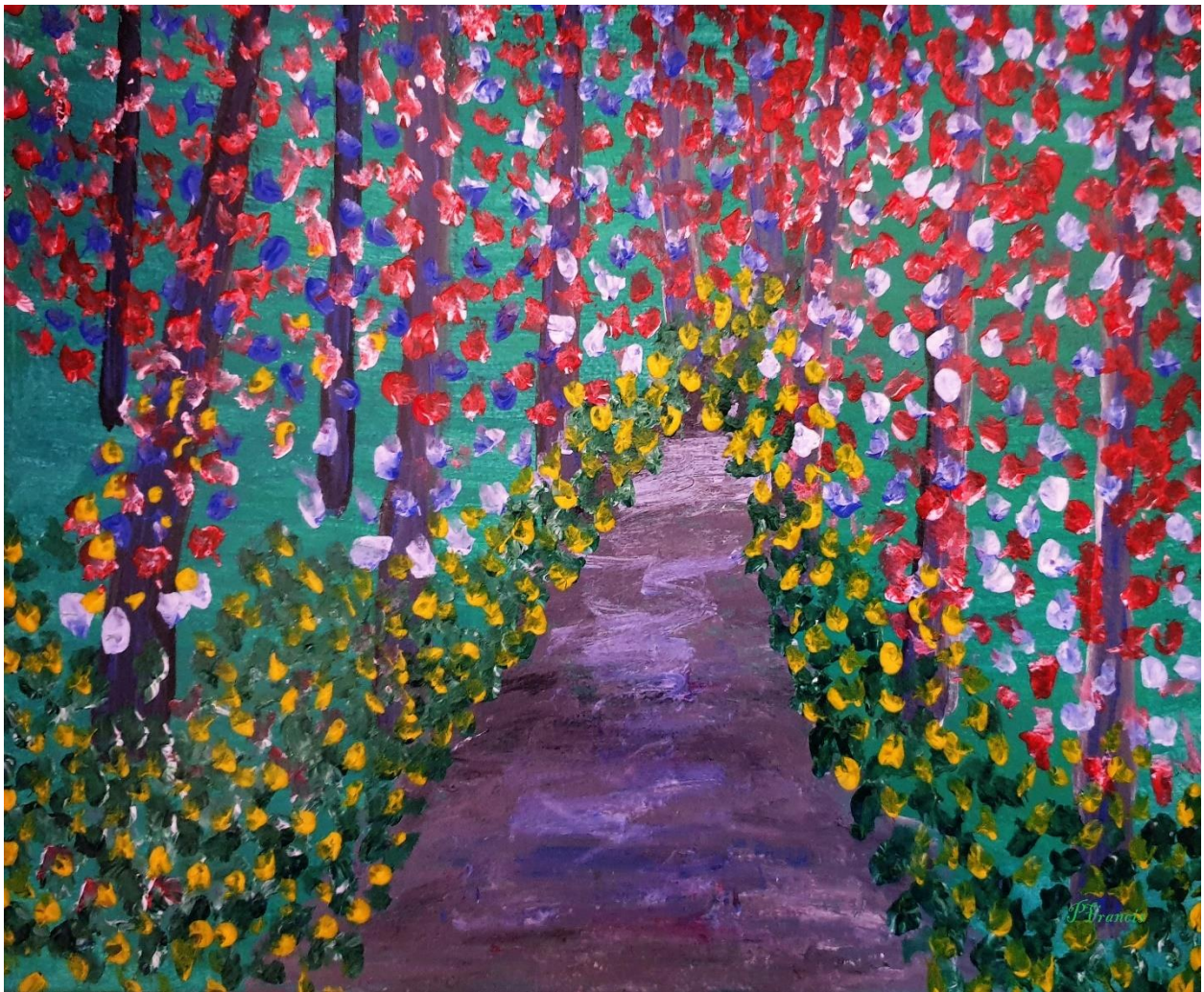


Community Consultation Report

Disability Action Plan 2024 – 2025

July 2023



INTO THE WOODS (Patrick Francis)

See more at: Patrick-Francis.weebly.com | [Facebook.com/PatrickFrancisArtist](https://www.facebook.com/PatrickFrancisArtist)

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1 Summary

Ahead of Moonee Valley City Council's current Disability Action Plan 2014 – 2023 finishing at the end of 2023, community feedback was sought to help develop Council's next Plan, scheduled for January 2024 – December 2025. The community was asked about current barriers and challenges, and what an improved future in Moonee Valley for people with a disability and their Carers would look like. These are the questions that were asked:

1. **What does a good life look like for people with disabilities and their Carers in Moonee Valley?**
2. **What would make Moonee Valley a better place for people with disabilities and their Carers?**

The consultation was open from 28 June until 28 July 2023 and was promoted through social media, posters displayed in community facilities, and a targeted e-mail and postal campaign.

It was open to the community in a range of formats so as to increase accessibility and obtain feedback from all who wanted to participate. An online survey and ideas board were hosted on the MVCC YourSay page, which could be viewed in the user's language of choice via a translation tool. Also featured on the YourSay page was the SpeakPipe tool, which is designed to capture recorded audio feedback from participants who found it easier to submit their responses via this method. This consultation is the first one from Moonee Valley City Council to feature this tool.

In total, 94 responses were received – 74 surveys (online and physical), 4 written submissions (e-mail), 1 SpeakPipe recording, 15 ideas posted to the YourSay page ideas board. An additional 9 contributions from MVCC's Disability Advisory Committee were noted during the development of the survey.

Recurring themes that emerged from the free text responses to the two survey questions – as well as from the other complementing pieces of feedback – aligned with the four pillars of [Inclusive Victoria: State Plan 2022-26](#):

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

A key theme in responses received across the whole consultation was **Inclusive communities**. A number of participants raised concerns around the state of road and footpath infrastructure, making accessibility difficult and unsafe for many in the community with a disability.

2 Methodology

2.1 Key decisions and questions for engagement

For the survey, which formed the major aspect of this consultation, community members were asked to respond to two main questions:

1. **What does a good life look like for people with disabilities and their Carers in Moonee Valley?**
2. **What would make Moonee Valley a better place for people with disabilities and their Carers?**

A copy of the survey tool can be viewed in Appendix 5.1.

2.2 Application of themes

Community consultation findings were themed in alignment with the pillars of the [Inclusive Victoria: State Plan 2022-26](#):

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

The following interpretation of the State's pillars to a local government context has been used to guide the theming of consultation findings:

Inclusive communities

- access to public transport and infrastructure (including footpath maintenance, road crossings and parking)
- participation in community activities that support social connection and physical & mental health
- information in accessible formats
- shifting community attitudes

Health, housing and wellbeing

- access to affordable housing and health care
- services and supports that meet the diversity of individual needs
- support for carers

Fairness and safety

- feeling safe and respected
- community safety
- safety in emergencies
- freedom from disability-related discrimination and bullying
- freedom from violence, abuse and neglect

Opportunity and pride

- opportunities to pursue and achieve aspirations and contribute to the community
- access to education
- participation in meaningful, paid employment
- engagement in civic participation
- the voices of people with a disability and carers are heard
- contributions are recognised, valued and celebrated

2.3 Participation

Community members primarily contributed to the consultation via a survey that was available through Council's Your Say page. A targeted mail out of hardcopies of the survey was also completed to ensure the survey was accessible to all. Community members could also provide written submissions via e-mail or post, or post comments on the Ideas Board on the Your Say page. There was also the option to record feedback via the SpeakPipe tool that was included on the Your Say page.

The table below provides information about consultation participation by the community.

Consultation	Engagement Type	Participation
Your Say	Informed	81
	Aware	448
	Engaged	9
	Total visits	584
Survey	Accessed online	143 (63 complete, 11 partial, 69 disqualified due to no data entered)
	Hardcopy	11
Written Submissions	Received via email	4
SpeakPipe (audio recording)	Via Your Say page	1

2.4 Social media campaign statistics

The tables below provide information about social media participation.

Date: 28 June	Facebook		Twitter		Instagram	
	Clicks	215	Engagement	4	Impressions	597
	Comments	22	Impressions	200	Likes	14
	Impressions	871	Likes	1	Reach	568
	Link Clicks	2	Link Clicks	0	LinkedIn	
	Reach	675	Media engagements	0	Clicks	16
	Reactions	104	Media views	0	Impressions	811
	Shares	5	Retweets	1	Reactions	15

Date: 21 July	Facebook		Twitter		Instagram	
	Clicks	648	Engagement	2	Impressions	665
	Comments	2	Impressions	190	Likes	10
	Impressions	40,960	Likes	0	Reach	628
	Link Clicks	329	Link Clicks	1		
	Reach	17,481	Media engagements	0	Clicks	NA
	Reactions	37	Media views	0	Impressions	NA

Comments:

[NAME REDACTED] That's awesome! Congratulations!

