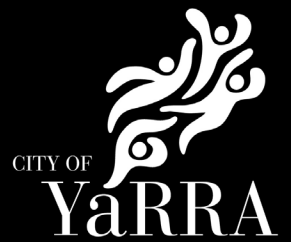


Universal Design and Disability Inclusion Policy



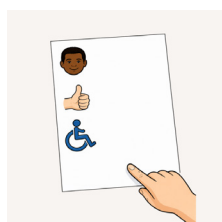
Easy Read



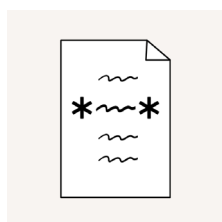
About Easy Read



This is an Easy Read book.



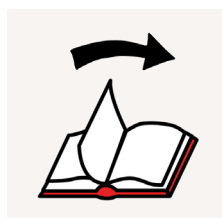
Easy Read uses simple words and pictures to explain ideas.



New words are ***bold with stars***.

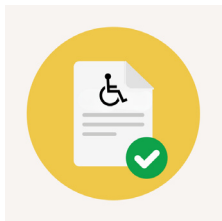


We explain what new words mean.

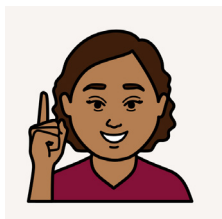


Easy Read is a summary. Links to more information are at the end of this book.

About this book



This book explains our ***Universal Design and Disability Inclusion Policy***.



We call it **the policy** in this book.



The policy explains how we will make the City of Yarra ***accessible*** and ***inclusive***.



Accessible means easy to find and use.



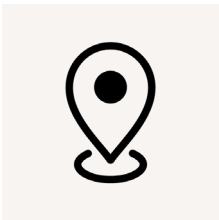
Inclusive means everyone is welcome, including people with disability.

Why Universal Design?

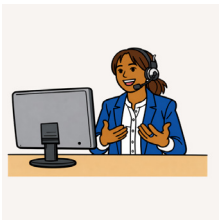


Universal Design helps us make accessible

- information



- places



- services.



Universal design means our city can

- meet a range of access needs

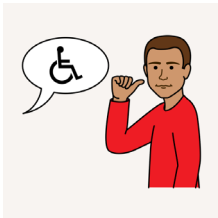


- welcome and include more people.

We worked with the disability community

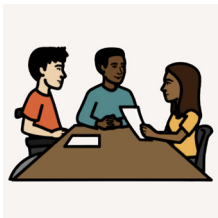


People with a disability and carers helped to make the policy.



We listened to

- community members with disability

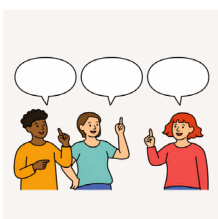


- our ***Disability Advisory Committee***.



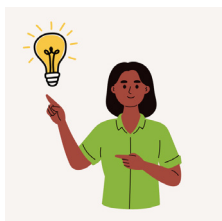
Our Disability Advisory Committee is a group of disabled people that

- helps us plan our work

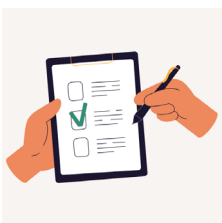


- shares feedback and ideas.

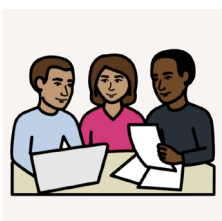
Why did we make the policy?



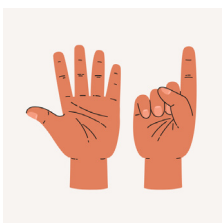
The policy helps us focus on access and inclusion when we work.



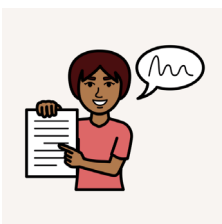
The policy will help us when we make important council plans.



For example, our Disability Inclusion Action Plan.



There are 6 areas in our policy.



We will explain each area in this book.

1 Accessible and Inclusive Places and Transport



We will use universal design when we

- make things



- fix things.



This includes

- parks



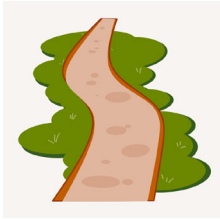
- streets



- transport.



We will improve council buildings and spaces to be more accessible.



We will make or fix accessible footpaths and lighting.

