenities; improved all-ability access around North Geelong station and bus interchange; enforced disabled parking restrictions • Communication Access Accreditation for customer services and Geelong Regional Libraries (2013–17) • Weekly reports on street closures to Vision Australia, web streaming of Council meetings, infographics, 16,000 involved in Creative Geelong consultations • Equitable access guidelines, including Auslan interpreters, care and safe viewing areas • International Day of People with Disabilities celebrations (since 2015)
Employment and economic participation	• Step by Step volunteer mentor project (2015) • Tourism sector recruitment and business training initiatives • Regional Library recruitment and retention strategies

Some organisational units within the CoGG – such as the Regional Libraries – had specific recommendations and actions to facilitate the employment and retention of people with a disability (see Evidence review 3: Employment and economic participation). This and other plans are nested within the 2017 Clever and Creative Futures framework, which in turn is to be implemented via the various social infrastructure, asset and open space plans, four-year Council and municipal public

health and wellbeing plans, municipal strategic and statutory planning schemes, and finance/resource plans. Across all initiatives identified, the majority were proposed with limited information available about their implementation or evaluation. However, actions for accessibility and inclusion described in the Municipal Public Health and Wellbeing Plan (2013–17), Geelong Regional Libraries Draft Access and Inclusion Plan (2018–22) and CoGG Annual Plans (2016–17 and 2017–18) had been actioned.

A number of gaps and examples of good practice were identified in the analysis of these documents. Gaps were geographical (in that not all localities across the region were included), demographic (in that plans often considered an undifferentiated population, rather than how they impacted on particular age, income, ethnic or ability groupings), sectoral (with limited physical mobility not necessarily considered in transport planning) and/or conceptual (in that many plans did not consider issues of access and inclusion explicitly).

The 2014 Disability Action Plan also identified a number of successes and gaps. Areas of success included:

- Councillors being more aware of accessibility and supporting change
- Improved infrastructural accessibility
- Progress towards accessible communication
- Support for event organisers to hold accessible events
- Customer service providers had improved communication
- Networking with local organisations (unnamed in the report)
- Relevant legislative and statutory requirements were met; and
- Consultants were engaged to conduct access audits of community facilities

Areas identified for further development included:

- Disability inclusion training across Council staff and offices
- Ongoing audits and improvements to infrastructure
- Rural Access to continue to liaise with units to provide advocacy and support
- Continue to improve accessible communication and customer service sites
- Greater awareness and use of the Disability Action Plan for reference; and
- Parking spaces and footpaths were identified as a priority by community members

Overall, the CoGG Disability Advisory Committee felt that social attitudes, access to information and access to transport were the main barriers to inclusion and participation in the local community (CoGG

2014). These identified successes and gaps have contributed to the recommendations at the conclusion of this report.

Local consultation

In 2017, the CoGG conducted extensive consultation with 10,097 people to identify a locally grounded vision for Geelong, including affordable housing, social equity and inclusion (CoGG, Our Future: Have Your Say 2017, p. 26). Six common themes were identified (with percentages of participants identifying each in brackets):

1. A connected, inclusive and healthy community (9.5%)
2. Sustainable urban growth (8.7%)
3. Access to fast and connected transport (8.7%)
4. A great place to live, work and visit (8.2%)
5. Leaders in innovation, research and education (7.9%)
6. Local employment, health, education and housing opportunities (7.0%)

Many described the need to support the most vulnerable members of community (CoGG, Our Future: Have Your Say 2017, p. 39), although who precisely the vulnerable are was not specified. This support included strengthened schools, healthcare services, infrastructure and employment opportunities in less advantaged communities. While these values were stated in planning, an implementation strategy is yet to be detailed.

The CoGG (2017a) defined a successful community as connected, prosperous, creative, sustainable, resilient and designed for people. Greater Geelong's aspiration is to be internationally recognised as a clever and creative city-region that is forward-looking, enterprising and adaptive, and cares for its people and environment. A short-term priority is to promote collaborations to address social and economic vulnerability.

Indicators of success

The CoGG defined several indicators to measure success against:

- A digital inclusive index score (access, affordability and digital ability) greater than 70 (CoGG 2017, p. 15)
- No Greater Geelong postcodes in the bottom 20% of the Socio-Economic Indexes For Areas (SEIFA)
- 100% of public places in Greater Geelong to be disability-access compliant; and

- Workforce participation in the most vulnerable suburbs to be higher than the state average across all age groups

Success will be achieved by:

- Local decision-making that includes young people
- Public areas and local services accessible to all levels of ability
- A variety of affordable options for people to rent or buy a home
- Support for the most vulnerable community members
- Local participation opportunities for new arrivals to the city-region
- Equity in the provision of community infrastructure
- Support for Indigenous leaders to ensure their connections to the city-region are maintained and their connection to the community is strengthened (CoGG 2017)

1.4.4.3 Relevant research and development

Research or development projects (particularly those concerned with Universal Design) considered relevant to either the Geelong context or the aims of this study were also analysed. Key studies and findings are summarised in Table 1.5; however, this information may not be exhaustive as the scope of this area is so broad.

Table 1.5 Relevant research and development

Key study details
Evaluating Universal Design in built environments – A scoping project (Deakin/Geelong) • Multidisciplinary contributors including architects, access consultants, OT, disability advocate/representative, academic/researcher/and people who experience disability • Mixed methods study (combining extensive literature review, online survey and key informant interviews) • Aimed to develop an effective method to evaluate the implementation of Universal Design (UD) in the built environment • Findings: Clear disparity between the proportions of participants who had applied UD to built environments and those who had participated in its evaluation; however, UD is very challenging to evaluate in the built environment. While most participants had recent experience in applying UD, their self-perceived knowledge on its theory and application was relatively low • Grounded theory of applied UD has been developed and pilot tested in this study; a prototype evaluation tool has also been developed and is currently being tested • Several publications at conference and in journals (or under review)

- Relevance to access and inclusion: UD is being applied to built environments, but the implementation process and/or outcomes are not being evaluated; users are not routinely included in the UD design process and practitioners lack confidence in their knowledge around UD for access and inclusion

Design 4 diversity STALGS study findings 2010 (Deakin)

- Multidisciplinary contributors within Deakin including School of HSD, School of A+B, Institute of Teaching and Learning, Equity and Diversity; also included external contributions from architecture, occupational therapy, access consultancy, service management and others
- Mixed methods study (combining pre- and post-evaluative methodology, inter-professional workshops, use of Second Life simulation technology and standardised outcome measures)
- Aimed to (1) gain stakeholder views on knowledge and application of UD in the professions; (2) enhance inter-professional learning for first year architecture and third year OT students
- Findings: Professional participants confirmed there was no general agreement regarding preferred terminology in this area and had been less focus on accessibility in recent years; they also identified that good design is inter-professional and inter-industry, and having user involvement has many benefits. Student participants from OT were more aware of the principles of UD and ready for interdisciplinary learning. Inter-professional education increased architecture students' familiarity with UD and shifted it from a 'disability' concept to a 'design' concept
- Recommendation for community infrastructure – There is little benefit to be gained if a building is physically accessible if the communication, social and organisational climate is not inclusive and accommodating of people with diverse abilities
- Recommendations for culture/attitudes – Accessibility also needs to take account of cultural, social, spiritual, attitudinal and emotional diversity of people and a focus just on the physical aspects of built environments will not achieve participation for all people
- Relevance to access and inclusion: There continues to be a lack of conceptual clarity around key concepts related to UD; accessibility and the impact of built environments on people's health and wellbeing were identified as integral to sustainability. There were disciplinary differences in approaches to accessibility and inclusion that need to be negotiated; identified a need to see design for all as so much more than just designing for people with disability

International Indigenous design charter November 2016–2017

- Multiple international stakeholders
- Expanded upon research findings of Dr Russell Kennedy's PhD thesis 'Designing with Indigenous knowledge: Policy and protocols for respectful and authentic cross-cultural representation in communication design practice'
- Aimed to: (1) reinforce the rights of Indigenous peoples to cultural self-determination as recognised by the UN in the *Declaration on the Rights of Indigenous Peoples*; (2) encourage awareness through respectful and ethical knowledge sharing and increased visibility; and (3) promote best practice, moral principles and engagement methods. The thesis also aimed to serve as a guide for the design professions and associated disciplines including communication design/graphic design, digital design, environmental design, architecture and the built environment, landscape design, fashion design, advertising and strategic design practice

• Method – Building on existing protocol documents via global discussions (facilitated by regional workshops) • The International Indigenous Design Charter is an open document to be reviewed on a regular basis and modified as required • The Charter calls on designers to develop applied research methods and principles that incorporate effective communication and permissions, but also include associated collaboration and co-creation processes (co-authorship/co-beneficiary); the Charter also calls for the reception and implementation of all designs so they protect the environment, are sustainable and remain respectful of Indigenous cultures over deep time, past, present and future • Methods for charting, evaluating and reporting were not identified • Relevance to access and inclusion: Highlighted Indigenous inclusion; however, no mention of inclusion of disability (or other categories of diversity) within Indigenous knowledge and Indigenous cultures
Preventing and responding to violence and promoting social inclusion and community connection: A research project for the Eastern Metropolitan Social Issues Council (EMSIC) 2016 (Deakin) • Stakeholders included Deakin University (Centre for Social and Early Emotional Development) and Victoria State Government • Mixed methods study (combining desktop mapping, literature review and consultative workshops) • Aimed to: (1) analyse available data and existing work and provide expert input on partnership approaches for the two priority issues of violence in vulnerable communities and social inclusion and community connectedness within a population health framework; and (2) map and analyse existing efforts and comment on the individual and collective impacts of this effort including development of agreed impact indicators; also aimed to provide recommendations to local (Eastern Melbourne) stakeholders • Recommendations for community infrastructure included: (1) promoting positive child and youth development; (2) targeting gender equity primarily for prevention of family violence; (3) targeting harmful use of alcohol and other drugs to address community safety; (4) repurposing volunteering: primary and secondary promotion of social inclusion; (5) service system response to family violence and social inclusion; (6) other domains of work • Relevance to access and inclusion: Provided specific recommendations for access and inclusion around community infrastructure

1.4.4.4 Conclusion

Findings from this analysis demonstrate that there is a plethora of documented initiatives. However, there is much rhetoric with few concrete, measurable recommendations, timelines, evaluative criteria and/or budgets reported. Additionally, these initiatives could be better integrated with each other to avoid repetition and prevent serious gaps in coverage. Deakin University research critically appraises the current evidence base related to accessibility and inclusion, particularly in regards to challenges associated with the practice, implementation and evaluation of the Universal Design of the built

environment. Apart from the Design for diversity study, little of this research is specific to the Geelong context.

1.4.5 Recommendations

1. Higher quality initiatives are needed addressing access and inclusion that actively engage with disability groups or individuals in their approach, assessments and recommendations. This is a basic principle of inclusion in the planning process and should be implemented by all initiatives. A single small group (such as the CoGG Disability Advisory Committee) is insufficient to vet 100% of extant plans. More proactive and broader consultation is required at various stages in the planning process.
2. Drivers for inclusion are both legislative – it is required by law to have disability access plans and not to discriminate – and moral – 'it is the right thing to do'. This instrumental and genuine commitment to access and inclusion should be echoed in consultative processes, plan recommendations, implementation and follow-up evaluations.
3. Too many plans replicate others without assessment of what worked or did not work. There is therefore a need to evaluate plans and to set specific targets, objectives and outcomes before another is initiated in order to examine outcomes sustainably and minimise duplication.
4. Access and inclusion need to be aligned with the missions and visions of each initiative, and not be add-ons or rhetoric only.
5. Planning legislation tends to be about land use, the built form and facilities. There is also a need to address attitudes, service provision, consultation and communication within the planning process and to include a commitment to consider disability within the planning framework and building regulatory system.
6. There is good practice that could be generalised; for example:
    i. Accredited access consultants employed to review all proposed new works and plans for buildings prior to sign off to ensure Universal Design along with legislative requirements
    ii. Regular staff training and surveys of people with disability to assess improvements and highlight deficiencies
    iii. The adoption, use and evaluation of Universal Design principles in the design of public services such as regional libraries
    iv. Adopt, embed and monitor some measure of accessibility and inclusion across the CoGG region e.g. disability inclusion index score; disability compliance of all buildings and spaces
    v. Support a Geelong Accessibility Fund, improve accessibility in Geelong and make Central Geelong fully accessible by 2021 through the completion of capital improvement works, to

ensure buildings and public transport facilities conform to universal access standards (from the Committee for Geelong Second City Policy Framework)

vi. Explicitly adopt the principles of Universal Design and commit to an elaborated principle of access and inclusion in the planning scheme

1.5 Evidence review 3: Employment and economic participation

1.5.1 Aims

To identify the key systems and initiatives that the CoGG needs to develop or build on to become a leading accessible and inclusive city in terms of the employment and economic participation of people with disability.

1.5.2 Scope

This review critically examines the employment and economic participation of people with disability. Economic participation is conceptualised broadly. As the Victorian Government (2018) states: 'Economic participation refers not just to jobs, but also includes contributing to the community through employment, self-employment, career progression, enterprise development, education and training, and as consumers.'

1.5.3 Methods

A review of national and international peer-reviewed academic literature on the employment and economic participation of people with disability was conducted. Twelve key sources were analysed and have informed the findings in this review. Key policy documents were also reviewed and include:

- Building Employer Demand report (Australian Government 2017)
- Every Opportunity: Victorian economic participation plan for people with disability 2018–20 (Victorian State Government 2018); and
- Access and Inclusion Plan 2018–22 (City of Greater Geelong 2018)

1.5.4 Findings

1.5.4.1 Definitions

There is considerable literature that examines the employment of people with disability. Despite the diversity of literature, there are common themes that require specific definition. This section maps prevailing definitional terms and establishes a set of working assumptions. While the terms 'inclusion' and 'participation' were often deployed in regards to employment, they were too often ill-defined. The US *Developmental Disabilities Assistance and Bill of Rights Act of 2000* definition of inclusion is used in this study (see Introduction, Scope).

1.5.4.2 Challenges

In the Australian context, there are demographic realities that need to be considered in the provision of employment opportunities for people with disability. In 2012, 2.1 million persons of working age (15–64 years) who participated in the workforce identified as having a disability (ABS 2015). Only 53% of Australians who identified as having a disability and were of working age participated in the workforce. This is significantly lower than the 83% participation rate of those who were working age and did not identify as having a disability.

The 30% difference in rates of economic participation for people with and without disability urgently requires redress. Their exclusion incurs an opportunity cost as a significant portion of the population is underutilised. Approximately one million people with disability could be employed and their desire to participate in the economy needs to be seen as an untapped resource and an economic opportunity.

1.5.4.3 A ‘pathway’ approach or ‘steps to work’

There are a number of locally based strategies and initiatives that address the disability and employment challenge through equitable frameworks for inclusion and participation, such as the CoGG Regional Libraries recruitment and retention strategy. As this strategy shows, a nuanced approach to employment that goes beyond funding for outcomes and statistical measurement is required. The orthodox approach to employment outcomes is often predicated on employment statistics, has many funding streams and can be binary in its approach and so lead to short-term or shallow outcomes.

One successful business engagement service in Geelong, the Diversity Field Officer (DFO) service, provides compelling evidence that for employers, current and potential employees with disability, employment outcome success depends on ‘steps to work’ (Murfitt et al. 2018). For the employer, this involves focusing on disability confidence and building inclusive workplaces for current and future employees with disability and also customers with disability. This approach utilises one-on-one support for small-to-medium businesses (SMEs) that covers:

- Physical access check of workplace
- Disability awareness and unconscious bias training
- Assistance with developing inclusive policies, recruitment and other work practices such as guaranteed interviews and job carving for potential employees with disability
- Work experience, volunteering, internships and other experiential opportunities for potential employees with disability; and

- Connections to Disability Employment Services (DES) for job placement support.

The evaluation of the pilot DFO service found that SMEs need direct, tailored and independent support to build their disability confidence and inclusion in their workplaces. Provision of this support needs to occur before such businesses will be in a position to link with employment services and/or other recruitment organisations to employ people with disability (Murfitt et al. 2017; Waterhouse et al. 2010b). Additional evidence from Norway and Sweden supports this concept of a 'trusted broker' or 'guide' to employment (Gustafsson et al. 2012; Schafft 2014).

Similarly, for potential employees with disability, a 'pathway' or 'steps to work' approach has been found to be necessary. This includes early career planning, skills development and immersion in the workplace through experiential programs. Mentoring, work experience, volunteering, internships, apprenticeships and job trials with a focused and professional transition support should be implemented before successful job placements can be sustained (Victorian State Government 2018).

1.5.4.4 Disability confidence and positive attitudes

Disability confidence is a proxy for positive attitudes towards the employment of people with disability. Negative attitudes are cited as one of, if not the major, barrier to breaking the current impasse on the employment of people with disability (Australian Department of Social Services 2015). Negative attitudes are based on misconceptions such as employees with disability will cost more, will need more supervision, will not get along with other workers, will be less productive and will take more sick leave. A growing body of evidence has found that these ideas are formed without empirical basis and are harmful misconceptions that stand in the way of inclusive employment (Australian Safety and Compensation Commission 2007; Graffam et al. 2002; Hernandez and McDonald 2010; Murfitt et al. 2018).

Addressing misconceptions

To address stereotypes and misconceptions at personal, organisational and societal levels, an ecological approach needs to be taken. At personal and organisational levels, educational and awareness-raising programs that include sharing of personal stories about the employment of people with disability are important. However, the most powerful way to shift embedded and often unconscious stereotypes is direct contact with people with disability. Contact provides an opportunity for people with and without disability to get to know each other and identify shared goals and positive experiences, such as through work-placement opportunities described earlier (Novak et al. 2011; Tan et al. in press). These programs have the added value of improving the confidence and attitudes of

potential employers and co-workers while building confidence and improving the attitudes of people with disability themselves about their potential for employment success.

At a broader community or societal level, the use of community campaigns and media in a variety of formats, including positive portrayals of people with disability in mainstream media, can play a significant role in shifting attitudes about disability and challenging what are often commonly held stereotypes. The recent Employable Me series on ABC Television is one such example. All interventions need to be underpinned by government policy and legislation, such as the National Disability Strategy and the NDIS to ensure the human rights of people with disability are upheld and reinforced (Tan et al. in press).

1.5.4.5 Other barriers to employment and economic participation for people with disability

Barriers to physical access still challenge the efforts of jobseekers with disability to gain and prosper in employment. These include structural barriers in the workplace (e.g. steps) and digital access barriers with inaccessible web environments and inaccessible technology such as touch-pad payment devices with no audible guidance for people who are blind or have low vision.

Linkages to accessible and affordable transport systems also challenge access to employment and economic participation for people with disability. Additionally, the complex web of services and information to support employment and economic participation is often cited as a barrier (Business Council of Australia 2014; Waterhouse et al. 2015).

1.5.4.6 Geelong and a collective impact approach

There are many organisations in Geelong doing good work to address the challenge of the low employment and economic participation of people with disability, such as:

> Australian Network on Disability (AND); CoGG; DES; DFO Service; G21 Region Opportunities for Work (GROW); Geelong Chamberof Commerce; Geelong LEN; NDIA; TAC; Tourism Greater Geelong and The Bellarine (TGGB); WorkSafe Victoria.

However, this is also a ‘complex web’ of activity that could benefit from a more collective, connected approach in order to increase the impact of current efforts to develop accessible and inclusive employment and economic participation for people with disability in the CoGG. Hanleybrown et al. (2012) stated that projects and outputs should be synergised to address complex service systems; moreover, corrective projects must understand that ‘the complex nature of most social problems belies the idea that any single program or organization, however well managed and funded, can

singlehandedly create lasting large-scale change'. As such, a connected approach that seeks to map actions in a complex system needs to include five key elements:

1. A common agenda
2. Shared measurement systems
3. Mutually reinforcing activities
4. Continuous communication; and
5. The presence of a backbone organisation

Collective impact initiatives must build on existing collaborative efforts underway to address the issue and this involves three phases:

Phase I – Initiate action

Gain an understanding of the key players and existing work underway. In this phase, baseline data on the social problem needs to be gathered to develop a case or rationale for change. This will include development of an initial governance structure that has strong and credible champions.

Phase II – Organise for impact

Stakeholders work together to establish common goals and shared measures, and to create a supporting backbone infrastructure. In this phase, stakeholders align with the many organisations involved and construct a consensus around shared goals and measures.

Phase III – Sustain action and impact

Stakeholders pursue prioritised areas for action in a coordinated way, systematically collect data and work to implement sustainable processes that enable active learning and course correction as progress towards common goals is tracked.

As Hanleybrown et al. (2012) detailed, the collective impact approach is increasingly being used to address a range of social problems from the reduction of alcohol and tobacco use in poorer areas of Chicago to the creation of food banks to address hunger across the developing world.

1.5.4.7 Collective impact models in Geelong

G21 Region Opportunities for Work (GROW)

GROW is a collective impact initiative with business, government, community organisations and individuals working together to address disadvantage in areas of high unemployment. It is a unique regional strategy which focuses on one of the key features of place-based disadvantage: joblessness.

A joint initiative between Give Where You Live Foundation and G21 Geelong Region Alliance, GROW received a $2 million contribution from Give Where You Live, $1 million from the Victorian State Government (over five years) and $300,000 from the Alcoa Foundation to assist with the coordination and backbone function. GROW creates new jobs by asking organisations to buy goods and services that economically and socially contribute to the local community (social procurement) and through the injection of capital into businesses and not-for-profit enterprises in target communities (impact investment). There is an identified need to match these new jobs with people who are appropriately skilled and supported to meet the employers' needs, including jobseekers currently excluded from the workforce (see https://grow.g21.com.au/what-is-grow).

Although GROW is aimed at disadvantaged populations rather than disability specifically, people with disability are part of disadvantaged populations. It is likely that GROW's success will impact positively on the employment of people with disability. In 2018, GROW achieved 100 signatories to the GROW Compact, which commits signatory businesses to developing new business practices to investigate the allocation of their routine operation and project spending to local suppliers and products, and to identify training and employment opportunities for jobseekers from targeted areas of disadvantage (see https://grow.g21.com.au/get-involved/sign-the-grow-compact).

Ticket to Work

The Ticket to Work (TTW) initiative in the CoGG is a collective impact model that focuses on open employment of young people with disability. The collective includes schools, employment services, post-school providers, employers and a TTW backbone organisation. There are 31 TTW networks across Australia that prepare young people for work, providing open employment from school through a combination of vocational/career development and early contact or experience with work environments. In 2018, TTW Geelong reported that 28 students were in work experience, 9 students were in work preparation and 18 had Australian School Based Traineeship/Apprenticeships (ASBAT). In total, 31 employers were engaged with TTW and there were 51 TTW network members.

Job carving is one approach to identifying potential jobs for people with disability. Carving assesses where re-allocation of tasks or the 'carving' off of specific jobs could improve overall business productivity and create a role for a person with disability who may benefit from structured work tasks. People with an intellectual disability and people who are seeking shorter hours of work because of the impact of their disability in particular benefit from such an approach.

One example that demonstrates how collective impact programs can work particularly through a process of job carving is a study of a manufacturing business in Geelong. The company is a large-scale concrete pourer with an ongoing need for small-team support for productivity through keeping work areas clean. Production tools need to be stacked and stocked, production inventory and back-end tracking performed regularly. This company became aware of the job-carving concept through word-of-mouth from a fellow business at a local business networking event. The business saw the synergy of job carving with its own business need. A DFO and a DES consultant attended an early-morning shift to observe and noted all the possible duties that could be undertaken across a shift, with a specific focus on people with disability. Management then brainstormed this list for duties that could be undertaken between 10 am and 3 pm each day: the 6 am shift precluded some candidates with disability who do not have a drivers licence or may be taking medication.

Both managers were 'fast-tracked' – given education and information about the definitions of disability and unconscious bias – and given tools to use to educate the manufacturing team once an applicant was found. A shortlisted applicant was interviewed and employment commenced in June 2018. The role was permanent part-time at 30 hours per week. The following quote from DES illustrates the success of the program:

> I think they [the managers interviewing] were just trying to keep the surprise and delight off their faces. He really impressed them. I don't know what they were thinking, but they were clearly delighted and relieved such a great candidate was sitting in front of them. You can talk about disability all you like, but it's only when you experience someone that challenges your preconceptions that real change and shifts in awareness happen.

After three months the employer reported that the program had influenced the workplace in the following ways as a result of the employee's efforts:

- Staff morale had improved due to a clean and organised workplace
- Building times of products had improved
- Material organisation had been improved
- Housekeeping of yard and the employee's positive attitude had rubbed off on other staff
- Manufacturing materials were well stocked; and

- Workplace safety had improved as staff had materials located in all areas of the workplace, cutting down on foot traffic in areas where machines operated (Murfitt 2018)

1.5.4.8 Aligning with national, state and local government policies and plans

National Disability Insurance Scheme (NDIS)

The NDIS was trialled from 2014 to 2016 and is currently being implemented across Australia. The scheme represents a move away from block funding of disability service organisations to providing approximately 460,000 individuals with disability with their own budget to purchase the supports they need, such as attendant care and adaptive technology. The central principles of the NDIS are greater choice and control for people with disability over their support services, including for employment and economic participation.

A second plank of the NDIS is the Information Linkages and Capacity-building (ILC) grant program, which provides funding to individuals and organisations to improve accessibility and inclusion in 'mainstream' organisations and to empower people with disability in general to access their community. In late 2018, the Federal Government established the NDIS Participant Employment Taskforce as a strategy to improve employment and economic participation outcomes for people with disability through the NDIS.

Following the first meeting of the taskforce, Minister for Families and Social Services Paul Fletcher and Assistant Minister for Social Services, Housing and Disability Services Sarah Henderson announced a $19 million open competitive grant process would be launched in early 2019, its aim to improve the employment and economic participation of people with disability. Mr Fletcher stated that:

> The economic participation grants will back innovative proposals that build the capacity of people with disability to participate in work. They will also support employers to create opportunities for people with disability (Department of Social Services 2018).

In an earlier media release (20 December 2018) the Federal Government announced more than $398 million of funding available over 2019–20 to 2021–22 for ILC building program projects in four key areas:

- Individual capacity-building program: to be delivered through a national network of disability organisations and family organisations
- National information program: to provide accessible, quality and consistent information about disability types and services, and support options

- Mainstream capacity-building program: to better connect mainstream services to NDIS participants so that people with disability can use these services alongside everyone else; and
- Economic and community participation program: to increase the social and economic participation, including employment outcomes, of people with disability

Victorian Economic Participation Plan for People with Disability 2018–20

The Victorian Economic Participation Plan for People with Disability is a comprehensive plan that covers: education and learning pathways; employment opportunities; the public sector at work; business ownership and innovation; and monitoring and accountability. The plan contains specific information, recommended actions and targets for people with disability, service providers, employers and government itself, with personal case studies of people with disability in a range of professional roles. The plan provides a suite of options that include the actions employers can take to build more inclusive workplaces, information on how to make adjustments, pathways to support and work to make sure needs are met.

Recommendations urge workplaces to consider whether the job-application process gives people with disability a fair opportunity to demonstrate that they are the best person for the job. It also stresses the need to use inclusive, non-discriminatory language in all communications and to be clear, specific and public about the employer's commitment. When advertising or recruiting through a labour-hire company, it is important to ensure that such recruitment companies are aware that the employer is willing to consider candidates with disability. The plan acknowledges that flexibility in the recruitment assessment process and consideration of transferable skills the candidate may have acquired from non-traditional work or personal experience are critical. Offering work-experience opportunities to assess people's suitability for ongoing employment in a real work environment is also a key part of this flexible approach.

When a suitable employment pathway has been provided and an employee has commenced, career progression must also then be considered. Staff selection for training opportunities and how staff with disability are made eligible, notified and nominated are also vital to sustaining employment.

City of Greater Geelong (CoGG) Access and Inclusion Plan 2018–22

Within the CoGG Access and Inclusion Plan, sections that relate to employment and economic participation acknowledge that a central aim is to reduce barriers to employment for people with disability and to build a workforce that responds to the needs of people with disability. Action items

include building the capacity of Tourism Greater Geelong and The Bellarine in partnership with the Australian Federation of Disability Organisations and DFO to:

- Inform and educate 450 tourism businesses to become more inclusive of people with disability, as both customers and staff
- Provide one-to-one mentoring to 110 businesses around access and inclusion with an outcome of 70 jobs for people with disability by 2020; and
- Launch a marketing campaign to build awareness of the businesses and region as a welcoming place for people with disabilities.

CoGG will provide a grants scheme to fund community groups and initiatives that promote inclusion and accessibility. Internal to the Council as part of its own policies, it has signalled its commitment to:

- Revise the Reasonable Adjustment Policy
- Establish a planning and consultation group in the design of future accommodation for staff of the City to ensure an accessibility focus
- Develop and implement a learning module on people with different abilities as part of the organisational online learning modules
- Create and drive a culture where all staff value diversity of people of all abilities, experiences and backgrounds; and
- Ensure workplace systems policies and practices allow individuals to participate to their fullest ability.

1.5.5 Recommendations

In conclusion, a conceptual and practical opportunity exists to develop more connected, collective and efficient strategies to embed access and inclusion for people with disability in employment and economic participation. Disability needs to be embraced as an integral component of diversity. Increasingly organisations are developing diversity plans and strategies to optimise the growing diversity in our community. In employment, this began with gender diversity and has extended to people from different cultural backgrounds, older workers and LGBTQIA+ communities. Disability has rarely been included. People with disability are present in all the above cohorts and evidence shows that strategies developed to assist people with disability to gain access and inclusion at work benefit other diversity groups as well. For example, flexible working hours for a person with medication needs would also assist an employee with parenting demands or an older worker wanting more flexible options.

The evidence reviewed in this section of the report puts forward the following recommendations for Stage 2 of the AIG study:

1. Complete the mapping of current initiatives and stakeholders in Geelong who are addressing employment and economic participation of people with disability
2. Engage with key stakeholders to establish current gaps or barriers to employment and economic participation of people with disability in Geelong, and identify innovative examples of best practice; and
3. Develop recommendations for prioritised actions to develop Geelong as an accessible and inclusive city in terms of employment and economic participation of people with disability

1.6 Evidence review 4: Community engagement

1.6.1 Aims

This evidence review has three aims:

1. Present an evidence base for best-practice disability-inclusive community-engagement processes
2. Recommend an inclusive community-engagement approach for Stage 2 of the Accessible & Inclusive Geelong Feasibility Study, including guiding principles; and
3. Provide longer term recommendations for community engagement that lays the foundation for work subsequent to this AIG Feasibility Study

Specifically, this review examines four questions:

1. How can social inclusion be extended in cities to people with disability?
2. What are the most effective principles and practices for meaningful and inclusive engagement of people with disability?
3. What inclusive research processes most effectively capture the socio-spatial – that is, attitudinal and environmental – and experiential elements of inclusion?
4. What engagement and research processes can be used to best understand and enhance accessibility and inclusion in this study?

1.6.2 Scope

This review summarises recent literature that examines community-engagement principles, methods and practice in research and community development initiatives, in particular focusing on inclusion and participation of people with disability. Academic research articles that have examined engagement processes and have clearly articulated their engagement methodology have been examined. Key grey literature, particularly CoGG policy and related documents, has also been reviewed.

1.6.3 Methods

This review brings together different disciplinary perspectives – disability studies, human geography and architecture – through the insights of the six academics who have contributed.

1.6.4 Findings

This review has found that the tradition of emancipatory and inclusive research is the most appropriate conceptual, ethical and methodological starting point for this study, where the gold standard is

‘research done by and for people with disabilities’ (Oliver 1992). Methods which give the greatest choice and control to people with disability are the most appropriate. Such approaches are most likely to ensure that the issues being examined are those identified by people with disability and that the outcomes and findings are owned by, and more easily translated to inform social change by, people with disability themselves.

1.6.4.1 Extending social inclusion in cities to people with disability

Documenting the processes by which the disadvantaged are segregated in the cities of the USA, theorists such as Peter Marcuse (Iveson 2011), Don Mitchell (2003) and David Harvey (2008) not only detailed the structural and institutional means by which these patterns occur, but also demanded change, a ‘right to the city’ for those excluded from its most desirable neighbourhoods, best services, political institutions and public spaces (Mitchell 2003). Pragmatic responses to exclusion in cities have moved beyond their socio-structural foundations to invoke ethics and broader principles of inclusion, at the same time as concern for the socially marginal has been extended to those with disability.

This work has focused on the definition of disability and the political economy of exclusion (see e.g. Butler and Bowlby 1997; Butler and Parr 2005; Dyck 1995). Robert Imrie detailed the processes by which the urban environment erects barriers to marginalise and impoverish people with disability. Imrie joins others – such as Reg Golledge (1991), Brendan Gleeson (1997, 2001, 2002) and Jos Boys (2014, 2017) – to unpack the links between disability and the built environment. Here the social-cultural and political processes are highlighted that underpin the social construction and reproduction of disability as a state of marginalisation and oppression in the city (Imrie 2001; Imrie and Imrie 1996). Such an approach directs attention to how the built environment is riddled with barriers that create a geography of disability as the city expresses assumptions about the able bodies within it (Imrie 2001). Hall (2005, 2010) along with Milner and Mirfin-Veitch (in Jackson 2016) noted how attempts to ‘fit people with disabilities’, and in particular people with intellectual disabilities, ‘into the mainstream’ have ‘left untroubled the socio-economic and social ordering of spaces’ (Milner and Mirfin-Veitch 2016, p. 83) that has always and more subtly excluded people with intellectual disability. The city therefore has spaces and process of exclusion that create powerlessness (Imrie 1996).

Imrie also invoked the notion of embodiment and how the ‘disabled’ body is variously demonised, medicalised and not planned for or accommodated in the city (see also Butler and Bowlby 1997; Butler and Parr 2005; Teather 2005). Duff (2017) introduced the notion of affect to studies of homelessness which can also be added as a key dimension in the experiences of those with disability as they attempt to negotiate spaces and places built for the able-bodied.

A focus of research addressing social exclusion has been on widening participation in the decision-making processes that determine the built form of the city: from housing to public spaces and mobility. Other areas of inclusivity research have concentrated on employment and economic participation – especially the marginalisation and economic vulnerability of those with a disability. However, Hall (2010) cautioned that, 'diagnosis of the marginalised social position of people with intellectual disabilities as "social exclusion" has generated a very limited and even damaging discourse and set of policy responses' (p. 51) that are underpinned by an 'economic and moral expectation' to work and to participate in 'normal activities' and contribute to society. He argued that at least equally there needs to be consideration of the relational context of inclusion, which he posed as being best articulated through the idea of 'belonging'. He and other disability theorists suggest that understanding 'belonging' is at the heart of achieving 'inclusion' and this is best understood when we look at the 'self-authored' spaces, places and experiences where people with disability feel and perhaps 'know' they belong.