[NAME REDACTED] Stunning artwork Patrick! Love it.

[NAME REDACTED] Absolutely amazing

[NAME REDACTED] Thank you MVCC DAP staff. So proud to have my artwork on this

[NAME REDACTED] Bring back the Disco please [NAME REDACTED]

[NAME REDACTED] I hope you can lobby PTV about the inaccessible old trams, that are used on the two routes that travel through Moonee Valley.

Notes:

- Impressions: Number of times the post was displayed whether it was clicked or not. Includes multiple views from individual users.
- Reach: Amount of people who were served the post.
- Engagement: Number of times that users interacted with the post. Includes comments, likes, and shares.
- Likes: Number of people who clicked the Like button.

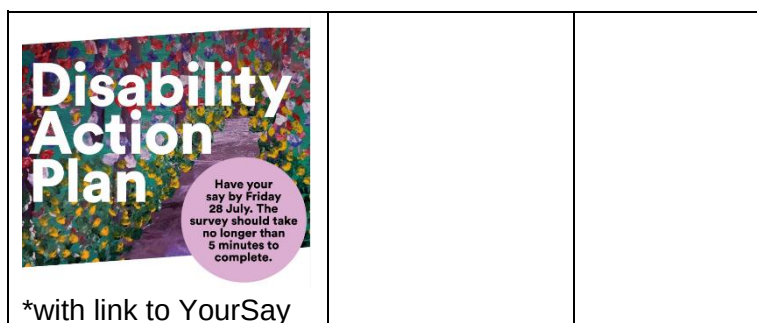
- Comments: Number of people who wrote feedback in the comment section

Story post

Date: 4 July	Instagram	
 Disability Action Plan Have your say! *with link to YourSay	Impressions	598
	Link Clicks	6
	Comments	0
Date: 10 July	Instagram	
Same image as above, with link	Impressions	414
	Link Clicks	5
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Date: 24 July	Instagram	
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	Link Clicks	2
	Comments	0

Meta Ads

Graphic	Instagram and Facebook ads	
	Reach	18,176
	Link Clicks	318

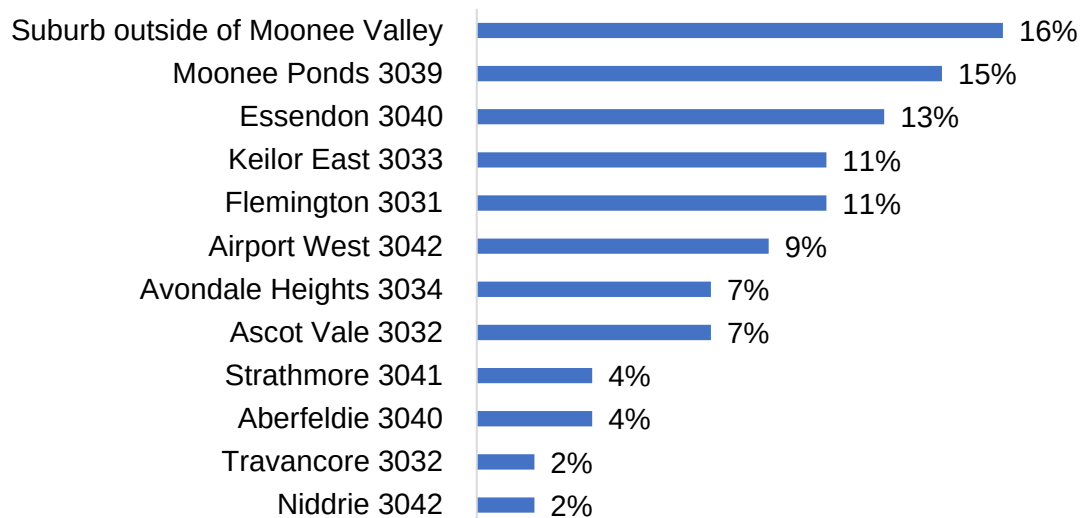


3 Survey respondent demographics

3.1 Suburb of residence

Respondents were asked to indicate their suburb of residence. There was a broad mix of Moonee Valley suburbs represented in the majority (84%) of survey responses. The remaining 16% of responses were from respondents outside of Moonee Valley. The highest representation of suburbs within Moonee Valley included Moonee Ponds (15%), followed by Essendon (13%), Flemington and Keilor East (both at 11%).

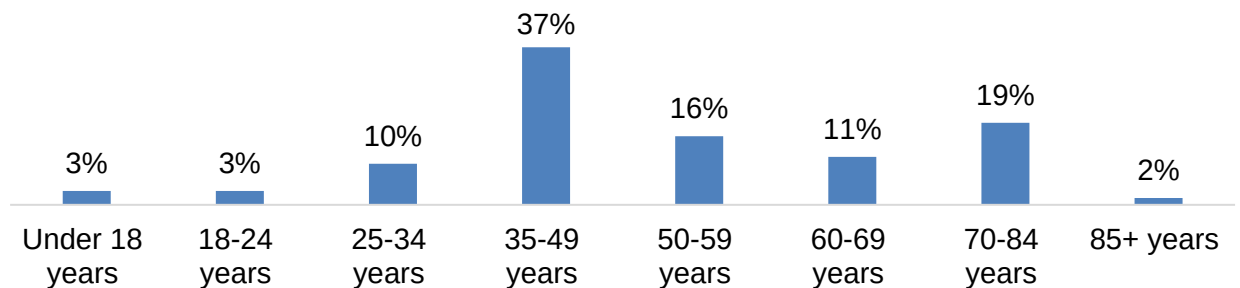
Figure 1. Suburb of residence



3.2 Age group

Respondents were asked to indicate their age group. The largest group of respondents (37%) indicated they were aged 35 – 49 years. The majority of respondents (85%) were aged 35+ years.

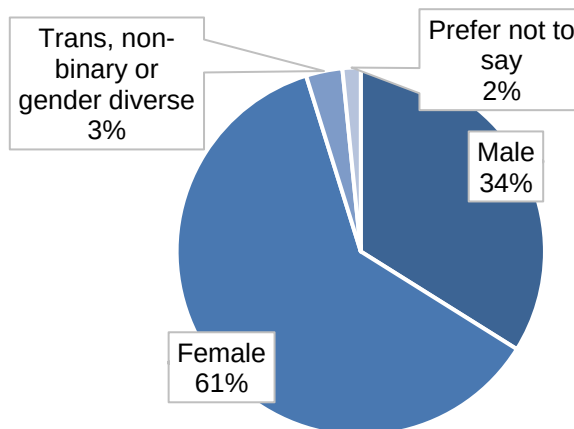
Figure 2. Age Group



3.3 Gender

Respondents were asked to indicate their gender. The majority of respondents (61%) indicated they were female, with 34% indicating male, 3% trans, non-binary or gender diverse, and 2% indicated they prefer not to say.

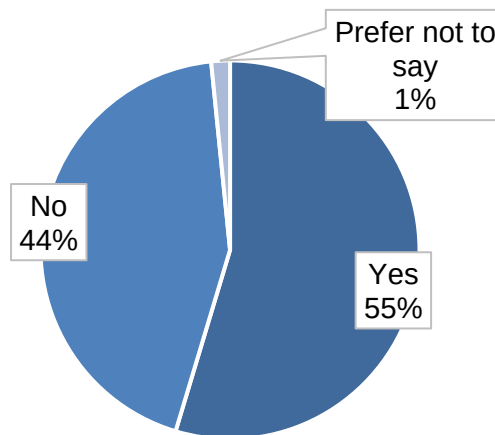
Figure 3. Gender



3.4 Disability

Respondents were asked if they identified as having a disability. More than half of respondents (55%) indicated yes, 44% no, and 1% stated they preferred not to say.

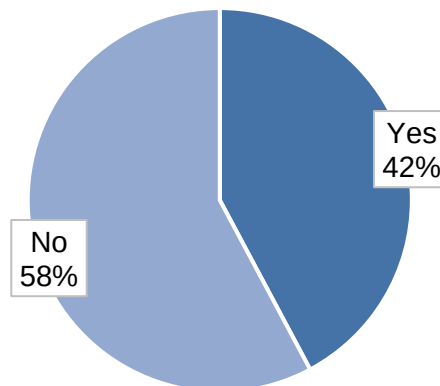
Figure 4. Do you identify as having a disability?



3.5 Carer

Respondents were asked to indicate if they identified as being a Carer. Of respondents, 58% indicated they did not identify as a carer, 42% said they did.

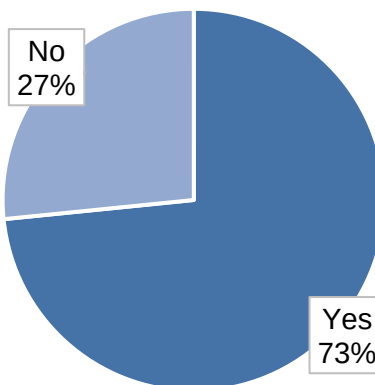
Figure 5. Do you identify as a Carer?