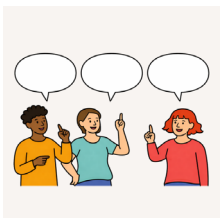


We will make more accessible and better

- car parks



- pathways that connect community areas.



We will ask community members with disability about what we should fix.

2 Inclusive Services, Programs and Information

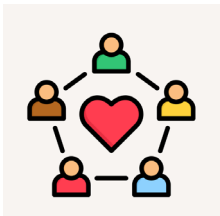


Our services, programs and information will be accessible to more people.

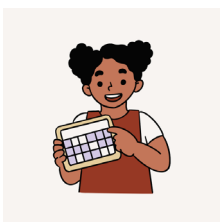


We will make our services more

- inclusive

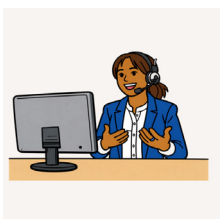


- ***flexible and responsive*.**



Flexible and responsive means

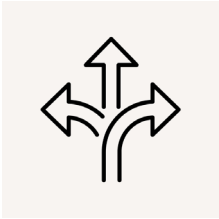
- staff can change how they work to meet your access needs



- council customer service is accessible and inclusive.



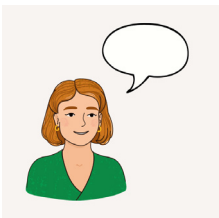
We will improve our website and online information to be more accessible.



We will offer more ways for people to contact and get help from council staff.

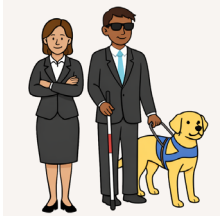


We will work with the community in more inclusive ways.

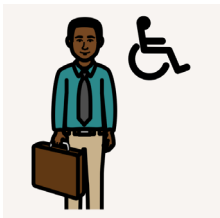


For example, when we ask community for feedback and ideas.

3 Inclusive Participation and Employment



We will work to improve disability inclusion.



We will create jobs for people with disability in Yarra.



We will help different community groups learn about disability inclusion.



For example, we will help sports clubs and community groups.

4 Fairness and Safety



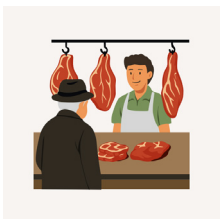
We want Yarra to feel like a safe community for people with disability.



We will stand up for fairness and disability rights.



We will ask transport providers to be more accessible.



We will work on disability inclusion across

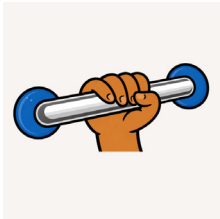
- local businesses



- local events and festivals.



We will help people make more accessible homes.



For example, more homes with grab rails and ramps.

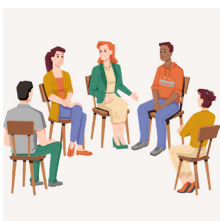


We will look at ways to help people with disability access

- food



- support programs



- community services for people with disability, families and carers.

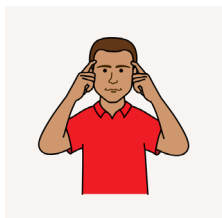


We will make it easier for people with disability in an ***emergency***.



For example

- clear information about emergencies

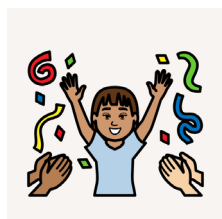


- more ways people with disability can stay safe in an emergency.



An emergency is an urgent and unsafe situation. For example, a fire.

5 Belonging and Celebration



We will celebrate people with disability and carers in our community.

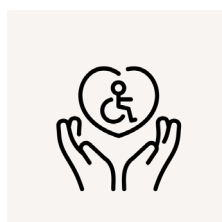


We will

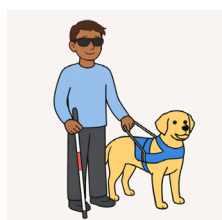
- tell stories about disability in our community news



- celebrate ***awareness days***.



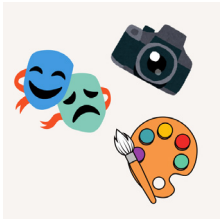
Awareness days are dates to celebrate and learn more about disability.



For example, International Day of People with Disability.



We will share more information about inclusive community activities.