Disability researcher Paul Milner and his colleagues, in their work in New Zealand spanning two decades, have developed a theoretical framework for understanding social inclusion informed by the lived experiences of people with disability. In this work, people with disability have 'told' the researchers (indicating the privileging of the voices of people with disability in the research) that it was not 'so much where they were that mattered, it was how they were in place that counted toward whether or not they felt a sense of belonging' (Milner and Mirfin-Veitch 2016, p. 76). Further, it is not the spatial indicators of inclusion set out in policy that are the best markers of inclusion, echoing Hall's work, but relational markers that more closely align with experiences of inclusion and belonging. From this research Milner and Mirfin-Veitch have developed five qualitative attributes of social inclusion. These attributes, which are summarised below and reoriented to our interest in the accessible and inclusive city, provide theoretical and pragmatic ways of thinking about social inclusion in the spaces and places of a city. We include them here because they are formed from the perspective of those who are most at risk of exclusion or of having their inclusion signposted and determined by others' perspectives. These qualitative markers of social inclusion are (Milner and Mirfin-Veitch 2016, p. 76):

1. Autobiographical – people can participate [in the city] in ways that best tell who they are, allows them to communicate their sense of self [not in a predetermined sense e.g. worker, independent traveller]
2. Social identity – people find themselves represented in the social history of a place as a member and contribute to the way a community [city] sees itself
3. Reciprocity – people are aware of and strengthen relationships [with others in the city] that humanise relationships – through acts of kindness and consideration in social exchange

4. Insider – when ‘in place’ people experience an insider’s sense of psychological safety – sharing spaces, places and experiences with others they trust
5. Expectation –people are met by expectations that they contribute to the wellbeing of other members of the community

1.6.4.2 Inclusive and participatory engagement principles and processes

Foundational principles make explicit statements about the underlying ethics, values and politics that inform the conceptual framework, and in turn decisions about engagement strategy, process and methods (see Figure 1.1). The effectiveness of engagement processes can then be assessed against the indicators developed based upon the guiding principles and their practical application. Figure 1.1 shows the logic of this approach and illustrates how each element is related and informs the methods to be used to collect information on Stage 2 priority actions, processes and ways of working.

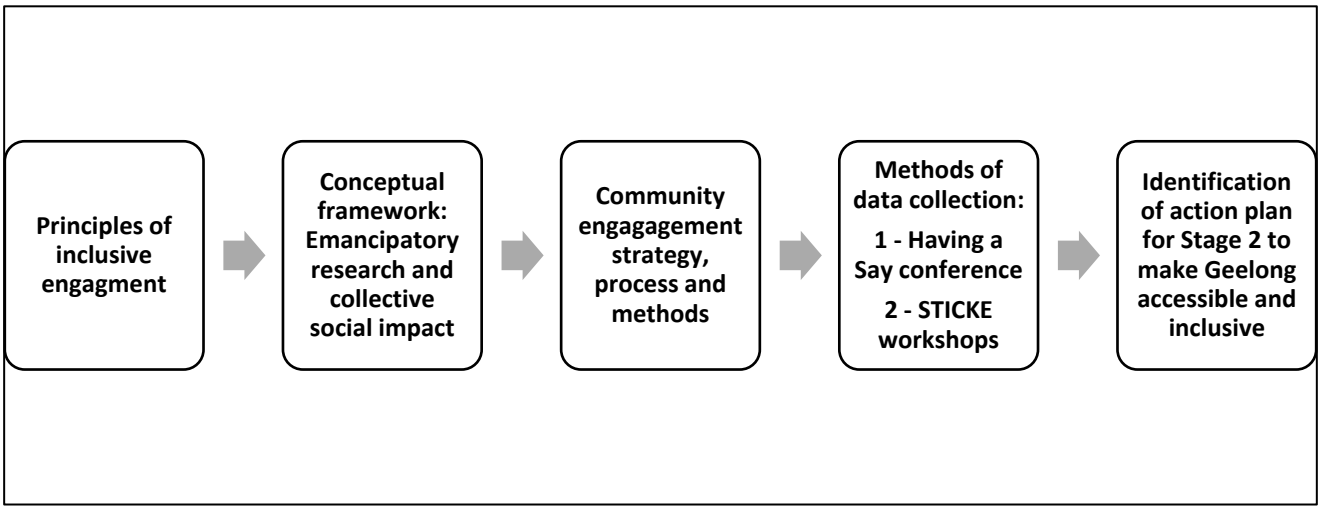

Figure 1.1 Engagement principles to conceptualise and inform Stage 2 action plan

Guiding principles

The UNCRPD articulates principles for research and community-based work with and by people with disability. Article 3 states ‘respect for inherent dignity, individual autonomy including the freedom to make one’s own choices, and independence of persons … full and effective participation and inclusion … equality of opportunity [and] accessibility’ as foundational to the achievement of all other rights for people with disabilities. Figure 1.2 presents these as a set of guiding principles that can inform community engagement.

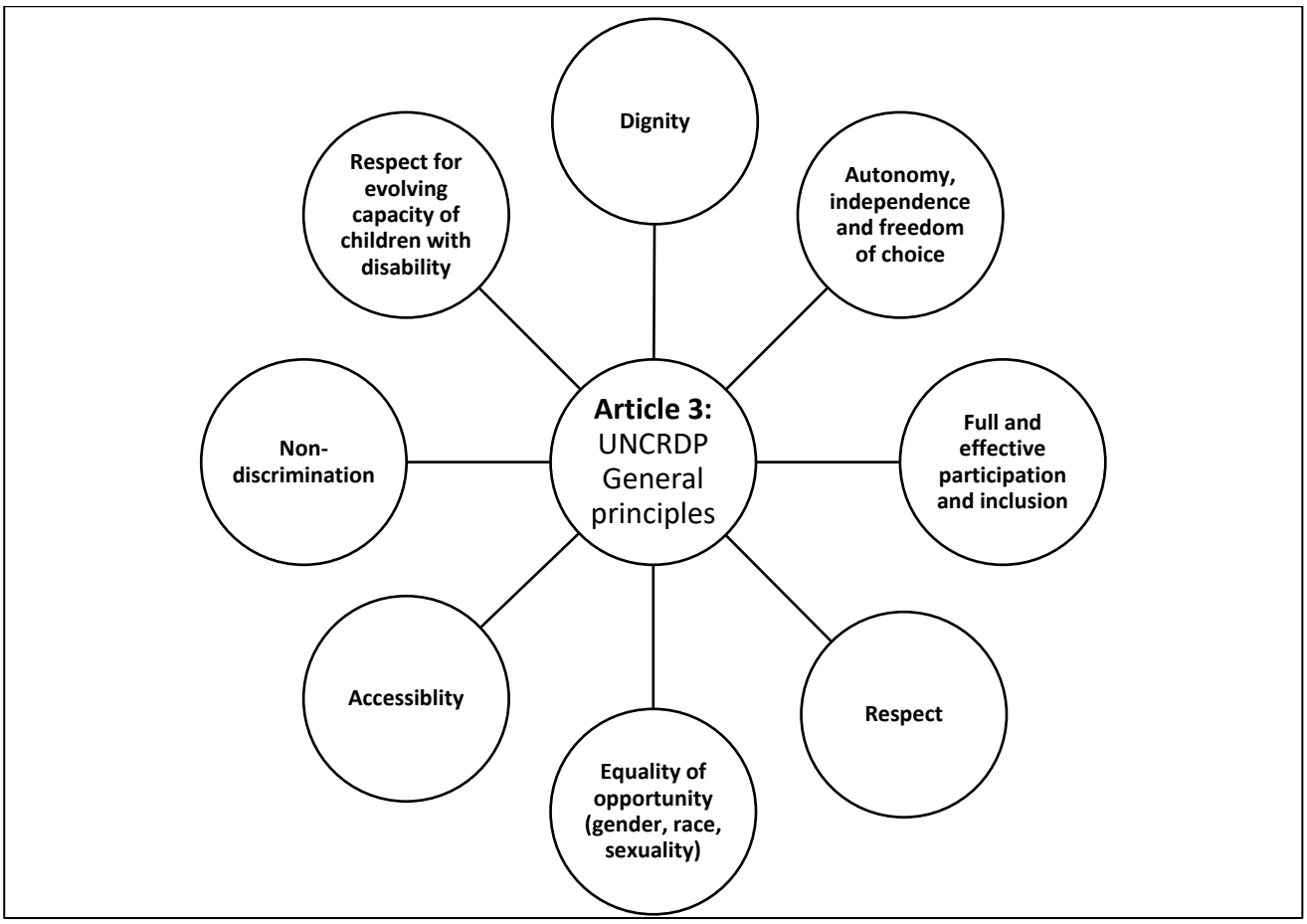

Figure 1.2 The UNCRPD's eight principles of inclusive engagement

Application of these principles necessitates a clear definition of terminology, such as accessibility and inclusion, as these terms have been given different meanings by different research groups at different times (Tregaskis 2000, p. 349). For concise definitions of accessibility and inclusion, please refer to Section 1.4.4.1.

A collective approach: Aims and outcomes

The research literature suggests that in contexts where social problems are complex and without a straightforward solution, a collective impact approach is appropriate. A collective impact approach is based on the premise that existing approaches to social impact where single organisations address specific issues – what Kania and Kramer (2011) called 'isolated impact' – are ineffective for solving complex social issues (AIFS 2019). As Hanleybrown et al. (2012) noted, 'the complex nature of most social problems belies the idea that any single program or organisation, however well managed and funded, can singlehandedly create lasting large-scale change'. Moreover, when there is no predetermined technical solution that can be implemented by a single organisation to solve 'the problem', a collective impact approach is needed that reflects the shared socio-political principles and social change focus of disability-led research and community development outlined above.

A collective social impact approach is appropriate when social problems are complex – so-called 'wicked problems' (Conklin 2006) – and involve many stakeholders, sectoral perspectives and issues. Stakeholders across sectors collaborate to address complex social issues in local communities (Christens and Inzeo 2015; Kania and Kramer 2011). Preskill et al. (2014) identified five conditions for the achievement of collective impact: (1) a common agenda; (2) continuous communication; (3) a shared measurement system; (4) mutually reinforcing activities; and (5) a backbone function. The establishment of these five conditions across stakeholders is critical and includes a common understanding of the problem, a joint approach to its solution, transparent communication and a mutually agreed upon plan of action, roles and responsibilities, as well as a shared monitoring and evaluation framework. For a collective action approach to be effective, long timelines are required to establish trusted organisational relationships, mutual goals, activities and shared systems of measurement. When three–five-year timelines are available, a collective impact approach is best practice in terms of engagement of all stakeholder groups.

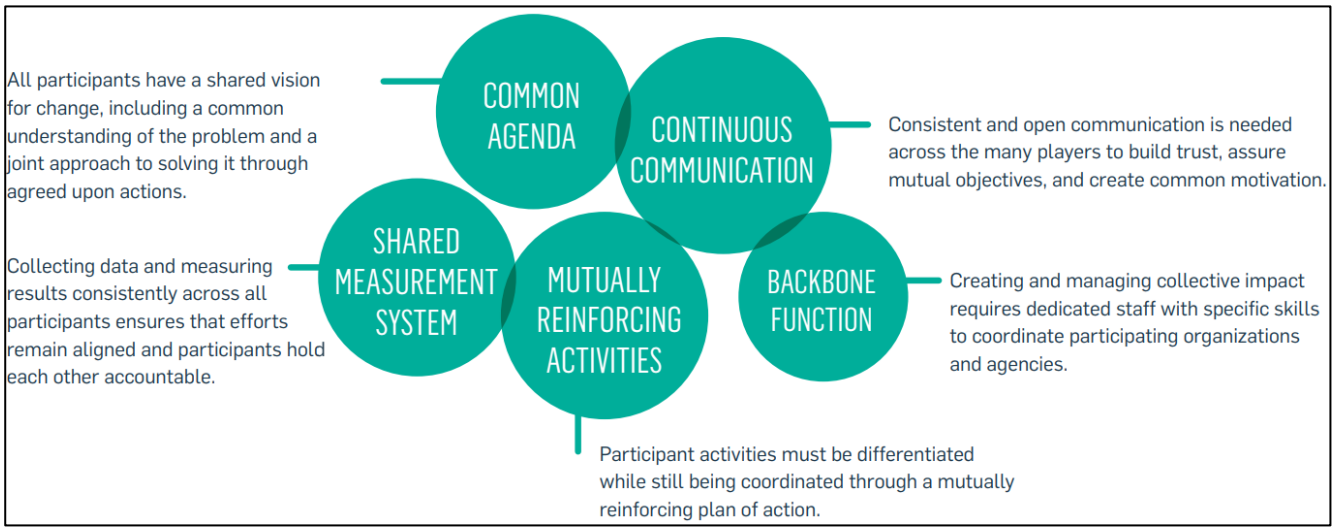

Figure 1.3 Five conditions of collective impact (Preskill et al. 2014)

A collective impact approach has been critiqued on four key grounds: equity, the need for policy and systems level change, lack of community engagement and greater grounding in other public health and collaborative social change efforts. This study addresses these issues by drawing upon broader principles of inclusion, participatory research and systems-level thinking and mapping.

Table 1.6 Five conditions of collective impact (source: aifs.gov.au/cfca/publications/collective-impact-evidence-and-implications-practice/what-collective-impact)

1. A common agenda The stakeholders within a collective impact initiative must hold a shared vision for the initiative that incorporates a joint understanding of the social issue they are trying to affect and agreement upon actions to be undertaken to create change (Kania and Kramer 2011). 2. Continuous communication In order to build trust among collective impact stakeholders, continuous communication is required. It is recommended that this take the form of regular meetings between high-level leaders over several years (Kania and Kramer 2011). 3. Backbone support organisation Collaborative work requires a supportive infrastructure in the form of dedicated staff and resources. Backbone support organisations have six essential functions: overseeing strategic direction; facilitating stakeholder communication; monitoring data collection and analysis; managing funding; coordinating community outreach; and communications (Hanleybrown et al. 2012). 4. Mutually reinforcing activities A collective impact approach requires that stakeholders' actions are coordinated. Stakeholders are likely to be undertaking different actions, but these actions should all contribute to the same goal and should complement each other as outlined by an overarching plan of action (Kania and Kramer 2011). 5. Shared measurement The stakeholders involved in the initiative must collaboratively develop a set of shared indicators against which progress is measured. It is expected that once data is collected against these indicators, the stakeholders will regularly meet to refine strategies based on their results. The backbone support organisation plays a key role in enabling shared measurement, potentially training, facilitating, collating or reviewing data or data collection methods (Hanleybrown et al. 2012).

1.6.4.3 Inclusive research approaches

When undertaking research about issues impacting on the lives of people with disability, as this study has aimed to do, the 'gold standard' is for the research to be led by people with disability (Oliver 1992). This approach is one component of what is commonly referred to as emancipatory disability research. This paradigm goes beyond the idea of who does the research, as suggested by Finkelstein (1985) – 'no participation without representation' – to 'facilitating of a politics of a possible by confronting social oppression at whatever level it occurs' (Oliver 1992, p. 110) – including in research.

There is great diversity in how emancipatory approaches have been utilised by and with people with disability in terms of context, population subgroups, aims and stages of the research and engagement

process, and project cycle (see e.g. Barnes 2014; Barton 2005; French and Swain 1997). There is acknowledgement in this work of the need to go beyond standard research methods – ethnographic and dialogic approaches such as participant observation, in-depth interviews and focus group discussions – particularly when aiming for community engagement that goes beyond a research context. To meaningfully engage with and enable community engagement led by people with a range of experiences of disability from a variety of social, cultural and economic backgrounds, an intersectional approach is recommended, that is, one that recognises how converging identities contribute to inequality (see e.g. Kapilashrami and Marsden 2018). Such an approach must include people with complex needs and might effectively utilise methods that are experiential, engage multiple senses and are story-based (Jurkowski 2008; Wilton, Schormans and Marquis 2018).

Visual approaches such as photovoice, visual probes and elicitation, video as data, combined with social mapping, 'go along' interviews, ethnographic walking tours and storyboarding, have been trialled and found to be effective ways to engage with and enable meaningful participation of people with disability and to capture in-depth insights at an experiential level (see e.g. Jurkowski 2008; Rebernick et al. 2019). Vital to the successful use of any method of engagement is an empathetic approach that provides space for the voices and experiences of people with disability to be heard and made visible (Hosp, Huddle, Ford and Hensley 2016).

Stone and Priestley (1996) identified six ethical, political and methodological principles to guide emancipatory disability research and ensure that it is beneficial to people with disability. These principles highlight the importance of understanding and articulating the socio-political context that underpins the research and community development work of people with disability, and the need to acknowledge and commit to a focus on practical emancipatory outcomes. Further, these principles make it clear that the 'nothing about us without us' dictum of the disability movement must be understood and adhered to in all research and community engagement that is about disability and inclusion. The six principles are:

1. The adoption of a **social model of disablement** as the epistemological basis for research production
2. The surrender of claims to objectivity through overt political commitment to the struggles of people with disability for self-**emancipation**
3. The willingness only to undertake research where it will be of **practical benefit** to the self-empowerment of people with disability and/or the removal of disabling barriers
4. The **evolution of control** over research production to ensure full accountability to people with disability and their organisations

5. **Giving voice** to the personal as political while endeavouring to **collectivise the political commonality of individual experiences**; and
6. The **willingness to adopt a plurality of methods** for data collection and analysis in response to the changing needs of people with disability

Collaboration with people with disability as researchers and leaders in community engagement explicitly positions people with disability as experts of their own experience (Fudge Schormans, Wilton and Marquis 2018). Research instigated and led by people with disability has also been a key principle of research by people with an intellectual disability. Further, co-designed and collaborative approaches that bring people with disability together with others – including families, academics and advocates – have been used and found to be effective, albeit with important ongoing debate about power, choice and control of process and outcomes (Bigby, Frawley and Ramcharan 2014a, 2014b; Milner and Frawley 2018; Walmsley, Strnadová and Johnson 2018).

The principles of inclusive and participatory research and engagement outlined in the first section of this review, and the collective impact approach described here, have been used to inform a combined methodological approach and to frame community engagement in the AIG study. A participatory and inclusive approach has the additional advantage of building positive attitudes to disability through opportunities for direct involvement and experience with people with disability. Such an approach has been shown to be the most effective way to achieve consistent positive attitudes towards disability. The following section outlines this approach in the context of the study aims and stages of work.

1.6.4.4 Combined methodological approach to inclusive community engagement

The hypothesis underpinning this study and development of the combined methodological approach posited here is that a detailed and nuanced understanding of the users and their needs, as well as creating partnerships with them based on a bottom-up approach, can significantly support the planning, design and decision-making processes. Such an approach aims to capture the lived experience of people with disability of Geelong and of the places that they use and visit in their daily lives. This approach is informed by three key principles:

1. Action as an outcome
2. Methods that maximise engagement, particularly of ‘harder to reach’ voices/groups; and
3. A collective impact framework to guide our work

The research has thus been guided by inclusion of the voices of those who are currently excluded and through adoption of an intersectional perspective. Moreover, the research has aimed to go beyond

being representative – that is, speaking on behalf of others – to an experiential approach – that is, regular and ongoing direct physical and relational engagement with those we are working for and with.

The methods of data collection used in Stage 2 of the study had to meet the ethical requirements of the Deakin University Human Research Ethics Committee (DUHREC). For projects with a short lead-in such as the AIG Feasibility Study, it can be difficult to obtain DUHREC approval to collect data on participants' direct experiences, in this case of disability. This is especially the case when conducting research with cohorts considered to be high risk, such as people with disability and Indigenous communities. Thus, three modes of data collection were used in Stage 2 of the study. These modes reflect the necessity to balance the desire for collective impact with action research needs for flexibility and adaptability with the ethical requirements for detailed planning when working with cohorts considered at 'high risk of possibility of harms greater than discomfort'. The three modes were:

1. Having a Say conference participants

- The first group were attendees at the Victorian Advocacy League for Individuals with Disability (VALID) Having a Say conference. This annual conference is held in Geelong at the Deakin Waterfront Campus and is the largest Australian conference for people with disability. The event attracts national and international visitors to Geelong including people with intellectual and multiple disability and their supporters, policymakers, practitioners and experts in disability advocacy. As part of their evaluation procedures, the VALID staff and volunteers gather information on the experiences of conference attendees annually. In 2019 the CoGG worked with VALID to develop a survey of participants that focused on their experiences of being in and getting around Geelong. Conference attendees – people with disability within Australia and their supporters – were invited to complete this survey. The CoGG and VALID agreed to share this data with HOME. Over 1000 attendees participated in the conference in recent years, all of whom were invited to respond to the survey. Evaluation participation, however, has historically been much lower than the total number of attendees. We anticipated a minimum of 100 survey respondents, 113 respondents were recorded on the day.
- HOME applied to DUHREC to seek approval for use of the pre-existing data from the questions that the CoGG and VALID included in the Having a Say conference (see Appendix B).
- The data has largely been used to provide a benchmarking of the current accessibility and inclusivity credentials of the CoGG.

2. STICKE workshops

- The second research group included a mix of persons with and without disability who were invited to participate in a series of STICKE or systems-thinking workshops. Participants were

members/patrons of professional and advocacy networks in Geelong and the surrounding region and engaged/worked with peak organisations that have a shared focus on accessibility and inclusion issues. Each workshop included 11 to 25 participants, a total of 49 participants across three workshops.

- Three STICK-E workshops were held, each on one of three topics articulated in a single research question adapted for each of the three targeted domains: What are the key issues that need to be addressed in relation to:
    I. Building, planning and building regulations to make this a world-class accessible and inclusive city within the next five years
    II. Community infrastructure to make this a world-class accessible and inclusive city within the next five years; and
    III. Employment and economic participation to make this a world-class accessible and inclusive city within the next ten years.
- Each workshop lasted one day and was divided into two sequential sessions. Participant numbers ranged from 11 to 25.
- STICKE is based on the group model building (GMB) methodology (see Peck 1998), which guides participants through a series of tasks (guided activities) facilitated by a small team of trained researchers, to examine their mental models (cognitive representations of interdependent causes and effects) of a given situation or problem. During the guided activities, participants are introduced to the nature and scope of the problem being investigated, work to identify the various factors contributing to the problem over time and finally identify the interconnections between those factors. Throughout the discussions, researchers make notes of the general discussion and points raised by participants. The method as adapted for the study consisted of four steps: (1) group model building; (2) model review and development; (3) confirmation of systems map and generation of action ideas; and (4) dissemination.

3. Focus groups

- The third research group included a mix of persons who identify as having a disability and aimed to represent a wide spectrum of disability. This cohort participated in guided focus groups to discuss the viability of the actions identified in Stage 2 of the AIG Feasibility Study (approved by DUHREC).
- Focus groups were guided by the same ethical principles as the STICKE workshops. Participants included persons who identify as having a disability and recruitment aimed to maximise diversity. The focus group process was informed by best-practice principles aiming to overcome many barriers that have traditionally excluded people with disabilities from research: carefully considering the varied accommodation needs of the participants; positive attitudes and an inclusive

stance on the part of the researchers; skilled moderation paired with environmental accommodation; and personal assistance (see Kroll, Barbour and Harris 2007).

1.6.4.5 Participants: Seeking broad inclusion

Stakeholders from a range of backgrounds were recruited using the inclusive and participatory principles outlined in the first section of this review. Prior to the commencement of the workshop all participants gave informed consent. We followed Article 12 of the UNCRPD in upholding the rights of persons with disability, recognising 'that persons with disabilities enjoy legal capacity on an equal basis with others in all aspects of life'. People with physical disability are considered active and informed participants in civic decision-making processes.

The sample of people invited to participate in this study had particular expertise and knowledge relating to the topics of concern in Geelong: built form, planning and building regulations; community infrastructure (including leisure and tourism facilities); and employment and economic participation. To gather a comprehensive understanding of the factors influencing the accessibility and inclusivity of Geelong, it was important that the sample was diverse and included people of a range of ages, professions and abilities. Issues of accessibility and inclusivity are known to impact on the lives of people who identify as having a disability and it is vital that these voices are heard.

People who identify as having a disability were included because access and inclusion issues are central to the lived experience of disability. Here, the diversity of ability and disability must be noted. Many people who identify as having a disability do not have reduced capacity to consent but, rather, experience disability due to issues related to physical or sensory impairment, age or environmental/social barriers. Additionally, it is highly likely that some participants who were stakeholders in their professional capacity, such as architects, educators, policy and project workers or advocates, might at the same time identify themselves as having a disability.

Two Indigenous organisations agreed to participate in the AIG Feasibility Study:

- Wathaurong Aboriginal Co-Operative is the primary Indigenous social infrastructure support and training organisation for all Aboriginal and Torres Strait Islander peoples who are resident in the Werribee–Geelong–Bellarine–Colac region.
- Wadawurrung (Wathaurung Aboriginal Corporation) is the Recognised Aboriginal Party and Traditional Owner for the Wadawurrung Country under the *Victorian Aboriginal Heritage Act 2006* and is responsible for all Wadawurrung cultural heritage matters, as well as the welfare and

advancement of Wadawurrung peoples; their Country extends across Beaufort–Ballarat–Geelong–Bellarine.

1.6.5 Recommendations

The subsequent stages of the AIG Feasibility Study were recommended after Stage 1 (Evidence review) to capture the lived experience of people with disability of Geelong and of the places that they use and visit in their daily lives as fully as possible. Thus, the study has been guided by the inclusion of the voices of those who are currently excluded and through adoption of an intersectional perspective. This was to be achieved via three methods:

1. Accessing information gathered by the CoGG from people with disability attending the Having a Say conference (a self-advocacy conference for people with an intellectual disability and their supporters held annually at Deakin University by VALID)
2. Through a series of STICKE workshops; and
3. Through testing the viability of the actions identified via focus groups with people with disability

The information collected has provided the foundation for our analysis, our recommendations and our action plan.

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1.7.1 References & bibliography: Global benchmarking

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PART TWO: CONTEXTUAL ANALYSES

In Part Two, the demographic and legislative contexts of accessibility are considered in detail. In the first section, data from the 2016 ABS Census in relation to disability is considered. In the second section, an assessment is provided of the strategic and statutory planning requirements in the City of Greater Geelong (CoGG) to inform a plan for an accessible and inclusive city.

Also presented in Part Two is secondary data collected by the CoGG at the annual Having a Say conference 2019 organised by the Victorian Advocacy League for Individuals with Disability (VALID) and hosted by Deakin University. The data collected here informed the thematic design of the questions that were presented to STICKE workshop participants. This data will serve as an important benchmark in future survey data collected at the annual conference, and will measure perceived impact and change against the prioritised actions and recommendations in this report.

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2.1 Demographic overview of disability in Geelong

Using data from the 2016 ABS Census, the distributions of individuals with disability in terms of both nominal numbers and percentages can be tabulated and mapped across SA2 regions of Geelong based on the concept of ASSNP Core Activity Need for Assistance. The Census Core Activity Need for Assistance (ASSNP) concept was first developed for the 2006 Census to indicate the disability status of people in Australia according to geographical area. SA2 regions are medium-sized general-purpose areas defined to represent a community that interacts together socially and economically. Across the CoGG there are 20 such areas. The Census asks respondents to self-identify those with a 'profound or severe core activity limitation', defined as people with a disability who need assistance in their day-to-day lives with any or all of the following core activities – self-care, body movements or communication.

In terms of overall numbers of individuals with disability, the SA2 region of Corio–Norlane ranks the top in Geelong in absolute numbers while in terms of population, adjusted summary statistics of disability as in the second column of Table 2.1 suggest that the SA2 region of Newcomb–Moolap ranks the highest in percentage terms. On the other hand, Point Lonsdale–Queenscliff seems to have the lowest number of individuals with disability in absolute numbers, but Torquay has the lowest percentage of population with disability. In terms of a comparison of the overall rate of disability in Geelong with respect to the state level of disability, 5.66% of Geelong's population reported having disability in 2016 while that rate at the state level was slightly lower at 5.15%. In Figures 2.1 and 2.2, these disability statistics are represented on maps.

Table 2.1 ASSNP Core Activity Need for Assistance disability rates in SA2-level statistical regions of Geelong. Source: ABS

SA2 name	Number of persons with disability: ASSNP Core Activity Need for Assistance	Percentage of population with disability: ASSNP Core Activity Need for Assistance
Bannockburn	298	4.64
Golden Plains – South	267	3.89
Winchelsea	269	4.68
Belmont	971	6.92

Corio–Norlane	2131	8.09
Geelong	739	5.82
Geelong West–Hamlyn Heights	1009	5.18
Grovedale	1550	6.66
Highton	815	3.69
Lara	851	4.70
Leopold	719	5.61
Newcomb–Moolap	1350	9.25
Newtown	386	3.80
North Geelong–Bell Park	1091	7.46
Clifton Springs	773	5.79
Lorne–Anglesea	223	4.41
Ocean Grove–Barwon Heads	960	4.10
Portarlington	596	8.05
Point Lonsdale–Queenscliff	254	6.12
Torquay	542	2.95
Geelong	**15794**	**5.66**
Victoria	**304940**	**5.15**

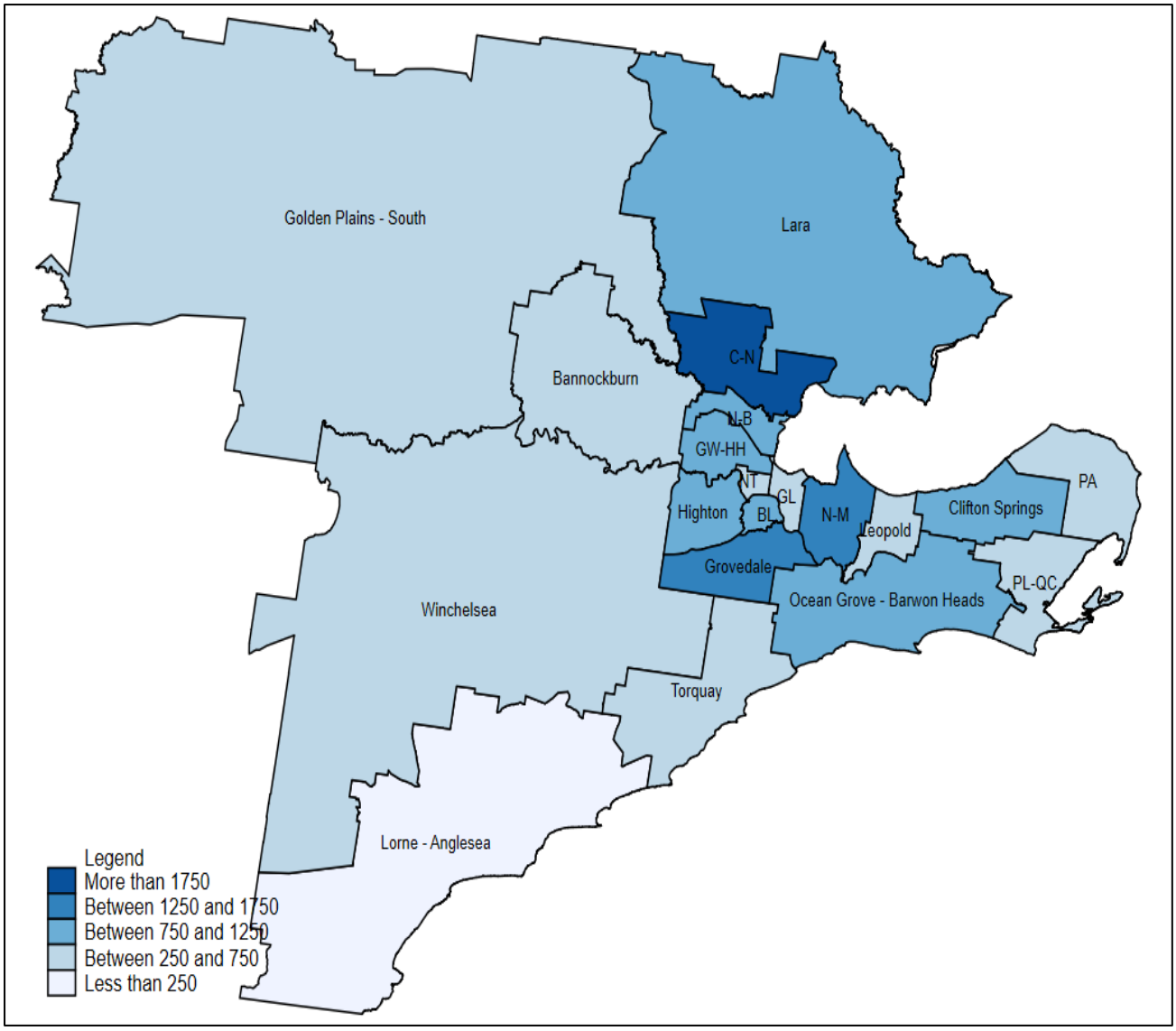

Figure 2.1 Number of persons with ASSNP Core Activity Need for Assistance disability in SA2-level statistical regions of Geelong

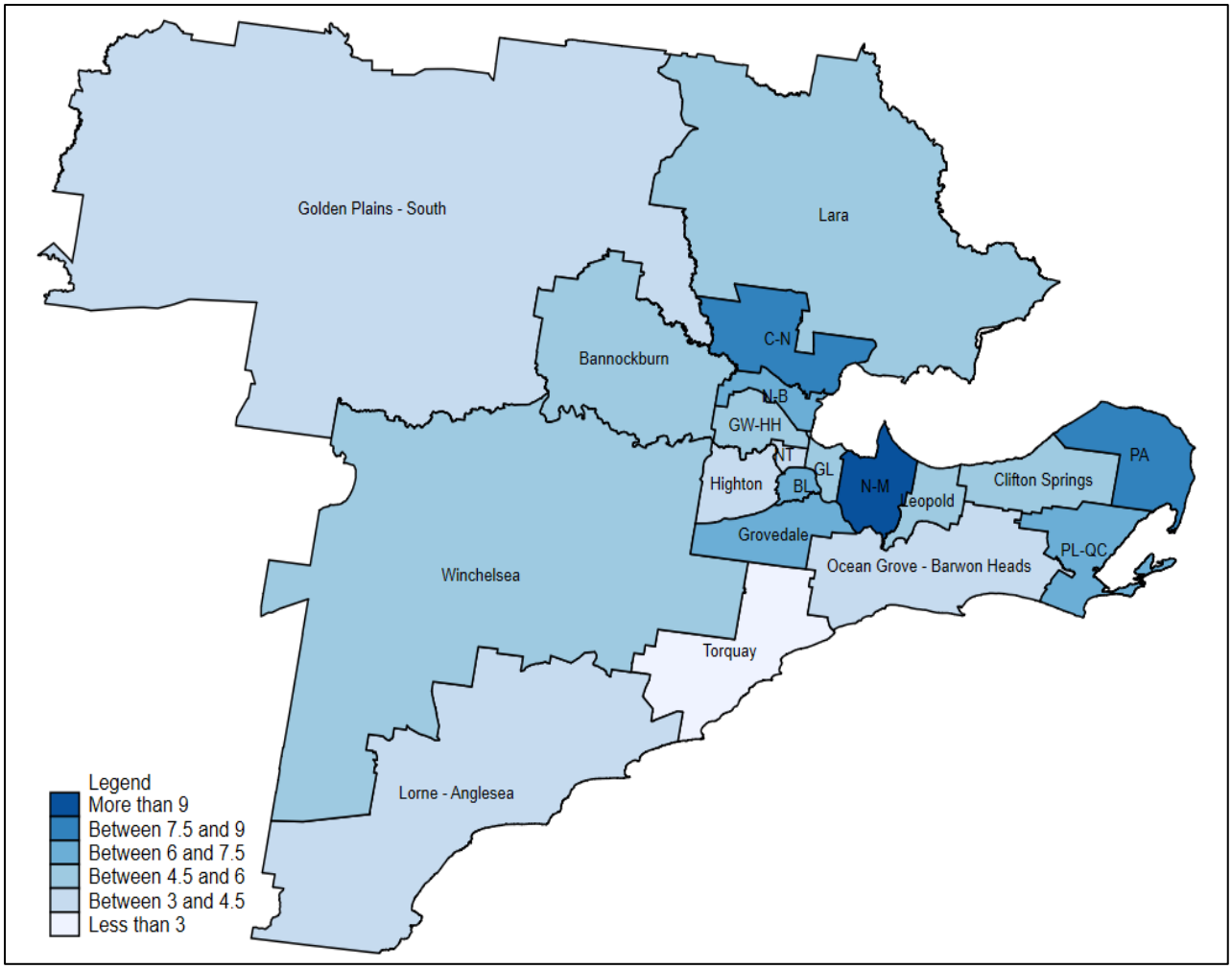

Figure 2.2 Percentage of persons with ASSNP Core Activity Need for Assistance disability in SA2-level statistical regions of Geelong

The Census also asks about people who, in the two weeks prior to Census Night, spent time providing unpaid care, help or assistance to family members or others because of a disability, long-term illness or problems related to old age. This includes people who are in receipt of a Carer Allowance or Carer Payment, but does not include work done through a voluntary organisation or group. Consistent with the disability rates provided in Table 2.1 and Figures 2.1 and 2.2 above, the recipients of such benefits seem to be slightly higher in Geelong (10.15% of population receives unpaid assistance benefit) relative to the state-level rate of 9.46%. Comparable to the maps above, the SA2 region of Corio–Norlane has the highest number of recipients of unpaid assistance to a person with disability, but in terms of the percentage of population receiving such benefits Point Lonsdale–Queenscliff and Portarlington have the highest rates, while Torquay and Bonnockburn have the lowest, perhaps relating to these areas' age structure as they share high levels of those over 65 and are strong areas for retirees.