3.6 Disability Ally

Respondents were asked to indicate if they identified as being a disability Ally (someone who supports and amplifies the cause of people with disabilities). Just under 73% of the respondents indicated they identified as an Ally.

Figure 6. Do you identify as a Disability Ally?



3.7 Help required

Respondents were asked if they ever needed someone to help, or be with them, for self-care activities, body movement activities, or communication activities. Responses across these three questions were all quite similar, with the majority for each stating they did not need such help.

Figure 7. Do you ever need someone to help with, or be with you, for self-care activities?



Figure 8. Do you ever need someone to help with, or be with you, for body movement activities?



Figure 9. Do you ever need someone to help with, or be with you, for communication activities?



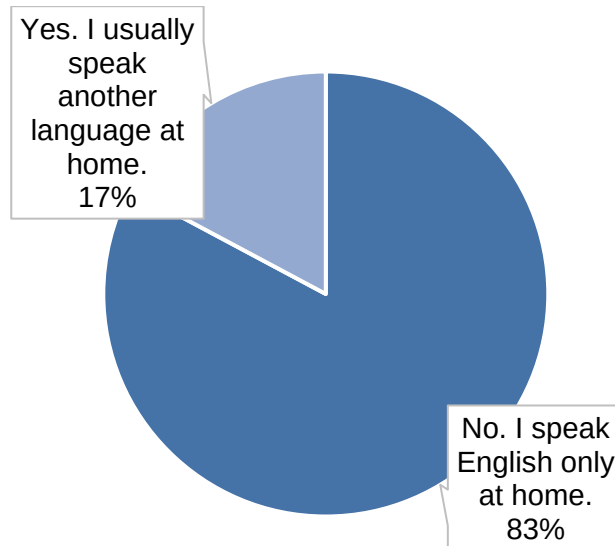
3.8 Aboriginal and Torres Strait Islander

No respondent indicated they identified as Aboriginal and Torres Strait Islander.

3.9 Language

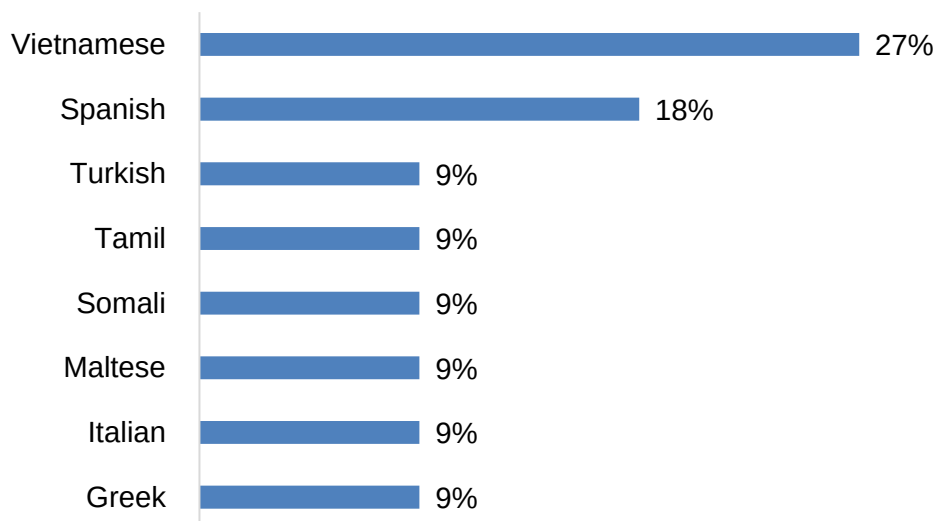
Respondents were asked if they usually speak a language other than English at home. Approximately 83% stated they only speak English at home.

Figure 10. Do you usually speak a language other than English at home?



Of the 17% who indicated they usually speak another language at homes, these languages included: Vietnamese, Spanish, Greek, Italian, Maltese, Somali, Tamil and Turkish.

Figure 11. Language spoken at home other than English



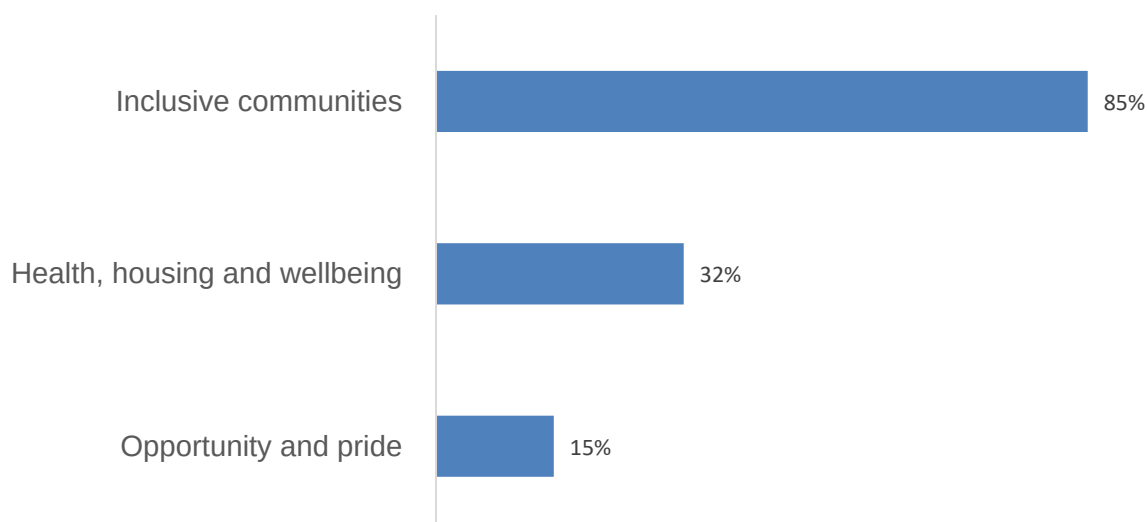
4 Findings

4.1 Survey Findings

Question 1: What does a good life look like for people with disabilities and their Carers in Moonee Valley?

69 comments were received to this question. A full list of the comments can be found in Appendix 5.3. Emerging themes from the responses received aligned with the four main [Inclusive Victoria: State Plan 2022-26](#) themes: Inclusive communities; Health, housing & wellbeing; Fairness and Safety; and Opportunity and Pride.

Figure 12. What does a good life look like for people with disabilities and their Carers in Moonee Valley?



Inclusive communities ranked the highest with 85% of respondents' comments aligning with this theme. Examples of such comments include:

- *A good life for disabled people in Moonee Valley looks like - how life for nondisabled people looks like in MV. We should be going to the same buildings, same cafes, same libraries without barriers.*
- *A good life would be one that enables people with disabilities and their careers to enjoy freedom of movement without needing to investigate if they'll be able to easily and safely access public transport (trains,trams,buses) and retail or professional premises. Obviously footpaths are a major concern - many of these slope away from a property boundary/fence line towards the kerb making it extremely difficult to walk on pain-free*

- *Being able to freely move about the community without having to worry about excessive cognitive labour into planning around accessibility issues. Being able to participate and be as comfortable as other community members who are not disabled.*

Health, housing and wellbeing featured in approximately 32% of comments received. Examples include:

- *Having someone to call when things get difficult. Talking to others in similar situations. Having respite occasionally, regular times not just when desperate.*
- *Supports, facilities, no waiting lists*
- *Opportunities for social engagement Employment opportunities within the municipality Affordable housing opportunities within the area*

Opportunity and pride was evident in 15% of comments received. Examples include:

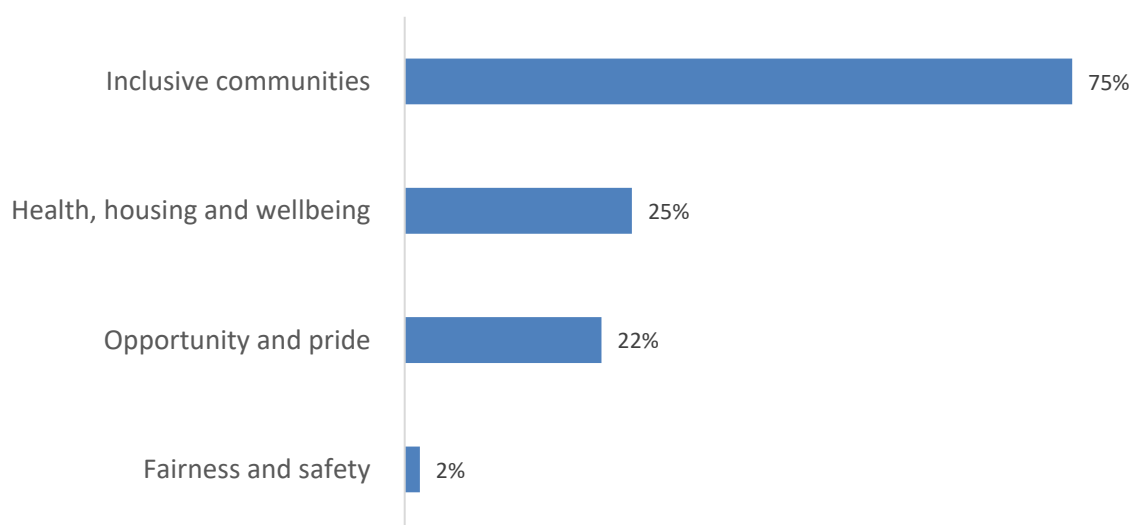
- *Employment - in visible front-of-house and behind the scenes Council-run/managed sites*
- *The ability to have independence, good structured career paths, an integrated approach between schools and the wider community.*

Fairness and safety – no comments received aligned with this theme.