For example

- local arts



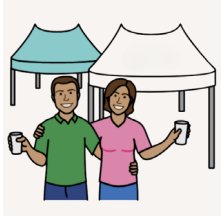
- culture



- community life



- volunteering.



We will

- run more inclusive events



- share more information with the disability community



- create more ways for people with disability and their carers to meet others.

6 Effective data and reporting outcomes



Effective data and reporting outcomes includes how we

- learn about our community



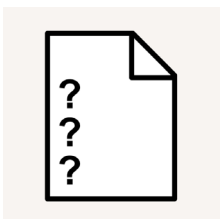
- measure our work



- see how our programs help over time.



We will collect better disability data.



For example, through surveys and other feedback options.



We will find more ways to check our work at different times when we run programs.



We will be honest and clear about

- work we are doing

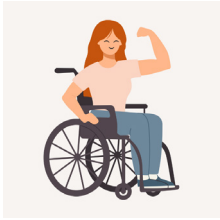


- what is working



- what we need to change or fix.

Universal Design at Yarra

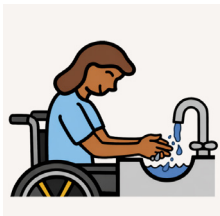


We follow 8 key ideas for universal design.

1 *Equitable Use*

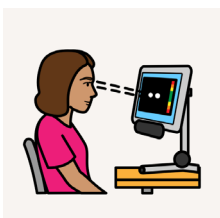
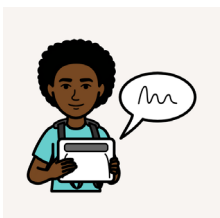


This means our spaces and services are easy to use for a range of people.



This includes people with disabilities that impact

- movement
- thinking or communication
- sensory needs.

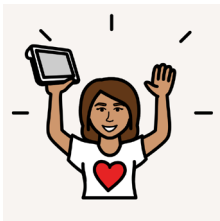


2 *Flexibility in Use*



This means our designs suit people with different

- abilities



- ***preferences*** or likes and dislikes.

3 *Simple and Intuitive Use*



This means things are easy to understand and use for people with different abilities.

4 ***Perceptible Information***



This means our information is clear for different users to find and understand.



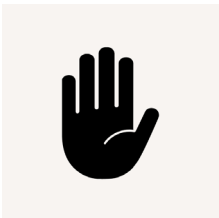
For example, people with low vision.

5 ***Tolerance for Error***



This means we

- make spaces safer for everyone



- manage risks if a problem happens.

6 *Low Physical Effort*



This means the things we design

- feel easy to use



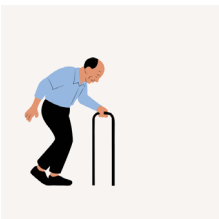
- do not take a lot of effort to use.

7 *Size and Space for Approach and Use*



This means that things we make have enough space for different body

- types



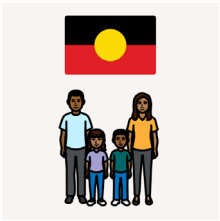
- movements.

8 *Cultural Appropriateness*



This means we respect

- diverse cultures



- *First Peoples*.



First Peoples include

- Aboriginal People

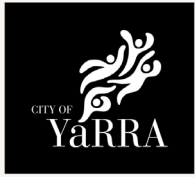


- Torres Strait Islander people.



Our designs are made to meet the needs of different cultural groups.

Contact us



Contact the City of Yarra for more information about the policy.



Visit www.yarracity.vic.gov.au



Email info@yarracity.vic.gov.au

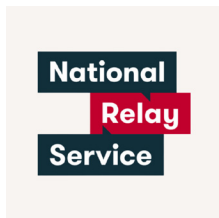


Call 9205 5555

Free services to help you on phone calls



Call 131 450 for the Translating and Interpreting Service if English is not your first language.



Call 1800 555 660 for the National Relay Service if you have communication support needs.



Call 1800 555 677 if you use a teletypewriter or TTY.



Embrace **Access**

Embrace Access wrote this Easy Read book. This book was codesigned by an advisor with lived experience of disability. You must ask for permission to use the words and images in this book. Picture Communication Symbols © 1981–2026 by Tobii Dynavox. All Rights Reserved Worldwide. Used with permission. Boardmaker® is a trademark of Tobii Dynavox. Contact the team at Embrace Access to create your own codesigned Easy Read book. W: www.EmbraceAccess.com.au E: info@EmbraceAccess.com.au M: 0433 759 535