The areas of North Geelong which show high proportions of those needing assistance is echoed by their status as areas having high levels of social disadvantage. This is measured by the ABS through a basket of indicators relating to low income and education to high unemployment levels, which combined create the Socio-Economic Indexes For Areas (SEIFA) index. This shows the top three regions which are economically disadvantaged in the region are Corio–Norlane, Newcomb–Moolap and North Geelong–Bell Park. The bottom three regions in terms of SEIFA scores (meaning relatively less disadvantaged) are Highton, Newtown and Torquay.

The significance of such distributions for the appraisal of the CoGG as an accessible and inclusive city relates to the possible mismatch of investment and activity to facilitate access and social inclusion within the facilities and urban spaces concentrated in the inner core of the city when the greatest concentrations of need are elsewhere. What these maps highlight are those areas of the city where resources, planning and design efforts all need to be focused, in particular in Corio–Norlane, North Geelong and Moolap, as well as those inner-city areas that all people access for high-order retail, recreational and other reasons.

However, this data highlights the geographical distribution of *immediate need*. In the *future provision* of affordable and appropriate housing, the upgrading of the built environment, accessible and dedicated services, and employment, investment and activity must be geographically distributed so that people who are most in need are given choice of location. Failure to provide such investment activity across all areas and regions of the CoGG will likely entrench disadvantage further within the geographies of Corio–Norlane, North Geelong–Bell Park and Newcomb–Moolap.

2.1.1 Recommendation – Demographic analysis

> To ensure that physical modifications to the urban environment, and provision of universal housing design, accessible and dedicated services and employment are prioritised in those parts of Geelong with immediate need/high concentrations of those living with or caring for those with a disability – Corio–Norlane, North Geelong–Bell Park and Newcomb–Moolap – and that future physical modifications to the urban environment, and provision of universal housing design, accessible and dedicated services and employment are distributed across all areas of Geelong.

2.2 Planning for access and inclusion

NovoPlanning was engaged by Deakin University HOME Research Hub to provide statutory and strategic planning advice for the Accessible & Inclusive Geelong (AIG) Feasibility Study (2019). From a review of all planning documents relevant to the region, it was noted that they mentioned 'access' over 700 times but did not always define or necessarily mandate this principle for the built form of planning over the region. The *Planning and Environment Act 1987* and the Victoria Planning Provisions do not define the terms. But as noted earlier in Part One of this report, the definitions of 'access and inclusion' should refer to access for all abilities.

Access for all abilities includes access for people with wheelchair requirements, scooters, walking impairments, vision impairments, older people and young people with prams etc. The aim is to make a place where all feel welcome and can access the environment with ease. The Greater Geelong Planning Scheme provides the statutory framework for use and development of land in the municipality. The Municipal Strategic Statements, Local Planning Policy Framework and schedules to zones and overlays have been tailored to meet the strategic priorities, use and development outcomes across the city.

The CoGG is the Responsible Authority for all applications, except for those in central Geelong where the Minister for Planning is the Responsible Authority. There is an opportunity through the Geelong Authority and approval process to improve design outcomes for access and inclusion. Based on the analysis of the Greater Geelong Planning Scheme, which largely consists of Principal Planning Policies and Victoria Planning Provisions, there is no specific policy for access and inclusion.

The term 'all abilities' is used three times in the Greater Geelong Planning Scheme:

- Clause 15 Built Environment and Heritage, which states that 'planning should promote excellence in the built environment and create places that accommodate people of all abilities, ages and cultures'
- Clause 15.01-4S Healthy Neighbourhoods aims to design neighbourhoods that foster community interaction and make it easy for people of all ages and abilities to live healthy lifestyles and engage in regular physical activity by providing [text missing here?]

- Schedule 30 to the Development Plan Overlay (DPO30), which applies to the Leopold Sub-Regional Activity Centre

‘Access’ is a frequently used term, but mainly applied for vehicle, pedestrian, cycling and public transport movements. As a consequence, the following changes are recommended:

2.2.1 Recommendation 1 – Planning

A new Access and Inclusion Policy in the Principal Planning Framework.

This recommendation refers to the following Victoria Planning Provisions:

Clause 53.17 Residential Aged Care Facility

Clause 53.17 provides the planning guidelines to facilitate well-designed residential aged care facilities. This provision addresses height, setback and built form but makes no references to accessibility, inclusion or connection to the surrounding area. This could be addressed through the Apartment Design Guidelines for Victoria.

2.2.2 Recommendation 2 – Planning

Review the Apartment Design Guidelines for Victoria and the relevant provisions in Clauses 55 and 58 of the Victoria Planning Provisions to ensure that they meet contemporary access and inclusion requirements.

This recommendation refers to the following Victoria Planning Provisions:

Clause 65 Decision Guidelines

New land use and development proposals need to consider numerous decision guidelines and decision-making requirements. Given the importance of providing reasonable access for all members of the community, the inclusion of a decision-making requirement in Clause 65 should be considered.

2.2.3 Recommendation 3 – Planning

Include a new decision-making criterion regarding access for all abilities.

This recommendation refers to the following local planning framework:

The CoGG also has the ability to initiate planning scheme amendments for new strategic policies and amend existing policies such as Clause 21.02 to provide a strong policy emphasis on access and inclusion.

A recent policy currently being considered is Amendment C388 to the Greater Geelong Planning Scheme which seeks to introduce a new Environmentally Sustainable Development (ESD) policy. This ESD policy seeks to introduce a new Local Planning Policy in the CoGG. The assessment of this policy is relevant to this review insofaras it aims to build on best practice from design to operation.

2.2.4 Recommendation 4 – Planning

Liaise with the City of Greater Geelong regarding the addition of 'accessible and inclusion', a policy directive, in Clause 21.02 City of Greater Geelong Sustainable Growth Framework and the implementation of new Local Planning Policy to guide future use and development in Geelong to address access and inclusion.

This recommendation refers to the following local planning framework:

S. 12B of the *Planning and Environment Act 1987* requires a regular review of the Planning Scheme. The last review of the Greater Geelong Planning Scheme was Amendment C129 in 2009. An entire review of the Greater Geelong Planning Scheme as part of a future Municipal Strategic Statement review should address access and inclusion design requirements.

2.2.5 Recommendation 5 – Planning

a) Liaise with the Geelong Authority and the Revitalisation Plan for Central Geelong Project team regarding the addition of access and inclusion objectives and development requirements in the Greater Geelong Planning Scheme; and

b) Liaise with the City of Greater Geelong regarding the addition of access and inclusion objectives and development requirements in the Greater Geelong Planning Scheme.

These recommendations refer to the following local and state planning framework:

The Minister for Planning has the powers under the *Planning and Environment Act 1987* to establish committees to advise on any matters which the Minister refers to them. The Minister for Planning has appointed S.151 advisory committees for a number of issues.

Given the state-wide importance of access and inclusion, it is recommended that the Minister for Planning consider the establishment of an S.151 advisory committee regarding access and inclusion. This will provide an opportunity to examine all the planning scheme provisions in Victoria and ensure that design standards meet contemporary requirements.

This also may be an appropriate mechanism to examine consistency with other legislation including the Building Code of Australia (BCA) and the *Disability Discrimination Act 1992* (DDA).

2.2.6 Recommendation 6 – Planning

Request the establishment of an S.151 Advisory Committee Access and Inclusion in the Victorian Planning System.

This recommendation refers to the following state planning framework:

The Victorian Planning System relies heavily on education about best practice. The Planning Institute of Australia (PIA), the peak industry body for the planning industry, could play an educational leadership role, in conjunction with universities and disability advocates, to ensure that the industry has improved education on best practice rather than only the planning scheme requirements (which often lag behind industry best practice). PLANET courses deliver specific planning-related courses and provide an excellent mechanism for improving design outcomes for access and inclusion. Alternatively, Deakin University could integrate disability studies into its design, architecture and planning curricula.

2.2.7 Recommendation 7 – Planning

Improve education for access and inclusion design responses in development and land use proposals.

2.2.8 Conclusion

The Victoria Planning System provides a mechanism to address policy, legislative and community expectations to facilitate an accessible and inclusive built environment.

There is an opportunity in the CoGG to implement robust and transparent policies regarding access and inclusion without being onerous on the limited resources of the decision-makers at state and local levels. In some instances, the requirement for an accessibility report could assist with ensuring future developments will meet the needs of all members of the community.

2.3 VALID conference survey – Summary report

The Having a Say (HAS) conference is the largest Australian conference for people with disability. It is held annually in Geelong and has over 1000 national and international delegates attending from across Australia and internationally. In 2019 the CoGG conducted a brief survey of HAS participants to gather data on people's perceptions of Geelong while attending the conference. Questions focused on participants' experiences of travel, accommodation and services in the Geelong area and asked participants to rate their agreement with statements such as 'I was able to find accessible parking' on a 4-point Likert scale of 'strongly agree, agree, disagree or strongly disagree'. Opportunity was also provided to provide additional comments. A total of 113 people completed the survey, of whom 47 (41.6%) were Geelong residents and 63 (55.8%) were visitors. When asked how participants travelled around Geelong, most people reported using buses and cars. It was not stated whether buses were privately owned or public. When asked what would improve people's experience of travelling in the Geelong area, improved public transport (n=20) and a greater amount of accessible and affordable parking were most commonly identified (n=14). Approximately three-quarters of respondents (n=84, 74.3%) agreed or strongly agreed that their 'accommodation or home was accessible to their needs'. 72 respondents (63.7%) reported that 'streets and footpaths were easy to travel around' and 78 respondents (69%) reported that the 'signage in Geelong helped me to get where I needed to go'. When asked about food venues, 85 respondents (75.2%) agreed or strongly agreed that they were able to access their food venue of choice. The majority of respondents (98, 86.7%) agreed or strongly agreed that 'the people I met in Geelong were helpful and friendly'. Lower rates of agreement (n= 52, 46%) were noted in response to the statement 'I was able to find accessible parking' and when asked an open question of 'How do you think we can improve your next visit to Geelong?' the greatest number of responses related to more accessible and affordable parking (n=20).

2.3.1 Demographics

	Frequency (n)	**Percentage (%)**
Complete	104	92.03
Partial	9	7.96
TOTAL	113	100.00

Q1. Geelong visitor or resident

	Frequency (n)	**Percentage (%)**
Resident	47	41.59
Visitor	63	55.75
Not stated	3	2.65
TOTAL	113	100

Q2. Age group

	Frequency (n)	**Percentage (%)**
<18	1	0.88
18–24	15	13.27
25–34	18	15.93
35–49	32	28.32
50–59	20	17.70
60–69	20	17.70
70–84	3	2.65
Not stated	4	3.54
TOTAL	113	100

Q3. Gender

	Frequency (n)	**Percentage (%)**
Male	44	38.93
Female	59	52.21
Not stated	10	8.85
TOTAL	113	100

2.3.2 Travel in Geelong

Q1. How do you travel around Geelong?

	Frequency (n)
Bus	47
Car	39
Electric mobility (wheelchair, scooter)	8
Plane	0
Taxi/Uber	20
Train	21
Walked	38
Other *	10
TOTAL	183

* Bicycle (n=2); Conference hire van (n=1); Family car (n=1); Private bus (n=2); Service provider car (n=2)

Q1. Additional comments

- Arrived by minibus from Seymour
- Asked for a timetable on the bus, didn't have one. Hard to find the bus stops – not well named. Hard to see the buses due to the trees near Belmont KFC
- Bus drivers need education on equipment installed e.g. bus driver not knowing they had a ramp on board.
- Don't have a car
- Easy to travel around Geelong.
- Fun to come by bus and train
- Hard to get maxi taxi, is very difficult
- It's good
- Lack of education among public transport drivers regarding all-abilities access to their vehicle. e.g. ability and knowhow in utilising the access ramp on buses
- Love travelling to Geelong. Enjoying the conference. Enjoying myself/making friends
- Mainly car
- Travel is good in Geelong, accessible buses now operating everywhere

Q2. Is there anything that would make your travel in Geelong easier?

	Frequency (n)
Driving (n=2)	
Less traffic	2
Footpaths (n=11)	
Improved footpath access	4
Improved footpath safety	4
Less steep ramps	1
More crosswalks	1
Ramps in place of stairs	1
Nothing needed (n=13)	
Public transport (n=23)	
Accessible toilet on train is useful	1
Accessible phone app for bus services	1
Availability of payment app	1
Buses are good	2
Construction of tram	1
Greater amount of public transport	2
Greater legibility of timetable	2
Improved disability awareness of staff	1

Improved punctuality of buses	1
Improved reliability	1
Improved train services	3
More buses	3
More wheelchair-accessible buses	1
Shuttle bus around town	2
Transport app is helpful	1
Parking (n=14)	
More affordable parking	3
More accessible parking	8
More parking	3
Signage (n=4)	
Better signage	3
More information boards	1
Taxis (n=3)	
Improved disability awareness by staff	2
More maxi taxis	1
Other (n=6)	
A GVAC (Geelong Visitors Access Centre)	1
Better streets	1
Easier to get around during before and after school	1
Easy to walk around	1
Flexible work hours to accommodate train users	1
Improved disability awareness	1
TOTAL	76

2.3.3 Geelong facilities

Q1. My accommodation or home is accessible to my needs.

	Frequency (n)	**Percentage (%)**
Strongly agree	39	34.51
Agree	45	39.82
Disagree	8	7.08
Strongly disagree	3	2.65
Not stated	18	15.93
TOTAL	113	100

Q2. The streets and footpaths are easy to travel around.

	Frequency (n)	**Percentage (%)**
Strongly agree	25	22.12
Agree	47	41.59
Disagree	21	18.58
Strongly disagree	10	8.85
Not stated	10	8.85

TOTAL	113	100

Q3. Signage in Geelong has helped me to get where I need to go.

	Frequency (n)	**Percentage (%)**
Strongly agree	21	18.58
Agree	57	50.44
Disagree	21	18.58
Strongly disagree	3	2.65
Not stated	11	9.73
TOTAL	113	100

Q4. I was able to access my food venue of choice.

	Frequency (n)	**Percentage (%)**
Strongly agree	30	26.55
Agree	55	48.67
Disagree	11	9.73
Strongly disagree	3	2.65
Not stated	14	12.39
TOTAL	113	100

Q5. The people I met in Geelong were helpful and friendly

	Frequency (n)	**Percentage (%)**
Strongly agree	42	37.17
Agree	56	49.56
Disagree	3	2.65
Strongly disagree	1	0.88
Not stated	11	9.73
TOTAL	113	100

Q6. I was able to find accessible parking.

	Frequency (n)	**Percentage (%)**
Strongly agree	18	15.93
Agree	34	30.09
Disagree	27	23.89
Strongly disagree	13	11.50
Not stated	21	18.58
TOTAL	113	100

2.3.4 Geelong visitors

Q1. How do you think we can improve your next visit to Geelong?

	Frequency (n)
Footpaths (n=12)	
Less steep ramps	2
More accessible footpaths	4
More crosswalks	1
Safer footpaths	5
Nothing needed (n=6)	
Public transport (n=3)	
Improved punctuality of buses	1
Improved visibility of buses	1
Increased frequency of PT	1
Parking (n=20)	
More accessible parking	10
More affordable parking	3
More parking	7
Signage (n=4)	
Better signage	3
Pictures on signs	1
Taxis (n=3)	
Improved disability awareness of staff	1
More affordable taxis	1
More maxi taxis	1
Accommodation (n=2)	
More accommodation	2
Other (n=11)	
A GVAC (Geelong Visitors Access Centre)	1
Longer shop opening hours	1
More accessible events	2
More galleries	1
More motorbike rides	1
More social activities	1
Street entertainment	1
People being friendly and offering help	1
More affordable food options	1
More knitting needles	1
TOTAL	61

2.3.5 Geelong tourism facilities

Q1. Geelong waterfront: What other things did you do or see in Geelong?

	Frequency (n)

Bars/nightlife	24
Bellarine Peninsula	14
Cafes/restaurants	45
Carousel	20
Conference/event	43
Eastern Beach	27
Geelong Botanic Gardens	10
Geelong Library and Heritage Centre	24
Geelong Waterfront	51
Little Creatures Brewery	10
Market Square Shopping Centre	32
Movies	21
National Wool Museum	14
Shopping	38
Theatre/galleries	12
Westfield Geelong	39
Other*	6
TOTAL	430

*Adventure Park and Flying Brick (n=1); Fishing in Lorne (n=1); Geelong hospital outpatient (n=1); Gym in Waurn Ponds (n=1); Red Faces at the Sphinx (n=2)

Q1. Additional comments

- Bought a game (snap)
- Easy to get around providing you know where you are going. Would be a good idea to have visitor info people in the street like in Melbourne
- Having this conference here is great
- List and brochure of op shops in Geelong and of galleries and opening times
- Live music at Victoria's best regional music venue, Workers Club Geelong, very accessible
- Lorraine Starr is fantastic for people with disabilities. It needs to be normalised and encouraged
- Played football, limo ride, going to a disco
- Some restaurants only have steps, are not accessible
- Surf Coast (n=3)

2.3.6 Tourist information

Q1. How did you find information about places and spaces in Geelong?

	Frequency (n)

By chance	7
Club or group	12
Geelong Australia website	14
Have been before	20
Internet	32
Local newspaper	13
Local radio	7
Social media	23
Tourist Information Booth	9
Word of mouth	28
Other*	23
TOTAL	188

* Conference (n=7); Friends (n=1); Local facilities (n=3); Service provider (n=1); Tourist brochure (n=3); Resident (n=3); Trip Advisor app (n=1); Theres a lot of motor bike shops around, We need a Harley Davidson shop – l love Harleys; VALID (n=3).

PART THREE: RESEARCH FINDINGS

This Part outlines the consultation undertaken with the community to inform this report. It consists of sections describing the analytical framework, the methodology and the findings of the research.

In Section 3.1, which follows, Subsection 3.1.1 describes the genesis of the analytical framework that is employed throughout Parts Three and Four of this Accessible & Inclusive Geelong (AIG) Feasibility Study. Subsection 3.1.2 is a crucial section that describes how to interpret the findings (with systems maps) that are presented in Section 3.3. The findings here are system-specific and discuss themes that signal potential points of power within the built environment, community infrastructure and employment and economic participation systems. The information provided in Section 3.3 should be read with an understanding of how systems work (Subsection 3.1.2). Subsection 3.3.1 in particular presents how the community stakeholders in each STICKE workshop conceived of the system, and the discussion that follows outlines the key themes and subsystems that are evident. Note that the discussion in this subsection (3.3.1) does not rely upon an understanding of leverage points (Subsection 3.1.3) but does later inform the analysis.

As such, Subsection 3.1.3 outlines how leverage points are conceived of and uses a generalised example of an action to illustrate the analytical process. Subsection 3.3.3 specifically addresses how the actions generated in the STICKE workshops pertain to the specific leverage points outlined in Subsection 3.1.3 (and explained in more detail in Appendix A). The analytical framework used in this process has been further refined to inform the design and conduct of three focus groups. Section 3.4 specifically addresses the findings from these focus groups and how they validate the findings of this Feasibility Study, which are discussed in Part Four.

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3.1 Analytical framework – Systems thinking and leverage points

3.1.1 Systems thinking

Systems thinking, which system dynamics is nested within, is an analytical approach to complexity that is applied to issues, problems and contexts where there are many possible solutions or ways of creating solutions. At its most basic, system dynamics is defined as a 'method for understanding the dynamic behaviour of complex systems' (Meadows et al. 1972, p. 2) and involves 'forest thinking' (Richmond 2000, p. 3) whereby individual factors are not viewed in isolation from the whole. Two main components of systems thinking exist; these involve a topographical perspective that encompasses a view of specific factors and components, and thinking about those individual factors and components as a part of a system imbued with interlocking relations. Systems thinking is most useful as a tool when intuitive approaches are applied to correct undesirable system behaviours but fail to produce the meaningful and satisfactory change that they seek.

In response to the inexplicability of labour retention cycles in the USA during the 1950s, system dynamics was first developed by Forrester (1958, 1961) as a scientific approach to corporate structures, to explain the negative impacts on business that could not be described by normal organisational analysis. System dynamics has been developed further to examine urban problems that have emerged from intense and rapid urbanisation (Forrester 1969). The approach became more widely understood and applied after the release of *The Fifth Discipline*, where Senge (1990, p. 68) described systems thinking as 'a discipline for seeing wholes':

> *It is a framework for seeing interrelationships rather than things, for seeing patterns of change rather than static 'snapshots.'*

In this research, we have used systems thinking as a community-based participatory method 'for involving communities in the process of understanding and changing systems from the endogenous or feedback perspective of system dynamics' (Hovmand 2014, p. 1). Our approach is rooted in the principles and approaches of participatory action research, but has encompassed systems thinking to help community stakeholders better understand the mental modes of a system and how they can best intervene in it. Its applicability and appropriateness for use as an analytical framework are derived from an acknowledgement that the feasibility of the City of Greater Geelong (CoGG) being of world-class standard in access and inclusion

is constrained by a number of factors that feel immutable to many people. These factors have been challenged over time and improvements have been made. However, the causes of inaction have not progressed beyond a level of action that leverages the whole system. In order to arrive at an understanding of how feasible certain actions, goals and visions are, we must identify how those actions, goals and visions are behaving in the current state of the system.

Other research methods and analytical frameworks could arrive at a logical and well-argued course of action in realising an accessible and inclusive Geelong. Interviews, focus groups and survey methods are applicable here as effective data-gathering tools, and indeed – with the exception of in-depth interviews – this research does employ those methods. Where we diverge from traditional approaches in social justice research is in developing a consultation model that encourages community commitment to shared visions and the co-design of solutions. Actions could be produced by simply asking the community for 'wishlist' ideas that are then reported; however, this would not produce an evaluation framework capable of assessing how those ideas will affect the system overall, nor would it produce a consensus approach to action. Systems thinking in community-based stakeholder engagement has the power to identify not only policy areas in need of address, but also how objective changes can be arrived at by *collective design* (Cavana and Mares 2004; Elias et al. 2002). Multiple stakeholder opinions are enveloped in a process of shared identification of the problems, their causes, relationships to other factors and understanding of how the stakeholders, personally and collectively, can intervene. As much as a systems framework is equipped to produce a feasibility analysis for the use of policymakers and practitioners, it also builds the capacity of community stakeholders to drive and promote action.

3.1.2 Understanding a system

To understand how systems thinking has been used in this research, we use Meadows's (1999) understanding of system dynamics. Figure 3.1 depicts a simple systems map where the 'state of the system' refers to the 'stock' we are measuring. If we take a significant issue identified in this research, such as the undersupply of appropriate housing, the stock refers to the amount of appropriate housing that exists. 'Inflows' increase the amount of this stock in the system and 'outflows' decrease it. It is a given that with a higher rate of inflow than of outflow, the amount of stock will increase – this is the fundamental of system dynamics. The accumulation of stock will be affected by the delay between initial action – altering

components of the system to produce higher output – and measurement of change in stock. In this sense, the effects of an action take time to accumulate.

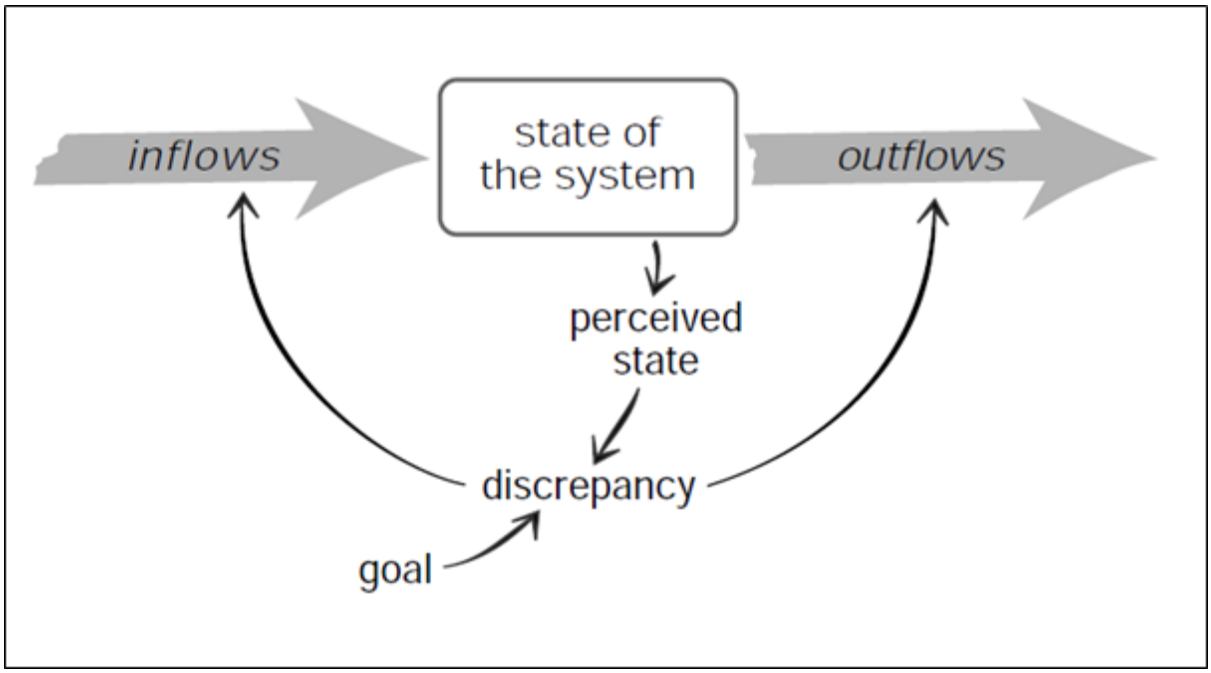

Figure 3.1 State of a system (Meadows 1999, p. 4)

The 'perceived state', 'discrepancy' and 'goal' indicators all relate to the information that can alter the levels of inflows and outflows, ultimately impacting on the state of the system. The goal of the system might be to *increase* the supply of appropriate housing until a point when all people with disability have *full access* to appropriate housing, in which case inflows are increased to outstrip outflows. Once full access had been achieved, the discrepancy between the goal and the perceived state of the system would be zero. Inflows and outflows would then be matched in order to maintain the state of the system in equilibirum.

If an external condition changes, such as the demand for appropriate housing, then the flow (inflow or outflow) alters to adjust the discrepancy between the goal and the state of the system. This is known as a *negative feedback loop*, where controlling the flow of one factor at a time can bring about a zero discrepancy. As this system develops more factors and components – such as multiple actors increasing the supply of appropriate housing, all with varying capacities and rates of flow – the system becomes more realistic and complex. Then factor in public, community and private sector housing systems, and relate the system to national, regional and international finance markets, labour, materials and technology – and the system becomes too complex to comprehend.

The systems-thinking framework applied in this Feasibility Study relies upon causal loop diagrams, which differ from stock-and-flow diagrams. A causal loop diagram is a diagram that helps to visualise different variables within a system and how they are interrelated. The diagram represents variables within a system as nodal points and represents the relationships between those points as edges. The relationship between two nodes can be marked as positive or negative; a positive causal link means the two nodes change in the same direction, that is, if the node where the link starts decreases, the other node also decreases. Similarly, if the node where the link starts increases, the other node increases as well. A negative causal link means the two nodes change in opposite directions, that is, if the node where the link starts increases, the other node decreases and vice versa. Within a causal loop diagram, relationships (edges) can be regarded as either reinforcing loops or balancing loops. A reinforcing loop is one where an action produces a result which influences more of the same action, thus resulting in growth or decline. A balancing loop attempts to move some current state (the way things are) to a desired state (a goal or objective) though some action (whatever is done to reach the goal).

3.1.3 Leverage points

Once a perceived level of complexity has been achieved in a system, the task is then to ascertain leverage points where the most impact or effectiveness might be gained from an intervention. In this Feasibility Study, the research team utilised and elaborated on systems thinking to identify the highest impact and most feasible leverage points in the given system. Meadows's (1999, p. 1) framework for identifying 'leverage points' or 'points of power' is used to measure the effectiveness of particular actions in bringing about desired changes to the state of a system. These range from the least effective actions (12-point value) to the most effective actions (1-point value); see Table 3.1.

Table 3.1 Places to intervene in a system

Level of intervention	Place to intervene in a system
12	Constants, parameters, numbers (such as subsidies, taxes, standards)
11	The sizes of buffers and other stabilising stocks, relative to their flows
10	The structure of material stocks and flows (such as transport networks, population age structures)
9	The lengths of delays, relative to the rate of system change
8	The strength of negative feedback loops, relative to the impacts they are trying to correct against

7	The gain around driving positive feedback loops
6	The structure of information flows (who does and does not have access to information)
5	The rules of the system (such as incentives, punishments, constraints)
4	The power to add, change, evolve or self-organise system structure
3	The goals of the system
2	The mindset or paradigm from which the system — its goals, structure, rules, delays, parameters — arises
1	The power to transcend paradigms

Using a generalised example action to increase the supply of affordable housing, here we discuss how these 12 leverage points were used to evaluate the 37 priority actions produced in the community stakeholder workshops. Affordable housing supply is an issue identified in all stages of this research and underpins basic elements of all systems relating to access and inclusion. The ubiquity of affordable housing supply as an everyday stressor for marginalised communities, as a human right and as a fundamental factor underpinning the state of social and economic systems makes it a useful example to emphasise.

12. Constants, parameters and numbers determine how fast a change in one of the flows might be according to the level of discrepancy. For instance, a large discrepancy in the supply of appropriate housing might provoke the introduction of government subsidies for private builders. This is an intervention at the parameter level, which seems intuitively correct but rarely changes the behaviour of a system. The number of appropriate houses in the system might increase but, due to a range of other constants that remain the same, few meaningful effects would ever eventuate. Meadows (1999 p. 6) likened this level of intervention to ‘arranging the deck chairs on the Titanic’ – parameter changes must be at saturation levels (in the critical parameter range) and involve massive amounts of effort in order to reap any discernible benefit. Parameter-level changes can be powerful leverage points, but only if their impact is large enough to catalyse impacts upon other items further down the list, as presented above in Table 3.1.

11. The sizes of buffers and other stabilising stocks, relative to their flows describes the relationship between how big a stock is and the rate of flow that affects its increase or decrease. Big stocks stabilise systems and, if their flow rates are low relative to their size, this makes them harder to change. An example of this is when a large amount of housing stock already exists; this can lead to stability because there’s a lot of housing available, but the problem is that when such a large stock exists, it’s hard to change/update (e.g. to make it

more accessible). These stocks are usually physical and the smaller the stock relative to flow, the more nimble but unstable the system becomes. Small stocks with high rates of flow can be powerful leverage points, but the cost and effort involved are usually immense.

10. The structure of material stocks and flows relates to how the system is plumbed and networked. This can relate to the geography of the system, for instance, where current affordable housing stock is in relation to the rest of the housing stock and how the position of this stock interacts with flows (e.g. provisioning services – builders, funders, administrators etc.). This can produce delays in the system and they are usually low-value leverage points given that the layouts of large stocks and flows are sometimes 'plain unchangeable' (Meadows 1999, p. 8).

9. The lengths of delays, relative to the rate of system change is the impact that delays between adjustments to flows and stocks will have on how information feeds into the next actions. For instance, in implementing policies or programs that affect the rate of flow (in or out of particular stocks) in the supply of affordable housing, a delay in effect may lead to the premature cancellation of those policies or programs. It may take time for the system to provide feedback on how it has changed in relation to inflows and outflows, so we must therefore be cognisant of over- or under-shooting. Changing the lengths of delays in the feedback of information can be a very powerful leverage point, but is often hard to change. Slowing the rate of growth in *unaffordable* housing is a higher leverage point than trying to catch up with providing more stock of affordable housing. Changing delay lengths must be attuned to the impacts of making changes in a particular direction – growth changes exacerbate issues, while slowing rates of unwanted change is often more effective.

8. The strength of negative feedback loops, relative to the impacts they are trying to correct against denotes particular cause-and-effect relationships where changes are made to keep the system operating within safe, manageable or equitable parameters. There are numerous negative feedback loops in a system and they can be thought of as thermostat systems that self-regulate constants. The goal might be to make sure land supply does not increase at a rate that outstrips the capacity to service it; this is the setting of the thermostat. This goal must be monitored by mechanisms that accurately report whether the state of the system is within range of the goal; this is the detector in the thermostat. Finally, there must be a response capacity of the system where changes are made to ensure that discrepancies in what is being detected/monitored are kept within range of the goal, such as ramping up the

rollout of services to new residential areas or curtailing the release of new land. The strength of this negative feedback loop must match the impact that it is trying to affect. In other words, if the impact is higher rates of homelessness, the strength of corrective measures must be robust in order to maintain the goals of the system. Preventive and protective measures are examples of ways to strengthen a negative feedback loop.

7. The gain around driving positive feedback loops is self-reinforcing. As Meadows (1999, p. 11) stated, 'The more it works, the more it gains power to work some more.' This relates to the growth rate of assembled systems as a result of feedback loops that create scenarios which ultimately re-create themselves – if left unchecked, unmitigated growth will occur and the system will eventually collapse. This can be demonstrated in the current state of the 'housing crisis', where the system is promoting the growth of practices and flows which diminish the capacity to provide affordable housing – such as investors leveraging their investments so as to accumulate more investments. Weakening positive feedback loops of negative behaviour can create powerful leverage points in the system.

6. The structure of information flows can be thought of as who does and does not have access to information. In any system, there are actors that are positioned in ways which can affect the system in changing its behaviour. Actions that occur on this level create new conditions that bring new or existing actors into the flow of information. When new information is made more, or less, available and if this is distributed unevenly among actors, the system will produce a number of unequal actions: It is now a new loop, delivering information to a place where it wasn't going before and therefore causing people to behave differently. People who have secure housing know how to obtain it. For people who have a manifest need for affordable housing, new information as to how to obtain it will impact upon how they behave. When system information is missing to those who need it most, the system invariably malfunctions – targeting the creation of new information loops is an effective leverage point. However, if information is not restored in the right place, there is little positive effect – missing feedback loops create unaccountability.

5. The rules of the system such as incentives, punishments and constraints impact upon the system in very significant ways and are high leverage points that can yield enormous outcomes. Laws, policies and contracts are examples of mechanisms that maintain sets of rules about how the system operates and under what parameters. Which entities have power over the rules and how they use them are fundamental to understanding how the behaviours

of particular actors are determined by the parameters set out for them. In addressing the supply of affordable housing, one example of changing the rules would be to legislate mandatory inclusionary zoning practices for new residential developments. These new rules would not change the system but, rather, change how the system operates within its parameters. When coupled with the creation of new loops and the constraint of positive feedback loops, action at this level can be powerful.