Question 2: What would make Moonee Valley a better place for people with disabilities and their Carers?

67 comments were received to this question. A full list of the comments can be found in Appendix 5.3. Emerging themes from the responses received to this question aligned with the four main [Inclusive Victoria: State Plan 2022-26](#) themes: Inclusive communities; Health, housing & wellbeing; Fairness and safety; and Opportunity and pride.

Figure 13. What would make Moonee Valley a better place for people with disabilities and their Carers?



Inclusive communities again ranked the highest with 75% of respondents' comments aligning with this theme. Examples of such comments include:

- *Adoption of the hidden disability lanyard approach and greater promotion of inclusion of those with disabilities in all areas of life including sport and cultural events*
- *- Improvement on streets - many streets have cracks or aren't flat and smooth which makes it difficult to walk on, especially with mobility aids like crutches, canes, and wheelchairs. - access embedded from the start. When buildings are designed, they should be designed with access from the very beginning, rather than trying to alter an inaccessible building later. When planning events, think about access from the start - so that all people can attend freely. - be clear about what access is available, and where to go to complain. There is a lot of accessibility information on the MV Website, but more can be added, like social stories (which explain what the inside of a building looks like, explains parking etc). This solves questions before they need to be asked. - prioritize access - examples: If a lift isn't working, that is an urgent matter, etc. Access requests are not like regular complaints or feedback - they are urgent. - hire disabled staff - our lived experiences make us the experts in our lives. this diversity will improve*

MV's procedures and practices. Continue to support any disabled staff you may already have - allow them to work hybrid/from home, and support them by having Disability Equity training so all staff treat them (and patrons of MV) with respect.

Health, housing and wellbeing was a featured theme in 25% of comments received.

Examples include:

- *More services for people with disabilities and their carers. And also encouraging more businesses who provide services for people with disabilities.*
- *Increased awareness of the needs of people with disabilities and their carers.*
- *Ability to access supports without waiting times.*

Opportunity and pride were identifiable themes in 22% of comments received. Examples include:

- *Re-activate Crown St Stables as a visible place of training and employment for people with a disability...*
- *To listen directly to the feedback and ideas of people disabilities and carers. it's important to consult with them and actively involve them in decision making processes.*
- *Community education campaign about how to support and include people with disabilities in all parts of community life. Most people want to do the right thing but sometimes need a guide to help them feel confident that their efforts help and not hinder.*

Only one comment was received that aligned with the **Fairness and safety** theme, equating to 2% of overall responses.

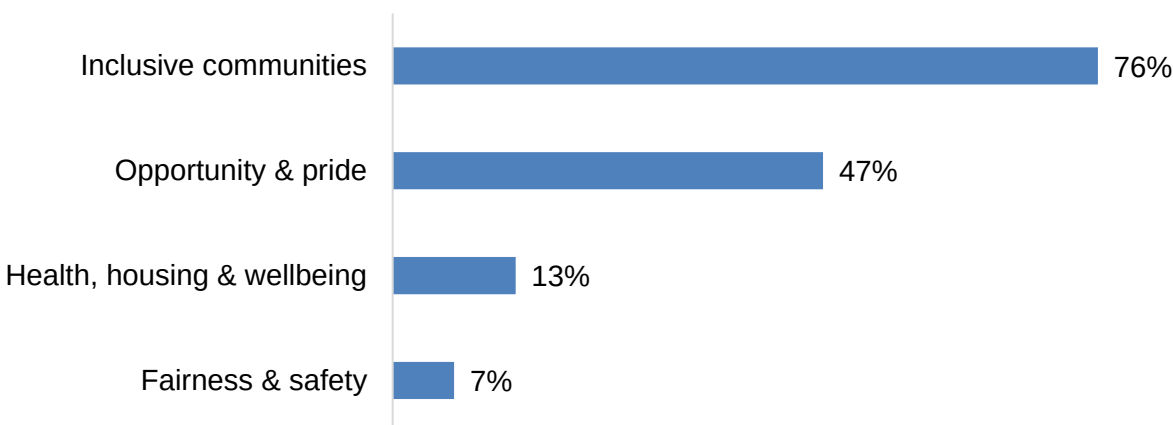
- *Safe public transport, assistance if travelling at night*

4.2 SpeakPipe and Ideas Board Findings

Alongside the survey, two optional tools were made available on the YourSay page for people to leave their feedback. One was a virtual ideas board where comments could be left for the community to see and respond to; the other was the SpeakPipe tool which people could use to record their feedback.

15 comments were left on the ideas board and 1 via SpeakPipe. Each comment tied in with one or more of the four [Inclusive Victoria: State Plan 2022-26](#) themes. Similar to the findings from the survey results, the most represented theme was **Inclusive communities** with 76% of comments connecting with this theme. Comments relating to **Opportunity and Pride** were represented in 47% of comments received. A list of the comments can be found below.

Figure 14. SpeakPipe / Ideas Board – themes



Ideas board comments: What does a good life look like for people with disabilities and their Carers in Moonee Valley?

- *Acceptance and inclusion everywhere you go. Same facilities offered to all e.g. booking tickets for a musical show.*
- *Disabled people have to wait on the phone call for hours for someone to process their ticket along with a Companion Card ticket so they end up losing the good seats which other 'regular' people can book online in a couple of minutes. Also, special needs individuals can only book tickets Mon-Fri 9am-5pm through phone sales. If a disabled person books a ticket through Ticketek online first, then requests a refund, it is either refused or they have to keep chasing it up for months before they even get a reply, which might be negative in the end. As a result, disabled people don't get to enjoy regular shows that the mainstream public take for granted (as they can book online when there are sales). It would be*

wonderful if the rules are changed so that you can book special needs tickets and companion card tickets online anytime, like mainstream people, then send the companion card details via email to the Company to refund the ticket within 4 weeks. The companion card can also be shown again at the door to ascertain its validity.

- *Programs that Carers and Care Recipients (adults) can enjoy together e.g. Weekly Walking around the Maribyrnong River followed by Brunch. Other activities could be Tenpin Bowling, Bocce, other social activities e.g. Carers and Care Recipients (adults) go, as a group, to the Botanical Gardens, Aquarium, Zoo, Movies, Musical Shows, Luna Park, Dancing, other sightseeing places, during weekdays or weekends, followed by a meal together to encourage socialisation and inclusion. (Even going as a special needs / Carer group on Cruises from Melbourne as this is so popular now and can avail group discounts).*
- *Is all about providing a safe un daunting, environment which stretches a hand of care and compassion, which is un challenging, non jeering. It be full of compassion and an attitude to serve, understanding the sensitive approach needed for special people with special needs. Bereft of red tapism or hoops. A welcoming place not by brick and mortar but with a real heart in it. A place which is run by Organisations who truly care and work with a passion to serve others. Where money and using vulnerabilities of people to advantage is not the underlying objective. Where not a single person feels himself or herself unheard and as if pushed or challenged to prove himself against a wall but feel-so wanted as if stretched arms wait to give a warm embrace. Exhibited not just by words but in reality such that each one there has a Vow effect, making it a real hug of Togetherness. Thank you.*
- *Better access to all buildings (including in Civic) - Some areas in Moonee Valley can be difficult to access. More disable parking and less parents and prams.*
- *A Place Where Meaningful Community Support is Offered to People with Disabilities and their Carers - This could be achieved via a network of support services which are operated by volunteer workers. The services could be offered in locations co-located with existing services and participating businesses. People would be able to access support which is meaningful and relevant to their needs and their current situation. People should be able to access local support over the phone, online and in person. Physical locations for community services should be within a reasonable distance for residents to access.*
- *I would like to be able to walk proudly with my son along the shopping strips of Moonee Valley, and not have to apologise for needing to squeeze past people because the pathways are too narrow... Or need to walk too far on busy streets because there are not enough disability parking spots within close access to shops.... Or feel that we are not welcome because there is a lack of understanding of our needs by retail staff and the community.... Therefore, we need to look at making infrastructure more inclusive, ie which includes accommodating the needs of intellectually disabled people and people with psychosocial needs, as well as people with physical disabilities. If people with disabilities have better access to the 'outside world', it will help the community's understanding and acceptance of our needs. Can Moonee Valley do something to recognise businesses who go out of their way to welcome people with disabilities?*

- *An accessible business award would be a great idea to highlight businesses that do a great job in making everyone feel welcome!*

Ideas board comments: What would make Moonee Valley a better place for people with disabilities and their Carers?

