



**Access and
Inclusion Strategy
2018–2024
Plain English**

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Acknowledgement

Yarra City Council acknowledges the Wurundjeri as the Traditional Owners of this country, pays tribute to all Aboriginal and Torres Strait Islander people in Yarra and gives respect to Elders past and present.

Message from the Mayor

The City of Yarra Council aims to support people with disability in our community. We want to create a community where everyone can access and enjoy the local area, connect with others and feel welcome.

This document is our Access and Inclusion Strategy. The strategy will guide our work over the next six years. From the strategy, there will be three, two-year Action Plans that list what we will do to support people with disability and carers to make choices to live well in Yarra.

The Access and Inclusion Strategy and Action Plans have been made by talking with and listening to people with disability, carers, families, the community and our staff.

We asked people who live, work and visit our community to share their thoughts and ideas about what it means to 'live well'. To collect people's ideas we:

- ran an online survey
- talked with people at community workshops and events
- spoke to our staff and held a Council-wide workshop.

The Disability Advisory Committee (DAC) were consulted on each part of the project, including the development of the Background and Issues Paper and the Project Plan.

I would like to say thank you to:

- the DAC for their support of this project
- people with disability, carers, community groups and service providers who shared their ideas through our survey and workshops
- everyone who helped us to create this Strategy.



Cr Daniel Nguyen
Mayor, Yarra City Council
October 2018

Our vision

An inclusive and accessible Yarra that enables people with disability to participate, contribute and be represented in our community as equal citizens.



Our commitment to access and inclusion

The Council plays a key role in supporting people with disability to live full and active lives. People with disability are part of our diverse community and make an important contribution to our local area.

Australia signed the United Nations Convention on Human Rights of Persons with Disabilities (2006) in 2008.

The Convention supports the rights of all people with disability to:

- have a good standard of living
- be treated fairly and equally
- be respected
- be free to make choices
- have full and equal access to justice, education and health care
- take part in public and cultural life.

The Victorian Charter of Human Rights and Responsibilities Act 2006 has similar ideas and themes. The Act includes the rights, freedoms and responsibilities that governments must provide when creating laws, making policies or delivering services.

As a local government, the Council must think about human rights every time we make a decision or provide a service.

Purpose of the Access and Inclusion Strategy

Our Strategy aims to create a welcoming and accessible community. Our Strategy focuses on the strengths of people with disability, carers and the community and the ways we can work together to create change.

We want to support people with disability to live life to its full potential. Our community and local area should be accessed and enjoyed by everyone.

We aim to empower people with disability by:

- making information, spaces and places easier to access and enjoy
- providing more chances to get involved and have a say
- create a diverse and welcoming workforce.

The Action Plans for this Strategy respond to the goals and needs of people with disability, carers and families. The Action Plans build on the strengths and capacity of the Council and our community.

Disability Action Plans are required by the Victorian Disability Act 2006.

The purpose of a Disability Action Plan is to:

- reduce barriers faced by people with disability accessing information, products, services, facilities
- reduce barriers for people with disability finding, getting and keeping a job
- create more opportunities for people with disability to join and feel included in their community
- change attitudes and actions that discriminate against people with disability.

The most common barriers people with disability face in the community are:

- discrimination, including accidental discrimination
- lack of awareness and poor attitudes about disability
- high costs
- not being able to access information, services, places, public transport and community events.

Everyone has a role to play in empowering people with a disability to join in and have a say in their community the same as anyone else.

Out of 29 OECD countries, Australia was 27th regarding employment outcomes for people with disability. Only 53% of people with disability of working age in Australia are employed, compared to 83% of people without disability in the workforce. A third of workers with disability are in part time positions and are seeking more hours.

Universal Design principles provide a guide on how to make products, spaces and places easy to use by as many people as possible.