4. The power to add, change, evolve or self-organise system structure is akin to providing the conditions for a revolution in/of the system. It is about giving power to change the system to the right people, that is, people with lived experience and community members, rather than the already-wealthy. Self-organisation involves: changing any aspect of the system that can be found lower on this list; adding new physical structures (leverage points 12–9) such as housing typologies; adding new negative or positive feedback loops; and making new rules. The system is at its most resilient when its ability to self-organise is at optimum – when the rules facilitate the system to operate at this level. The key to this leverage point is ensuring that there is enough variation in the stock – diversity of configurations – to allow the system to self-evolve into patterns that suit its goals.

3. The goals of the system contorts or controls every leverage point lower down this list. The system itself is neither good nor bad; it is the goals of the system that determine what end the system is working towards and who it is serving. The amount of housing in the overall market is neither a good nor bad thing, but it matters whether that amount services the populations that need it. At present, the housing market does not entirely perform the role of appropriate and affordable shelter, but is being leveraged as a site of economic growth. If the goal were to make housing stock affordable, the system would necessarily conform to that goal. This is a matter of political, moral and social will, more than anything else.

2. The mindset or paradigm from which the system — its goals, structure, rules, delays, parameters — arises is based upon the collective agreement or acceptance of value systems. In our example of affordable housing, this would hold that some houses are more valuable than others and that the distribution of that value system is agreed upon as fair. These are big unstated assumptions – that certain housing types in certain geographies make a house more or less affordable – and there are a range of social issues that govern these assumptions. We might call this an apparatus of thought that is shared in a given society; in this sense, they are paradigms. Meadows (1999, p. 18) stated that ‘You could say that paradigms are harder to

change than anything else about a system, and therefore this item should be lowest on the list, not second-to-highest. But there's nothing necessarily physical or expensive or even slow in the process of paradigm change.' In order to target change in the mindset or paradigm of the system: anomalies and failures in the old system must be acknowledged continuously and loudly; advocates of the new paradigm should be given visibility and power; and these advocates must work with active change agents and open-minded people.

1. The power to transcend paradigms is the flexibility to move between old and new paradigms, to accept changes, to remain unattached to one over the other (even if it conforms more to our own worldview) and to acknowledge that no single paradigm functions as an optimal system in the service of all. It is, in a sense, a paradigm of ever-changing paradigms.

3.2 Methodology

This section describes the method followed in conducting the empirical data collection of this research. It consists of three subsections relating to: (1) recruitment of STICKE workshop and focus group participants; (2) how the STICKE workshop was designed and conducted; and (3) how the focus groups were designed and conducted.

The empirical research conducted as part of this Feasibility Study complies with the *National Statement on Ethical Conduct in Human Research* (2007). Ethical approval [2019-023] was granted by the Deakin University Human Research Ethics Committee (DUHREC) on 20 March 2019. A copy of this approval can be found in Appendix B.

3.2.1 Recruitment

Recruiting participants for this study provided many challenges for the research team that were intensified by the short data collection period. Initially, over 200 organisations and individual stakeholders were identified as holding representational roles in the community, especially within the disability advocacy scene. These were contacted via email and invited to forward awareness of the study to potential participants within their networks. Many potential participants were identified in this phase of recruitment and invited to participate after registering their interest with the research team.

Other participants were harder to reach and doing so required acknowledgement that people with lived experience of disability are not necessarily enmeshed within existing networks of stakeholders and support communities. Given the marginalisation of many people with disability in society, along with the invisibility of many impairments or disabilities, some participants required multiple moments of engagement sustained over a four-month period.

Once the STICKE workshops had been conducted, it became evident that the participation rate of people who self-identified as having lived experience with disability was less than anticipated (under 20%) and there were a number of ‘no shows’ and late withdrawals (approximately 25% of registered participants). Our recruitment strategy necessarily then shifted to a more personal form of engagement to ensure a higher rate of participation of people with lived experience of disability. The research team held multiple meetings with influential people with disability and co-designed each focus group before confirming

participation. This was a labour-intensive practice that resulted in a 100% participation rate of people with lived experience of disability or impairment in the focus group phase.2

3.2.1.1 Systems thinking (STICKE) workshop recruitment

A recruitment email was sent to more than 200 individual stakeholders/gatekeepers and organisations in March 2019, promoting the study and inviting interested parties to register their interest in participating in one of three workshops. Recipients of this email were also encouraged to share the details of the study with other potential participants within their networks.

Effort was made to target sustained recruitment within key organisations, including but not limited to:

> 4GR Employment Consulting Services; Architecture & Access; Back to Back Theatre; Barwon Disability Resource Council; City of Greater Geelong (CoGG) Council; Encompass Community Services Geelong; Equal Access Disability Access Consultants; G21 Regional Opportunities for Work (GROW); Geelong Regional Libraries; genU; Genyus Network; Great Ocean Stays; Hamlan Homes; Leaders for Geelong Program; Lives Interrupted; MatchWorks; National Disability Insurance Agency; The Orange Door; Public Transport Victoria; Scope Disability Support Services; Specialisterne Australia; Spire Spinal Injury Resource & Support Network; Victorian Advocacy League for Individuals with Disability; Wathaurung Aboriginal Corporation.

Interested participants who received information contacted the research team and were then forwarded a Plain Language and Consent Form (see Appendix D). Participants were invited to select an area of interest that related to the *built environment, community infrastructure* or *employment and economic participation.* Table 3.2 provides a breakdown of participants across the three workshops.

Table 3.2 STICKE workshop participants

STICKE workshop	**Participants n=49**	**Attrition n=17**	**Persons with disability n=9**
Built environment 11 April 2019	15	1 withdrawal 1 no show	4

Community infrastructure 7 May 2019	11	3 withdrawal 5 no show	3
Employment and economic participation 9 May 2019	23	5 withdrawal 2 no show	2

Some participants chose not to disclose (on the Consent Form) if they identified as a person with lived experience of disability, so it is possible that the number of people with disability participating in the STICKE workshops was higher. Facilitators during the workshops observed that approximately 40% of participants self-identified as a person with disability.

3.2.1.2 Focus group recruitment

A number of potential participants who were identified to attend the STICKE workshops signalled to the research team that they were unable to attend but were interested in being involved further. Three key issues were reported as limiting factors to participating in the workshops:

- Unable to attend during work hours (Monday to Friday, 9am–5pm)
- Unable to attend full-day event
- Did not receive recruitment information in time

In response to these issues, and to the identified need to gather further information from community members with lived experience of disability, the research team designed a focus group format that was shorter in length (two hours) and able to be conducted at a time/place of participants' choosing. The research team worked closely with community stakeholders, including Geelong-based members of:

- Genyus Network (a support group for trauma survivors)
- Scope Customer Reference Group
- CoGG's Disability Advisory Committee
- A disability taskforce led by a local Member of Parliament

Key community contacts within each of these four groups worked with the research team to disseminate the Plain Language Statement and Consent Form. Potential participants were asked to contact the research team to register their interest in participating; logistical

information was then distributed. Three focus groups were confirmed and were conducted on Friday 28 June 2019:

- Focus group one: 12 participants
- Focus group two: 6 participants
- Focus group three: 8 participants

3.2.2 Systems thinking (STICKE) workshops

Group workshop facilitation used the Systems Thinking in Community Knowledge Exchange (STICKE) tool to engage a broad range of stakeholders able to express a wide range of views. Crucial to each workshop was the mix of participants, which ensured representation of diversity of experience and expertise across the system network under consideration. Recognising the complexity of accessibility and inclusivity issues, it was decided to hold multiple workshops that would each concentrate on a separate 'system'. Here a balance was sought between delineating between the five city domains, representing the traditional divisions of stakeholder expertise and minimising separation of the context overall. Thus, three STICKE workshops were held, each lasting one day and divided into two sequential sessions. Participant numbers ranged from 11 to 25. Each workshop focused on one of three topics, with three specific research questions:

1. Built form, planning and building regulations:
- What are the key issues that need to be addressed in relation to building, planning and building regulations to make this a world-class accessible and inclusive city within the next five years?
2. Community infrastructure (including leisure and tourism facilities):
- What are the key issues that need to be addressed in relation to community infrastructure to make this a world-class accessible and inclusive city within the next five years?
3. Employment and economic participation:
- What are the key issues that need to be addressed in relation to employment and economic participation to make this a world-class accessible and inclusive city within the next ten years?

STICKE workshops are based on group model building (GMB) methodology. The GMB methodology guides a stakeholder group through a series of participatory tasks to examine

participants' mental models (cognitive representations of interdependent causes and effects) of a given situation or problem. The specific tasks to be carried out are described in documents called GMB scripts. These workshops took the form of a series of guided activities facilitated by a small team of trained researchers. During the guided activities, participants were introduced to the nature and scope of the problem being investigated, worked to identify the various factors contributing to the problem over time and finally identified the interconnections between those factors. Throughout the discussions, researchers made written notes of the general discussion and points raised by participants.

3.2.2.1 Step 1: Group model building

In the first session, a GMB exercise was conducted for three hours with key stakeholders to produce an initial causal loop diagram of the accessibility and inclusivity of a city system. Here, participants developed a setting-specific system map of what would make a world-class accessible and inclusive city. A system is a representation of the sources of influence over a particular problem and of the individual relationships between these components. During the session, participants' input was used to develop a visual representation of the various sources of influence over the problem under investigation and the many relationships between those influences, creating what is known as a causal loop diagram (see Subsection 3.1.2). A causal loop diagram aids in visualising how different variables in a system are interrelated. The diagram consists of a set of nodes and edges: the nodes represent the variables and the edges are the links that represent a connection or relation between two variables. Participants' ideas were used here in real time, via input into graphics software, to visually represent the various sources of influence over the problem under investigation and the many relationships between those influences.

At the conclusion of this step, participants were invited back for the second session to refine the map and generate action ideas.

3.2.2.2 Step 2: Model review and development

The causal loop diagram was further developed and refined by the participants as guided by the researchers, first visually clarifying the initial model and then reviewing the content of the model based on the written workshop notes to ensure this content accurately reflected participants' discussion and did not omit any points raised by participants or other workshop

outputs from the first session. This process ensured that any discussion points not captured during the initial modelling in Step 1 could be retrospectively added into the model.

3.2.2.3 Step 3: Confirm system map and generate action ideas

At the beginning of the second session of each workshop, participants were led through an abbreviated version of the Step 1 process to validate and finalise the revised map from Step 2. Participants were then given some theoretical background on how to identify potential points for intervention within causal loop diagrams and they spent some time generating and prioritising actions that could be taken to improve the accessibility and inclusivity of their city. The actions were prioritised via the consensus of the participants according to their perceived impact and feasibility.

Normally at the culmination of a STICKE workshop, teams of stakeholders are formed to work together to implement the identified actions. Participants here were informed that they could sign up to become members of working groups that emerge. For our Feasibility Study, this process has been delayed until the end-of-study symposium.

3.2.3 Focus groups

Three focus groups were conducted with the aim of evaluating the key Priority Actions developed in the three STICKE workshops and the analytical framework used to group them by effectiveness and feasibility. Each focus group was structured to include five themes of discussion, based on the five intervention levels in systems analysis offered by Malhi et al. (2009). These themes were reconstituted to form five focused narratives that incorporated the 37 priority actions produced in the STICKE workshops. The five narratives took the form of vocal storyboards that were made accessible to focus group participants. Through these storyboards and facilitation from the project team, participants were made aware of how the actions were generated and how they link to obstacles identified in the STICKE workshops. The narratives aimed to both reflect and simplify the complexity of the system context that informed the actions.

Each of the five narrative themes corresponded to the effectiveness of intervention in a given system. Nine Priority Actions were used as examples of key actions that are representative of each intervention level. The narratives constructed were:

1. Paradigm level, which targets deeply held beliefs: Change the entire system all at once, involving completely altering how things are done and how disability is imagined. In changing these structural elements, we need to fundamentally change how we think and how we act.
2. Goals and targets of a system: There are issues around access and inclusion that, if addressed, can help us rethink our current aims and way of doing things. These actions don't necessarily have to shift attitudes. If we set new aims, goals and targets here, we can eventually shift how the whole system works.
3. Structure across the system: Change the relationships between many small things. If we act at this level we can change the entire system, but we have to change how the small, everyday things relate to each other.
4. Feedback and delays, loop dynamics: Create new, or reshape old, ways that relationships between people and organisations work. The types of actions that the community recommended here will not bring about massive changes to the overall system, but will improve how information is transferred. What we are trying to do here is break the cycle between problems by changing how they speak to each other.
5. System elements that are subsystem-specific: The most complex way of creating change is to change many small factors over time. If we think of the physical things in our daily lives, such as catching a bus or using the bathroom, changing how these things work will be examples of one small change in a larger system. These small changes will change small aspects of our lives, so it will take many actions at this level to create wider change.

After presentation of each of the narratives, participants were asked to consider three questions: (1) What is missing in the narrative? (2) What would you like to add to the narrative to include your own lived experience? and (3) What do you think about the validity, feasibility and potential impacts of the actions suggested? The aim of these questions was to enable participants to compare their own lived experiences to the solutions envisaged by the wider community.

Each action presented across the three focus groups was evaluated using a variation of a semantic differential scale – a questionnaire rating scale that asks people to rate actions within the frames of multi-point rating options (e.g. small–medium–big). After each narrative was described to the group and the associated actions were provided as examples, the group

was asked to rate the actions on a scale ranging from most effective in bringing about systemic change to least effective. These were represented by the words ‘big’, ‘medium’ and ‘small’ and were posted on a nearby wall so that each action could be re-evaluated as time passed during the session and more actions were presented. Focus groups were audio-recorded and transcribed to assist with note-taking.

3.3 Systems thinking workshop findings

This section of the research report presents the findings related to the key sources of data collected as result of the three STICKE workshops conducted with key community stakeholders. Data critical to the findings of this feasibility study includes:

- Confirmed systems maps for each thematic area; and
- A set of priority actions for each thematic area

3.3.1 Confirmed systems maps

Three systems maps were created at the end of Step 3 (Confirm systems map and generate action ideas), one for each workshop (see Table 3.3). Each systems map produced unique causal loops which generated differing levels of complexity and subsystems. These subsystems were grouped by a common theme.

Systems maps captured the whole system as participants evaluated it; within that system there are subsystems and factors. Multiple factors that are related to or are part of a causal loop make up a subsystem. Themes in the built environment and employment and economic participation workshops were grouped by ‘factors’ and themes in the community infrastructure workshop were grouped by the ‘relations’ between factors.

Three themes were common across the confirmed systems maps, and each was also a central theme in the respective systems map:

- Attitudes towards inclusion/access (built environment)
- Ability pride and inclusion as a value (community infrastructure)
- Valuing inclusion (employment and economic participation)

Given the centrality of these three themes to their respective workshop maps and their ubiquity across the three workshops, these themes should be regarded as *paradigmatic* in that they have an enlarged capacity to influence how the overall system operates. A change in how these three themes are structured will exact a meaningful change to the system more so than with any other theme.

Table 3.3 STICKE workshop key themes

STICKE workshop	Themes grouped during connection circle modelling
Built environment 11 April 2019	Housing sector; buildings, facilities and public spaces sector; attitudes to A&I sector; transport sector; governance sector
Community infrastructure 7 May 2019	Money; education; addressing stigma of place; government policy and partnership; inclusive spaces and homes; ability pride; meaningful participation
Employment and economic participation 9 May 2019	Values; support; employers; funding

Key factors that emerged across all three maps included education, the built environment, NDIS funding, and policy and empowerment. Although education came up as a key factor in every map, change in relation to this factor must avoid a unitary approach. This means changes to education that involve tinkering with numbers or funding, that is, devoting just a bit more money or having slightly higher numbers at education workshops, are unlikely to bring about impactful change. Changes must avoid 'changing a constant in the system', as the way this constant factor relates to other factors will likely be more impactful. In addressing education, we should aim for changes to how information flows, that is, embedding education into existing structures so more people are consistently receiving it or changing how the system self-organises (e.g. ability pride).

The built environment was another common factor across all three maps. It was covered in greater depth in the built environment map as a whole system and collapsed into a few factors in the employment and economic participation and community infrastructure maps. This factor is highlighted as a low leverage point by Meadows (1999) because of its expense and time-consuming nature.

3.3.1.1 Built environment

Figure 3.2 depicts the participant-driven systems map generated at the STICKE workshop that focused on the built environment.

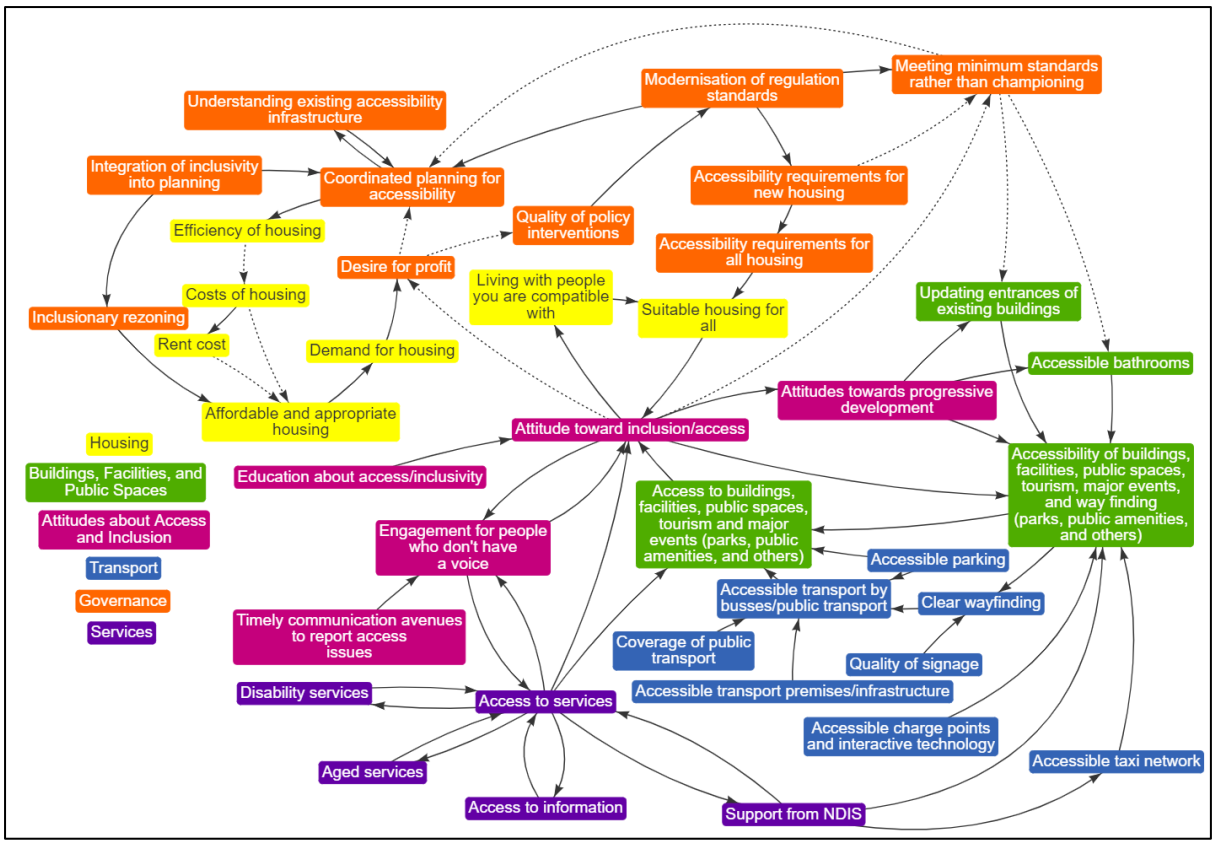

Figure 3.2 Built environment systems map

Attitudes to access and inclusion

The group identified attitudes towards inclusion/access as absolutely fundamental and central to creating an inclusive built environment. The group discussed how many members of the general public have a low level of awareness of inclusion and access issues, while people who would directly benefit from better inclusion and access are often voiceless in public decisions. Attitudes that are more open could lead to better engagement for people who don't currently have a voice and this engagement could then improve attitudes, creating further opportunities for engagement.

Education, as a key theme, was identified as a key lever to change attitudes. The group emphasised that education must start early and be widespread in order to create true attitude change in society. Another theme from the day was making it easier for people to give feedback about issues and how we can create timely communication avenues to report access issues. The result of strong education, avenues to give feedback and engagement for people who don't have a voice will be better attitudes towards progressive development, which is ultimately required in order to create an inclusive built environment.

If people's attitudes towards progressive development improves, this will increase the accessibility of the built environment (including buildings, facilities, public spaces, tourism, major events, wayfinding, parks, public amenities), which will lead to more people accessing the built environment throughout the CoGG. This increased access to more people will allow all people to mix with others from diverse backgrounds, something which creates attitude change, which will further improve the accessibility of the built environment. Note that this is a positive feedback loop in the urban system which is both feasible and impactful.

Buildings, facilities and public spaces

There are many components of progressive development that must be considered. However, the group focused on two particular areas. First, they highlighted that there are many historical buildings with stairs and no ramps. People want to preserve the heritage of these buildings, so they resist updating them. This results in low accessibility for many existing buildings. The other key theme of the day was the lack of accessible bathrooms throughout the CoGG. This is a major barrier for people who want to spend time in different facilities and spaces across the community.

Governance

One core reason the group identified for the lack of progressive development in Geelong is an attitude of meeting minimum standards, rather than championing an inclusive and accessible environment.

Another key barrier to better attitudes towards inclusion and access identified by the group is a desire for profit above all else. The desire for profit drives different groups to lobby government to prevent high-quality policy interventions. Government also directly at times falls short of its potential to create high-quality policy interventions because of a focus on money. Without high-quality policy interventions, it is impossible to modernise regulation standards. And without these standards, suitable housing for all cannot be built. When people in the CoGG are struggling to find appropriate housing, it is difficult for the community to interact in a way that creates opportunities to improve attitudes towards inclusion and access, perpetuating the focus on profit over access and inclusion. With attitude change this cycle could go the other way, with less focus on profit, better policy interventions, suitable housing for all and many more opportunities to keep improving attitudes towards inclusion and access.

The group also highlighted that coordinated planning for accessibility is needed in order to build a fully accessible community. Desire for profit and meeting minimum standards are major barriers to a coordinated approach, barriers that must be overcome. One essential step to coordinating planning is understanding the existing accessibility infrastructure and planning for improvements to that infrastructure and for new developments accordingly.

One way to support coordinated planning for accessibility is through the integration of inclusivity into planning. One specific instance of this is inclusionary rezoning, which would create more affordable and appropriate housing for people.

Housing

Demand for housing in the CoGG is growing. This is one of the many factors encouraging a desire for profit, because property developers want to benefit from Geelong's growing population. As developers compete with one another, this reduces coordinated planning for accessibility. Without a coordinated plan, housing is not built efficiently, which drives the costs of housing and rent up for everyone. In the long term, if developers continue to build inefficiently and the cost of housing keeps going up, the demand for housing will hit a ceiling, limiting the ability to continue making profit. On the other hand, with coordinated planning for accessibility, housing can be built more efficiently, allowing for affordable and appropriate housing for everyone over time and allowing Geelong's housing infrastructure to grow sustainably.

Another component of housing that the group discussed is how, when options for housing are limited for people with disability, the options for housemates are then also limited, making it hard to choose to live with compatible people. If people are forced to live with others who they are not compatible with, this is a major barrier in relation to suitable housing. When people are coping with housemate issues, this can be a barrier to finding opportunities to improve the community's attitude towards inclusion and access, meaning the situation remains stuck where the number of housemate options is limited.

Transport

The key components of transportation infrastructure raised by participants were public transport, parking, taxis and accessible charge points. The group highlighted that clear wayfinding is essential in navigating the public transport system. There were three key

attributes to the public transport system the group raised: the geographical coverage of the system; how few late public transport options are available; and how physically accessible the system is. The group discussed how Geelong buses do not run in the evening, often multiple transfers are required resulting in long and inaccessible journeys, and there are places that cannot be reached by public transport.

Services

Access to services was identified by the group as both a major enabler and a major barrier. When services such as disability services, aged care services and the NDIS operate as they should, they can support people to have a voice, advocate for better attitudes towards inclusion and access the parts of Geelong they would like to. However, when services are not easily accessible or available, or information about how to navigate services is limited, this makes it even more difficult for all people to be active in the community. If people are struggling with services, they do not then have the ability to engage with the community more broadly.

3.3.1.2 Community infrastructure

Figure 3.3 depicts the participant-driven systems map generated at the STICKE workshop that focused on community infrastructure.

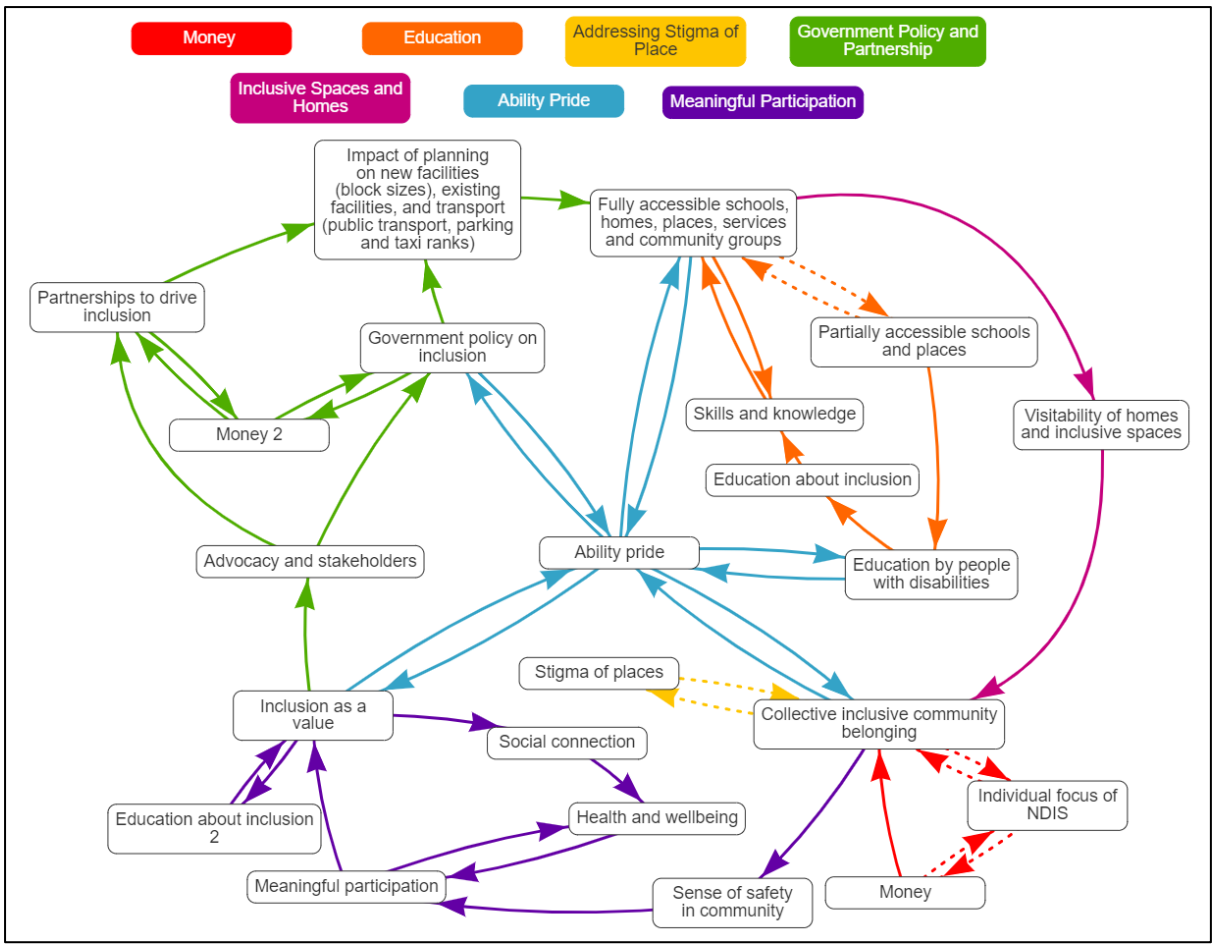

Figure 3.3 Community infrastructure systems map

Ability pride

The group agreed that ability pride is central to encouraging all people of all abilities to be part of Geelong's community infrastructure. The framing of ability pride was intentional in centring the people with disability in the conversation.

Several other themes emerged from the day: inclusion as a value; government policy on inclusion; fully accessible schools, homes, places, services and community groups; education by people with disability; and collective, inclusive community belonging. The blue arrows signify how each of these factors strengthen, and are strengthened by, ability pride and are therefore interconnected.

Meaningful participation

Meaningful participation of all people is important to building inclusion as a value in the community. Meaningful participation allows opportunities for people to meet others from

diverse backgrounds and avenues to advocate for positive social change. Inclusion as a value increases social connection in the community, as more people are meaningfully included. Social connection is crucial to health and wellbeing. Stronger health and wellbeing allow for more meaningful participation. If someone is struggling with their health, it is much harder for them to meaningfully participate and this can lead to further health problems, making it even harder to participate. It is important to identify ways to build a positive cycle where meaningful participation encourages positive health and wellbeing outcomes, allowing for even greater participation.

Two other key components of meaningful participation raised by participants were education about inclusion and a sense of safety in community. Education can instil inclusion as a value in a community, and a community that values inclusion is likely to support efforts to educate about inclusion. These education efforts can support people to meaningfully participate in the community. A sense of safety in community, coming from collective, inclusive community belonging, is also essential for meaningful participation. If someone does not feel safe in the community, they are unlikely to participate.

Addressing stigma of place

The yellow arrows represent the story of how stigma of place must be overcome to create collective, inclusive community belonging. The group specifically mentioned Corio as an example. People in the group said that they feel comfortable when they go to Corio, but that it is stigmatised and seen as unsafe. This stigma hurts the collective, inclusive community belonging in Corio, which can then make the stigma worse. The group also discussed how often times development or investment in places like Corio is short term and not kept up, leading to improvements that do not last in the long term. The group highlighted how many people who are marginalised because of their income, ability status or age live in stigmatised places, and a really important part of building strong community infrastructure is to reduce stigma of place to create collective, inclusive community belonging.

Money

Money was considered a central and important issue in building collective, inclusive community belonging and it was felt that the NDIS has an individual focus which often counteracts this. This individual focus was noted as important and it must not be lost, but exclusive focus on individuals loses opportunities to invest in community building. If the

NDIS invests some money in collective, inclusive community building, this will reduce some of the need for the NDIS to be individually focused in the long run, as individuals will be better supported by an inclusive community and so require less funding. These money savings can then be invested in further collective, inclusive community belonging. The central message from the group was that individual support must continue to be a key focus of the NDIS, but that the NDIS should also consider strategic investments in community-level inclusion work.

Inclusive spaces and homes

People with disability mentioned that being able to visit neighbours' home is another key component of collective, inclusive community belonging. The group explained that while it is obviously important for the homes of people with disability to be accessible, all homes must be accessible so that people with disability can visit their neighbours.

Education

The group particularly stated that education by people with disability is important, but they also broadened this and said all education about inclusion – supported by education by people with disability in particular – is important. This education can build the skills and knowledge of the community, which is key to having fully accessible schools, homes, places, services and community groups. One of the sentiments of the day was that an accessible built environment must be supported by qualified staff who can coordinate how correlate services are accessed. The group discussed how an accessible and inclusive facility that is not well staffed falls short of being a full investment in inclusivity. The group highlighted another trap to avoid: sometimes places become partially accessible, which then gives the false impression they are finished and do not need further work in order to be inclusive. Education must be carried out so that people know how to build fully inclusive places and do not build just partially accessible places.

Government policies and partnerships

Advocacy and appropriate stakeholders can allow partnerships to drive inclusion, as well as better government policy on inclusion, which ultimately results in better planning for new and existing facilities and transport.

Funding is also part of this theme. Funding can help support partnerships and government policy, and better partnerships and government policy also generate more funding.

The group discussed how advocacy and stakeholders are based on inclusion as a value in the community, and that the goal of advocacy, partnerships and government policy is ultimately to create fully accessible places, fostering ability pride and further instilling inclusion as a value.

3.3.1.3 Employment and economic participation

Figure 3.4 depicts the participant-driven systems map generated at the STICKE workshop that focused on employment and economic participation.

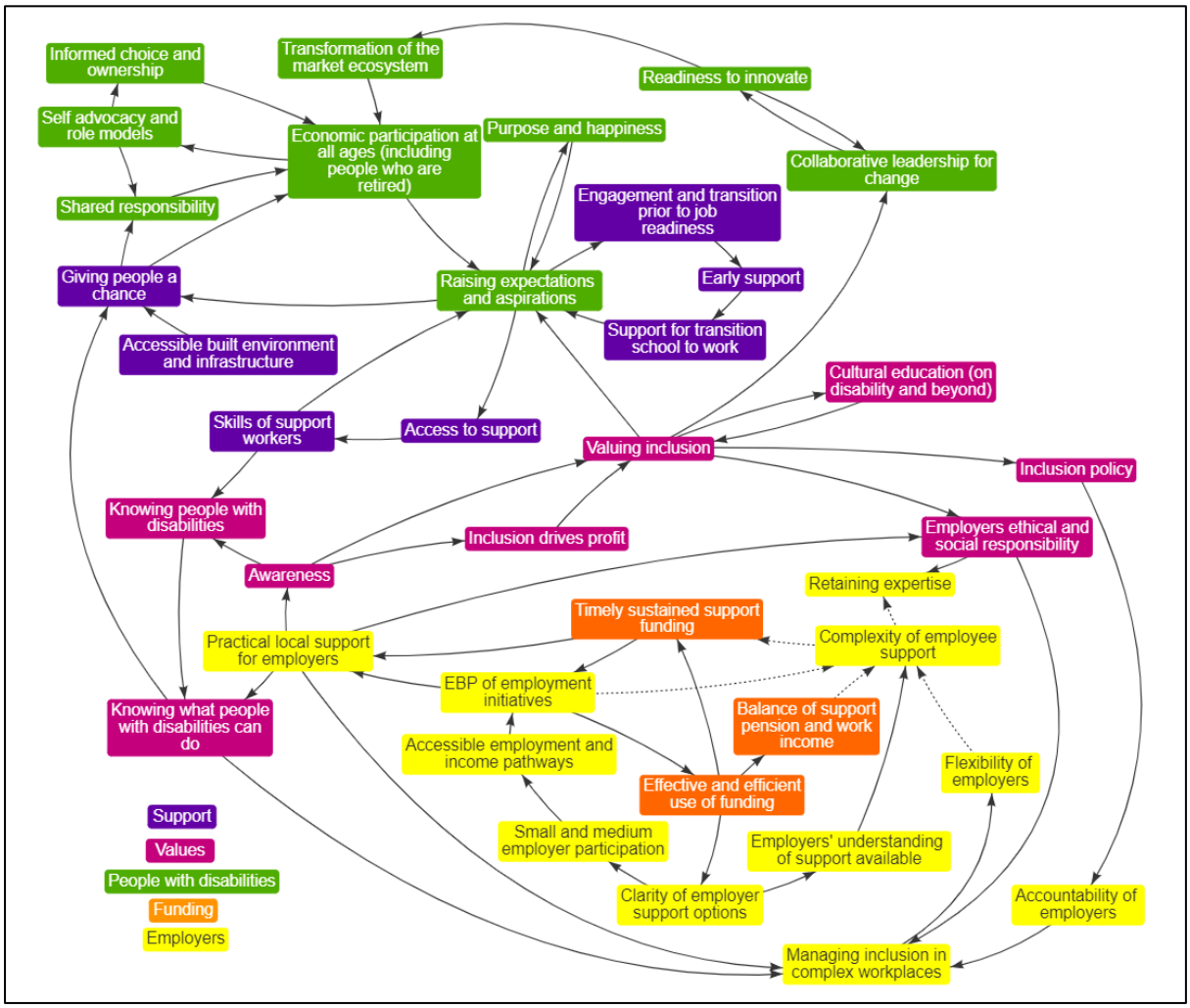

Figure 3.4 Employment and economic participation systems map

Values

Valuing inclusion is of central importance in creating fully inclusive employment and economic participation. The group suggested that cultural education, which includes education about disability but also across many different identities, is key to creating inclusion as a value and that valuing inclusion supports better cultural education. Valuing inclusion comes from awareness. Many people are not aware of issues related to access and inclusion, making it difficult to establish this as a value.