- *Text chat on the MVCC website so deaf people can talk to council.*
- *A More Accessible Landscape - Even surfaces on footpaths, easy slopes for street crossings, and accessible toilets.*
- *A Community Drop-In Centre - A place where people can visit to feel welcome and at home, to have a chat, and to ask for advice and assistance.*
- *Better accessible parking and more enforcement of users who access parking spaces without displaying a parking permit.*
- *Respect and awareness - I would love to see more showcasing of the achievements and needs of people with disabilities in the Council's communication channels, especially public visual communications which are easily seen by the wider community.*
- *Community facilities - Could the wonderful places like Clocktower and Incinerator provide disability-friendly events? Eg, wellbeing, capacity building, respite etc specifically for people with disabilities and carers? Also, to provide sensory-friendly experiences, understanding that inclusivity is not just physical..?*
- *Fix pedestrian crossing at Pratt and Puckle - The rough stones in the gutter make it impossible for a wheelchair user to cross here safely.*

4.3 Disability Advisory Committee

During the development of the survey questions for the consultation's YourSay page, the below comments were recorded from a conversation with the Disability Advisory Committee. The main themes to these comments were **Inclusive communities** and **Opportunity and pride**.

What would it look like for you, if Moonee Valley was a great place to live, work and play for people with disability and their carers?

- *Moonee Valley would be a place where everyone who lives, works, studies, plays and visits is able to access the goods and services available in a seamless and equitable way.*
- *Don't like the word "disability" I do not relate to this word, and nor do many others with non-visible disabilities. Don't want to have to declare my disabilities to access*

information or services. Don't like "play" – I do not do this. Prefer "spend time doing the things you enjoy"

- *Educate community online or in person so they can have an understanding of how to support people with disabilities in various locations within the community. Provide mentor and awareness programs for community to develop a greater understanding of how to support and assist people living with disability. Always ensure that Council are an ally who listens to what the individual or community is saying. Educate private businesses in the community to explore employee volunteer days for people living with disabilities.*
- *Don't like the word "disability" I do not relate to this word, and nor do many others with non-visible disabilities. Don't want to have to declare my disabilities to access information or services. Don't like "play" – I do not do this. Prefer "spend time doing the things you enjoy".*
- *open enough to capture the spectrum of disability*
- *Living without a disability, where everything is just normal and not having to go outside the norm*

What are the current barriers to a more inclusive Moonee Valley (for people with disability and their carers)?

- *Access to the built environment inside and outside, access to information in accessible format physically and electronically, refusal of receipt of goods and services because of a disability directly or indirectly such as being refused access to a restaurant because you have an assistance dog. Availability of affordable and accessible housing. Discrimination against people who cannot access the Internet when accessing goods and services, e.g. Not being able to contact a person in a call centre and being referred to the Internet or an automated response system. Lack of respite support for carers. Discrimination in gaining employment opportunities. Discrimination when seeking assistance because the person offering assistance has a pre conceived idea of what a person with a disability should be.*
- *"Barriers" is not a word easy to understand meaning in this question Prefer "What things get in the way of MV being Inclusive"*
- *Providing funded social connections, friendship, and practical and emotional support for people living with disability. Ensure accessibility is always addressed.*
- *For me safer bike paths cause that is how I get around, I'd there any, no.*

5 Appendices

5.1 Survey tool

Community Visioning

- 1) What does a good life look like for people with disabilities and their Carers in Moonee Valley?
- 2) What would make Moonee Valley a better place for people with disabilities and their Carers?

About you (person the community visioning responses are about)

- 3) Suburb you live in
- 4) Age group
- 5) Gender
- 6) Do you identify as having a disability?*
- 7) Do you identify as a Carer?*
- 8) Do you identify as a disability Ally?
(A disability Ally is someone who supports and amplifies the cause of people with disabilities.)*
- 9) Do you identify as Aboriginal and Torres Strait Islander?
- 10) Do you usually speak a language other than English at home?
() No. I speak English only at home.
() Yes. I usually speak another language at home
- 11) The main language I speak at home is: _____
- 12) Country of birth _____
- 13) Do you ever need someone to help with, or be with you, for self-care activities?
() No () Yes () Unsure
- 14) Do you ever need someone to help with, or be with you, for body movement activities?
() No () Yes () Unsure
- 15) Do you ever need someone to help with, or be with you, for communication activities?
() No () Yes () Unsure

Thank You

5.2 Social media posts

Date: 28 June

Graphic	Facebook		Twitter		Instagram	
	Clicks	215	Engagement	4	Impressions	597
	Comments	22	Impressions	200	Likes	14
	Impressions	871	Likes	1	Reach	568
	Link Clicks	2	Link Clicks	0	LinkedIn	
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Date: 21 July

Graphic	Facebook		Twitter		Instagram	
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Story post

Date: 4 July

Graphic			Instagram	
 *with link to YourSay			Impressions	598
			Link Clicks	6
			Comments	0

Date: 10 July

Graphic	Instagram	
Same image as above graphic, with link	Impressions	414
	Link Clicks	5
	Comments	0

Date: 24 July

Graphic	Instagram	
 Disability Action Plan Have your say by Friday 28 July. The survey should take no longer than 5 minutes to complete. *with link to YourSay	Impressions	440
	Link Clicks	2
	Comments	0

Meta Ads

Graphic	Instagram and Facebook ads	
 Disability Action Plan Have your say by Friday 28 July. The survey should take no longer than 5 minutes to complete. *with link to YourSay	Reach	18,176
	Link Clicks	318

5.3 Survey comments

Question 1: What does a good life look like for people with disabilities and their Carers in Moonee Valley?

A good life would be one that enables people with disabilities and their careers to enjoy freedom of movement without needing to investigate if they'll be able to easily and safely access public transport (trains,trams,buses) and retail or professional premises. Obviously footpaths are a major concern - many of these slope away from a property boundary/fence line towards the kerb making it extremely difficulty to walk on pain-free

lots of community activity

Having opportunities to reduce stress by going out to restaurant , having massage, attending spa, well being workshops, playing sports.attending tai chi , line dancing together.

Recognition and support for people living with disabilities and their carers

Inclusivity. Carer's are out in the community participating with those they care for. The disabled are viewed as part of the community with amenities available for them to fully participate.

Supports, facilities, no waiting lists

Continued supports and programs that are accessible and suitable for everyone with a disability.

A city friendly for their condition. Job and friendship opportunities. Acceptance, understanding and respect for the community where they live, which is only achieved through education.

It would be a place where places are accessible, inclusive and discrimination free. At the moment it's very hard to engage in community activities as accessibility is not advertised or booking companion tickets can be hard

Full accessibility. Awareness and acceptability of all differences.

understanding and accessible community

Having someone to call when things get difficult. Talking to others in similar situations. Having respite occasionally, regular times not just when desperate.

Accepting, non discriminating community with open access to services for everybody.

The ability to have independence, good structured career paths, an integrated approach between schools and the wider community.

Question 1: What does a good life look like for people with disabilities and their Carers in Moonee Valley?

Where they can do/join in activities they want as any able bodied person can with no extra effort. That they are supported to be able to do said things. Carers need support as well because caring can be all consuming at times.

easy access to all events and facilities outside the home

Able to access all areas of this wonderful council

MVCC offering a variety of social and fitness programs for groups including children, teenagers, adults and the elderly with disabilities. Programs could include keeping fit and healthy programs including exercise and different types of dance to different types of music which could be held at MVCC leisure centres or community hubs. Also, social programs where participants meet at a community hub and then go out into the community and are involved in a variety of activities ie) bowling, movies, dance/discos etc. Also, participants could sometimes stay at the community hub and do a variety of activities ie) cooking simple foods/sweets, play table tennis, pool, watch a movie, dance and sing to a variety of music and so on. Obviously, certain programs and activities would better suit various age groups but if participants and their carers were given a list of activities to choose from and also put in personal requests MVCC could then choose from these activities and run programs preferably fortnightly. The MVCC could pay for the running of a program and participants could pay a small fee which would encourage more people to be involved or perhaps if they have an NDIS plan and funding they may be able to use that to pay the gap.