The Disability Advisory Committee (DAC)

The Council started the Disability Advisory Committee (DAC) in 1999. The DAC provides the Council with advice about how we can support people with disability and carers to:

- increase access and inclusion in the community
- improve Council programs and services
- advocate for better access, inclusion and community awareness.

People with disability, carers or family members of people with disability can be members of the DAC.

Over the past twenty years, the DAC has played a key role in promoting the rights of people with disability. The DAC provide advice to the Council based on their life experiences and areas of expertise. The DAC will keep working with the Council to implement this Strategy and the Action Plans.



Disability in the City of Yarra

People with disability can have a range of temporary or ongoing physical and mental conditions or impairments.

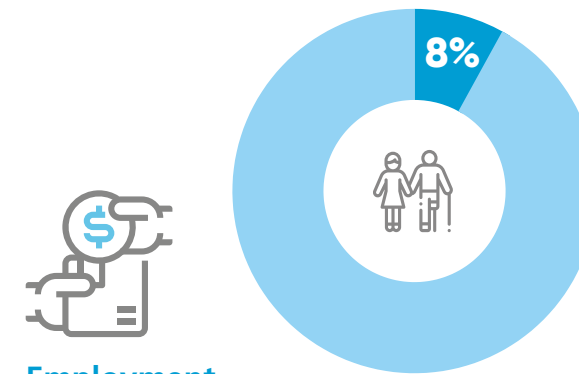
We see that many barriers people with disability face come from our society. Having full and equal access to services, jobs and the community can be prevented by attitudes, the environment and actions.

We want to remove barriers faced by people with disability in our community by:

- protecting all human rights and freedoms
- providing equal opportunities for everyone
- promoting respect

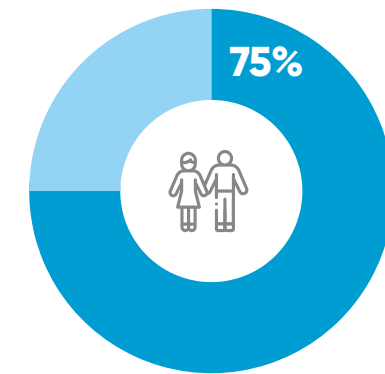
Our community at a glance

People who identify as having a disability

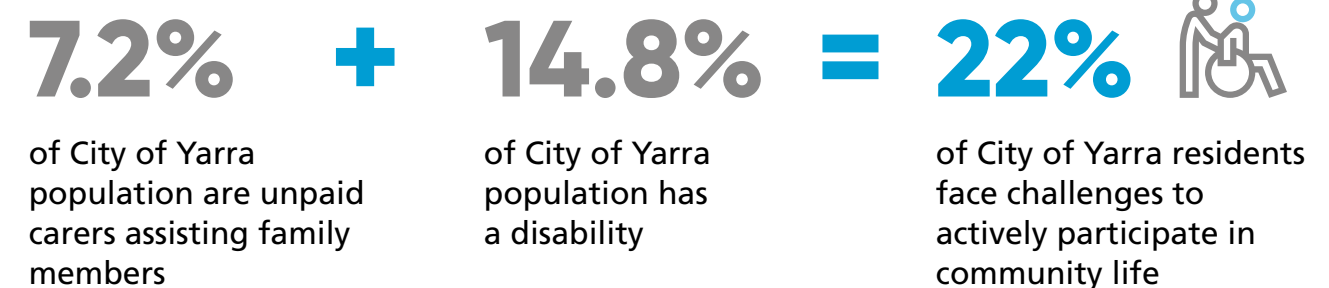


Employment

8% of people with disability who need assistance and are of working age (15-60 years old) are employed.



75% of people with disability who do not need assistance and are of working age are employed



1 in 10 People with disability in Australia feel their needs for social connection and community participation are met. Source: Shut Out Report 2009



44% of people requiring assistance do not speak English at home.