Awareness can also lead to people knowing people with disability. The group emphasised that they were talking about deeply knowing people, not just superficially knowing them. Really getting to know people with disability helps a community really know what people with disability can do.

One form of awareness the group focused on was awareness of the evidence that inclusion can drive profit. The group stated that many employers are focused on their bottom line above all else and so need a profit-driven reason to value inclusion. In contrast to this point, the group also stated that if inclusion is considered a value broadly in the community, this can motivate some employers to take ethical and social responsibility, and it can also motivate organisations and government to adopt inclusive policy.

Employers

Employers were a big focus of the day. The group discussed how it can be difficult for small and medium employers (SMEs) to be inclusive because of a lack of clarity about support options. The lack of SME participation limits the number of accessible employment and income pathways available. When the types of employment and income pathways are limited, this can create limitations in the available evidence-based practices and policies related to inclusivity. For example, if an evaluation is done of an inclusivity initiative by a large employer, it may be unclear whether the results of this evaluation are applicable to SMEs. Without evidence-based practices and policies, use of funding is less effective and efficient than it could be, leading to a continued lack of clarity around employer support options. If SMEs were instead encouraged to implement accessible employment pathways, this would create new opportunities to generate evidence. With this new evidence, funding could be used more efficiently and effectively, creating opportunities to make clearer support options for SME employers, encouraging even greater participation.

While clarity about employer support options is important, the group discussed that as employers understand more of the support available, this can sometimes add to the complexity of employee support. This added complexity is because the many different options available to employers can be confusing and overwhelming. On the other hand, a stronger evidence base and more flexibility from employers can help reduce this complexity. One concern the group had was that when employee support is complex, there can be a lot of turnover in the people who hold the expertise on employee support.

A strong theme that came up throughout the day was the importance of practical, local support for employers, informed by evidence, that can make it easier for employers to manage inclusion in complex workplaces. Another theme of the day was accountability. The group discussed how it was fine for an employer to have stated values and policies around access and inclusion but, without accountability mechanisms, employers are unlikely to follow through with inclusion. One way to achieve accountability is through inclusion policy from government. Inclusion policy comes from valuing inclusion, which can come from the awareness generated by supporting employers to be more inclusive. Knowing what people with disability can do is also a potential positive outcome from supporting employers.

Funding

The group talked about the NDIS as one particular case where new ways to use funding more effectively and efficiently are important. From the perspective of individuals, it is vital that support funding is timely and sustained. The group also discussed how the balance between support pension and work income must be readjusted. If a person on a support pension makes too much in their work income, they lose their support pension, which can create a disincentive to work more than a certain number of hours.

Support

The group talked about how it is important that everyone raises their expectations and aspirations for people with disability. This includes both people with disability themselves and everyone else in the community. These high expectations and aspirations can drive how people with disability are supported throughout their life. The support for people with disability should come throughout life so that when it comes time to transition from school to work, they are fully prepared to do this successfully. As more people with disability are

successful and supported, this then encourages new opportunities to provide even better support.

Skilled support workers are crucial. Highly skilled support workers can support people with disability in raising expectations and aspirations. These raised expectations and aspirations can support advocacy for better access to support, encouraging the development of further skills.

The group discussed how it is important to give people a chance to succeed. Accessible built environments and infrastructure are crucial for this chance, as people need to be able to navigate the physical community in order to successfully participate. Giving people a chance allows everyone to economically participate, inspiring further higher expectations and aspirations, encouraging even more people to be given a chance.

People with disability

These factors relate to the agency of people with disability themselves. The group discussed how people with disability need to lead the conversation about the employment and economic participation of people with disability. The group was also intentional in using the language of ‘economic participation’ to emphasise that there are more ways to participate in the economy than just working in a traditional job for an employer.

The group stated that purpose and happiness must be part of the conversation. Everyone – including people with disability – deserves to have a sense of purpose and happiness. Having high expectations and aspirations can contribute to purpose and happiness. In turn, having a sense of purpose and happiness can support higher expectations and aspirations.

The group also discussed that to be truly inclusive and accessible, the CoGG must transform its market ecosystem. Some of these changes are already being implemented by people with disability and Geelong should take advantage of the changing environment to build opportunity for economic participation at all ages. The group questioned whether Geelong is ready to innovate and stated that a readiness to innovate was required for this transformation. Readiness to innovate comes from collaborative leadership for change, where people with disability can lead the creation of truly inclusive opportunities for employment and economic participation.

Another set of factors in this theme are related to the importance of self-advocacy and role models. The group discussed how creating opportunities for economic participation for all is a shared opportunity. People with disability must be given a chance, but they also must recognise what is feasible for them and how to make the most of opportunities given to them. The group discussed how self-advocacy and role models also empower people to make informed choices and take ownership of those choices as they identify the best opportunities for economic participation.

3.3.2 Generating Priority Actions

Participants used the systems maps presented in Subsection 3.3.1 to help generate ideas for action. In total, 119 ideas across three workshops were suggested (these can be found in Appendix C). Participants prioritised their top 37 ideas from all three workshops (see Table 3.4).

Table 3.4 Actions generated across workshops

STICKE workshop	**Priority**	**Unranked**
Built environment 11 April 2019	9	33
Community infrastructure 7 May 2019	12	7
Employment and economic participation 9 May 2019	16	42
Total	**37**	**82**

Each action that was identified as ‘priority’ by the respective groups was then collectively assigned a placement on a graph with two values distributed along an X axis (impact) and a Y axis (feasibility); see Figure 3.5, Figure 3.6 and Figure 3.7. These placements were later assigned a value on a scale from 1 to 10 by the research team during the analysis phase.

3.3.2.1 Built environment

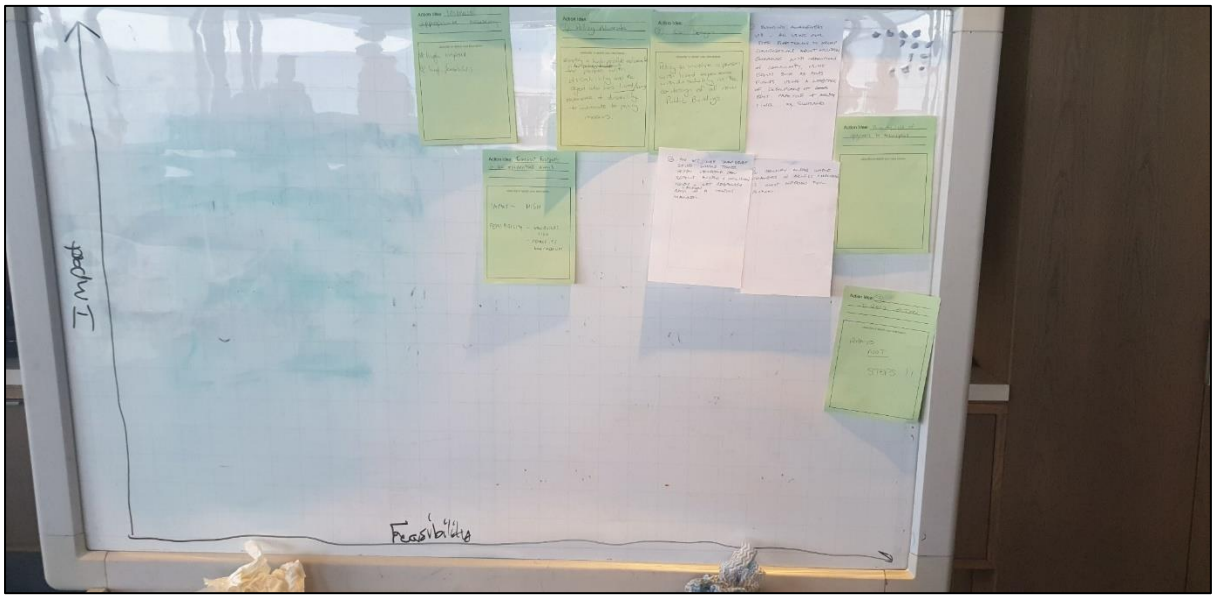

Figure 3.5 Built environment Priority Actions assigned on the basis of impact and feasibility

Figure 3.5 illustrates how research participants of the built environment workshop evaluated the nine (9) identified Priority Actions. The ‘x’ axis ranks feasibility and the ‘y’ axis ranks impact. The associated values for each Priority Action are demonstrated in Table 3.5.

Table 3.5 Built environment Priority Actions assignment of impact and feasibility

Action	**Impact**	**Feasibility**
Priority list of upgrades to transport	8	10
Ramps not steps	5	10
Raise awareness via using different platforms to incorporate consultations about inclusion; engaging with champions in the community; using a webpage of examples of best practice of accessibility and inclusion	10	9
Identify areas where changes in access and inclusion are most needed for action	7	9
Co-design: policy to involve a person with lived experience of disability in the co-design of all new public buildings	10	8
Create/use an app like Snap, Send, Solve where access and inclusion issues can be identified and responded to in a timely fashion	7	8

Policy advocate: employ a high-profile advocate for people with disability and the aged who has a lived/living experience of disability, to advocate to policymakers	10	7
Construct footpaths in all residential areas	7	6
Increase supply of appropriate and affordable housing	10	5

3.3.2.2 Community infrastructure

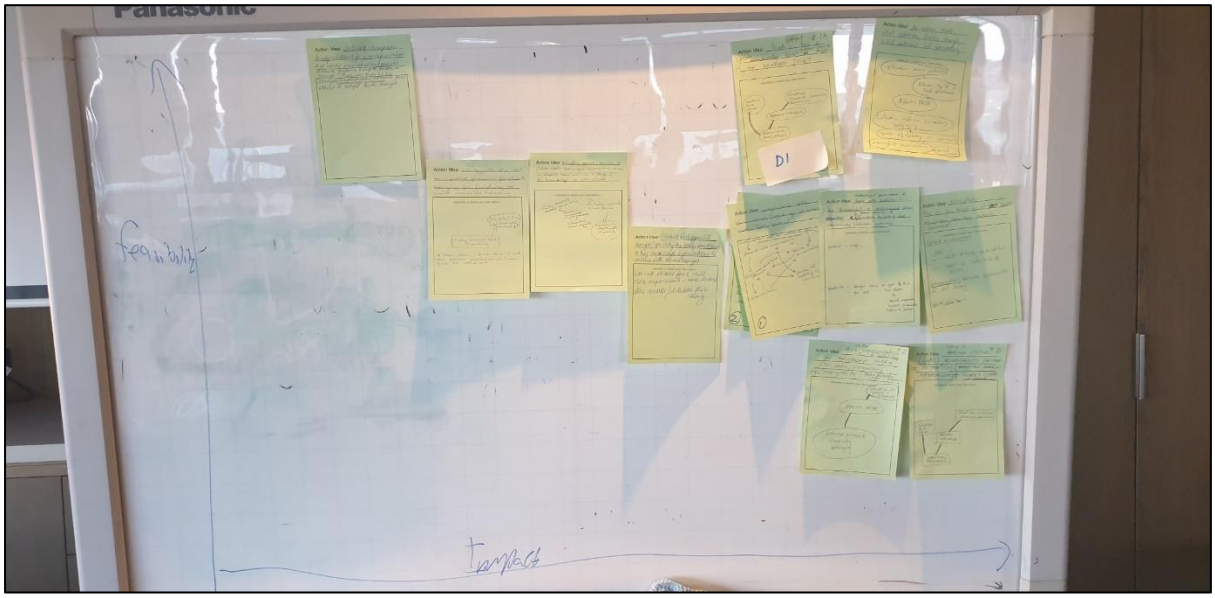

Figure 3.6 Community infrastructure Priority Actions assigned on the basis of impact and feasibility

Figure 3.6 illustrates how research participants of the community infrastructure workshop evaluated the twelve (12) identified Priority Actions. The ‘x’ axis ranks feasibility and the ‘y’ axis ranks impact. The associated values for each Priority Action are demonstrated in Table 3.6.

Table 3.6 Community infrastructure Priority Actions assignment of impact and feasibility

Action	**Impact**	**Feasibility**
Hold an inclusive event which celebrates diversity through lived experience led storytelling	9	10
Deakin Waterfront to install a ceiling hoist and adult change table	8	10

Cultivate champions: develop relationships with an organisation that has the values and provide training, guidance and to make change – use as example/ambassador for others	3	10
Educate school teachers as to child's needs – expert training and conversation	5	8
Work with NDIS to improve process for clients applying for funding to build accessible housing	4	8
Teach access and inclusion on all levels (primary, secondary, apprenticeships) – collectivising skills and sharing between institutions	10	7
Meaningful participation of people with disability in: development of government policy; grant design; and funding decisions for inclusion activities	9	7
Accessible transport – parking provided by local government	8	7
Upgraded, safe bus stops with lighting, shelters and even footpaths	8	7
Celebrate and appreciate changes, as they encourage organisations to continue with the changes	6	6
Build Geelong visitor accessibility centre in city with support staff	10	3
More visible representation of people with disability in mainstream media	8	3

3.3.2.3 Employment and economic participation

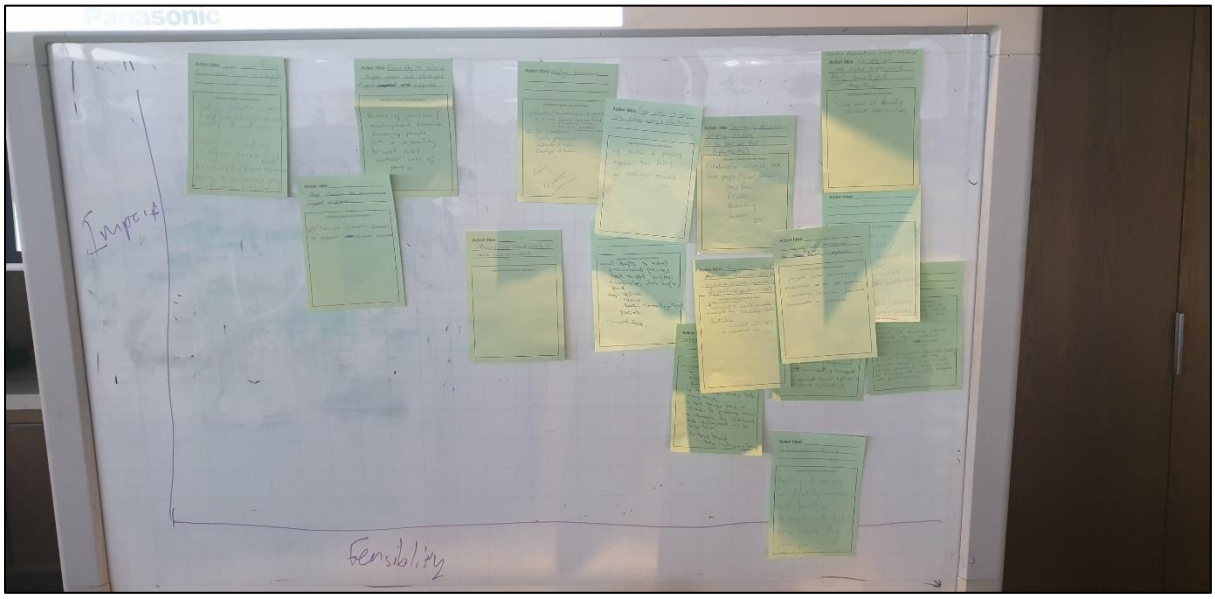

Figure 3.7 Employment and economic participation Priority Actions assigned on the basis of impact and feasibility

Figure 3.7 illustrates how research participants of the employment and economic participation workshop evaluated the sixteen (16) identified Priority Actions. The ‘x’ axis ranks feasibility and the ‘y’ axis ranks impact. The associated values for each Priority Action are demonstrated in Table 3.7.

Table 3.7 Employment and economic participation Priority Actions assignment of impact and feasibility

Action	**Impact**	**Feasibility**
Business groups to be part of developing initiatives around inclusion policy on a more collective level – marketing campaign around stories of profitable inclusion	5	10
Raise expectations and aspirations – co-design with lived experience and employers together	10	9
Develop inclusivity support network for businesses to adopt and source help	8	9
Supporting/mentoring for business enterprise – people with disability to become employers	6	8
Establish transition leadership council to drive AIG vision over 10 years	5	8
Develop inclusion policy – audit businesses and facilities for A&I	2	8
Change community attitudes through local campaign (e.g. ‘You can’t ask that’) – local people and local voices	9	7
Register of people with disability with skills, ready to work and looking for positions	5	7
Practical local support for employers to enhance employment conditions	4	7
Get CoGG to help with building and infrastructure e.g. planning approvals to include accessibility criteria	9	6
Government departments to adopt procurement and incentive policies that support employers that employ people with disability	6	6
Develop employer incentives – certification, accreditation or recognition at local level that enable tax breaks, tender preferences etc.	10	5
Re-imagine what work is and how we work	6	4
Flexibility to achieve higher goals and still get all the supports – review pension and employment to ensure no penalty for increased work hours/pay	10	3

More funding for educational support for schools	7	3
Mandatory targets and policies related to A&I that penalise non-compliance	10	1

3.3.3 Systems analysis of actions

A full description of how each of the 37 priority actions were categorised into the leverage point framework offered by Meadows (1999) and subsequently into the collapsed intervention level framework as offered by Malhi et al. (2009) can be found in Appendix A.

During Step 3 of the STICKE workshops, participants generated 119 actions that could be taken to improve the accessibility and inclusivity of their city. Of these, 37 were identified as Priority Actions and were ranked by participants according to their perceived impact and feasibility. These Priority Actions were then taken by the research team and further analysed according to systems-thinking principles.

Meadows's (1999) framework of leverage points in systems analysis was used to evaluate these Priority Actions from least effective (a 12-point value) to most effective (a 1-point value). Leverage points denote places within a complex system where interventions can be staged, Meadows (1999, p. 1) termed these 'points of power'. Each Priority Action was presented to the research team during an analysis workshop and allocated a value between 12 and 1, from tinkering to paradigm shifting. After all actions were allocated a value, they were further synthesised into themes that can be narrated and disseminated back to the stakeholders and research participants. Malhi et al.'s (2009) 'intervention level framework' was used to perform this synthesis, in which the 12 leverage points used in the initial analysis were collapsed into five corresponding intervention levels. These five intervention levels – paradigm, goals, systems structure, feedback and delays and structural elements – encompass all Priority Actions and rank them from most effective (1) to least effective (5); see Figure 3.8.

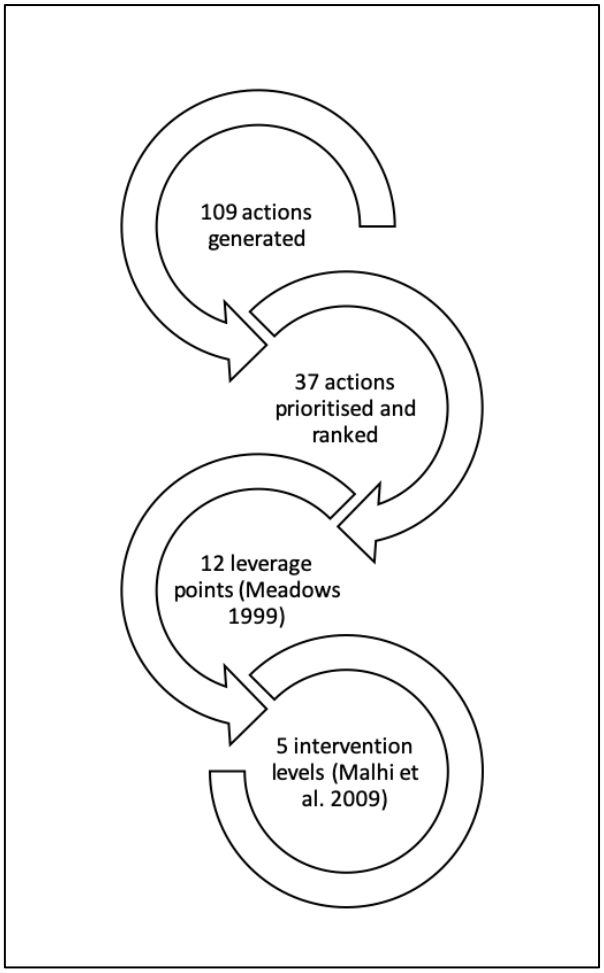

Figure 3.8 Flow diagram of Priority Actions into intervention levels

3.4 Focus group evaluation of STICKE outcomes

To redress the underrepresentation of people with lived experience of disability in the systems-thinking workshops, an additional level of data collection was added in the form of two-hour focus groups. Three focus groups were conducted with the aim of evaluating key Priority Actions developed in the three STICKE workshops and the analytical framework used to group their effectiveness and feasibility. Each focus group was made up of members of the local community and consisted almost exclusively of people with lived experience of disability – includes people who self-identify as a person with disability or as a personal carer for people with disability. These groups included: a customer reference group (12 participants) for a disability support provider; a local member group (6 participants) of a support group for survivors of stroke and acquired brain injury; and representatives (7 participants) from the project taskforce.

Each focus group was structured to include five themes of discussion, based on the five intervention levels in systems analysis offered by Malhi et al. (2009). These themes were reconstituted to form five focused narratives that incorporated the 37 Priority Actions produced in the STICKE workshops. Nine actions were evaluated in the focus groups and closely resembled the distribution of impact scores during the STICKE workshop phase and analysis phase where levels of intervention were used to construct the storyboard narratives. Actions conformed across three phases of data collection and evaluation – STICKE workshop, level-of-intervention analysis and focus group evaluation – therefore confirming the perceived level of impact that these Priority Actions might have on bringing about meaningful change in access and inclusion in Geelong.

3.4.1 Community evaluation – Focus groups

3.4.1.1 Genyus Network

Figure 3.9 Genyus Network focus group semantic assessment of actions

Figure 3.9 illustrates how research participants of the Genyus Network focus group used semantic assessment of actions to evaluate nine (9) identified Priority Actions. Priority Actions are ranked from big (on the left) to small (on the right), with a medium value in-between. Each Priority Action is given a relational value and pinned to a corresponding space on the wall. The associated discussions for each Priority Action are demonstrated in Table 3.8.

Table 3.8 Genyus Network focus group discussion points

Action	Rating	Discussion
Ramps not steps – campaign	Medium	• Suggestion that it should be 'ramps AND steps' • Need to avoid causing separation between people • Must enable co-existence of different mobilities • Prioritise access near large gutters in regional towns and cities – bluestone kerbs • For some disabilities, a lip is helpful to judge depth – brailled accessways • Needs to be a very considered design that goes beyond just wheelchair users
Build Geelong visitor	Big change; high priority	• Needs to have meaningful support services to be more than just a visitor centre – support workers, hoists etc.

accessibility centre in city with support staff		• 'Why do we need to have our own centre and why does it need to be separate?' • Access and support should be incorporated into already existing libraries and visitor centres – they should be upgraded • Feeling that a separate centre reinforces division and otherness • There should be accessible spaces where people can reorient themselves in the city – they should be safe and considerate and offer services and direction • Access should be a more standardised approach in training staff and the information they have, it should be more across the board to help all.
Re-imagine what work is and how we work	Big change; high priority	• Should be 'work' AND labour, contribution, knowledge etc. • 'I think it's less about imaging what work is and focusing on what meaningful participation is' • Need to re-imagine labour, contribution and participation through another currency/exchange value • 'Providing your story and being able to make positive change in society should be regarded as work perhaps or labour' • Organisations such TAC play a major role in this, many narratives of negative experiences of insurance agencies forcing people back to work after trauma • Many people who have acquired injury or impairment have to do this re-imagining, the rest of society need to also do it • Lived experience of people with disability needs to be valued more, as without this knowledge studies such as these cannot be done
Increase supply of appropriate housing	Very big change	• Noted as big, pretty important • To a lesser extent accommodation in general for tourists – limited options • Needs to focus on the affordable aspect of housing • Not much discussion around this issue, feels like a forgone conclusion
Develop inclusion policy – audit businesses and facilities for A&I	Medium	• Risk of 'tick box' mentality that does not lead to attitudinal change • Needs to have positive incentive structure that celebrates affirmative changes, should not shame • Should pedestal the top performers • Accessibility rating that is visible to passersby/onlookers • Work like sustainability/eco-accreditations and awards • Should be of promotional value that enables the information to be accessed readily by consumers • A standardised rating system, not self-accredited • Given medium rating because of the risk in not being implemented or monitored effectively
Work with NDIS to improve	Very big change	• NDIS to partner with builders a good idea • Builders to get positive exposure for building accessible, appropriate and affordable dwellings

process for clients applying for funding to build accessible housing		• People with lived experience have limited choices, these need to be expanded • Need to re-imagine who has the responsibility to provide housing • In line with increasing the supply of appropriate housing • Needs to be done on a large scale, not just exhibition houses
Practical local support for employers to enhance employment conditions	Medium	• Confusion around what the action entails • Multiple narratives offered that reflect upon struggles with re-entering the workforce after injury • Insurance agencies such as TAC pressure clients to get back to work, often when they are not ready • Employees are tasked with changing their work practices and environments, employers should help • Lack of employer understanding leads to unemployment or people leaving certain industries • Health and support services need to liaise with employers to notify them of new work practices and expectations – what is needed by the employee • Discussion around the subsidisation of wages – sentiment that employers should have a responsibility to shoulder costs – makes employees with disability feel devalued and burdensome • 'If subsidies stop, does that mean we will be unemployed?'
Hold an inclusive event which celebrates diversity through lived experience led storytelling	Medium to high	• An event that centres storytelling • Travelling event hosted in different locations • Celebratory • Builds capacity for individuals and community • Embed in current cultural activities such as AFL clubs • Not a focus on difference, but rather a focus upon diversity • Similar to Ability Fest • Major risk of the event being exclusive if it spotlights difference
Create/use an app like Snap, Send, Solve where access and inclusion issues can be identified and responded to in a timely fashion	Medium	• 'That's a great idea' • Very accessible and transparent • Potential to make issues viral and therefore more actionable • Better than calling or emailing – seems to address the risk of reporting being ignored • Can be used to address non-disabled drivers parking in disabled spots – will avoid a confrontation which can go wrong and further ostracise people with disability • 'Plays into an individual person's self-governance and agency' • Has greater ramifications down the line • 'It builds capacity, it builds confidence to share your stories' • Establishes a database that can be elaborated upon • Creates knowledge rather than pushes knowledge

In addition to the topics covered in Table 3.8 above, the visibility of disability and the valuing of lived experience emerged as key concerns among focus group one participants. A common refrain that participants stated was that *not all disabilities and injuries are visible*. One participant described the invisibility of disability as something central to their feeling of being disenchanted by social life, stating that 'a lot of my stuff's now invisible and so that's me.' Indeed, many aspects of social life fail to acknowledge different abilities:

> *when I think about access and inclusion it's a lot of stuff that, for me, present as invisible things.*

At times the visible expression of disability becomes a point of contestation:

> *I don't use my handicap [parking] pass because I don't use crutches when I should be. I've had a few aggressive people call me out on it and me trying to explain my story I'm like, I just give up. So I just don't park there anymore based on the fact that I don't want a drama.*

Other participants shared similar stories of being ostracised for the very visibility of their disability:

> *I was the exact same until I had a walking stick and regularly would chuck on an eyepatch, people just would think, you're an asshole and especially as a male. And that's so disempowering and again … it really stifles your sense of self.*

> *it makes me hate people sometimes, makes me just want to, nah, fuck you, I'm going home. That's literally how it makes you go into protection mode, you go, I'm going to go home. So I just give up, I've given up on it now, I don't use it anymore, I walk.*

There is a complex, at times contradictory social condition that is experienced by people who have lived experience of disability, impairment or injury where visibility that does not adequately fit into preconceived images of disability are challenged and where presenting as 'normal' obscures the challenges and struggles of lived experience. One participant elaborated on this by stating:

> *I hate it, people always say to me, 'Oh you look really normal.' It's like, thank you, thanks, what is, what is normal? I hate the word 'disability' but my disability is very invisible and I think that's one of the biggest things. When people think of disability*

> *they think only of people in a wheelchair, and not to exclude or single them out or whatever, but it is so much bigger than just that.*

One other major topic of conversation that went beyond the prompts offered by presenting actions was related to the value of expertise in consultation projects such as AIG. Participants shared stories and views of their current and historical demands to be part of research and feeling undervalued for their expertise. It was also revealed that there were four potential participants who had expressed enthusiasm for the project and a desire to provide expertise, but the lack of compensation for their expertise had inhibited their willingness to contribute:

> *[These people] declined purely because of compensation issues ... when we don't pay people or reward them for participation and elevate their sense of status within themselves, I feel like it actually not only reinforces the problem but it actually entrenches and leaves the problem.*

The conversation touched on a significant issue faced by researchers about how to adequately value the contribution and expertise of those we seek to work with. The group reflected on this, stating:

> *I've been working with lots of different groups on different, different consumer groups or advisory councils or steering committees, and basically what the space needs desperately is lived experience participation.*
>
> *when I'm asked to participate in something, [researchers say] we don't have much money in the budget but we'd have enough for a couple of coffees. And I know that they're getting a fulltime wage out of it because I'm not an idiot. I find it A) insulting but B) it's an attitude that needs to be addressed very head on.*
>
> *you desperately need me, you need my voice.*

This topic of conversation should be taken seriously in consultation research programs and should form part of a broader discussion on commitment to community, a topic that will be discussed in Part Four. It is useful to acknowledge that communities are often raided for their knowledge, but a more constructive path forward would necessarily include those experts in the development and implementation of action. Often these communities have been part of various research studies and consultation programs, one participant reflecting that 'I'm exhausted, I just feel like I've been poked and prodded by every professional':

we leave the room going, well I'm pretty much in the same space except that I've given, that's it, I haven't received anything but I've given and it's just, I think it's time we need to eloquently and articulately communicate our value better.

3.4.1.2 Scope customer reference group

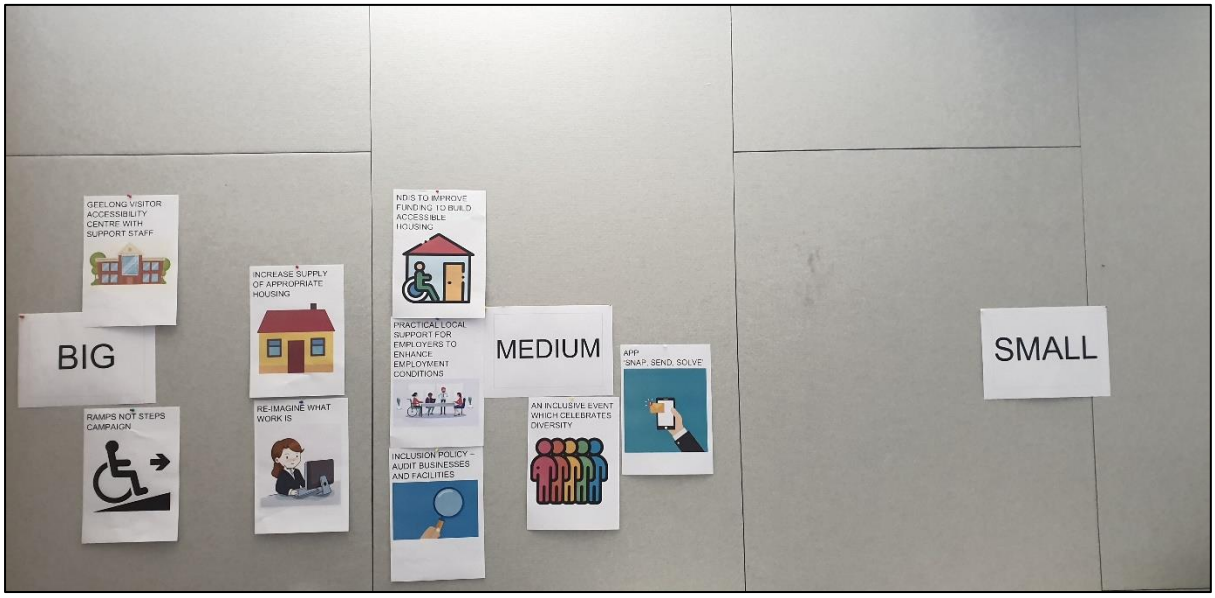

Figure 3.10 Scope customer reference group focus group semantic assessment of actions

Figure 3.10 illustrates how research participants of the Scope customer reference group focus group used semantic assessment of actions to evaluate nine (9) identified Priority Actions. Priority Actions are ranked from big (on the left) to small (on the right), with a medium value in-between. Each Priority Action is given a relational value and pinned to a corresponding space on the wall. The associated discussions for each Priority Action are demonstrated in Table 3.9.

Table 3.9 Scope customer reference group focus group discussion points

Action	Rating	Discussion
Ramps not steps – campaign	Big change; high priority	• Geelong should be assessed to ascertain how many buildings have steps/ramps • Should be everywhere, before we book a venue we have to ring and ask, should never have to make that phone call • Go one step further – if you don't build a ramp you are breaking the law; by the year X • Not good enough that new facilities have ramps, must be about existing buildings too – needs a deadline • Benefits people with prams and the elderly

		• Heritage listing is ‘not an excuse’
Build Geelong visitor accessibility centre in city with support staff	Big change; high priority	• A really good idea • Hard to holiday if you don’t know where you can hire a hoist – good for tourism • Good opportunity for employing people with disability • Connected to ramps too – linked to profit • I like having support staff here so that people can get assistance they require • Geelong needs a map for accessible toilets and a phone app on where to find accessible toilets • Need multiple centres and changing places • Definitely need one at Westfield • ‘Lots of bathrooms are not big enough – the newer ones are getting better’ • ‘Better bathrooms bring more people’ • That could be flagship product of campaign
Re-imagine what work is and how we work	Big change; high priority	• When looking for job many experience ‘we’re not interested’ – often fobbed off • Some people more helpful than others – needs standards • Workplaces need to be really flexible with work options and hours to help people with disability get into work • Needs to be promotion of what benefits there are of having people with disability in their work – not acknowledged as much as it needs to be • Experience in working in supported employment situation (subsidised), almost always short-term and precarious • Is there some sort of phone app that presents what people could do – positive initiative • Making it clear who wants to employ people with disability • Stopping discrimination as a goal • ‘Work is pretty important’ • Making it clear that it is profitable to employ people with disability • Need a big change that relies on other actions such as ramps and building accessibility
Increase supply of appropriate housing	Very big change	• Not enough choice of housing in the current market • Process of building new homes for ourselves needs to be accessible and easy • Too many bad house-sharing scenarios out there – ‘They put people with the wrong people’ • Public housing and supported accommodation waitlists are too long • People want independent living – ‘I want to move into my own place’ • Housing as a fundamental condition for other things – ‘Changes people’s lives – opens up a lot of other options. Changed our lives to move into an accessible home’

Develop inclusion policy – audit businesses and facilities for A&I	Medium to high	• 'Easy for employers to say 'we had another candidate that was more suited'. This is about asking employers to demonstrate this – a system that safeguards this. The law is there but it is too easy to get around. 'We need a process in place – means that more people with get work' • Rewards and punishments as part of the solution • If you are going to be an inclusive business – that should be very widely promoted. Promoted as a pillar of the Geelong community as the way you operate. Other companies will see this • Publicising and celebrating when people do this well • 5-star rating system as suggestion
Work with NDIS to improve process for clients applying for funding to build accessible housing	Medium	• Yes, provided they add more funding to the NDIS and not redistribute existing funding to do it • Need more money • Needs to be in addition to what NDIS are already doing • Links to increasing supply of appropriate and affordable housing • If we give more resources to the NDIS then they can do a better job of supporting people with disability • Would help to have more housing choice and determine for ourselves how we want to live and with whom
Practical local support for employers to enhance employment conditions	Medium	• Could be linked to visitor centre • Operate by people with lived experience – 'Get someone like us to run it' • 'It's about making all the information that is out there really transparent for all employers' • 'What will government bring to the table to support employers?' • Linked to 're-imagine what work is'
Hold an inclusive event which celebrates diversity through lived experience led storytelling	Medium change, could be big if done right	• Unanimous 'Yes' • 'I reckon we should swap Grand Final public holiday for this' • 'Good to help make greater change' • 'Should send the message about actual equality – we talk a lot about equality but we don't demonstrate it'
Create/use an app like Snap, Send, Solve where access and inclusion issues can be identified and responded to	Small to medium	• Good idea – Council needs to support with resources to act on issue • Whoever sends in issue – needs feedback after the issue is sent in • This to be in addition to other ways of reporting • Not everybody is tech-savvy and able to use a device • Don't have easy way to use email

in a timely fashion		• Multiple examples of spaces around the city that could be reported

In addition to the points identified in Table 3.9, participants in this focus group, many of whom were wheelchair users, identified a strong need for improved transport in and around the the CoGG. The limited number of wheelchair-accessible taxis was noted to be insufficient to meet current need, particularly in evenings and on weekends. Current processes of having to speak to taxi-booking agency staff located outside of Geelong at night was noted to be particularly challenging and made booking taxis more difficult. As stated by one participant:

> *We try to book anything [taxis] before it switches over. You don't necessarily want to leave early.*

Accessible carparks and public transport were also noted to be insufficient to meet current needs.