I have autism and so do my young children, 6 and 5. We really like using the library and parks but sometimes they are too overwhelming spaces so we need to leave before having a meltdown. It would be helpful for some services to have more images, video walk through to prepare our boys of what to expect of the spaces/places

A good life for disabled people in Moonee Valley looks like - how life for nondisabled people looks like in MV. We should be going to the same buildings, same cafes, same libraries without barriers.

Easy access to services, transportation, inclusive accommodation, events and part of community. At times this is enhancing the voice of the person with a disability. For carers easy access to services and easy access to respite services, support services and mental health support

Access considerations as part of infrastructure and signage.

People with disabilities and carers are very panic with the barer their English limited. , we should receive in their own languages information

Question 1: What does a good life look like for people with disabilities and their Carers in Moonee Valley?

Access to all buildings and more disabled parking

In our quest to build a more inclusive Australia, let's talk about an often overlooked aspect of disability - the hidden or invisible disabled community. Approximately 90% of the 4.4 million people with disabilities in Australia are living with an invisible disability including conditions such as mental illness, chronic pain, learning disabilities, and neurological differences. This amounts to around 3.6 million people, a significant part of our population that we must acknowledge and accommodate. What's more, studies indicate that nearly 60% of individuals with hidden disabilities avoid certain places, events, and situations due to their condition. That's over 2 million Australians potentially feeling excluded or uncomfortable in our public spaces. Think about it - these are our friends, our family members, our colleagues, navigating daily life with challenges that aren't immediately visible or understood. So, how can we help? Firstly, by acknowledging that not all disabilities are visible. Secondly, by going beyond compliance and striving to design our services, workplaces, events, and public spaces with a broader lens of accessibility. Let's remember that empathy and understanding go a long way in making individuals with hidden disabilities feel included. We can all play our part in spreading awareness, challenging assumptions, and fostering an environment where everyone feels valued, accepted, and able to participate fully. Lived experience advocacy is so important, now more than ever. We live in a world where funding and support for people with disabilities is increasing their capacity to take on the world... but the world is not ready, not at all.. My vision for the neurodiverse community is that "sensory friendly sessions" or "Autism friendly sessions" are a thing of the past. Hear me out... Phase one: Equity: Adjustments and accommodations for neurodiverse, and all people with disabilities, are built into environments, events, in everything we do. Phase two: Justice & Liberty: Deep rooted causes of inequity are addressed and systemic barriers removed. We don't need our own "sessions", we want to be a part of sessions for the "general public" and be active participants of the communities around us...💡 Neurodiverse people are not disabled because they are autistic or have ADHD, they are disabled by their environments. A good life in Moonee Valley looks like going beyond compliance. Together, we can make, not just Moonee Valley, but Australia as a whole, more inclusive, one step at a time.

All accessible buildings, transport and sports access. QR code or MV app that details every accessible building, where toilets are located through out MV. Clear defined accessible footpaths and road crossings.

It does not exist. None of the ideals of the action plan have been realised. If anything have gone backward.

Question 1: What does a good life look like for people with disabilities and their Carers in Moonee Valley?

The ability to live your life / go about your daily business without social barriers to participation.

It would be great if the council could apply commonsense and understand that a survey is not required to justified

Good facilities for kids with disabilities

A safe inclusive facility with accessibility

Having facilities that accommodate people with all disabilities and walks of life.

High quality inclusive facilities with ease of access for all.

Being able to freely move about the community without having to worry about excessive cognitive labour into planning around accessibility issues. Being able to participate and be as comfortable as other community members who are not disabled.

As someone who works in the Disability sector and is employed by the city of Moonee Valley, i'm proud of the work my local council is doing to support people with disabilities. I think a good life comprises of making sure the health and well-being of people with disabilities is prioritised. That their involvement in the community and ideas/projects for social enterprise is encouraged and support at a community/societal level. it's important that they have equal access to opportunities and that their disability is not used as an excuse to discriminate them from society. That their contributions to our community are recognised, valued and celebrated.

Vibrant, connected and inclusive.

Accessibility being the norm rather than the exception.

Accessible for disabilities of all ages

Inclusion, being treated like everyone else

Footpaths without cracks so that people with walkers can navigate the streets

Ability to get around independently, access services.

Mobility. Make mobility easy for the disabled. Eg. Pathway, transportation.

Question 1: What does a good life look like for people with disabilities and their Carers in Moonee Valley?

Barriers to accessibility are removed in public areas, increased career/development and employment opportunities for PWD and their carers, more support in general for carers who find it hard to integrate with the community. More inclusive playground equipment (other councils like Hume City do this well). With the gentrification of suburbs like Avondale Heights the playgrounds require substantial upgrades to be inclusive and even enjoyable for all children.

Please see previously submitted response, my apologies form was submitted by accident before I completed all fields - I made comments about accessible public spaces and transport, and comments about inclusive playground equipment.

Able to enjoy the things that Moonee Valley offers

Respect by all disabled or not

A life where people do not have to make choices day to day because they face community, environmental or social barriers to inclusion. A good life is being able to pursue your dreams and aspirations

Accessibility to parking close to shops, parks & other community infrastructure to facilitate access & participation Facilities & community equipment that permit participation in fun activities that is easily accessed Even footpaths Ramps

A place where a person with disabilities and their carer could ask for support, assistance and advice.

More handicapped parking, and the walkways are horrible.

- 20 minute neighbourhoods - easy access to reliable and accessible transportation. Ie more accessible tram stops - safe and well light walk ways around the suburbs - Bulk Billed GPs - Well funding community spaces with meaningful early intervention programs being run out of them - places to socialise safely that doesn't cost - not forgetting about young disabled people too

Happy

Inclusive... no before or after school care at ascotvale height school. My son doesn't have the same opportunity as neuoryoical children. I am unable to work more because of this and financially disadvantaged.

Opportunities for social engagement Employment opportunities within the municipality Affordable housing opportunities within the area

Question 1: What does a good life look like for people with disabilities and their Carers in Moonee Valley?

Acceptance from the general community in accessing things like libraries and recreation facilities. Particularly for people with cognitive disability

Where they can get their required support or access to information about the support services for them easily

Fun socializing independence

Accessible transport and venues and parking

Security and no worries Good contact with family and friends Relief for carers if it all becomes too much

Essendon Parkinson's Support Group Meetings (for more than 20 years!!) Social interaction Support and information Activities and relevant presentations Only parkinsons support group this side of town. Folk travel to attend. Thank you Moonee Valley for your support.

Employment - in visible front-of-house and behind the scenes Council-run/managed sites

Respite, groups - aphasia attending, Gardening

Assistance with daily activities including: - showering & general hygiene assistance - assistance with medical aids, incl. compression stockings - home modifications (eg install steps / handrails etc)

According to the brochure that came with this questionnaire, Moonee Valley appears to support people with a disability very well with their services.

More retirement villages with ground level units and small garden areas rather than apartments.

Improve their quality of life in employment (if possible) - self-esteem - confidence - contribution to the community in their capacities. Entertainment - easy access to venues More parking for these people esp at churches and temples

A Council that helps people in need.

Attending aphasia group

Attending aphasia group Enjoy looking in pond Enjoy to meet a group Aphasia group

Question 2: What would make Moonee Valley a better place for people with disabilities and their Carers?

Refer to my previous answer. Accessible public transport, retail and professional spaces and properly designed and constructed footpaths

lots of community activity

Giving carers opportunities to have activities listed above

More all abilities playgrounds, especially more fully fenced playgrounds. Better inclusion support at kindergarten children with disabilities. A register for all abilities sports and activities for children/young people. I have found lots in the area by talking to lots of other parents and therapists, but it would be fantastic to have a register to search/browse.

Adoption of the hidden disability lanyard approach and greater promotion of inclusion of those with disabilities in all areas of life including sport and cultural events

Accessibility. Footpaths and gutters are a stumbling block in many areas of Moonee Valley. New parks should include playground equipment that can be used by children with a disability.

Ability to access supports without waiting times

Accessibility and supports from council, parks and programs.

Definitely more sports options. The tram that crosses the municipality is not friendly at all if you have mobility problems. To have specific records of each condition (statistics) so you can really know and see what is necessary for the community of people with disabilities.

Making more events for those with disabilities and making them more accessible. It would be a place that is easy to navigate and partake in

A greater appreciation of invisible disabilities, which make up the majority of disabilities

Accessible public transport. Plain simple English communication

Continuing all current services

Increased awareness of the needs of people with disabilities and their carers.

A set program for secondary school students to assist with the transition from secondary school to work and or further study.

Continuing disability and carer programs that are currently available. Having the use of companion card more simple. Often have to ring/email to be able to use it.

Less steps and steep ramps. Assistance for those who do not have a computer or are computer illiterate, especially for accessing medical appointments and government services.