People who need assistance with daily activities

Source: Australian Bureau of Statistics Census 2016

Note: The Census captures only those people who identify as having a disability. Through our knowledge and experience, not all people with disability, or who have a child in their care with disability, identify as having a disability.

How we made the Access and Inclusion Strategy

The Council talked to a range of people across the community to create this Strategy through a consultation process. People with disability, carers, organisations, businesses and staff have all supported this process by sharing their ideas and views.

The consultation process was designed for both Access and Inclusion Strategy and the Active and Healthy Ageing Strategy at the same time. This gave us the chance to learn together and keep each strategy focused on its goals.

We worked with the Disability Advisory Committee (DAC) for every stage of this project and to decide how the project would run.

- To make the Access and Inclusion Strategy we:
- looked at the past Strategy, the Inclusion for All Access and Inclusion Plan 2014-2017, to see what worked, what we learnt, what has changed and the challenges faced
 - wrote a Background and Issues Paper, which has information about disability in our community, related policies such as the National Disability Strategy, and reforms such as the National Disability Insurance Scheme (NDIS) and My Aged Care (MAC)
 - ran an online survey that was completed by 265 people
 - spoke to people face-to-face at workshops and community events
 - met with organisations and our staff.



The NDIS and My Aged Care

Two Australian Government changes have had a big impact on the role of councils in supporting people with disability - the National Disability Insurance Scheme (NDIS) and My Aged Care (MAC).

The NDIS is the new way disability support is funded in Australia. The NDIS is being rolled out over time to new areas. The City of Yarra area was one of the first areas in Victoria to move to the NDIS. The Council looked at our options and how the NDIS would affect our services. In June 2016, we decided not to provide services under the NDIS. All existing clients were supported during the move to NDIS planning.

In 2017, My Aged Care was introduced as the main entry point for people to access aged care support in Victoria. My Aged Care allows people to choose from a range of service providers including the Council. The change to My Aged Care may affect vulnerable people and the way they can access care and services in the future. We are looking at our role in aged care services under My Aged Care reforms. As things keep changing with the NDIS, we will keep checking and updating the Action Plans for this Strategy. We will work to find new ways to advocate for, support, or run initiatives to support people with disability in our community.

We will keep an eye how the NDIS and My Aged Care affects people who live in our community, in particular people who are more vulnerable. We will make sure our Action Plans reflect the needs of our community.

4.3 million Australians aged 16-65 live with disability, however the majority will not qualify for NDIS-funded packages.

Around 460,000 people will participate in the NDIS across Australia by 2020. People who are not eligible will rely on state and local supports

Bringing our strategies together

The Council is looking at how we make strategies across the City of Yarra. We want to see how our strategies from different parts of the Council can be better connected, so we can find common goals and actions that benefit everyone.

For example, designing services with everyone's needs in mind, making spaces accessible and friendly, and building community connections can support people of all ages and abilities.

Key themes from the community

When we looked at what we heard from the community, we found four key themes: Freedom, Life Experiences, Knowledge and Independence.

By listening to our community's ideas and goals, and creating actions and finding solutions, we are working towards being an accessible and inclusive city.

"I feel there is nothing out there for me. I am 59 years old and have mobility issues, so therefore spend most of my time at home- I feel isolated as now all of my friends have either died or moved out of the area."