The accessibility of public built environments was of particular concern to this group. Cafes and shops are frequently inaccessible to people who use wheelchairs. Frustration was noted in relation to there being an insufficient number of accessible public toilets, in particular Changing Places facilities, and that the level of accessibility was often inadequate to meet people's actual needs. For instance, one participant noted that he was unable to get into the toilet with his powered wheelchair, as it was not big enough for his wheelchair to turn around in. Designing beyond minimum standards was noted to be preferable:

> *Not a realistic idea that you should have to take your feet off to turn your chair.*

As an identified way of improving building design and accessibility, the concept of co-design was highlighted:

> *Have people with disability in the room when the design is happening. Use co-design when building. Not just speak to people with disability, but work with them when building in Geelong.*

The benefits of more accessible bathrooms were noted – 'better bathrooms bring more people' – and it was noted that a Changing Places facility was needed in the central Geelong shopping centre. The importance of accountability was also raised by participants in relation to access and inclusion policy:

> *Everyone needs to be held accountable.*

3.4.1.3 CoGG DAC and Christine Couzens Taskforce (CCT)

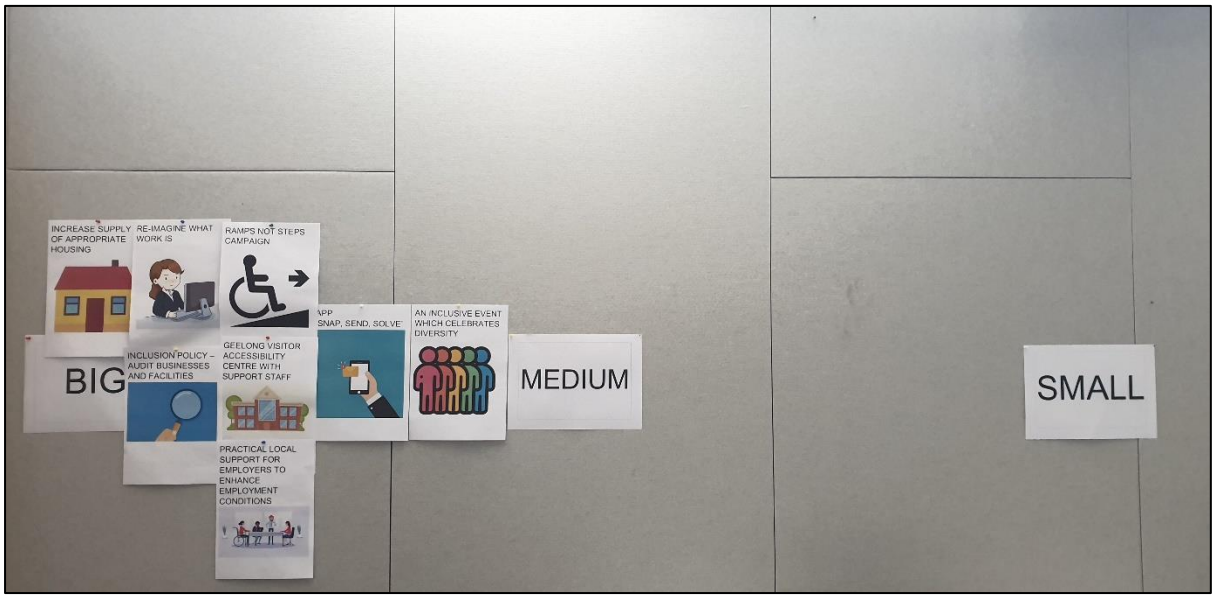

Figure 3.11 CoGG DAC and CCT focus group semantic assessment of actions

Figure 3.11 illustrates how research participants of the CoGG DAC and CCT focus group used semantic assessment of actions to evaluate nine (9) identified Priority Actions. Priority Actions are ranked from big (on the left) to small (on the right), with a medium value in-between. Each Priority Action is given a relational value and pinned to a corresponding space on the wall. The associated discussions for each Priority Action are demonstrated in Table 3.10.

Table 3.10 CoGG DAC and CCT focus group discussion points

Action	Rating	Discussion
Increase supply of appropriate housing	Big change; high priority	• Visitability of other peoples' homes an issue • Flexibility in housing design – 'my needs can change in a moment, don't change my house, have the house so that it can change quickly' • Issues with transport ongoing and related – Could not get a cab to the Social Housing Forum at CoGG – Wanted to find out about accessible housing but could not access the event • Taxis can take several hours, after-hours service is run through Johannesburg, South Africa • No disability talked about at the Social Housing Forum, no matter what they do, they are just patching up a bigger crisis • Availability of land for development is an issue; 'Haven Homes, social housing, all they want is land and they will build, but can't get land – Wadawurrung are doing good stuff'

		• Tenancy services being forced to run as homelessness services • Needs to be prioritised ahead of employment, won't be employed without a house – more important than everything else • Could start with new housing by changing the planning requirements
Re-imagine what work is and how we work	Big change; high priority	• Jobshare, an able-bodied person working with a disabled person • Working one day a week with women for disability, used to do it with laptop on knee, now working at G21 office, now have a feeling that I am in the workforce, great for others too, getting used to people with a disability – all thanks to a host organisation • Need to acknowledge the person, recognise that there are people not in the office that are doing work • NDIS work that way, linking in with others who are not there in a physical sense • Need to make the contributions visible, not only the disability • Conversations were had around making inclusion profitable • When transport changes, we can then also re-imagine work, facilitating participation • Has to be big, is bigger than ramps and steps • If it is not done right, it can be used as a copout by employers • People sometimes need help with imaging what that future could be – training or rethinking to assist
Develop inclusion policy – audit businesses and facilities for A&I	Big change; high priority	• Not just businesses and facilities, but also the people that use them • Need to have staff that understand accessibility too • Need a person with disability to test facilities – go around and test facilities as part of job • We have all had bad customer service, even if you try, you get recognition – customer service important • Big change, in line with re-imagining work
Build Geelong visitor accessibility centre in city with support staff	Big	• Can connect people to different agencies, can be difficult for people to know where to go and get help • Work with accommodation providers to get then up to accessible standard – example of shower above bathtub • Get to a stage where Geelong is thought of as accessible – get Council's officers trained up – promote it rather than list it • Been on the cards for some time – they should just do it – has been mentioned in different forums for different locations • Unintended consequences, need to have others in other locations – they need more than one • Support staff on call • Libraries should have them, in every municipality – should install of these • Should not have to travel

		• Have to be field-tested in the design phase • Disability access should mean incorporation with the public one
Ramps not steps – campaign	Big	• Pretty basic action, pretty clear • Need thought about when you get up the top of the ramp, no swinging doors • Recent building in Geelong, disabled toilet inaccessible unless you can push it open with your feet, in the NDIS building • Need key organisations to take the lead • At the top of stairs, need to be level platform to catch your breath • Unanimous: this is big • Word of caution – Council spending a lot on footpaths, slow gates and vision impairment, can't access the splayed ramps – affects people walking • Door then ramp should be the norm • Constricted by the gutter depth • Limited mobility, need handrails if there are any inclines/declines • Need internal documents that say wheelchair is not the only disability • Can also have people with hip issues preferring steps • The issue is nuanced, it is more than just a ramp • Need a lift, lifts are better • Stairways should have handrails on either side *
Practical local support for employers to enhance employment conditions	Big	• Incentive to get people in, when funding runs out then employer cashes out – we are kind of a token • We worked for the NDIS – disability liaison officer – did not have the right equipment because we were not always in the office • Should be an incentive for these things – to have this person stay there for a number of years • Workplace modifications should be yours to take to the next job • A range of symbols for workplaces to get if they meet criteria – but risk that businesses can trade off the sticker without having met any criteria • Has to be a big change, because businesses don't get it • Effective because employers' attitudes need to change • It was always known that if you had a disability, you stuck to your job, 'cause it was harder to get one • Need to think twice if there is a person with a disability – this has been so good for us to think differently
Create/use an app like Snap, Send, Solve where access	Medium change	• Already exists • Can even do it with voiceover on the phone • Some participants have had action each time used • Needs accountability making sure that the follow-up happens

and inclusion issues can be identified and responded to in a timely fashion		• Normally would just ring up, but getting authorities to ring up gets it done faster: asked doctor's surgery to ring up, put it onto someone else • There are other reporting systems that can work too
Hold an inclusive event which celebrates diversity through lived experience led storytelling	Medium change	• Great idea to do that • Bringing in other cultures too • Some agree, but don't think that this is a high priority • Other events are open to people with disability – could attach to the conference • Not bursting to fight for this before the housing and the ramps • Carparks for people with disability are sites of contestation. One person had said to them 'you are not a person with a disability. If you think you are a person with a disability now, just wait a fuckin moment' • Confusion with the public around the uses of disabled parking spots and toilets • Not enough toilets for the general public, so they use ours – disabled toilets are always much cleaner too • Medium – smaller than the app
Work with NDIS to improve process for clients applying for funding to build accessible housing	Action dumped	• Don't think that this is an NDIS issue, up to CoGG, the people, the community organisations etc. • NDIS is there to support, not their responsibility – state and local, but not NDIS • Agencies that build housing should be thinking about accessible housing when they are selling houses • SDA funding is designated for this • Will need a change in legislation • Developers need to think about accessible houses 'for everybody' • Would put this one at the bottom • Action not placed on wall and ranked against the scale (small–medium–big) – focus group participants decided that this action is misinformed and should not be actioned

Within this focus group, there was an objection to the action that proposed that the NDIS work with builders to form partnerships that might leverage an increase in the supply of appropriate and affordable housing. Ambiguity existed around which entities and actors are responsible for the provision of affordable and accessible housing, and those that have the levers to affect changes to the system. The allocation of responsibility for the provision of housing is unevenly distributed across the community across all levels of government and the private sector. Given that the DHSS hosts the statutory housing authority in Victoria, it is perhaps incumbent upon the Department to take a leadership role in reconciling the confusion

that exists in the community. This is especially poignant given the current ‘housing crisis’ and the net loss of over 20,000 public housing dwellings in the past decade across Australia (AIHW 2019).

Another issue that emerged from discussions around these key actions was community members’ experience of contestation of their disability due to apparent visibility. As in Subsection 3.4.1.1, participants noted that there are often moments in their experience of everyday life where their status as recipients of disabled car parking permits or users of assessible toilets is challenged by other members of the public. Conversely, they also noted that people without apparent visible disability or requisite permits often occupy spaces reserved for people with access needs. It is evident that both people with and people without lived experience of disability police the use of accessible spaces without appropriate tact or knowledge, therefore risking negative impacts on people who need those spaces. This may require further attention in the form of a public awareness campaign that addresses the diversity of lived experience and the negative impact that such calling out can have on the esteem and health of people who have lived experience of disability and valid claim to use accessible space. The group noted that ‘awareness needs to be raised across the board’ and that ‘people aren’t cruel or indifferent, just haven’t thought about it or been affected by it yet.’

3.4.2 Research-based evaluation

Through the presentation of storied narratives to each focus group, participants were able to better understand how particular actions can be used as leverage points to change a system. By asking participants to then rate how big they perceived the level of change to be, the data produced was able to evaluate whether actions and corresponding leverage points were commensurate. In this sense, the focus groups used community evaluation techniques to assess the analytical process performed by the research team on the 37 Priority Actions.

Nine actions were presented to each group. These actions were identified as being a representative combination of actions across all three STICKE workshops and across all five collapsed intervention levels. The number of actions in total that were taken to the focus groups was also determined by time constraints. Sufficient time had to be set aside to receive additional areas of concern and the recommendation of other themes, actions and interventions that were not represented by the storied narratives.

Some focus group participants also identified actions and themes that had been created and discussed in STICKE workshops. These were not presented by the research team to the focus group but, rather, they were produced organically. This confirmed a number of important actions and the importance of systems-thinking research design in community consultation.

The major finding that emanated from the focus group material relates to complexity and contingency. It was found that while many actions were rated as having a large impact, or would be effective in bringing about change to the system, there were often caveats to their implementation. These caveats identified that key actions with high leverage points would be unlikely to effect systemic change if they were not enabled by a number of lower leverage point actions. This finding is discussed in more detail in Part Four, Subsection 4.1.3.

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4.1 Discussion of findings

4.1.1 Research context

Part One of this Accessible & Inclusive Geelong (AIG) Feasibility Study examined the evidence pertaining to the City of Greater Geelong (CoGG), its surrounding region and its position in a global context of practice and research. An evidence base was presented in four sections to inform subsequent stages of the study.

The first section examined national and global precedents aligned to the aim of creating an accessible and inclusive city, and sought to identify benchmarks and ways of measuring accessibility and inclusivity against such benchmarks.

Accessibility is identified in the evidence review as a 'broad and flexible concept that can be defined as the ability to approach something by someone' (La Rosa, Takatori, Shimizu and Privitera 2018, p. 346, as quoted in Rebernik, Marušić, Bahillo and Osaba 2019, p. 196). In practical terms, accessibility is seen to be perceived from a variety of perspectives, from economic, physical, information and communication aspects to medical services and many others. Accessibility reflects the ability of people with disability to access and use particular environments, products, services or information (Burchardt and Le Grand 2002), where 'persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others' (United Nations 2006, p. 4).

Accessibility is thus identified as a precondition for inclusive cities and societies. The terms 'accessibility' and 'inclusion' are primarily referred to in the context of the study as: (1) *accessibility* of public spaces, community services and infrastructure, and economic participation; and (2) *inclusive* urban planning, design governance, employment practices and community engagement. However, as was explained in Part One, while our focus has been with people with disability, the aim is for a fully accessible and inclusive city for 'all'. This Feasibility Study is underpinned by the view that promoting social inclusion for people with disability aligns with promoting social inclusion for all people due to the intersectionality of disability to other characteristics of diversity, a view indeed reflected in CoGG policy (e.g. CoGG Access and Inclusion Plan 2018–22).

The study developed the following working definition of an accessible and inclusive city as one:

> *designed to provide equitable opportunities for connectivity (spatial & digital), economic participation, employment, education, housing, and community and social infrastructure that meet the needs and aspirations of all.*

Becoming an accessible and inclusive city requires, we argue, lasting structural and attitudinal change. Global case studies and benchmarks for what constitutes an accessible and inclusive city broadly conceive of it as a place that proactively fosters equitable access to, and participation in, the social and economic life of the city for all. We suggest five (composite) domains that an accessible and inclusive city would consider: (1) connectivity (spatial & digital); (2) economic participation, employment and education; (3) housing; (4) community and social infrastructure; and (5) processes of engagement and inclusion. Three subsystems are identified in this study that collapse the five domains to reflect the separate focuses identified by the research funder: (1) the built environment; (2) community infrastructure; and (3) employment and economic participation.

While prioritising accessibility and inclusivity at a city scale necessitates a solid understanding of existing conditions, the measurement of these conditions remains elusive. While accessibility at the city scale has conventionally been measured via travel time and distance to key destinations, and accessibility in relation to disability is normally evaluated by adherence to accessibility regulations and standards such as AS1428, such measures fail to include user perceptions that capture individual perspectives of accessibility. Thus, city-scale accessibility evaluation should include both quantitative and qualitative (user-centred) indicators of mobility, proximity, transportation system connectivity, affordability, convenience and social acceptability. Measuring inclusiveness is even more elusive than measuring accessibility and entails multiple indicators across each of the five city domains. As with accessibility, the measurement of inclusiveness should include user perception and go beyond a focus on ‘being in place’ to belonging. Unfortunately, Universal Design, a framework that promises a user-centred perspective, is currently not measurable via recognised tools at either building or city scales.

Shifting focus to local strategies for improving and evaluating accessibility and inclusion, the second part of the evidence review identified a plethora of documented initiatives across the

CoGG. However, few concrete, measurable recommendations, timelines, evaluative criteria and/or budgets were found, with poor integration across initiatives, repetition and gaps in coverage. While Deakin University research has critically appraised a wealth of issues around accessibility and social inclusion, prior to the AIG Feasibility Study little of this research had specifically focused on Geelong. In common with the first section of the evidence review, the need was highlighted for further work that actively engages people with disability in its approach through to the evaluation of outcomes. Indeed, at the heart of much of the good practice identified in this section is the inclusion of those with lived experience of disability.

The next section identified conceptual and practical opportunity in Geelong to develop connected, collective and efficient strategies to embed access and inclusion for people with disability in employment and economic participation. With the CoGG firmly established as Australia's social insurance capital, providing a home for the national headquarters of the NDIS along with state headquarters for the TAC and WorkSafe, as well as for Deakin University's many researchers working on accessibility and inclusion, Geelong has the imperative, opportunity and clear capacity to provide exemplary access to employment and economic participation. Becoming an international leader in this area will require these institutions and other key stakeholders to work directly with people with disability to establish current gaps or barriers to the employment and economic participation of people with disability, and to develop best practice to overcome these barriers.

The final section of Part One underlined that research hoping to significantly support and sustain the planning, design and decision-making processes for overcoming barriers to inclusion and accessibility must be carried out in partnership with people with disability. Here, a theoretical framework on inclusion was posited that: (1) builds on social model ideas about addressing disability barriers; (2) extends beyond spatial and place-based conceptions of inclusion to add a relational context; and (3) positions collective impact approaches for the continued research, implementation and evaluation of actions.

It is concluded in Part One that such multimethod, inclusive research can provide a conceptual, ethical and methodological starting point for the identification of accessibility and inclusivity issues that face cities and the people who use them. Methods that give the greatest choice and control to people with disability are identified as the most appropriate. Such approaches are most likely to ensure that the issues being examined are those identified by people with disability and that the outcomes are owned by and more easily translated into

social change by people with disability themselves pushing the boundaries towards attitudinal change. Further, as a result of such a foundation, along with the co-development of systematic solutions with those in government and service providers, these changes will be more sustainable.

The key recommendations from Part One are highlighted in Table 4.1 and categorised according to whether they apply across the system or specifically to a subsystem.

Table 4.1 Key recommendations from Part One

System	Recommendation	#
Cross-system	Adopt inclusive co-research and co-design approaches for the development, implementation and evaluation of actions.	1.1
	Embed principles of Universal Design across all five city domains.	1.2
Built environment	Improve planning legislation to define and ensure access and inclusion within the planning framework.	1.3
	Better coordinate existing local and organisational plans to ensure concerted action and evaluation of outcomes.	1.4
	Co-design, adopt, embed and monitor measures of accessibility and inclusion across the CoGG region.	1.5
	Improve accessibility of public realm pedestrian environments guided by lived experience of people with disability and Universal Design principles.	1.6
	Increase the supply of public and community housing, including specialist disability accommodation (SDA), and accessible dwellings for seniors and/or people with disability in all neighbourhoods of the city.	1.7
	Strengthen housing legislation and planning policy towards Universal Design.	1.8
	Improve built environment education and practice for better understanding and practice of Universal Design.	1.9
Community infrastructure	Improve public transport and associated urban infrastructure for better integration of local transport routes and institute fully accessible modes of transport, including taxi services.	1.10
	Ensure neighbourhood-scale accessibility across the built environment, facilities and services.	1.11

Employment and economic participation	Link current initiatives and stakeholders in Geelong addressing inclusive employment and economic participation of people with disability.	1.12
	Engage with key stakeholders to establish current gaps and barriers to inclusive employment and economic participation of people with disability in Geelong, and promote innovative examples of best practice.	1.13
	Develop recommendations for prioritised actions to develop Geelong as a leading city in terms of inclusive employment and economic participation of people with disability.	1.14

4.1.2 Contextual analyses

In Part Two, the demographic and legislative contexts of accessibility have been considered in detail and the data reviewed from the Geelong-based 2019 Having A Say conference. In the first section, data from the 2016 ABS Census in relation to disability was considered. In the second section, an assessment was provided of the strategic and statutory planning requirements in the CoGG to inform a plan for an accessible and inclusive city.

The demographic analysis highlighted the possibility of a mismatch between investment and need such that, while activity has focused on facilitating access and social inclusion within the facilities and urban spaces of the inner core of the city, the greatest concentration of need is in Corio–Norlane, North Geelong and Moolap.

The planning analysis identified opportunity in Geelong to implement robust and transparent policies towards access and inclusion without being overly demanding on limited resources at state and local levels. It was suggested that in some instances the requirement for an accessibility report could assist with ensuring future developments meet the needs of all parts of the community.

The key recommendations from the demographic and planning analyses are presented in Table 4.2, which due to the focus of these analyses is restricted to cross-domain and built environment issues.

Table 4.2 Key recommendations from Part Two

System	**Recommendation**	**#**
Cross-system	Ensure that physical modifications to the urban environment, and provision of universal housing design, accessible and dedicated services and	2.1

	employment are prioritised in those parts of Geelong with immediate need/ high concentrations of those living with or caring for those with a disability – Corio–Norlane, North Geelong–Bell Park and Newcomb–Moolap; and that future physical modifications to the urban environment, and provision of universal housing design, accessible and dedicated services and employment are distributed across all areas of Geelong.	
Built environment	Include a new Access and Inclusion Policy in the Principal Planning Framework.	2.2
	Review the Apartment Design Guidelines for Victoria and the relevant provisions in Clauses 55 and 58 of the Victoria Planning Provisions to ensure that they meet contemporary access and inclusion requirements.	2.3
	Include a new decision-making criterion regarding access for all abilities.	2.4
	Liaise with the City of Greater Geelong regarding the addition of 'accessible and inclusion', and a policy directive in Clause 21.02 City of Greater Geelong Sustainable Growth Framework. The implementation of a new Local Planning Policy will guide future use and development in Geelong to address access and inclusion.	2.5
	Liaise with the City of Greater Geelong and with the Geelong Authority and the Revitalising Central Geelong project team regarding the addition of access and inclusion objectives and development requirements in the Greater Geelong Planning Scheme.	2.6
	Request the establishment of an S.151 Advisory Committee Access and Inclusion in the Victorian Planning System.	2.7
	Improve education for access and inclusion design response in development and land use proposals.	2.8

4.1.3 Community engagement: STICKE workshops and focus groups

The short study lead-time and short time available for primary data collection via community consultation (four months) required an inclusive research approach able to concentrate on the collection of a broad range of opinions, viewpoints and ideas. Broad-level non-intrusive consultations with community stakeholders were developed in the form of group systems-thinking workshops designed with representatives from two consultative stakeholder groups: a study steering committee and a study taskforce. Part Three of the report has described how the Systems Thinking in Community Knowledge Exchange (STICKE) tool was used in three workshops with a mix of key organisations and individuals with lived experience of

disability, to identify and prioritise feasible solutions to elements in the built environment, community infrastructure and employment regimes that marginalise people with disability.

Priority Actions were identified in primary data collected from the STICKE workshops that could be implemented to effect systemic overhaul, make the current system work better or address factors and relationships in the system to improve smaller components. Using systems-thinking analysis, it was revealed that to address the current state of access and inclusion in Geelong, with the goal of becoming a world-class accessible and inclusive city, requires interventions at multiple levels, including paradigmatic change. Many actions were identified that are highly feasible to carry out, given correct planning and fidelity to the community's prioritisation of those actions. However, this does not necessarily mean that their implementation will bring about beneficial change to all factors that are involved in that system or changes that will match the aspirational goals of the system.

In this subsection, the findings of our research with stakeholders are synthesised to identify key Priority Actions and their correlating leverage points in a system of access and inclusion. Focus is upon the particular sets of actions that will yield a greater impact upon the entire system. Here, actions that seem to have lower feasibility are seen to become more feasible with an added focus upon their interrelated actions, while actions that have lower impact and effectiveness ratings are seen to garner greater impacts when coupled with actions at higher intervention levels.

In the discussion that follows, *impact* will be considered in relation to how community stakeholders perceived an action's effect on their own lives or in bringing about change to the system. *Feasibility* relates to how community stakeholders understood the ease with which such an action can be implemented, given perceptions of cost, effort and the will of those endowed with the responsibility to act upon those actions. The higher the score (from 1–10) for impact and feasibility, the higher the impact and feasibility as perceived by the community.

In the Part Three analyses, *leverage point allocation* was shown to relate to the level of effectiveness determined by systems-thinking analysis. The lower the score (from 1–12), the higher the degree of effectiveness in bringing about systemic change. When discussed in terms of an impact's related leverage point, it is evident that some actions were perceived differently by the community and the research team, such that some actions rated as having

high impact were deemed to have lower leverage values. Similarly, with some actions of high importance to the community their capacity to bring about wider structural change was lower when viewed singularly. For these sorts of actions, it does not necessarily mean that impact will be distributed more widely across the system.

4.1.3.1 System-specific leverage points and actions

Built environment

Intuitively, attempts to address constraining factors in the built environment often target changes to the physical stocks present within the system. This involves upgrades to the built form to enable unencumbered mobility, adequate shelter and meaningful participation. Many actions suggested by community stakeholders reflect this. Changing steps to ramps, providing adequate shelter at transport stops, increasing accessible parking, increasing supply of appropriate and affordable housing and other such actions are examples of an intuitive response to addressing physical barriers to access and inclusion. These factors are matters of human rights and the right to the city more generally, and they should be a part of the ongoing development of Geelong as a world-class accessible and inclusive city.

However, while we recommend that these changes to physical stocks should be actioned, it should be acknowledged that they involve large delays, are constrained by system parameters, do not challenge the fundamentals of the system and are costly. In order to realise the full leveraging power of these actions, they must be implemented at a critical scale. The recommended actions presented below, therefore, target key points in the system that will facilitate a more effective implementation of those intuitive responses.

Central to the systems map for the built environment were attitudes towards access and inclusion. In order to break negative feedback loops within the system, this factor must be changed and one action emerged as being a key leverage point in addressing this:

> **Action: Raise awareness of and improve attitudes towards access and inclusion across different platforms.** This also involves engaging with existing champions in the community and developing an accessible webpage of examples of best practice of accessibility and inclusion.
>
> **Impact:** 10/10

Feasibility: 2/10

Leverage point: 2

This action is deemed by the research team to be of high priority due to the level of impact it will have across the system. Intervention at this level will bring about effectual change to a range of other factors in the built environment system. Addressing this action in isolation from the rest of the system's factors will address the mindset or paradigm from which the system – its goals, structure, rules, delays, parameters – arises. A renewed focus on engagement, awareness and representation will target attitudes related to disability, promote wider levels of access and inclusion considerations, and grow the capacity of champions to enact further change.

The research analysis concludes that while this action will make a significant change to the system, it is likely to have multi-actor involvement and to require continual effort to maintain its positive effects. Implementation of this action will unlock new opportunities to engage the community and reduce delays in incorporating new rules or operating parameters. However, this action is impeded by constraining factors within the system, a condition that reduces its feasibility. It is therefore likely that the successful implementation of this action will become more feasible if the following interrelated actions (Table 4.3) are implemented concurrently or prior:

Table 4.3 Built environment actions to add, change, evolve or self-organise the system structure

Action	Impact	Feasibility	Leverage point allocation	Leverage point description
Formulate policy to involve a person with lived experience of disability in the co-design of all new public buildings	10	8	4	The power to add, change, evolve or self-organise system structure
Employ a high-profile advocate for people with disability and the aged who has a lived/living experience of disability, to advocate to policymakers	10	7	4	The power to add, change, evolve or self-organise system structure

The actions listed above (Table 4.3) relate to the power to add, change, evolve or self-organise the system structure. If addressed, these actions will unlock leverage points of higher value. For the above actions to become feasible, we recommend the following set of interrelated actions (Table 4.4):

Table 4.4 Built environment actions to facilitate structure of information flows

Action	Impact	Feasibility	Leverage point allocation	Leverage point description
Create a priority list of upgrades to transport networks, nodes and services	8	10	6	The structure of information flows (who does and does not have access to information)
Create/use an app like Snap, Send, Solve where access and inclusion issues can be identified and responded to in a timely fashion	7	8	6	The structure of information flows (who does and does not have access to information)

The actions listed above (Table 4.4) relate to the structure of information flows (who does and does not have access to information). If addressed, these actions will unlock leverage points of higher value.

Community infrastructure

In relation to ability pride and inclusion as a value, a number of factors influence how these might be realised to the degree called for by community stakeholders. These factors include: the provision of fully accessible schools, homes, public places, services and community groups; the presence of a government policy on inclusion; the provision of education by people with disability; and an enlarged capacity for collective, inclusive community belonging and social connection.

Two actions were proposed by the community that were assessed as having high leverage points that would change the mindset or paradigm out of which the system – its goals, structure, rules, delays, parameters – arises. The first is to enable a higher degree of representation of people with disability in the mainstream media. For this to happen, other

high-leverage-point actions that relate to broad-scale attitudinal shift must be realised. Given the lack of discernible enabling factors within this system that would facilitate this, and the fact that the community rated its feasibility as low, the research team does not recommend this as a feasible action.

The second action assessed as having a high leverage point and high impact by the community is as follows:

> **Action: Build a Geelong visitor accessibility centre run and managed by people with disability, with accessibility support staff.**
>
> **Impact:** 10/10
>
> **Feasibility:** 3/10
>
> **Leverage point:** 2

Intuitively, the construction of a visitor accessibility centre does not immediately represent a high leverage point action, given that it is a physical structure. However, the key determinant of this action being of high value relies upon its accompanied services and supports, and its ability to be accessed across a range of geographies. This action is deemed by the research team to be of high priority due to the level of impact it will have across the system if implemented correctly. Intervention at this level will bring about effectual change to a range of other factors in the community infrastructure system and has the power to unlock space in the city where ability pride can flourish and encourage related services to improve.

At a bare minimum a visitor accessibility centre must be an exemplar of Universal Design, have a full suite of accessibility support services and provide spaces for a range of abilities where people can seek information and respite in the city. The centre should not be framed as a separate space for people with varied access needs, but an inclusive space able to be accessed by all, for people to make informed choices about accessible travel, accommodation, services and other aspects of participation, staffed by qualified support workers and people with disability. It must be non-profit, connect people to different agencies and work with accommodation providers to bring accommodation up to accessible standard.

Furthermore, it is strongly suggested that a visitor accessibility centre cannot succeed unless its services and infrastructure are more widely distributed. For instance, all public libraries

and community centres should also have meaningful access to the bare minimum requirements outlined above.

While this action item can be a key leverage point in the community infrastructure system, it could easily be compromised by insufficient funding, incorrect planning and/or lack of advocate oversight. To ensure that this action remains feasible, the research analysis recommends that the following actions be implemented prior to the planning of an inclusive visitor accessibility centre:

Table 4.5 Community infrastructure actions to add, change, evolve or self-organise the system structure

Actions	**Impact**	**Feasibility**	**Leverage point allocation**	**Leverage point description**
Meaningful participation of people with disability in: • Development of government policy • Grant design; and • Funding decisions for inclusion activities	9	7	4	The power to add, change, evolve or self-organise system structure

The actions listed above (Table 4.5) relate to the power to add, change, evolve or self-organise the system structure. If addressed, these actions will unlock leverage points of higher value. For the above actions to become feasible, we recommend the following interrelated action (Table 4.6):

Table 4.6 Community infrastructure actions to increase gains around driving positive feedback loops

Action	**Impact**	**Feasibility**	**Leverage point allocation**	**Leverage point description**
Cultivate champions: develop relationships with an organisation that has the values and provide training, guidance and to make	3	10	7	The gain around driving positive feedback loops

change – use as example/ambassador for others				

The actions listed above (Table 4.6) relate to the power to increase gains around driving positive feedback loops in the system structure. If addressed, these actions will unlock leverage points of higher value. For the above actions to become feasible, we recommend the following set of interrelated actions (Table 4.7):

Table 4.7 Community infrastructure actions to change the structure of material stocks and flows

Action	Impact	Feasibility	Leverage point allocation	Leverage point description
More accessible parking to be provided by local government	8	7	10	The structure of material stocks and flows (such as transport networks, population age structures)
Upgraded, safe bus stops with lighting, shelters and even footpaths	8	7	10	

The actions listed above (Table 4.7) relate to changing the structure of material stocks and flows in the system structure. If addressed, these actions will unlock leverage points of higher value. For the above actions to become feasible, we recommend the following set of actions (Table 4.8):

Table 4.8 Community infrastructure actions to change constants, parameters and numbers

Action	Impact	Feasibility	Leverage point allocation	Leverage point description
Hold an inclusive event which celebrates diversity through lived experience led storytelling	9	10	12	Constants, parameters, numbers (such as subsidies, taxes, standards)

The actions listed above (Table 4.8) relate to changes in constants, parameters and numbers in a system structure. If addressed, these actions will unlock leverage points of higher value.

Employment and economic participation

Central to the state of the system for employment and economic participation is how inclusion is valued. Valuing inclusion is a hinge factor in the behaviour of subsystems that relate to employer actions, the agency of people with disability, support mechanisms and funding arrangements. In addressing how inclusion is valued, in both an economic and a social sense, the overall system is likely to operate differently. The most powerful action that can be taken to address this is to re-imagine the very conceptualisation of work and how it is performed. This is a paradigm-shifting suggestion that would radically change all social relations, requiring a whole-of-society effort and an overhaul of the prevailing economic system. No combination of actions identified in this research can enable this change to take place; however, there are actions that may represent a step in this direction.

Two actions were proposed by the community that were assessed as having high leverage points and are deemed by the research team to be of high priority due to the catalysing force their implementation will have across the system. Intervention at this level will bring about effectual change to a range of other factors in the employment and economic participation system. Furthermore, addressing these actions *together* will significantly address the mindset or paradigm from which the system – its goals, structure, rules, delays, parameters – arises.

Each action presented below is based upon a co-designed, lived experience and expertise-driven formulation of policy and action in relation to how people with disability experience work. The first action presented below targets the role of the employer in formulating government policy:

> **Action: Increase business groups' collective participation in developing initiatives around inclusion policy (and develop a marketing campaign around stories of positive and profitable inclusion).**
>
> **Impact:** 5/10
>
> **Feasibility:** 10/10
>
> **Leverage point:** 2

While the focus here intuitively seems to suggest that employers should be part of forming industrial relations and workplace policy, we suggest that this entails a reorienting of the role

and function of employers in such processes. Employers should collectivise their approach to access and inclusion barriers, and seek to enable the inclusion of people with disability in forging pathways to inclusion. The imperative should be placed on business groups to work together on access and inclusion, rather than seeking to out-compete each other (often only marginally and to little systemic effect). Access and inclusion should be realised as profitable aspect of whole industries, rather than the domain of niche businesses that corner markets. This involves viewing access and inclusion as profitable resources that do not diminish bottom lines when other businesses become more in tune with access and inclusion principles and practices.