Question 2: What would make Moonee Valley a better place for people with disabilities and their Carers?

Accessable trams

More businesses and places within MVCC advertising they have wheelchair access (ramps, lifts, toilets) and facilities to cater for disabled people so that people may access their community more easily which would encourage more community participation.

More social scripts for services/places like the libraries, maternal health care services, long day care/kindergartens. More accessible services and supports for children, teenagers and adults with disabilities such a mother care groups, playgroups and social groups. Limited supports at kindergarten due to poor funding with KIS structure.

- Improvement on streets - many streets have cracks or aren't flat and smooth which makes it difficult to walk on, especially with mobility aids like crutches, canes, and wheelchairs. - access embedded from the start. When buildings are designed, they should be designed with access from the very beginning, rather than trying to alter an inaccessible building later. When planning events, think about access from the start - so that all people can attend freely. - be clear about what access is available, and where to go to complain. There is a lot of accessibility information on the MV Website, but more can be added, like social stories (which explain what the inside of a building looks like, explains parking etc). This solves questions before they need to be asked. - prioritize access - examples: If a lift isn't working, that is an urgent matter, etc. Access requests are not like regular complaints or feedback - they are urgent. - hire disabled staff - our lived experiences make us the experts in our lives. this diversity will improve MV's procedures and practices. Continue to support any disabled staff you may already have - allow them to work hybrid/from home, and support them by having Disability Equity training so all staff treat them (and patrons of MV) with respect.

Better public transportation service in outer suburbs such as train station in keilor East and Airport West. Better shelter and covering At existing bus stops Change of trams to more inclusive lower ground trams which may require changes to existing tram stops Chances to Street design particularly with Moonee Ponds shopping strip. Often business have large bins to put out for collection that block footpaths thus making it difficult with those with mobility needs More caters support groups in a variety of locations

Community education campaign about how to support and include people with disabilities in all parts of community life. Most people want to do the right thing but sometimes need a guide to help them feel confident that their efforts help and not hinder.

they should know who is a carers is living in MVCC and try to support them with info as a group in their own languages. helping and supporting them to extend their backyard or modify their house then they can easy looking after their parents or children at home.

Question 2: What would make Moonee Valley a better place for people with disabilities and their Carers?

As Above

As per my response to question one, go beyond compliance. In addition, embed in all policies, processes and procedures to engage with people with ALL types of disabilities and include them in all considerations and decisions. Take a person-centred approach when designing all programs, events, environments, etc. "Nothing about us, without us, ALL of us".

QR codes or MV app that can be accessed prior to travel, detailing building and transport access, where toilets are located, accessible seats are and even which shops have accessibility throughout MV

Public toilets at all sporting club reserves. Every new masterplan should include an external public toilet accessible by disabled people in wheelchairs as well.

One thing that would help me a lot is better footpaths and pedestrian infrastructure that are accessible with a mobility scooter. This includes minimising obstructions (especially skips), having ramps/driveways rather than curbs when crossing roads, having pedestrian lights trigger automatically at intersections so I don't have to do lots of complex manoeuvring to push the button then get back to position to cross, and generally improving the state of the footpaths.

That council understands it should provide these services

Appropriate facilities to make it easy for them to participate

Same as above

Wheel chair access, disability access, canteen and club rooms upgraded. Ground maintenance.

Improved sports facilities that provide an inclusive environment for people with a disability. Life for young people with an intellectual disability can be very isolating. Sport can be a great opportunity for young people and their families to come together and build community connections. My son has started playing soccer with Avondale all abilities team which has enabled him to not only follow his passion for soccer, but has also helped him to improve his social and communication skills.

more disable parking

Physical accessibility measures at public facilities. Including bus stops and community centres. Avondale Heights Reserve in particular hosts all abilities and disability sporting groups. Accessible bathrooms, ramp access from the car park. Visually accessible signage, lighting, etc

Question 2: What would make Moonee Valley a better place for people with disabilities and their Carers?

To listen directly to the feedback and ideas of people disabilities and carers. it's important to consult with them and actively involve them in decision making processes.

Easier to find water taps & toilets, especially in parks and activity centres.

Accessible public transport, especially the 59 tram.

Transport options to all suburbs. It is appalling to and within some MV suburbs

Safe public transport, assistance if travelling at night

Fix the cracks in the footpaths

My father who is 87 and visually impaired finds it difficult to navigate his local shopping area being Puckle St. The footpath is crowded with clothes racks, florists buckets, A frame signs, chairs and tables. The chairs are a particular challenge. Not so much the ones that are parallel to the footpath, but the 3rd chair, which people push out, so that it obstructs the footpath. Then combine that with the number of dogs that are tied to table legs, the lead stretching out often across the footpath. Difficult to see and a terrible tripping hazard. Council's plans always seem to favour business owners trying to promote their businesses, but the primary purpose of a footpath is for walking, not advertising, dining, or product display.

Covered bus stops, better walk parks. Easy access public transport.

Please see above.

Lots more inclusive play spaces with fences, Changing Places at Moonee Ponds junction, inclusion at Carols in the Park and summer festival

Participating in exercise with all, disabled or not

Increased accessibility to public transport More Community run group programs that are accessible Level access through all major shopping centres Visual Communication boards placed in all public parks & increase in physically accessible (e.g. wheelchair swing) and sensory based play ground spaces

Level footpaths Ramps Easy to read signage Countdown lights on pedestrian crossings so a person with a disability knows how much time they have left to complete their crossing Wider aisles in some shops to make access easier if walking side by side or manouvering a walking frame

A volunteer-run support service over the phone, online and with physical locations as well for people to access within reasonable distance from their homes.

Question 2: What would make Moonee Valley a better place for people with disabilities and their Carers?

Put in proper ramps to enter and leave the pathways . There is no handicapped access to either of the pathways on my street. Parking is so close I can't even use my ramps to load my wheel chair. Designated handicapped parking would be great.

- more accessible tram stops - more funding to the community groups running - more funding to the current community spaces to keep them running well - events for young disabled people

Funding for programs

Before and after school care at special schools in the area

More council involvement. Perhaps the council should consider becoming an NDIS provider to reintroduce valuable social activities like Friday night Frenzy and Saturday Night Live.

If people spoke to you when out and about not ignore. Better understanding of the responsibilities of caring and impact on their lived

More services for people with disabilities and their carers. And also encouraging more businesses who provide services for people with disabilities

not sure

Better footpaths which are WIDER and LEVEL so that they do not pose a risk to people who use wheelchairs, walking frames and prams. The current footpaths on Roberts Rd, Airport West between St Christopher's School and Uniting Church are extremely dangerous, narrow and slope towards the main road which has a constant and heavy flow of traffic.

There is no clear pathway for old age and death. As we grow older, we will all become disabled with some disease or the other

P.S. received brochures and distributed them at July meeting.

Re-activate Crown St Stables as a visible place of training and employment for people with a disability. Better public transport. Quick response/forward planning to ensure any outages, closures, cancellations/route changes to bus/trams/trains has replacement services in place

Having more respite, more group sessions, information re groups

Public gardens Community activities Supportive Council staff

If trams in our area were updated to the newer LOW entrance type (with no steps) would help people with a disability and also elderly people who travel by tram.

Question 2: What would make Moonee Valley a better place for people with disabilities and their Carers?

KEEP LEFT signs stencilled onto footpaths especially Napier St Strathmore with cluttered footpaths and narrowed areas and very busy foot traffic. Also more signs and programs to create awareness at eye level warning of elderly and/or disabled in area. Please promote in schools from Prep onwards.

There are many frail seniors who like to attend the Vietnamese Church in Flemington. More car parks provided would be wonderful.

Carers to help with cleaning, gardening, other chores.

More group sessions

More respite and more info for different groups

5.4 Written submissions

Four written submissions were received via e-mail, copied below.

Submission 1:

From: [REDACTED]

Sent: Saturday, 22 July 2023 2:48 PM

To: Kelly Armstrong <KArmstrong@mvcc.vic.gov.au>; Your Say <yoursay@mvcc.vic.gov.au>

Subject: Fwd: MVCC Disability Action Plan

CAUTION: This Message originated outside of the organization so please be careful with any attachments/links.

Hi Team,

Kelly,

You invited a submission some time ago and FYI here it is.

Bit on the go with falls, fractures after a fall on a defective footpath, not MV this time. It seems there are provisions, up to 25mm incline, in place to indemnify councils.

It has proven costly, moon boots etc and a long convalescence.

It could be worse her sister, a few years older, smashed her ankle while walking her dog in Boing reserve. Plates inserted and spent months in hospital, nursing home.

I have not been on any of the bike trails lately but the trail to Brimbank park was all chopped up after the floods.

I have encountered rogue e scooters, 30k+ , on MP creek trail. I read on a cycling blog they can be looking for expensive bikes to knock over, steal.