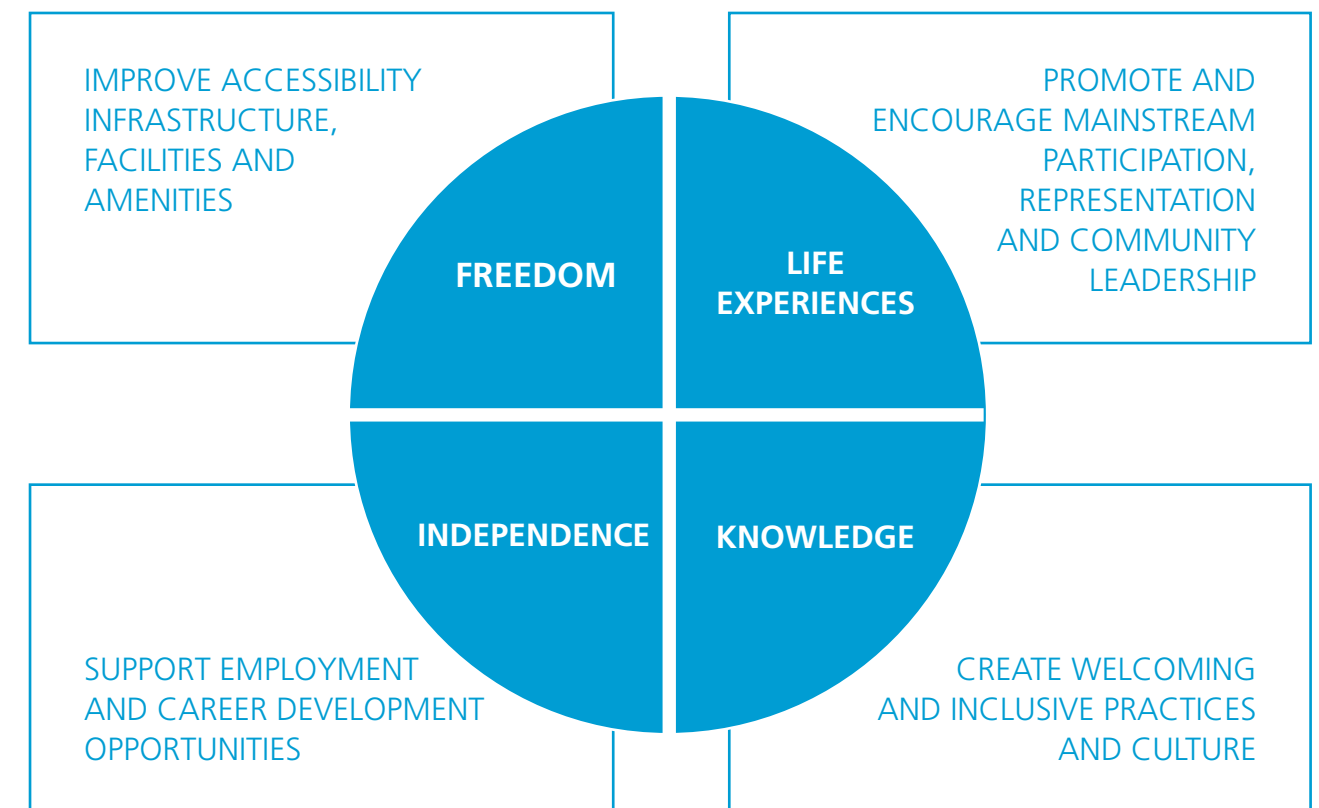
Next steps and action plans

The Access and Inclusion Strategy 2018-2024 will support the Council to create an inclusive and accessible community that enables people with a disability to fulfill their potential and participate in the same way as everyone else.

The Strategy will be supported by three Action Plans that each run for two years. This means we can update and add new actions based on what's happening in the community and other funding or service changes.

In every Action Plan, staff and teams from across the Council will be in charge of different tasks. This will give everyone a role to play in achieving the goals of the Strategy.

The Strategy will also be used to support the overall Council Plan and Annual Plans. The feedback we heard from the community will also be shared to help other Council plans or projects, such as open space, walking and library Action Plans.



Key goals and strategies

Freedom

Goal 1 Make infrastructure, facilities, and amenities more accessible

Strategies:

- 1.1 Promote and encourage the use of Universal Design and Universal Access.
- 1.2 Advocate to create an accessible, well-networked public transport system in the City of Yarra.
- 1.3 Incentivize local businesses to be more accessible.
- 1.4 Improve public areas by increasing safety and accessibility.
- 1.5 Make City of Yarra buildings and facilities more accessible.
- 1.6 Advocate and work collaboratively to create and maintain accessible and affordable housing.
- 1.7 Create a safe and accessible neighbourhood and a strong sense of community.