The action presented below addresses the active and ongoing role of people with disability in the co-design of work arrangements:

> **Action: Raise expectations and aspirations of the employment and economic participation system by co-designing work arrangements with people with disability.**
>
> **Impact:** 10/10
>
> **Feasibility:** 9/10
>
> **Leverage point:** 2

The combination of the above action idea and the preceding action on business group collective participation in policy formulation presents a significant opportunity to reorient how the employment and economic participation system works for people with disability. We suggest that, as a combined action, employers should be enabled and in fact mandated to co-design policies related to access and inclusion, and the actual working arrangements (workplace design, job descriptions, productions targets etc.) that are negotiated between employers and employees. People with disability should be part of every workplace initiative on the development of workplace standards so that the expectations of employers and employees are optimised for the benefit of both. This involves radically revaluing the participation of people with disability in the system so that their expertise can inform and reformulate the goals and aspirations of the system.

Our analysis concludes that while these actions will make significant positive alterations to how the system works, this is likely to mean multi-actor involvement and to require continual

effort to maintain its positive effects. These actions are highly feasible, but can be enhanced by initiatives that relate to multiple action ideas created by community stakeholders. It is highly likely that the successful implementation of actions that relate to support mechanisms will enhance the feasibility of higher leverage points in the system. The following sets of interrelated actions should be implemented to facilitate this:

Table 4.9 Employment and economic participation actions to grow capacity of people with disability to become employers

Action	Impact	Feasibility	Leverage point allocation	Leverage point description
Practical local support for employers to enhance employment conditions	4	7	3	The goals of the system
Support/mentoring for business enterprise – people with disability to become employers	6	8	4	The power to add, change, evolve or self-organise system structure
Develop inclusivity support network for businesses to adopt and source help	8	9	5	The rules of the system (such as incentives, punishments, constraints)

The three actions presented in Table 4.9 can be combined to establish and support initiative that services local businesses and grows the capacity of people with disability to become employers. Already such networks likely exist – for instance, the G21 GROW initiative and the Geelong Chamber of Commerce – and these should be developed to incorporate the above actions, including adequate funding and evaluation. The interrelated actions presented below (Table 4.10) should similarly be packaged as an initiative with a number of functioning aspects.

Table 4.10 Employment and economic participation actions for compliance with access and inclusion principles

Action	Impact	Feasibility	Leverage point allocation	Leverage point description

Government departments to adopt procurement and incentive policies that support employers that employ people with disability	6	6	5	The rules of the system (such as incentives, punishments, constraints)
Develop employer incentives – certification, accreditation or recognition at local level that enable tax breaks, tender preferences etc.	10	5	5	
Implement mandatory targets and policies related to access and inclusion that penalise non-compliance	10	1	5	

Combined, the above actions (Table 4.10) target a range of incentives and disincentives for compliance with access and inclusion principles. As an enabler of industrial activity, the community suggested that government agencies should provide incentives or evaluation measures in the tendering processes of all new public contracts. Minimum standards should be set at world-class levels and attainment of those standards should be recognised by accreditation.

As a matter of social justice for recipients of disability pensions, a concerning predicament emerged. It was understood that a major barrier to employment and economic participation is the risk of losing support and welfare funding due to hours worked exceeding certain thresholds. It is suggested that, as a low-feasibility action that has little capacity to change the employment and economic participation system, a review of disability pension eligibility is still necessary. Further flexibility in this system is required to ensure maintenance of an adequate standard of quality of life.

4.1.3.2 Cross-system leverage points and actions

Three themes were common across the three system maps, and actions across the three systems that relate to these themes can be regarded as key leverage points. These are:

- Attitudes towards inclusion/access (built environment)
- Ability pride and inclusion as a value (community infrastructure)
- Valuing inclusion (employment and economic participation)

These themes are regarded as *paradigmatic* in that they have enlarged capacity to influence how the overall system operates. A change in how the above three themes are structured will enact meaningful change to the system more so than with any other theme.

Across all three systems, the following recommended actions have been compiled:

- Implement mandatory, sustainable and evidenced forms of co-design of buildings, support networks and initiatives that involve government with people who have lived experience of disability
- Formulate whole-of-government policy that sets world-class minimum standards for access and inclusion principles across the built environment, community infrastructure and employment and economic participation realms (these should include a combination of tendering requirements, incentive structures and penalties for non-compliance)
- Complete priority upgrades to the public realm to enable mobility and the installation of essential infrastructure such as toileting and change facilities; and
- Raise the visibility of people with lived experience of disability through the creation of a high-profile advocate, public awareness campaign, regular ability pride events and an accessibility centre.

4.1.4 Synthesis of findings

In this subsection, we bring together all the recommendations and actions identified in Parts One, Two and Three. This process has prioritised the actions from Part Three because these were arrived at with and evaluated by the community. Overall principles to apply across the actions have been derived from Parts One and Two and augmented by the system-wide leverage points identified in Part Three. Six prioritised actions are identified with 28 interrelated actions grouped according to their relationship with each of the Priority Actions. One Priority Action, derived from the evidence review, on increasing the supply of accessible housing had strong resonance across all three STICKE workshops and is prominent in all three systems maps. One Priority Action informed by the evidence review relates to improving planning legislation and is accompanied by six related actions derived from our analyses of Victorian planning legislation. The other four Priority Actions and their interrelated actions come from the analysis of community-identified priorities via the systems-thinking approach adopted. The interrelated actions to these four Priority Actions are augmented by two actions derived from the evidence review that the research team consider

to address important gaps. The list of recommendations is presented below (Table 4.11) in two columns labelled ‘Prioritised actions’ and ‘Interrelated actions’ with associated leverage points, system- applicability and domain-applicability also indicated.

Table 4.11 Recommendations and actions synthesised from the first three Parts of the study

Principles of Action	Prioritised actions*	Interrelated actions**	Lev. point	System	Domain
P1. Adopt inclusive co-research and co-design approaches for the development, implementation and evaluation of actions. P2. Embed principles of Universal Design into the implementation of all actions. P3. Ensure built environment improvements, and provision of affordable and appropriate housing, dedicated services and employment are available for all, especially in areas	1.0 Improve planning legislation to define and ensure access and inclusion within the planning framework.			Built environment	3, 4 & 5
		1.1 Include a new Access and Inclusion Policy in the Principal Planning Framework.			4
		1.2 Review the Apartment Design Guidelines for Victoria and the relevant provisions in Clauses 55 and 58 of the Victoria Planning Provisions to ensure that they meet contemporary access and inclusion requirements.			3
		1.3 Include a new decision-making criterion regarding access for all abilities.			5
		1.4 Liaise with the City of Greater Geelong regarding the addition of 'accessible and inclusion' and a policy directive in Clause 21.02 City of Greater Geelong Sustainable Growth Framework. The implementation of a new Local Planning Policy will guide future use and development in Geelong to address access and inclusion.			3 & 4
		1.5 Liaise with the Geelong Authority and the Revitalising Central Geelong Project team regarding the addition of access and inclusion objectives and development requirements in the Greater Geelong Planning Scheme; and with the City of Greater Geelong regarding the addition of access and inclusion objectives and development requirements in the Greater Geelong Planning Scheme.			3 & 4

with high immediate demand.		1.6 Request the establishment of an S.151 Advisory Committee Access and Inclusion in the Victorian Planning System.			5
P4. Prioritise attitudinal change towards inclusion and access. P5. Adopt inclusion as a core value for Geelong.	2.0 Raise awareness of and improve attitudes towards access and inclusion across different policy initiatives, platforms of communication, events and spaces.		2	System-wide	5
		2.1 Formulate a policy to mandate involvement of people with lived experience of disability in the co-design of all new public buildings.	4	Built environment	5
		2.2 Develop a policy advocacy role for people with disability that is filled by a high-profile person with disability.	4	System-wide	5
		2.3 Create a priority list of upgrades to transport networks, nodes and services.	6	Community infrastructure	1
		2.4 Upgrade the built public realm to enable mobility and the installation of essential infrastructure such as toileting and change facilities.			1 & 4
		2.5 Create/use an app like Snap, Send, Solve where access and inclusion issues can be identified and responded to in a timely fashion.	6	System-wide	1 & 5
		2.6 Improve built environment education and practice for better understanding and practice of Universal Design.		Built environment	2
		2.7 Better coordinate existing local and organisational plans to ensure concerted action to systematically progress access and inclusion.		System-wide	5
		2.8 Evaluate local and organisational plan outcomes to measure progress towards access and inclusion.		System-wide	5
		2.9 Co-design, embed and monitor measures of accessibility and inclusion across the City of Greater Geelong region.		Built environment	2
		2.10 Formulate whole-of-government policy that sets world-class minimum standards for access and inclusion across the built environment, community infrastructure and employment and economic participation (including a		System-wide	1, 2, 3 & 4

		combination of tendering requirements, incentive structures and penalties for non-compliance).			
	3.0 Build a Geelong inclusive visitor centre run and managed by people with disability, with accessibility support staff, as an exemplar of the five Principles of Action.			System-wide	
		3.1 Increase meaningful participation of people with disability in development of government policy, grant design and funding decisions for inclusion activities.	4	System-wide	5
		3.2 Cultivate champions to advance inclusion and accessibility across the Greater Geelong region.	7	System-wide	5
		3.3 Increase provision of accessible parking.	10	Built environment	1 & 4
		3.4 Improve accessibility of public realm pedestrian environments guided by lived experience of people with disability and Universal Design principles, including upgrading safe bus stops with lighting and shelters.	10	Community infrastructure	1
		3.5 Improve public transport and associated urban infrastructure for better integration of local transport routes and institute fully accessible modes of transport, including taxi services.		Community infrastructure	1
		3.6 Ensure neighbourhood-scale accessibility across the built environment, facilities and services.		Community infrastructure	1 & 4
		3.7 Hold an annual inclusive event which celebrates diversity through lived experience led storytelling.	12	System-wide	5

	4.0 Increase the supply of accessible and affordable public and community housing.			Built environment	3
		4.1 Strengthen housing legislation and planning policy to prioritise Universal Design.		Built environment	3
	5.0 Increase business groups' collective participation in developing initiatives around inclusion.		2	Employment & economic participation	2
		5.1 Develop a marketing campaign around stories of profitable inclusion.	2	Employment & economic participation	2
	6.0 Raise expectations and aspirations of the employment and economic participation system by co-designing work arrangements with people with disability.		2	Employment & economic participation	2
		6.1 Provide practical local support for employers to enhance employment conditions for people with disability		Employment & economic participation	2
		6.2 Support people with disability to become employers.		Employment & economic participation	2

		6.3 Develop a support network to advise businesses on employing people with disability.		Employment & economic participation	2

4.1.5 Sustainability of actions

The strength of the research in terms of sustaining accessibility and social inclusion lies in the approaches used and the relationships developed with participants and the sector. In sum, this study has combined several approaches to place people with lived experience of disability within the study confines and used an intersectional approach (Kapilashrami and Marsden 2018) at the forefront of the research.

Importantly, the research principles that informed the study from the outset have been reinforced by the deepening of the shared experiences of both the researchers and the participants as the study advanced. Thus, it became increasingly evident that if researchers want to know what access and inclusion mean, they need to investigate this *with* people with disability, including those most marginalised, and to continue to do this at all stages of research, implementation and evaluation (of the effectiveness of the changes made). Only such an approach can truly reflect our prioritisation of the voices of people with disability, in particular the harder to reach, whose experiences are not well represented in the social inclusion model and physical-barriers-focused accessibility agenda. One way of concentrating such sustained engagement with people with disability to work towards sustainable outcomes is, we suggest, through the use of Milner and colleagues' (2016) five qualitative markers of social inclusion, reoriented to the accessible and inclusive spaces and places of a city, because these attributes more closely align with the experiences of inclusion and belonging of people with disability. Using these markers bring an important relational context to what accessibility and inclusion mean, focusing on the way people with disability have thought about and experienced belonging.

By actively including significant numbers of people with diverse lived experiences of disability into the various research stages, a range of recommendations have emerged that were co-designed and are owned by the participants. It is hoped that this will ensure that these recommendations will be pursued, that those present from different organisations and levels of government will be held accountable and that the research delivers sustainable change. Moreover, the systems approach to generating and evaluating these insights strengthens the viability of the recommendations for local but also system-wide sustainable change.

4.2 Outcomes

A research outcome can be understood as an intended or unintended product, information, object, collaborative relationship or event. In addition to the intended results of this study – its recommendations and actions – the processes utilised have led to outcomes that were hoped for but not made explicit. These outcomes relate almost exclusively to the collaborative structures arising from the creation of a novel internal (academic) interdisciplinary research team and combined (academic and stakeholder) teams. Furthermore, attitudinal transformation has resulted across both types of team.

Interdisciplinary research at Deakin – bringing together experts from the disciplines of architecture, health, homelessness, disability, accessibility and universal design, Indigenous communities, human geography, place-making, anthropology, systems thinking, community engagement, the arts, policy, law, property and economics – has enabled the migration of accessibility issues beyond the traditional field of disability research. Thus, diverse expertise has been united at the nexus of theory and practice in health, the built environment and social enquiry, allowing for the integration of perspectives, frameworks, epistemologies, methods and theories, thus enabling holistic understanding of accessibility and social inclusion issues beyond the scope of any one discipline. Via the Accessible & Inclusive Geelong Feasibility Study, HOME has evidenced capacity to achieve the primary aim of interdisciplinary research, namely, 'addressing new problems in fundamentally new ways' (Rhoten 2004, p. 11).

In co-research, it is recognised that knowledge is not only transferred between researchers and stakeholders, but often is jointly created through dialectical processes of enquiry based on different perspectives (Hartley and Benington 2000). Research between the Deakin interdisciplinary team, individual external stakeholders and stakeholders from disability representative organisations has led to equivalent knowledge sharing and knowledge creation and, furthermore, to new partnerships offering the promise of sustainable collaboration beyond the Feasibility Study. These outcomes as perceived by the research team include:

- Connection between academic and core stakeholder/community groups, leading to:
    - Collaboration with a core group of people with disability who have come to entrust the co-research team to advocate for and support the implementation of change, and make inclusion central to this change

    - Participation by a disability community who feel heard and empowered to inform change
    - A collaborative relationship with a sense of equality and active inclusion
- Modelling of an inclusive research praxis with marginalised groups
- Shifting of the boundaries of ‘the participant’ in traditional extractive research practices to a more interactive and participatory model
- Tempering of preconceptions and long-held beliefs of representative organisations; and
- Transfer of systems thinking to the context of social inclusion and disability research. This approach has resulted in a comprehensive and highly nuanced understanding of the context that describes and addresses the complexity of the issues from a wide range of viewpoints and scaled interventions to effect change.

The transformative nature of the research has led to attitudinal shifts for both participants and researchers in line with the paradigmatic view of research known as the transformative-emancipatory paradigm (Mertens 2003). Such shifts have transformed the positions, ideas and abilities of participants to connect their Feasibility Study experiences and learning with their own lived experiences, and thus have transformed the fundamental nature of the relationships between researchers and stakeholders. The study therefore evidences the most fundamental principle of the transformative-emancipatory paradigm, namely, that the methodology has ‘pervasive influence throughout the research process’ (Mertens 2003, p. 142). Importantly, as indicated next, this influence must be harnessed beyond the Feasibility Study by placing people with disability central to the implementation and evaluation processes that must follow.

4.3 Next steps

4.3.1 Commitment to community

During the latter stages of this Feasibility Study, participants told the research team that they shared a renewed sense of optimism for the future of Geelong as an accessible and inclusive city. With the recent consolidation of support agencies and insurance providers to the city, the CoGG is primed as a place where exemplary world-class standards in access and inclusion can be realised.

In the first step of the STICKE workshops, participants were asked to record how the factors that relate to accessibility and inclusion have changed over time. In the overwhelming majority of assessments, there was an optimism that the AIG Feasibility Study would produce more hopeful scenarios for the future of Geelong. An example of this exercise in graphing these factors over time is presented in Figure 4.1.

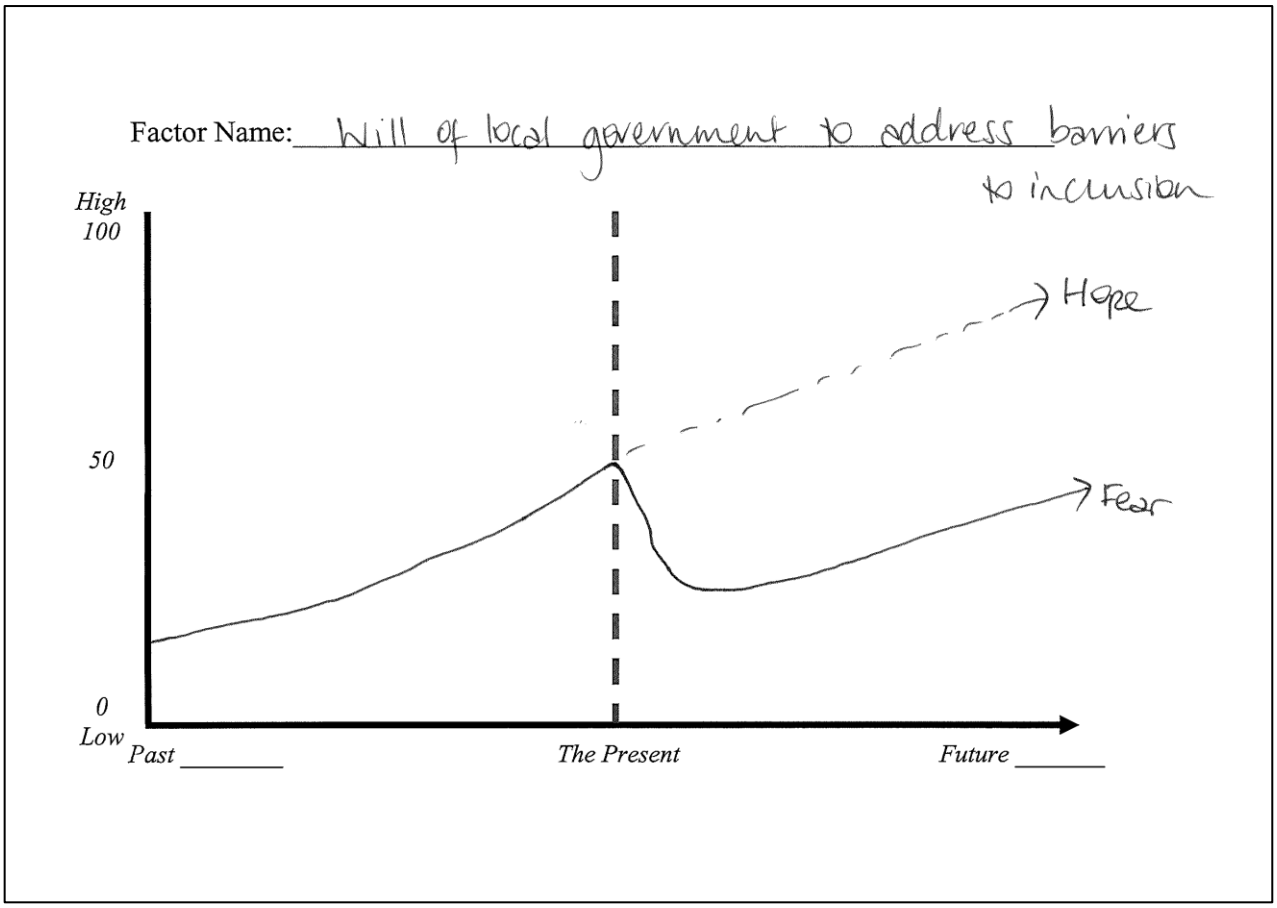

Figure 4.1 Graphing government commitment to effect positive change over time

Community stakeholders believe that the will to address barriers to accessibility and inclusion has improved over time, but there is a risk that accessibility and inclusion will become a cyclical concern that garners only momentary attention before dropping off the radar. The hope is that the will to address these issues intensifies over time and this Feasibility Study is seen as a stabilising force in catalysing that optimistic future. In one focus group, participants asked 'Are we wasting our breath?' as they have participated in dialogue previously and they felt 'once bitten, twice shy'. However, as the discussion unfolded, they added that they now have a higher expectation of outcomes for the state of the system, noting that 'with the calibre of the HOME Research Hub, this will come off'.

We note this commentary to highlight the weight of expectation that the community has currently developed over the comprehensive consultation program. The HOME Research Hub has worked *with* the community to produce the material presented in this report and has reported frequently to, and consulted with, a taskforce of key community stakeholders. The community has made substantial commitments to changing the state of the system and, through the process of conducting this research, the project team has raised their expectations.

The community expressed the desire to receive a similar expression of commitment to the ideas, issues and actions produced throughout, and specifically called for the government to 'establish a transition leadership council to drive the Accessible & Inclusive Geelong vision over the next ten years'. This action was created in the employment and economic participation workshop and was allocated as having a feasibility rating of 8/10 and identified as a high leverage point in the overall system. While this action was given an impact value of just 5/10, we believe this is due to the risk of perceived tokenism where such a council would be given little capacity to ensure that the vision of an accessible and inclusive Geelong is realised. If implemented, this action imbues the power to add, change, evolve or self-organise the system structure itself and could unlock other high-value leverage points and their associated actions.

This research adheres to participatory action research principles and resists the tendency of traditional research practices to extract knowledge and leave communities with little understanding of how their knowledge will likely impact on the state of a system. As such, we are cognisant of a common critique of 'the ways participatory approaches have sometimes been adopted only in name, to undertake extractive, hierarchical and damaging "quick and

dirty" research, or to present an illusion of consultation which stifles dissent' (Chambers and Cleaver 1997; Pain and Francis 2003, p. 48). The HOME team views its research as the first step in a sustained commitment to reorient the state of the system so that it works in the service of community aspirations and commitments.

Community aspirations are modest and we note a common sentiment that came through in the focus groups. One participant stated that 'we're not asking for the Taj Mahal' because the actions identified are within grasp. Indeed, the research team has highlighted an opportunity to enact a number of these actions within our university institutional framework. These include:

- Better educate school teachers in relation to the needs of children with disability
- Identify areas across Deakin University campuses where changes in access and inclusion are most needed for action
- Teach access and inclusion to students across all faculties and collectivise skills and sharing between institutions
- Deakin Waterfront to install a Changing Places Facility; and
- Teach Universal Design to architecture and design students

Deakin University is committed to the transition of *knowledge into action* by using systems-thinking tools and frameworks. In order to ensure that the various commitments made by the research team and community stakeholders are enacted, it is essential that the receipt of this report acknowledges the following preconditions for this transition. Best and Holmes (2010, pp. 154–155) demonstrated that for knowledge to impact upon policy and practice, the research literature emphasises the:

- Importance of coordinated and effective interventions across multiple levels of change (e.g. individual, organisational, community)
- Need to ensure readiness and sufficient capacity before launching major initiatives
- Importance of distributed, collaborative leadership and accountability throughout the system; and
- Critical role of strategic communications to catalyse, coordinate and support change.

Furthermore, it must be understood that the research team has engaged with a highly knowledgeable and experienced cohort of the community that has a history of disappointment

in the transition of knowledge into action. A significant risk is evident in that if the knowledge offered by this community fails to materialise into action, significant time may pass before trust is restored.

4.3.2 Implementation

Implementation science studies the methods and strategies to promote the uptake of evidence-informed practices into 'business as usual' (Eccles and Mittman 2006). The Australian Institute of Family Studies (AIFS) has provided a guide to implementing evidence-informed programs and practices that is applicable to this study (AIFS 2019). In the guide, seven key concepts are highlighted that will need careful consideration when implementing the actions recommended by our study:

1. Implementation frameworks: providing a map and shared language for the implementation process
2. Implementation stages: guiding teams through the different steps in the implementation process
3. Implementation enablers and barriers
4. Implementation strategies which improve the adoption, planning, initiation and sustainability of a program or practice
5. Implementation pace and planning: indicating that the timeline and duration of an implementation process will depend on the complexity and adaptability of the program or practice, the context of the implementation and other influencing factors such as policy and funding priorities
6. Implementation leaders and champions: their benefits are undisputed and should not be underestimated; and
7. Indicators of high-quality implementation: gauging how well the implementation process is going

While detailing the strategies informed by these concepts is beyond the scope of this study, the stages of implementation are discussed and adapted here, because transition to those stages needs to occur on submission of this report. Specifically, Stage 1 (Engage and explore) can be equated with the AIG Feasibility Study and Stage 2 (Plan and prepare) will enter its first phase at an end-of-study symposium scheduled for September/October 2019 when action working groups will be formed. All stakeholders who have participated in the study will be

invited to this symposium. The following four stages of implementation are recommended (see AIFS 2019):

- Stage 1: Engage and explore
    - Define what needs to change and for whom
    - Consider likely enablers and barriers; and
    - Select actions
- Stage 2: Plan and prepare
    - Set up implementation teams for each action that are responsible for moving the action through the stages of implementation
        - As a precursor to this, teams of stakeholder representatives will be invited at the symposium to sign up to be members of working groups that have emerged; this is not a binding agreement but an indication that participants are interested in the ideas and would like to be involved in discussing how they can move forward with support from an implementation team
    - Prioritise the adoption of Feasibility Study recommendations via detailed evaluation by relevant authorities, such as via social cost–benefit analyses
    - Choose the implementation strategies that are best able to drive the implementation process at each stage
    - Develop an implementation plan, identifying how to put the implementation strategies into action: carefully plan what needs to be done; when and where it needs to happen; how it is to happen; and who is responsible
        - As recommended in the employment and economic participation STICKE workshop (see Subsection 4.3.1 above), we recommend that government 'establish a transition leadership council to drive the Accessible & Inclusive Geelong vision over the next ten years'.
    - Decide how to monitor implementation quality: identify the best indicators of implementation quality, and plan how to measure and monitor these during the implementation process
    - Build readiness to use the actions: ensure the applicable organisation(s) will be ready to start using the program or practice; and use implementation strategies such as training, acquiring resources and adapting existing practices
- Stage 3: Initiate and refine
    - Start using the program or practice

    - Continuously monitor and refine: use continuous quality improvement cycles to monitor the quality of the implementation; and use this information to guide improvements or adaptations to the implementation
- Stage 4: Sustain and scale
    - Sustain the program or practice: improve and retain competency levels, and ensure the actions are embedded into 'business as usual'
    - Scale up the program or practice: if the first implementation attempts are stable, introduce the actions to new teams, sites or contexts; this begins a new implementation process

Crucially, and in line with Recommendation 1.1, co-research, co-design and/or co-evaluation with people with disability need to be used for all stages of the implementation and evaluation of the recommended actions.

4.4 Challenges and limitations

The study faced significant challenges and must acknowledge limitations in the approaches adopted. These pertain to the study scope and the methodological approaches used.

An early aim of the study was to benchmark the CoGG against global standards for accessibility and inclusion. It became readily apparent, however, that such a goal is close to impossible due to the complexity and difficulty of measuring accessibility and inclusivity across the five city domains. The measurement of accessibility and inclusion requires the development of multi-factorial constructs that, importantly, must include user-centred perspectives.

Similarly, the feasibility of actions to overcome obstacles to accessibility and inclusion is not easy to measure. While social cost–benefit analysis offers perhaps the most comprehensive method of determining which actions have most impact versus cost, such analysis is complex, expensive, time-consuming and certainly beyond the scope of this study. Instead, and informed by the aim of asking people with disability what they thought was most important, the study combined systems thinking with measures of perceived impact and feasibility in order to understand the relative merits of actions. While the application of Meadows's (1999) framework of leverage points in systems analysis was used to further evaluate the actions, this method highlighted the interconnection between actions and hence the inherent limitations of evaluating and implementing the actions in isolation.

Although the project team had aimed for the gold standard of 'research done by and for people with disability' (Oliver 1992), within the restrictions imposed by the short community consultation period and study lead-in time, this was not entirely achievable and thus the approach adopted in practice had limitations. The short lead-in time meant that there was little time to become familiar with stakeholder networks, to establish relationships with stakeholders and, perhaps most importantly, to build trust with cohorts who experience has taught they are unlikely to be heard and who are accustomed to inaction on the problems they experience. This last issue was particularly acute in relation to accessing the harder-to-reach and often missing voices of some groups: people with mental health issues who do not identify as 'disabled' including people with depression and anxiety, people with acquired drug- and alcohol-related cognitive impairments, people with other acquired injuries including brain injury, people on the autism spectrum and people whose experience of

disability intersects with other issues that isolate them from society and/or make it harder for them to participate in community activities.

Other participant recruitment issues were faced that future projects would be advised to plan for, such as: failing to reach participants across the range of disability (in particular those with mental health issues and people with intellectual disability) and consequent exclusion; failing to compensate economically marginalised participants for their expertise and to fully appreciate the time, emotional and energy commitments of involvement in such research; failing to recognise that negotiating participation is highly resource intensive and may require breaking down barriers and sidestepping gatekeepers; and failing to foresee that identifying and reaching the right people to talk to (particularly in large bureaucratic institutions) is time-consuming and difficult. The decision to address accessibility and inclusion generally, rather than in relation to specific cohorts, also meant that issues and actions pertaining to marginalised groups such as the Indigenous community, refugees and others from culturally and linguistically diverse (CALD) groups were not specifically addressed or identified.

The short duration of the study led to other compounding issues, such as balancing the desire for collective impact along with action research needs for flexibility and adaptability with the ethical requirements for detailed planning when working with cohorts considered ‘high risk [with the] possibility of harms greater than discomfort’. As Preskill et al. (2001) suggested, collective impact approaches require longer timelines than the six-month duration initially intended for this study (and the four months available for community consultation) and hence longer term approaches have been recommended by the study team for the implementation and evaluation of the actions that they have identified.

The short study lead-time required an inclusive research approach able to concentrate on the collection of a broad range of opinions, viewpoints and ideas. STICKE workshops were used as a method that would allow diverse stakeholders to express a broad range of views. But crucial to the tool’s success is having a mix of participants representing diversity of experience and expertise. Ultimately, the format of the workshops appealed to organisations much more than to people with disability. This resulted in low representation in the workshops of people with lived experience of disability, which impacted on the process and results, especially in relation to breaking through the long-held and well-articulated beliefs of the caring profession.

To address the STICKE shortcomings, focus groups were held that were more accessible to people with lived experience of disability. The focus groups led to actions that were more user-centred, user-created and user-managed, thus increasing the visibility and engagement of people with disability, and in doing so informing change that could catalyse community-wide attitudinal shift. Nevertheless, not even this method of working directly with people with disability can be considered inclusive, for here nonverbal communicators had limited opportunity to meaningfully contribute and the study was led by university researchers. Indeed, tension was faced throughout the study between the demands of academic communication and the demands of accessible communication.

Despite these limitations, however, the research has achieved real insights and recommendations from groups who have relatively high levels of knowledge and experience of disability.

4.5 Further research

This report presents findings that highlight the complexity and dynamism of factors that inhibit the development of the CoGG as a world-class accessible and inclusive city, specifically for people with disability but to the benefit of all citizens. Intervention levels and tipping points within a system that condition the lived experience of inhabiting the city have been identified. The discussion in Section 4.3 has identified an evidence-informed and practice-led framework for implementing change, transferring knowledge into action and implementing change. What the primary research has not sufficiently addressed is the method through which the implementation of actions presented here will be developed, sustained and evaluated.

In following a set of principles in participatory action research and in attempting to meet the expectations of the community stakeholders involved in this study, further research is needed to evaluate the development of future intervention programming. Previous research in this area has focused on how systems-thinking research with community stakeholders necessitates follow-up research to measure the degree to which new logic models impact on the planning of accessibility and inclusion policies, programs and interventions (BeLue, Carmack, Myers, Weinreb-Welch and Lengerich 2012). The research team recommends the following steps to develop a research program that can adequately evaluate actions:

1. Identify and engage responsible actors to exploit leverage points

   For each of the paradigm-shifting actions identified in Subsection 4.1.3, it is essential that a responsible authority is engaged to drive overall implementation. There will be a range of specific actors that influence how specific leverage points operate, and these actors should be enveloped in the process of disseminating responsibility. We recommend that further study is needed to identify these specific actors and evaluate their capacity to act.

2. Dissemination of new models

   The findings of this Feasibility Study should be disseminated to the wider community through a program of seminars, conferences and public forums. We recommend that the research team be engaged to perform this task.

3. Evaluation of planning and programming

There are a range of unknown variables related to the current suite of intervention projects and initiatives currently being conducted in Geelong, Australia and globally. While Part One of this report draws attention to these projects and initiatives, and evaluates the roles that they play in the state of the system, further research is needed to explore how they can better leverage the system and so become more effective. This research will need to involve an audit and evaluation of current intervention models, projects and initiatives under development by government, in public–private partnerships and in NGO-led entities.

It is also likely that there are a range of 'hidden' interventions that are not able to be captured by styles of enquiry that rely upon existing networks of stakeholders. Insurgent and informal expressions of making the city a more accessible and inclusive space are often undertaken by 'quiet' actors that resist engagement with transitional structures such as government and research institutions. We therefore recommend a style of enquiry, such as ethnographic research, that explores informal practices of place-making by people with disability, to gather information on how alternative and non-intuitive practices that are successful can be identified, understood and scaled up if necessary.

4. Evaluation of implementation

It is essential to develop a reporting framework to capture and amplify hard-to-hear voices. In the recruitment phase of this research, we identified many challenges to reaching people with disability and being reached by people with disability. In order to evaluate the implementation of the actions in this Feasibility Study, those cohorts need to be given ongoing opportunities to contribute. An appropriate framework for disseminating new knowledge and collecting the voices of people with lived experience of disability needs to be explored and is therefore a recommendation for further research. This framework will need to involve intensive ethnographic research, or other qualitative enquiries such as photo elicitation interviews, into the everyday lives and connections with this cohort so that we can glean greater understanding of their sites and moments of heightened agency in the city – spaces and times where they are more likely to intervene in the system.

4.6 Conclusion

This study has aimed to ascertain the feasibility of making Geelong a world-class accessible and inclusive city in alignment with global benchmarks and founded on evidence-based research, and to draw up a plan of action for the city that is underpinned by Universal Design principles and arrived at together with and supported by community partners. While the study sought to identify benchmarks against which to measure the current and future accessibility and inclusivity of Geelong, this has proved a complex issue. Although data from a 2019 Geelong conference on disability provided some base-point data, agreed measures of city-scale accessibility, inclusivity and Universal Design credentials remain elusive. Work is still needed in this area to create multifactorial measures that provide user-centred perspectives.

The study has tried to model the principles of inclusive, emancipatory research and engagement, harnessed with the aim of seeding a collective impact approach for implementing community-informed change. This inclusive approach was seen to have the advantage of building more positive attitudes to disability through direct knowledge exchange between people with and without disability.

While the systems-thinking workshops informed strong pathways to actions to address accessibility and social inclusion obstacles – and were almost universally positively viewed by participants and researchers alike – the approach had shortcomings leading to a low representation of people with lived experience of disability. To redress these shortcomings, accessible short-duration focus groups were used to evaluate the solutions envisaged by the wider community at the workshops via their translation into narratives onto which participants overlaid their own lived experiences. The focus groups proved to be the key step for ensuring the recommended actions are more user-centred, user-created and user-managed, thus increasing the visibility and engagement of people with disability, and in doing so informing change able to catalyse community-wide and sustainable attitudinal shift.

The three sets of actions from the evidence review, the context analyses and the co-research (workshops and focus groups) have been brought together into groups of nested actions addressing obstacles aligned to different leverage points in the complex system context of city-scale accessibility and inclusivity in Geelong. Six prioritised actions are identified with 28 interrelated actions grouped according to their relationship with each of the Priority Actions. Further, five Principles of Action are identified.