At Brimbank Park I encountered a dead beat dad who let his young children loose with e scooters.

Recent remediation has been done to footpaths in Rosehill ward which we are thankful for.

Exercise has been found to be an evidence based therapy for ASD folk (Exercise physiologist peak body) There is no facility, games room venue in MV.

I am reminded of a small bowling venue at Highpoint with ASD hazards, noise, lights. If the council hired for a small time with controlled environment how hard would that be? Actually if they got custom the venue might consider holding ASD friendly sessions.

We have just found a venue in St Albans. If [REDACTED] gets a chance I would like her to speak with you as she knows what works and 10+ years local.

As I learned previously a disability advocacy, DJA, provides support for NDIS participants, (but not at the AAT) covers adjacent LGA's but not MV. It is not funded by the councils anyway but DSS. I still don't know why not MV.

Regards

[NAME REDACTED]

----- Forwarded message -----

From: [REDACTED]

Date: Sat, 22 Jul 2023 at 1:29 am

Subject: MVCC Disability Action Plan

To: ben.carroll@parliament.vic.gov.au <ben.carroll@parliament.vic.gov.au>, <bill.shorten.mp@aph.gov.au>, <yoursay@mvcc.vic.gov.au>

Hi all,

The action plan is a motherhood statement written by the able bodied that bears no reality to lived experiences.

John Faine when on ABC 774 got in a wheel chair and went down a street in the CBD. He was exhausted and horrified with the difficulty.

So it would be for any councillor, Officer who tried to navigate MV in a wheelchair. Anecdotaly disabled taxis are hit and miss.

In Rosehill ward, many footpath defects, (recent improvements) protruding bushes, overhanging branches were a constant high risk for the disabled, mobility, vision impaired.

Dogs not on a lead, rushing un restrained another hazard.

There should be an audit, award for shops, businesses disability friendly just like food safety.

If anything the outcomes have gone backward in MV since NDIS. Also Covid has closed down what few services were available. I think Saturday night live, music, sightseeing trips were closed down during Covid, NDIS not to return. Most carers are consumed by their responsibilities 24/7 for the rest of their days. The administrative burden, support worker familiarisation, therapist liaison, complexity is akin to some full time jobs and the overheads of a small office.

Much of the support worker hours are spent planning activities, roster, appointments etc. If your plan was slashed it was off to the AAT arguing your case opposed by a Collins st lawyer, unrepresented. Update: improvements are afoot, promised by the new administration.

Carers have little time for surveys. They will be unreliable for attendance at functions due to at times chaotic life. Fact.

A birthday recently was held at a bowling alley (unfortunately we lost the local) and this could be an idea for a council run activity ie all abilities, space to move etc.

A games centre, air hockey machine etc., ?

A gymnasium for disabled folk ? OT's could advise. The aquatic centre is great!

Respite are hugely costly in the free market model.

It's more cost effective for the support workers to come to the home, stay overnight. What is to occur if the carer falls ill, passes away is a constant anxiety.

The only lifeboat in the sea, housing is not a NDIS responsibility. Nor anyone else it seems.

The NDIS for many is life changing, world class. It has been burdened by a free market model. There is insufficient contestability. The providers go straight to the price cap as set by the NDIS itself. There are no facilities like maternal health centres run by council to provide contestability to the private providers.

It costs over \$1300 for one overnight stay at a not for profit.

The high cost is due to the private enterprise real estate model requiring an excessive risk adjusted return.

The same could be said for nursing homes.

They are real estate investment vehicles leading to high costs baked in.

The state, council does not own the real estate thus condemning participants to forever paying exorbitant fees.

There is no emergency NDIS care available, only up to 7 hours (or 4 blocks of 4?) for a support worker in exceptional circumstances ie hospital admission, accident to carer. Think about that anxiety.

I sense disabled folk have been telling their story for some time. Dylan Alcott set a journalist straight when questioned about the sustainability of the NDIS. He said they could get stuffed it is an investment. (An economic stimulus that kept Australia out of recession pre covid). As a child he had no friends and disabled children are bullied and ostracised at secondary schools in MV.

No qualified teacher aids. Invariably they are withdrawn and sent to special schools.

Regards

[NAME REDACTED]

Carer (honorary) of a dedicated immunosuppressed carer, [NAME REDACTED], for [NAME REDACTED].

Submission 2:

From: [REDACTED]

Sent: Saturday, 5 August 2023 5:58 PM

To: Your Say <yoursay@mvcc.vic.gov.au>

Subject: More community activities for Autism

CAUTION: This Message originated outside of the organization so please be careful with any attachments/links.

Hi there,

How are you? Hope you are well.

I am a mum with a Autistic kids. I remembered there was “**Family night swimming with Autism**” once a month before April. I don’t know why it is stopped now...

I know there is a **Walking Group** in MVCC, it’s so good. But it’s a little bit hard for Autism. Especially some of them are working or studying at the day time. I am not sure if our city council can organize a group like **Bike social** once a week after dinner or before dinner time. If you can make more communicate group for Autism, it will be much better to help them improve their social skills. My son attended “**THE LAB**” before, but now that time is not good for him. If there is more social skills club for Autism, it will be great!

Hope you can consider it in our city council’s next plan.

I really enjoyed reading the latest edition of the Caring for Careers. Thank you for keeping me updated on what’s happening in our city.

I appreciate your efforts to improve our relationship with the city council and I look forward to being involved in our future initiatives.

Best Regards

[NAME REDACTED]

Submission 3:

From: [REDACTED]

Sent: Monday, 7 August 2023 7:45 PM

To: Kelly Armstrong <KArmstrong@mvcc.vic.gov.au>

Cc: Your Say <yoursay@mvcc.vic.gov.au>

Subject: RE: Survey due Fri 28/7

Thank you Kelly for understanding. Tried the recording function but it didn't work so...here is what I would like to say.

It has been great to have the Moonee Valley council looking after its Carers and participants alike. We tried to attend activities organised for Carers whenever we can. It is a good way to connect with other Carers, especially with similar care (caring for son/daughter) It is different when caring for elderly parents or partner. Male Carers get away, female Carers get away because those who care for a child (like us) can only be one of us going away. Day trip such as Coombe was great but need to have brother's family helping out. Drove our son to Glen Waverley so we could pick him up after we arrived back.

1. Carers and participants for one or two nights away on the same night
2. Subsidised day trip, lunch or dinner as we have now is great, please keep what we have.
3. Gym membership or other gift card for Carers
4. Drumming or musical activities for participants (great with swimming but not all participants like being in the pool)
5. Picnic lunch boxes for family days
6. Guest speakers on Health/Wellbeing topics such as nutrition, mental health
7. Opportunities for Carers who care for children/partner/parent to mingle as the level and resources of care is quite different.

Thanking you in anticipation.

Regards,

[NAME REDACTED]

Submission 4:

From: [REDACTED]

Sent: Friday, 28 July 2023 12:14 PM

To: Your Say <yoursay@mvcc.vic.gov.au>

Subject: Disability action plan

Hi there

thinking the name could be changed to Accessibility action plan

cheers [NAME REDACTED]

5.5 SpeakPipe submission

SpeakPipe recording (transcribed)

Maxi-taxi drop-up and pick-up point in Everage St

I have lived in Moonee Ponds for 22 years. I am currently living at [REDACTED] which is a tall apartment complex known as [REDACTED]. I have a disability and am confined to a wheelchair. I live in a specialist disability accommodation (or SDA) apartment of which there are nine as far as I am aware in [REDACTED]. There are other people with disabilities who also live in [REDACTED]. So, as a person with a disability I need to have access to maxi taxis. I would like to advocate that there be a designated maxi taxi drop-off and pick-up point in Everage St. There are no parking bays outside [REDACTED]. So what happens when a maxi taxi arrives is it either double-parks outside [REDACTED] or down a little alleyway that is next to [REDACTED]. The problem with these is that to enter the maxi taxi involves going out onto the road. This is a two-lane roadway. The laneway next to [REDACTED] is also the entry and exit point to the carpark at the bottom of [REDACTED], so there are cars entering the rollerdoors in and out of [REDACTED]. There are no parking bays outside [REDACTED], like I said. There is a large footpath so I think accommodation for maxi taxi drop-off and pick-up point there would be ample room for it. Half of the footpath could be cut and have a drop-off point put in so that wheelchairs are not endangering themselves by going out onto the roadway when entering a maxi taxi or coming out of a maxi taxi. I am also a member of the DAC. My name is [REDACTED]. I would love if somebody could have a chat with me about this because I really, really think that it is something that is needed. People in wheelchairs are in danger of being hurt by a vehicle coming around the corner, coming out of the parking bays at the bottom of [REDACTED] It's like it's an accident waiting to happen. Thank you for listening.