Life experiences

Goal 2 Promote and encourage participation, representation, and community leadership

Strategies:

- 2.1 Support the community to provide a diverse range of accessible community services, activities and events.
- 2.2 Research opportunities and implement initiatives to address financial and transport barriers to access.
- 2.3 Make sure people with disability can participate at public meetings, consultations, and City of Yarra events.

Independence

Goal 3 Support employment and career development opportunities

Strategies:

- 3.1 Work with businesses and community groups to advance the rights of people with a disability to participate equally in Workforce, Education and Training, and Volunteering opportunities.
- 3.2 Enhance opportunities for people with disability to gain and maintain employment with the City of Yarra.

Knowledge

Goal 4 Create inclusive practices and culture.

Strategies:

- 4.1 Information provided by Council is in an accessible format.
- 4.2 Create positive changes in attitudes about disability and address structural discrimination.
- 4.3 Raise awareness of people living with invisible disabilities.



Access and Inclusion Action Plan 2021-2023

This Action Plan is the City of Yarra's first two-year plan.

A new Action Plan will be developed every two years to achieve the goals in the Access and Inclusion Strategy 2018-2024.



Access and Inclusion Action Plan 2021-2023

Freedom

Goal 1: Make infrastructure, facilities, and amenities more accessible.

Strategy 1.1

Promote and encourage the use of Universal Design and Universal Access.

Action	Outcome Measures	Responsibility	Timeframe	Resources
1.1.1 Use Universal Design principles in the early stages of projects.	Universal Design included in documents.	Building Projects	June 2023	Within existing resources

Access and Inclusion Action Plan 2021-2023

Strategy 1.2

Advocate to create an accessible, well-networked public transport system in the City of Yarra.

Action	Outcome Measures	Responsibility	Timeframe	Resources
1.2.1 Advocate to the State Government about the delay in creating an accessible public transport network.	Evidence of advocacy to the State Government.	Aged & Disability Services Strategic Transport Strategic Advocacy	June 2023	Within existing resources
1.2.2 Advocate for accessible tram stops throughout the City of Yarra.	Evidence of advocacy to the State Government.	Strategic Transport Strategic Advocacy	June 2023	Within existing resources
1.2.3 Advocate for funding to be provided sooner for accessible tram stops.	Department of Transport to fund and create accessible tram stops.	Strategic Transport Strategic Advocacy	2021-2023	Within existing resources

Access and Inclusion Action Plan 2021-2023

Strategy 1.3
Incentivize local businesses to be more accessible.

Action	Outcome Measures	Responsibility	Timeframe	Resources
1.3.1 Council to update outdoor dining strategy to make it more accessible.	Make temporary outdoor parklets more accessible.	Aged and Disability Services Economic Development	September 2022	Within existing resources
1.3.2 Trial a pavement sticker campaign in a trader precinct promoting the need to maintain a clear and accessible path.	Pilot pavement sticker campaign delivered. Positive feedback from stakeholders.	Economic Development Age and Disability Services Comms Compliance and Parking	October 2022	Within existing resources

Access and Inclusion Action Plan 2021-2023

Strategy 1.4
Improve public areas by increasing safety and accessibility.

Action	Outcome Measures	Responsibility	Timeframe	Resources
1.4.1 Investigate opportunities make public infrastructure safer and more accessible.	Sites to be inspected, designed, and constructed.	Capital Works Department of Transport (approval required re upgrades)	Ongoing	Within existing resources
1.4.2 Identify open spaces and areas across Yarra that need to be more accessible for everyone.	Precincts to be presented to Council for endorsement.	Urban Design Local Area Place Making (LAPM) Open Spaces	Ongoing	Within existing resources

Access and Inclusion Action Plan 2021-2023

Strategy 1.5

Make City of Yarra buildings and facilities more accessible.