In addition, study outcomes from the collaborative structures that have arisen from the creation of a novel interdisciplinary academic team and adoption of co-research approaches are identified, outcomes that have been enhanced by the transformative nature of the knowledge exchange and knowledge creation between participants.

Next, implementation stages have been identified for the actions, commencing with the formation of working groups at a study symposium. Importantly, it is identified that co-research, co-design and co-evaluation with people with disability need to be used for all stages of the implementation and then evaluation of the effectiveness of actions.

In conclusion, the study can claim to have brought together a plethora of research, strategic plans and expertise in Geelong to forge new collaborative relationships. These relationships have potential based on a developing trust to implement a series of connected actions to overcome the obstacles to the CoGG becoming a world-class accessible and inclusive city against global benchmarks, acknowledging that such benchmarks remain difficult to establish and measure against. Importantly, none of the actions identified can occur in isolation, because they can only overcome systemic lassitude by being implemented in combination at different leverage points in the system.

Finally, we stress that the relationships and actions arising from the study are merely one step towards Geelong attaining its ambitions. This report should thus be read as a call to action for government, policy leaders, stakeholder organisations and researchers to work closely together with people with disability to develop, fund, implement and continuously evaluate the recommendations and actions identified by the study.

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Appendix A – Priority Actions

Priority Actions				Leverage point allocation (1–12)	Leverage points (Meadows 1999)	Collapsed leverage points (Malhi et al. 2009)		
As noted in workshop	**Impact (1–10)**	**Feasibility (1–10)**	**Theme**			**Level of intervention**	**Description**	**Narratives**
Re-imagine what work is and how we work	6	4	Employment and economic participation	1	The power to transcend paradigms	Paradigm (deepest held beliefs)	• System's 'mindset' • Deepest held, often unspoken beliefs about the way the system works • Goals, rules, and structures arise out of the paradigm • Actions and ideas at this level propose to either shift or reinforce the current paradigm • It is very difficult to intervene at this level, but it can be very effective	Paradigm level which targets deeply held beliefs: Change the entire system all at once, involving completely altering how things are done and how disability is imagined. In changing these structural elements, we need to fundamentally change how we think and how we act.
Business groups to be part of developing initiatives around inclusion policy on a more collective level – marketing campaign around stories of profitable inclusion	5	10	Employment and economic participation	2	The mindset or paradigm from which the system – its goals, structure, rules, delays, parameters – arises			
Raise expectations and aspirations – co-design with lived experience of disability and employers together	10	9	Employment and economic participation	2				
Build Geelong visitor accessibility centre in city with support staff	10	3	Community infrastructure	2				
More visible representation of PwD in mainstream media	8	3	Community infrastructure	2				
Raise awareness via using different platforms to incorporate consultations about inclusion; engage with champions in the community; use a	10	9	Built environment	2				

webpage of examples of best practice of accessibility and inclusion								
Provide practical local support for employers to enhance employment conditions	4	7	Employment and economic participation	3	The goals of the system	Goals (the targets)	• Conform to the system's paradigm • Are targets that need to be achieved for the paradigm to shift • Actions at this level focus or change the aim of the system • The levels below conform to and enable the system's goals	Goals and targets of a system: There are issues around access and inclusion that, if addressed, can rethink our current aims and way of doing things. These actions don't necessarily have to shift attitudes. If we set new aims, goals and targets here, we can eventually shift how the whole system works.
Support/mentoring for business enterprise – PwD to become employers	6	8	Employment and economic participation	4	The power to add, change, evolve or self-organise system structure	Structure (across the system)	• All of the elements that make up the system as a whole, including the subsystems, actors and interconnections between these elements • Conforms to the system's goals and paradigms • Actions at this level will change the entire system structure by	Structure across the system: Change the relationship between many small things. If we act at this level, we can change the entire system, but we have to change how the small
Establish transition leadership council to drive AIG vision over 10 years	5	8	Employment and economic participation	4				
Meaningful participation of PwD in: development of govt policy; grant design;	9	7	Community infrastructure	4				

and funding decisions for inclusion activities							changing the linkages within the system or incorporating novel types of structural elements • System structure gives rise to the dynamic behaviour of the system over time	everyday things relate to each other.
Ramps not steps: direct action campaign	5	10	Built environment	4				
Co-design: policy to involve a PwD in the co-design of all new public buildings	10	8	Built environment	4				
Policy advocate: employ a high-profile advocate for PwD and the aged who has a lived/living experience of disability, to advocate to policymakers	10	7	Built environment	4				
Develop inclusivity support network for businesses to adopt and source help	8	9	Employment and economic participation	5	The rules of the system (such as incentives, punishments, constraints)			
Get CoGG to help with building and infrastructure e.g. planning approvals to include accessibility criteria	9	6	Employment and economic participation	5				
Govt departments to adopt procurement and incentive policies that support employers that employ PwD	6	6	Employment and economic participation	5				
Develop employer incentives – certification, accreditation or recognition at local level that enable tax	10	5	Employment and economic participation	5				

breaks, tender preferences etc.								
Mandatory targets and policies related to A&I that penalise non-compliance	10	1	Employment and economic participation	5				
Celebrate and appreciate changes as they encourage organisations to continue with the changes	6	6	Community infrastructure	5				
Register of PwD with skills, ready to work and looking for positions	5	7	Employment and economic participation	6	The structure of information flows (who does and does not have access to information)			
Educating school teachers on child's needs – expert training and conversation	5	8	Community infrastructure	6				
Priority list of upgrades to transport	8	10	Built environment	6				
Identify areas where changes in access and inclusion are most needed for action	7	9	Built environment	6				
Create/use an app like Snap, Send, Solve where access and inclusion issues can be identified and responded to in a timely fashion	7	8	Built environment	6				
Cultivate champions: develop relationships with an organisation that has the values and provide training,	3	10	Community infrastructure	7	The gain around driving positive	Feedback and delays (loop dynamics)	• Feedback allows the system to regulate itself by providing information about the outcome of different	Feedback and delays, loop dynamics: Create new, or reshape old,

guidance and to make change – use as example/ambassador for others					feedback loops		actions back to the source of the actions • Feedback occurs when actions by one element of the system in turn affect the flows into or out of that same element • Can be simple and direct or involve multiple variables Can be self-regulating/ balancing or self-reinforcing • Actions at this level attempt to create new, or increase the gain around existing, feedback loops • Adding new feedback loops or changing feedback delays has the potential to restructure the system	ways that relationships between people and organisations work. The types of actions that the community recommended here will not bring about massive changes to the overall system, but will change how information is transferred between things. What we are trying to do here is break the cycle between problems, by changing how they speak to each other.
Teaching access and inclusion on all levels (primary, secondary, apprenticeships) – collectivising skills and sharing between institutions	10	7	Community infrastructure	7				
Develop inclusion policy – audit businesses and facilities for A&I	2	8	Employment and economic participation	8	The strength of negative feedback loops, relative to the impacts they are trying to correct against			
Work with NDIS to improve process for clients applying for funding to build accessible housing	4	8	Community infrastructure	9	The lengths of delays, relative to the rate of system change			
Deakin Waterfront to install a ceiling hoist and adult change table	8	10	Community infrastructure	10	The structure of material stocks and flows (such as transport networks, population age structures)	Structural elements (subsystem specific)	• Subsystems, actors and the physical elements of the system • Connected through feedback loops and information flows • Actions at this level affect specific subsystems, actors or elements of the system	System elements that are subsystem specific: The most complex way of making change is to change many small factors over time. If we
Accessible transport – parking provided by local government	8	7	Community infrastructure	10				
Upgraded, safe bus stops with lighting, shelters and even footpaths	8	7	Community infrastructure	10				

Construct footpaths in all residential areas	7	6	Built environment	10			• Many actions at this level are usually required to create system-wide change	think of the physical things in our daily lives, such as catching a bus or using the bathroom, changing how these things work will be examples of one small change in a larger system. These changes will change small aspects of our lives, so it will take many actions at this level to create wider change.
Increase supply of appropriate housing	10	5	Built environment	10				
Flexibility to achieve higher goals and still get all the supports – review pension and employment to ensure no penalty for increased work hours/pay	10	3	Employment and economic participation	11	The sizes of buffers and other stabilising stocks, relative to their flows			
Change community attitudes through local campaign (e.g. 'You can't ask that') – local people and local voices	9	7	Employment and economic participation	12	Constants, parameters, numbers (such as subsidies, taxes, standards)			
More funding for educational support for schools	7	3	Employment and economic participation	12				
An inclusive event which celebrates diversity through lived experience led storytelling	9	10	Community infrastructure	12				

Appendix B – Ethics Clearance

Human Research Ethics

Deakin Research Integrity
Burwood Campus
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Telephone 03 9251 7123
research-ethics@deakin.edu.au

Memorandum

To: A/Prof Richard Tucker

School of Architecture and Built Environment

F

cc:

From: Deakin University Human Research Ethics Committee (DUHREC)

Date: 21 March, 2019

Subject: 2019-023

Accessible Inclusive Geelong Feasibility Study

Please quote this project number in all future communications

DUHREC considered the application for this project at its meeting held on 04/02/2019 and found it to comply with the National Statement on Ethical Conduct in Human Research (2007).

DUHREC has granted approval for A/Prof Richard Tucker, School of Architecture and Built Environment, to undertake this project from 20/03/2019 to 20/03/2023.

The approval given by the Deakin University Human Research Ethics Committee is given only for the project and for the period as stated in the approval. It is your responsibility to contact the Human Research Ethics Unit immediately should any of the following occur:

- Serious or unexpected adverse effects on the participants
- Any proposed changes in the protocol, including extensions of time.
- Any events which might affect the continuing ethical acceptability of the project.
- The project is discontinued before the expected date of completion.
- Modifications are requested by other HRECs.

In addition you will be required to report on the progress of your project at least once every year and at the conclusion of the project. Failure to report as required will result in suspension of your approval to proceed with the project.

DUHREC may need to audit this project as part of the requirements for monitoring set out in the National Statement on Ethical Conduct in Human Research (2007).

Human Research Ethics Unit
research-ethics@deakin.edu.au
Telephone: 03 9251 7123

Appendix C – Full list of actions

Action	STICKE workshop	Priority
Raise awareness via using different platforms to incorporate consultations about inclusion; engage with champions in the community; use a webpage of examples of best practice of accessibility and inclusion	Built environment	Yes
Ramps not steps: direct action campaign	Built environment	Yes
Co-design: policy to involve a person with lived experience of disability in the co-design of all new public buildings	Built environment	Yes
Policy advocate: employ a high-profile advocate for people with disability and the aged who has a lived/living experience of disability to advocate to policymakers	Built environment	Yes
Priority list of upgrades to transport	Built environment	Yes
Identify areas where changes in access and inclusion are most needed for action	Built environment	Yes
Create/use an app like Snap, Send, Solve where access and inclusion issues can be identified and responded to in a timely fashion	Built environment	Yes
Construct footpaths in all residential areas	Built environment	Yes
Increase supply of appropriate housing	Built environment	Yes
Develop opportunities for identifying and sharing lived experience, achievements etc.	Built environment	No
All built environment projects in Geelong required to have access consultant involved and consultation with users or potential users	Built environment	No
More regular reviews of legislation and funding for the development of standards – more funding of research into the development of standards and legislation	Built environment	No
Grant system to assist building owners/tenants to upgrade access	Built environment	No
Overcome inertia by being proactive in lobbying change in regulation and standards	Built environment	No
Be more engaged with education about access and inclusion by approaching sectors identified as needing change	Built environment	No
Highlight good and poor examples of access and accessible building facilities	Built environment	No
Develop website with information on access and inclusion – all-in-one accessibility information	Built environment	No
Promote worthy examples of inclusive behaviours and thinking	Built environment	No
Design above and beyond for housing and public spaces	Built environment	No
Promote exemplars of affordable, appropriate and inclusive housing	Built environment	No

Educate about access and inclusivity in the tourism space	Built environment	No
Change attitudes through accessible residential apartments that are mixed with different tenants and support services/activities	Built environment	No
Develop access issues reporting application like Snap, Send, Solve	Built environment	No
Develop a webpage which demonstrates access inclusivity specific to the Geelong region	Built environment	No
Embed user engagement into policy and design decisions	Built environment	No
Develop a priority list of upgrades which impact on people with accessibility requirements	Built environment	No
Measure accessibility alongside compliance – work around while waiting for laws to change	Built environment	No
Provide accessibility base input into planning and delivery of projects in the public transport sphere	Built environment	No
Buildings with no steps	Built environment	No
Have a police station or something similar	Built environment	No
Have the option of more appropriate housing	Built environment	No
Funding to be directed to individuals so that they can have what they want – choice	Built environment	No
Give developers the *want* to change developments to be inclusive	Built environment	No
Council putting footpaths in residential areas	Built environment	No
Engage users in design solutions	Built environment	No
Actively promote accessible design within my profession	Built environment	No
Encourage design beyond minimum compliance	Built environment	No
NDIA to employ a team of access consultants (architects, occupational therapists etc.) to recommend, quote and approve home modifications	Built environment	No
Involve people with disability in the design and delivery of building projects alongside access consultants	Built environment	No
Make community facilities more accessible	Built environment	No
Ramps not steps	Built environment	No
Speak directly to government and politicians – attitudinal shift	Built environment	No
Built Geelong visitor accessibility centre in city with support staff	Community infrastructure	Yes
More visible representation of people with disability in mainstream media	Community infrastructure	Yes
Meaningful participation of people with disability in: development of government policy; grant design; and funding decisions for inclusion activities	Community infrastructure	Yes
Celebrate and appreciate changes, as they encourage organisations to continue with the changes	Community infrastructure	Yes
Educate school teachers on child's needs – expert training and conversation	Community infrastructure	Yes
Cultivate champions: develop relationships with an organisation that has the values and provide training,	Community infrastructure	Yes

guidance and to make change – use as example/ambassador for others		
Teach access and inclusion on all levels (primary, secondary, apprenticeships) – collectivise skills and share between institutions	Community infrastructure	Yes
Work with NDIS to improve process for clients applying for funding to build accessible housing	Community infrastructure	Yes
Deakin Waterfront to install a ceiling hoist and adult change table	Community infrastructure	Yes
Accessible transport – parking provided by local government	Community infrastructure	Yes
Upgraded, safe bus stops with lighting, shelters and even footpaths	Community infrastructure	Yes
Hold an inclusive event which celebrates diversity through lived experience led storytelling	Community infrastructure	Yes
Upgrade and implement school development policy for new and existing schools to meet	Community infrastructure	No
Partnership development: identify possible stakeholders with similar and different visions	Community infrastructure	No
Plan and research: the sector must always continue to plan and research so that available knowledge is accurate and appropriate	Community infrastructure	No
Build strong networks and partnerships that are strategic. They should add value in terms of advocacy, resources, base etc. to help the cause	Community infrastructure	No
See more inclusive diversity in the media – ability pride	Community infrastructure	No
Lobby developers to increase percentage of wider blocks in estates – appropriate block sizes	Community infrastructure	No
People with disability involved in development of government policy in relation to funding decisions for community inclusion activities	Community infrastructure	No
Re-imagine what work is and how we work	Employment and economic participation	Yes
Business groups to be part of developing initiatives around inclusion policy on a more collective level – marketing campaign around stories of profitable inclusion	Employment and economic participation	Yes
Raise expectations and aspirations – co-design with people lived experience of disability and employers together	Employment and economic participation	Yes
Provide practical local support for employers to enhance employment conditions	Employment and economic participation	Yes
Support/mentoring for business enterprise – people with disability to become employers	Employment and economic participation	Yes

Establish transition leadership council to drive AIG vision over 10 years	Employment and economic participation	Yes
Develop an inclusivity support network for businesses to adopt and source help	Employment and economic participation	Yes
Get CoGG to help with building and infrastructure e.g. planning approvals to include accessibility criteria	Employment and economic participation	Yes
Government departments to adopt procurement and incentive policies that support employers that employ people with disability	Employment and economic participation	Yes
Develop employer incentives – certification, accreditation or recognition at local level that enable tax breaks, tender preferences etc.	Employment and economic participation	Yes
Implement mandatory targets and policies related to A&I that penalise non-compliance	Employment and economic participation	Yes
Register of people with disability with skills, ready to work and looking for positions	Employment and economic participation	Yes
Develop inclusion policy – audit businesses and facilities for A&I	Employment and economic participation	Yes
Flexibility to achieve higher goals and still get all the supports – review pension and employment to ensure no penalty for increased work hours/pay	Employment and economic participation	Yes
Change community attitudes through local campaign (e.g. ‘You can’t ask that’) – local people and local voices	Employment and economic participation	Yes
More funding for educational support for schools	Employment and economic participation	Yes
Early support for children so that they can do things for themselves	Employment and economic participation	No
Accessible built environment and infrastructure – auditing businesses for accessibility	Employment and economic participation	No
Celebrate good examples and develop next-step plans for funded programs	Employment and economic participation	No
Child-friendly access to workplaces	Employment and economic participation	No
Inclusion policy to develop and implement audit tools to drive inclusion in the workplace – must be documented	Employment and economic participation	No

Year 9 to have a compulsory subject of work readiness	Employment and economic participation	No
Disability human resources hotline and website – like Fair Work	Employment and economic participation	No
Integrate NDIS employment funding with DHHS funding – remove hurdles	Employment and economic participation	No
Research the risks for SMEs to mitigate effectively	Employment and economic participation	No
Challenge how disability services are delivered – use social model of disability	Employment and economic participation	No
Incentives for businesses who employ a person with disability e.g. tax break after two years, but not a supported wage upfront	Employment and economic participation	No
Funding for companies to support school teachers to assist their complex students	Employment and economic participation	No
Education on customised employment plans for people with disability – NDIS to fund	Employment and economic participation	No
Customised employment	Employment and economic participation	No
Create user-friendly tools for SMEs that drive actions	Employment and economic participation	No
Build the inclusivity business case for SMEs – risk versus reward	Employment and economic participation	No
Customise employment including job sharing – know employee and business needs	Employment and economic participation	No
Explore options for EBR for productivity employment support	Employment and economic participation	No
Promote the positive stories	Employment and economic participation	No
Use a family-centred approach	Employment and economic participation	No
Focus on measuring engagement/transition, not just jobs	Employment and economic participation	No

Create a collaborative funding model which commissions for outcomes	Employment and economic participation	No
Inclusion as profitable – develop mandatory quotas	Employment and economic participation	No
Employers' ethical and social responsibility – educate both sides of equation	Employment and economic participation	No
Balance of support, pension and income – education about the DSP scheme	Employment and economic participation	No
Integrated operational model to action employment strategies	Employment and economic participation	No
Disability employment register to link people with vacancies	Employment and economic participation	No
Incorporate all disability agencies to form one agency	Employment and economic participation	No
More visible actors in mainstream employment	Employment and economic participation	No
Formalise input from people with disability	Employment and economic participation	No
Legislation outlining corporate responsibility in offering opportunities	Employment and economic participation	No
Get funding to upgrade buildings for small businesses – grant scheme	Employment and economic participation	No
Re-imagine what work is and the role of work	Employment and economic participation	No
Create an accessible Geelong map for buildings and businesses	Employment and economic participation	No
Create a one-stop-shop for employer support	Employment and economic participation	No
Create case studies of examples where inclusion drives profit	Employment and economic participation	No
Peak bodies to champion social procurement to ensure viable working options within supported employment are adhered to	Employment and economic participation	No

Market (via peak bodies) stories of successful employment outcomes for people with disability	Employment and economic participation	No
Streamline funding to be accessible within a shorter timeframe and therefore remove barrier of extra cost of employing someone who requires additional supports	Employment and economic participation	No
Develop a culture of understanding, acceptance and inclusion	Employment and economic participation	No
Incentive for employers who can prove inclusion activities – employers of choice or tax incentives	Employment and economic participation	No
Recognition or certification of Geelong region employers that implement compulsory training of staff for access and inclusion	Employment and economic participation	No

Appendix D – Plain language statements

PLAIN LANGUAGE STATEMENT AND CONSENT FORM

TO: Workshop Participant

Plain Language Statement

Date:

Full Project Title: Accessible Inclusive Geelong Feasibility Study

Principal Researcher(s): Richard Tucker; Louise Johnson; Patsie Frawley; Fiona Andrews; Kevin Murfitt; Valerie Watchom; Susan Ang; Susan Balandin; Catherine Bennet; Alexandra Gartrell; Claire Henderson-Wilson; Mary Ann Jackson; David Jones; Ursula de Jong; David Kelly

Dear research participant,

You are receiving this plain language statement and consent form because you have indicated that you would like to contribute to a workshop on how to make Geelong a more accessible and inclusive city. Your details have been passed on to this research team through [organization name] with your permission. In this form, you will find details about the project that will allow you to make an informed decision about your participation.

1. Purpose

Geelong is a growing city that is home to a wide range of people who have different needs. This project aims to explore what needs to be done to make Geelong a world-class accessible and inclusive city.

The purpose of this project is to gain the insights of people and organisations who have first-hand experience on issues around accessibility and inclusion. This involves listening to a range of suggestions on how infrastructure such as buildings, roads and paths can be planned better to meet the needs and desires of all people who live and visit the city. The project will also consider how community spaces and pathways to jobs can be made more accessible and inclusive, and what these actions are likely to cost.

Our research questions are:

- What would an accessible and inclusive Geelong be like?
- How could Geelong become a world class accessible and inclusive city?
- What approaches to consultation and engagement would work to ensure people with disabilities have an ongoing say about access and inclusion in Geelong?

2. Methods

This project involves three (3) consultation workshops with up to twenty (20) individual participants in each. Workshops will be held in Geelong during April/May 2019, lasting one (1) day. Each workshop will focus on one of three (3) specific topics, with three (3) specific research questions.

The workshop is based upon a form of 'systems thinking' called STICK-E, which can be used to address complex problems and achieve collective impact. STICK-E is a software for visualizing and understanding complex problems and is used to build a shared understanding of complex problems, brainstorm solutions to that problem, and plan to implement those solutions.

3. Participation

The project will involve your participation in one (1) of the three (3) workshops. Each workshop will take no longer than six (6) hours, with numerous refreshment breaks during the day. Participants will be asked to contribute to group tasks based on a Group Model Building (GMB) methodology. The GMB methodology guides the group through a series of collaborative tasks to examine participants' ideas of a situation or problem. The specific tasks to be used in this workshop process have been used multiple times in other research projects examining lifestyle health, suicide prevention, workplace wellbeing and health service resource allocation. These bring together various perspectives of participants to create insights into drivers of the situation under investigation.

Together, we will create diagrams of the problems we explore. Participants will review the models we create and generate actions which might be taken to improve the accessibility and inclusivity of Geelong.

If you are unable to participate in the workshops due to personal circumstance, or because there is no available places left in the workshop, the research team will retain your contact information and follow up with you about future possibilities to contribute.

4. Risk and benefit

All information that participants provide will be kept private. No personal details will be shared with anyone who is not a part of the research team. Your name and any other identifiable characteristics will be excluded from any information generated from the workshops.

Some of the actions generated by participants are likely to be implemented in future planning policy and practices. Improvements are likely to be made to the city that will improve how easy people find it to get around. It is also highly likely that residents of Geelong, including those who identify with having a disability and visitors that come to the city, will benefit from improvements to accessibility and inclusion.

5. Services to participants

This research is non-personal, and we will not ask participants to provide any information that is likely to make them feel uncomfortable. However, the process may lead to sharing some personal experiences as part of the broader discussion, this is not required of participants. Any participants offering personal reflections as part of the process would be doing so voluntarily. If a participant does experience discomfort as a result of their participation in a workshop, the researcher will discuss options for support with the individual.

We will help participants to connect with their own GP and/or Lifeline Counselling Services (www.lifeline.org.au / 13 11 14).

6. Privacy and confidentiality

Your responses will be treated with the utmost confidentiality. No information will be reproduced in any way that can identify individuals. Please respect the privacy of other workshop participants.

Throughout the duration of the research project, data will be stored on secure, password protected computers and laptops that are only accessible by the research team. Upon completion of the project, hard-copy data will be kept in a locked cabinet as per Deakin University guidelines for a period of five years after the date of the last publication from this project. Data will be disposed after five years from the date of publication in accordance with Deakin University guidelines.

If you consent, we plan to use the information gathered in research reports and papers to various stakeholders, including the Department of Health and Human Services (Victoria). The results will be used for research purposes and may be reported in scientific and academic journals and/or used in submissions to governments. In any publication, information will be provided in such a way that you cannot be identified.

Please advise the research team how you would like to receive/view the research outputs produced from these workshops.

7. Research monitoring

The research will be monitored by regular meetings of the Deakin research team. Meetings will take place prior to the commencement of the workshops, and in the days before and following each workshop. Researchers trained in workshop facilitation will monitor the project.

8. Payments to participants

The research team will endeavour to the absolute best of ability to reduce any inconvenience to the participants, including reimbursement of undue costs for participation. There are no official reimbursements to be payed to participants in this project.

9. Funding for the research

Funding has been received from the Victorian Department of Health and Human Services to conduct this project, whereby $20,000 has been allocated to the resourcing of these workshops.

This funding will be used to cover costs associated with payment of trained workshop personnel, workshop refreshments, accessible resources to be made available before workshops, interpreters if required.

10. Participation is voluntary

Participation in any research project is voluntary. If you do not wish to take part, you are not obliged to do so. If you decide to take part and later change your mind, you are free to withdraw from the project at any stage. Your decision whether to take part or not to take part, or to take part and then withdraw, will not affect any relationship with Deakin University.

Before you make your decision, a member of the research team will be available to answer any questions you have about the research project. You can ask for any information you want. You should provide your consent only after you have had a chance to ask your questions and have received satisfactory answers.

If you decide to withdraw from this project, please notify the research team verbally, or in an email format, or you can complete and return the Withdrawal of Consent Form attached. There will be no

risks or special requirements linked to withdrawing. There are no limits on when participants can withdraw from the research during the workshop stage that is likely to be March–April 2019. If you chose to withdraw, you can also request that the data collected is not to be used.

11. Ethical Guidelines

This project will be carried out according to the *National Statement on Ethical Conduct in Human Research* (2007) produced by the National Health and Medical Research Council of Australia. This statement has been developed to protect the interests of people who agree to participate in human research studies.

The ethics aspects of this research project have been approved by the Human Research Ethics Committee of Deakin University.

12. Complaints

If you have any complaints about any aspect of the project, the way it is being conducted or any questions about your rights as a research participant, then you may contact:

The Human Research Ethics Office, Deakin University, 221 Burwood Highway, Burwood Victoria 3125, Telephone: 9251 7129, research-ethics@deakin.edu.au

Please quote project number 2019-023**.**

13. Further Information, Queries or Any Problems

If you require further information, wish to withdraw your participation or if you have any problems concerning this project, you can contact:

A/Prof. Richard Tucker | email: homeresearchhub@deakin.edu.au | phone: 5227 8308 | Deakin University, Geelong, Australia.

*** PLEASE NOTIFY THE RESEARCH TEAM AS SOON AS POSSIBLE IF YOU REQUIRE ANY SPECIAL ASSISTANCE IN ORDER TO PARTICIPATE IN THIS WORKSHOP (I.E. AUSLAN INTERPRETER) ***

PLAIN LANGUAGE STATEMENT AND CONSENT FORM

TO: Workshop Participant

Consent Form

Date:

Full Project Title: Accessible Inclusive Geelong Feasibility Study

Reference Number: 2019-023

I have read, or have had read to me, and I understand the attached Plain Language Statement.

I freely agree to participate in this project according to the conditions in the Plain Language Statement.

I have been given a copy of the Plain Language Statement and Consent Form to keep.

The researcher has agreed not to reveal my identity and personal details, including where information about this project is published, or presented in any public form.

Participant's Name (printed) ……

Signature …… Date ……

You may wish to answer the following question. If you decline, it will not affect your participation in this research.

Do you identify as a person living with disability or impairment?

☐ Yes
☐ No

If you wish, you may provide more information below:

PLAIN LANGUAGE STATEMENT AND CONSENT FORM

TO: Workshop Participant

Withdrawal of Consent Form

Date:

Full Project Title: Accessible Inclusive Geelong Feasibility Study

Reference Number: 2019-023

I hereby wish to WITHDRAW my consent to participate in the above research project and understand that such withdrawal WILL NOT jeopardise my relationship with Deakin University.

Participant's Name (printed) …….

Signature ……. Date ……

Please post or email this form to:

A/Prof. Richard Tucker
School of Architecture and Built Environment, Deakin University
1 Gheringhap St, Geelong VIC 3220

Email: richard.tucker@deakin.edu.au | Phone: 5227 8308

PLAIN LANGUAGE STATEMENT AND CONSENT FORM

TO: Focus Group Participant

Plain Language Statement

Date:

Full Project Title: Accessible Inclusive Geelong Feasibility Study

Principal Researcher(s): Richard Tucker; Louise Johnson; Patsie Frawley; Fiona Andrews; Kevin Murfitt; Valerie Watchom; Susan Ang; Susan Balandin; Catherine Bennet; Alexandra Gartrell; Claire Henderson-Wilson; Mary Ann Jackson; David Jones; Ursula de Jong; David Kelly

Dear research participant,

You are receiving this plain language statement and consent form because you have indicated that you would like to contribute to a focus group on how to make Geelong a more accessible and inclusive city. Your details have been passed on to this research team through [organization name] with your permission. In this form, you will find details about the project that will allow you to make an informed decision about your participation.

1. Purpose

Geelong is a growing city that is home to a wide range of people who have different needs. This project aims to explore what needs to be done to make Geelong a world-class accessible and inclusive city.

The purpose of this project is to gain the insights of people and organisations who have first-hand experience on issues around accessibility and inclusion. This involves listening to a range of suggestions on how infrastructure such as buildings, roads and paths can be planned better to meet the needs and desires of all people who live and visit the city. The project will also consider how community spaces and pathways to jobs can be made more accessible and inclusive, and what these actions are likely to cost.

Our research questions are:

- What would an accessible and inclusive Geelong be like?
- How could Geelong become a world class accessible and inclusive city?
- What approaches to consultation and engagement would work to ensure people with disabilities have an ongoing say about access and inclusion in Geelong?

2. Methods

This project involves a series of focus group interview with up to ten (10) individual participants. Focus groups will be held in Geelong during May and June 2019, lasting up to two (2) hours each. Each focus will focus on access and inclusion in Geelong, incorporating three (3) specific research questions.

3. Participation

The project will involve participation of individuals in one (1) of the focus groups. Each focus group will take no longer than two (2) hours. Participants will be asked to reflect and elaborate on a series of questions.

Together, participants will narrate a complex picture of the problems we explore. Participants will be asked to review problems we identify and generate actions which might be taken to improve the accessibility and inclusivity of Geelong.

If you are unable to participate in a focus group due to personal circumstance, or because there is no available places left in the focus group, the research team will retain your contact information and follow up with you about future possibilities to contribute.

4. Risk and benefit

All information that participants provide will be kept private. No personal details will be shared with anyone who is not a part of the research team. Your name and any other identifiable characteristics will be excluded from any information generated from the focus groups.

Some of the actions generated by participants are likely to be implemented in future planning policy and practices. Improvements are likely to be made to the city that will improve how easy people find it to get around. It is also highly likely that residents of Geelong, including those who identify with having a disability and visitors that come to the city, will benefit from improvements to accessibility and inclusion.

5. Services to participants

This research is non-personal, and we will not ask participants to provide any information that is likely to make them feel uncomfortable. However, the process may lead to sharing some personal experiences as part of the broader discussion, this is not required of participants. Any participants offering personal reflections as part of the process would be doing so voluntarily. If a participant does experience discomfort as a result of their participation in a focus group, the researcher will discuss options for support with the individual.

We will help participants to connect with their own GP and/or Lifeline Counselling Services (www.lifeline.org.au / 13 11 14).

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Throughout the duration of the research project, data will be stored on secure, password protected computers and laptops that are only accessible by the research team. Upon completion of the project, hard-copy data will be kept in a locked cabinet as per Deakin University guidelines for a period of five years after the date of the last publication from this project. Data will be disposed after five years from the date of publication in accordance with Deakin University guidelines.

If you consent, we plan to use the information gathered in research reports and papers to various stakeholders, including the Department of Health and Human Services (Victoria). The results will be used for research purposes and may be reported in scientific and academic journals and/or used in submissions to governments. In any publication, information will be provided in such a way that you cannot be identified.

Please advise the research team how you would like to receive/view the research outputs produced from these focus groups.

7. Research monitoring

The research will be monitored by regular meetings of the Deakin research team. Meetings will take place prior to the commencement of the focus group, and in the days before and following each focus group. Researchers trained in focus group facilitation will monitor the project.

8. Payments to participants

The research team will endeavour to the absolute best of ability to reduce any inconvenience to the participants, including reimbursement of undue costs for participation. There are no official reimbursements to be payed to participants in this project.

9. Funding for the research

Funding has been received from the Victorian Department of Health and Human Services to conduct this project, whereby $20,000 has been allocated to the resourcing of consultation events..

10. Participation is voluntary

Participation in any research project is voluntary. If you do not wish to take part, you are not obliged to do so. If you decide to take part and later change your mind, you are free to withdraw from the project at any stage. Your decision whether to take part or not to take part, or to take part and then withdraw, will not affect any relationship with Deakin University.

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If you decide to withdraw from this project, please notify the research team verbally, or in an email format, or you can complete and return the Withdrawal of Consent Form attached. There will be no risks or special requirements linked to withdrawing. There are no limits on when participants can withdraw from the research during the focus group stage that is likely to be March–April 2019. If you chose to withdraw, you can also request that the data collected is not to be used.

11. Ethical Guidelines

This project will be carried out according to the *National Statement on Ethical Conduct in Human Research* (2007) produced by the National Health and Medical Research Council of Australia. This statement has been developed to protect the interests of people who agree to participate in human research studies.

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Please quote project number 2019-023**.**

13. Further Information, Queries or Any Problems

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A/Prof. Richard Tucker | email: homeresearchhub@deakin.edu.au | phone: 5227 8308 | Deakin University, Geelong, Australia.

*** PLEASE NOTIFY THE RESEARCH TEAM AS SOON AS POSSIBLE IF YOU REQUIRE ANY SPECIAL ASSISTANCE IN ORDER TO PARTICIPATE IN THIS FOCUS GROUP (I.E. AUSLAN INTERPRETER) ***

PLAIN LANGUAGE STATEMENT AND CONSENT FORM

TO: Focus Group Participant

Consent Form

Date:

Full Project Title: Accessible Inclusive Geelong Feasibility Study

Reference Number: 2019-023

I have read, or have had read to me, and I understand the attached Plain Language Statement.

I freely agree to participate in this project according to the conditions in the Plain Language Statement.

I have been given a copy of the Plain Language Statement and Consent Form to keep.

The researcher has agreed not to reveal my identity and personal details, including where information about this project is published, or presented in any public form.

Participant's Name (printed) ……

Signature …… Date ……

You may wish to answer the following question. If you decline, it will not affect your participation in this research.

Do you identify as a person living with disability or impairment?

☐ Yes
☐ No

If you wish, you may provide more information below:

PLAIN LANGUAGE STATEMENT AND CONSENT FORM

TO: Focus Group Participant

Withdrawal of Consent Form

Date:

Full Project Title: Accessible Inclusive Geelong Feasibility Study

Reference Number: 2019-023

I hereby wish to WITHDRAW my consent to participate in the above research project and understand that such withdrawal WILL NOT jeopardise my relationship with Deakin University.

Participant's Name (printed) …….

Signature ……. Date ……

Please post or email this form to:

A/Prof. Richard Tucker
School of Architecture and Built Environment, Deakin University
1 Gheringhap St, Geelong VIC 3220

Email: richard.tucker@deakin.edu.au | Phone: 5227 8308