Action	Outcome Measures	Responsibility	Timeframe	Resources
1.5.1 Advocate for Changing Places facilities.	Install at least one Changing Places facility in line with City of Yarra's Public Toilet Strategy.	Building Projects	June 2022	Within existing resources
1.5.1.1 Review and improve accessible parking in the City of Yarra.	Review current accessible parks and compare to best practice.	Traffic and Civil Engineering Aged and Disability Services	November 2022	Within existing resources
1.5.1.1 Investigate installing plastic symbols on new four-bin system to help vision impaired people.	Implement a solution to help residents who have vision impairment or have trouble working out the different bin types.	Aged and Disability City Works	June 2022	Within existing resources

Access and Inclusion Action Plan 2021-2023

Strategy 1.6

Advocate and work collaboratively to create and maintain accessible and affordable housing.

Action	Outcome Measures	Responsibility	Timeframe	Resources
1.6.1 Support Universal Housing Alliance campaign to achieve accessible housing.	Evidence of support, including advocacy provided and reach of campaign and impact.	Aged and Disability Services Yarra Planning Scheme Social Policy and Research	Ongoing	Within existing resources
1.6.2 Continue to work with housing providers to meet the needs of low-to-moderate income households and people with disability.	Evidence of advocacy and outcomes.	Aged and Disability Services Social Policy and Research	Ongoing	Public housing renewal housing program

Access and Inclusion Action Plan 2021-2023

Action	Outcome Measures	Responsibility	Timeframe	Resources
1.6.3 Encourage inclusive and accessible developments for people of all abilities.	Commitment to Universal Design in City of Yarra planning scheme.	Strategic Planning Governance Support	Ongoing	Within existing resources

Access and Inclusion Action Plan 2021-2023

Strategy 1.7
Create a safe and accessible neighbourhood and a strong sense of community.

Action	Outcome Measures	Responsibility	Timeframe	Resources
1.7.1 Support carers and carer groups through programs, forums, and information.	Carer and carer groups are connected, informed and updated about service sector and events. Two events held in partnership with libraries for carers.	Aged and Disability Services Libraries	Ongoing	Within existing resources

Access and Inclusion Action Plan 2021-2023

Life experiences

Goal 2: Promote and encourage participation, representation, and community leadership.

Strategy 2.1

Support the community to provide a diverse range of accessible community services, activities and events.

Action	Outcome Measures	Responsibility	Timeframe	Resources
2.1.1 Establish Council working group to identify and implement opportunities for people with disability.	Working group established. Number of opportunities implemented. Impact measured.	Aged and Disability Services Relevant Council Branches	June 2022 June 2023	Within existing resources
2.1.2 Work with organisations and community grant recipients to make sure events and programs are accessible and inclusive.	Grant recipients promote event accessibility on Yarra website. Reports from grant recipients.	Arts and Venues Grant recipients	June 2023	Within existing resources
2.1.3 Research the impact of changes to National Disability Insurance Scheme (NDIS) funding or processes.	Advocate on negative NDIS changes. Consult with Disability Advisory Committee. Submit a discussion paper to Council.	Aged and Disability Services	December 2022	Within existing resources

Action	Outcome Measures	Responsibility	Timeframe	Resources
2.1.4 Ensure service changes and programs after COVID-19 are designed to be inclusive and accessible.	Evidence that service changes are accessible. Feedback from participants.	Aged and Disability Services	Ongoing	Within existing resources
2.1.5 Work with Recreation and Leisure Services to make sure community needs are met.	Increased accessibility focus in Recreation and Leisure Services.	Leisure and Recreation Services Aged and Disability Services	Ongoing	Within existing resources
2.1.6 Review City of Yarra's festival program and improve accessibility.	Increase participation at events and festivals for all, including women and gender diverse people with disability and their carers.	Aged and Disability Services Arts and Cultural Services Grants	June 2022	Within existing resources
2.1.7 Strengthen Wurundjeri Woi Wurrung, Aboriginal and Torres Strait Islander disability support networks through Balit Narum membership.	Where appropriate, develop initiatives with the Brotherhood of St Laurence.	Aged and Disability Services	Ongoing	Within existing resources

Access and Inclusion Action Plan 2021-2023

Strategy 2.2

Research opportunities and implement initiatives to address financial and transport barriers to access.

Action	Outcome Measures	Responsibility	Timeframe	Resources
2.2.1 City of Yarra teams to advise on accessible assets and facilities, and to put them in Council's asset registers.	Display location of accessible facilities and assets throughout the City of Yarra.	Asset Management Aged and Disability Services Data Management team	Ongoing	Within existing resources
2.2.2 Advocate to State Government on behalf of people with disability to get better rate subsidies and living cost discounts.	Workshop with Municipal Association of Victoria and interested Councils. Submissions and case studies made to the State Government.	Aged and Disability Services Social Policy and Research Business and Finance	Ongoing	Within existing resources

Access and Inclusion Action Plan 2021-2023

Strategy 2.3

Make sure people with disability can participate at public meetings, consultations, and City of Yarra events.

Action	Outcome Measures	Responsibility	Timeframe	Resources
2.3.1 Increase participation from people with disability from diverse backgrounds.	Identify ways to involve people with disability from diverse backgrounds and carer in City of Yarra's community engagement.	Aged and Disability Services Community Engagement	Ongoing	Within existing resources
2.3.2 Update the Disability Access Guide for meetings, festivals and events.	Work with Arts and Venues to update website guide.	Age and Disability Services Arts and Cultural Services	December 2021	Within existing resources

Access and Inclusion Action Plan 2021-2023

Action	Outcome Measures	Responsibility	Timeframe	Resources
2.3.3 Review the Home and Community Care Program for Younger People for innovation and improvement.	Clarify Council's role and direction in support of young people with disability through home-based	Aged and Disability Services	December 2021	Within existing resources
2.3.4 Support opportunities to reduce the digital divide experienced by people with disability.	Hold sessions at City of Yarra libraries so that people with disability can join Council meetings, consultations and online events.	Aged and Disability Services Community Engagement Libraries	Ongoing	Within existing resources

Access and Inclusion Action Plan 2021-2023

Independence

Goal 3: Support employment and career development opportunities.

Strategy 3.1

Work with businesses and community groups to advance the rights of people with a disability to participate equally in Workforce, Education and Training, and Volunteering opportunities.

Action	Outcome Measures	Responsibility	Timeframe	Resources
3.1.1 Partner with another Council that has received Information, Linkages and Capacity (ILC) Building community grant funding..	Partner with another Council to support increased employment and career opportunities for people with autism.	Aged and Disability Services	June 2022	Within existing resources
3.1.2 Investigate ways to increase use of social enterprises that employ people with disability.	Research how other Councils have included employment of people with disability in their procurement systems. Run a workshop on procurement opportunities.	Procurement	Ongoing	Within existing resources
3.1.3 Continue Silver membership of the Australian Network on Disability (AND).	Evidence that Council's employment processes benefit from AND membership.	Organisational Culture and Capacity Aged and Disability Services	June 2022	Within existing resources

Action	Outcome Measures	Responsibility	Timeframe	Resources
3.1.4 Strengthen recruitment policies to increase employment for people with disability.	Review and update recruitment policies.	Aged and Disability Services Organisational Culture & Capacity	December 2022	Within existing resources
3.1.5 Promote Job seeker programs page to support people with disabilities seeking em	Number of searches. Feedback from people with disability seeking employment within Yarra.	Aged and Disability Services	June 2022	Within existing resources

Access and Inclusion Action Plan 2021-2023

Strategy 3.2

Enhance opportunities for people with disability to gain and maintain employment with the City of Yarra.

Action	Outcome Measures	Responsibility	Timeframe	Resources
3.2.1 Create disability awareness training for staff in Council leadership positions.	Increase leaders knowledge about employing people with a disability.	Organisational Culture and Capacity	Ongoing	Within existing resources
3.2.2 Establish a committee to promote the contribution of employees with an intellectual disability.	Employment partnership with Catalyst to employ people with intellectual disability, create support for sustainable employment and career development.	Aged and Disability Services Organisational Culture and Capacity	May 2022	Within existing resources

Access and Inclusion Action Plan 2021-2023

Knowledge

Goal 4: Create inclusive practices and culture.

Strategy 4.1

Information provided by Council is in an accessible format.

Action	Outcome Measures	Responsibility	Timeframe	Resources
4.1.1 Provide accessible and inclusive emergency preparedness plans throughout emergency crisis.	Consider people with disability, including woman and those who identify as gender diverse in emergency preparedness plans.	Aged and Disability Services External Organisations Emergency Management	December 2022	No extra cost
4.1.2 Make Council website content more accessible.	Work with communications team to make website more accessible in line with government guidelines.	Aged and Disability Services Comms	Ongoing	Budget required for converting into an accessible format

Access and Inclusion Action Plan 2021-2023

Strategy 4.2

Create positive changes in attitudes about disability and address structural discrimination.

Action	Outcome Measures	Responsibility	Timeframe	Resources
4.2.1 Advocate to other levels of government on behalf of people with disability.	Provide support and write submissions to advocate for people with disability.	Aged and Disability Services Advocacy and Engagement	Ongoing	Within existing resources
4.2.2 address training programs for staff.	Continue to champion positive change in attitudes to gender diverse people with disabilities through increased staff training.	Diversity and Inclusion Comms Libraries Family, Youth and Children's services Leisure Access Yarra	Ongoing	Within existing resources

Access and Inclusion Action Plan 2021-2023

Strategy 4.3

Raise awareness of people living with invisible disabilities.

Action	Outcome Measures	Responsibility	Timeframe	Resources
4.3.1 Increase visibility, awareness and acceptance of people with disability.	Promote and support campaigns and awareness days about the inclusion of people with disability. Include awareness of gender inequity and gender diverse people.	Aged and Disability Services	June 2022	Within existing resources
4.3.2 Strengthen education about invisible disability, including mental health.	Form partnerships to increase Council initiatives to raise awareness of various disabilities, including mental health.	Aged and Disability Services Diversity and Inclusion Comms Youth Services	Ongoing	Within existing resources



Action Areas in Access & Inclusion Plan which also support Active Healthy Ageing Goals

- Conduct upgrades of the footpaths and construct continued path of travel on crossings on the nominated streets in key activity centres, to make them safer (Action 1.4.1)
- Advocating for the upgrade of pedestrian signal times to assist in crossing safely (Action 1.4.2)
- Continue to work with public and community housing providers to establish a shared understanding of supply and demand within the municipality. Advocate to meet the needs of low-to-moderate income households and people with disability (Action 1.6.1)
- Research and identify engagement opportunities for CALD and Aboriginal community members to engage with their communities' post COVID-19 lockdown (Action 1.7.3)
- Ensuring the Yarra planning Scheme encourages development which is inclusive and accessible for people of all ages and abilities (Action 5.1.2)
- branch and Council-wide.

Action Areas in Active Healthy Ageing Plan which also support Access & Inclusion Goals

- Conduct upgrades of the footpaths and construct continued path of travel on crossings on the nominated streets in key activity centres, to make them safer (Strategy 1.1.1)
- Advocating for the upgrade of pedestrian signal times to assist in crossing safely (Strategy 1.3.1)



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