**Supplementary material**

**Table A1.** Ideas on how to make the City of Melbourne more inclusive for people with physical and mobility disability, including importance and feasibility ratings for each idea within themes by people with disability, disability advocates, and academics (disability group), and City of Melbourne staff.

| **Cluster and statement** | | **Importance** | | | **Feasibility** | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| **PHYSICAL AND MOBILITY DISABILITY** | |  |  |  |  |  |  |
| **Physical access** | | **3.93** | **3.88** | **3.91** | **3.79** | **3.45** | **3.67** |
| 4 | Remove all street kerbs | 3.52 | 2.18 | 3.06 | 2.89 | 1.50 | 2.40 |
| 5 | Make the layout of street furniture more predictable and consistent | 3.48 | 3.73 | 3.56 | 3.67 | 3.27 | 3.48 |
| 10 | Make it easier to find elevators and to get updates if they aren't working (e.g. interactive mobility map, signs or markers on floor) | 4.19 | 4.00 | 4.13 | 4.11 | 3.82 | 3.97 |
| 12 | Improve access to heritage buildings | 3.95 | 3.64 | 3.84 | 3.47 | 2.91 | 3.27 |
| 24 | Include signage on the front of shops showing the level of accessibility inside the shop | 3.76 | 3.82 | 3.78 | 4.00 | 3.73 | 3.94 |
| 25 | Better signs at entrances of buildings so people know how to get in | 4.30 | 4.00 | 4.19 | 4.33 | 4.18 | 4.26 |
| 26 | Make all playgrounds accessible for all children | 4.10 | 4.64 | 4.28 | 3.82 | 3.73 | 3.83 |
| 30 | Ensure street and road surfaces are smooth and without tripping hazards | 4.52 | 4.27 | 4.44 | 3.39 | 3.00 | 3.29 |
| 32 | Add contrast to different types of surfaces (e.g. tactile and visual) | 3.86 | 3.73 | 3.81 | 3.67 | 3.55 | 3.68 |
| 33 | Improve wayfinding (make it easier to find your way around the city) | 4.05 | 4.30 | 4.13 | 4.17 | 4.36 | 4.26 |
| 40 | Increase the number of accessible toilets and changing places | 4.48 | 4.18 | 4.38 | 3.94 | 3.18 | 3.74 |
| 42 | Provide more safe temporary ramps on constructions sites | 4.14 | 3.64 | 3.97 | 3.94 | 3.64 | 3.87 |
| 47 | Ensure that Tactile Ground Surface Indicators / Braille trails do not conflict with wheelchair users | 3.90 | 4.09 | 3.97 | 3.50 | 3.36 | 3.48 |
| 52 | Install more automatic sensor doors in City of Melbourne offices | 3.43 | 3.55 | 3.47 | 3.94 | 3.18 | 3.74 |
| 58 | All toilets should be accessible to everyone | 4.10 | 4.55 | 4.26 | 3.28 | 3.18 | 3.16 |
| 59 | Improve the amenity of public toilets (e.g. better smelling, above and beyond minimum design standards) | 3.95 | 4.36 | 4.09 | 4.00 | 3.91 | 3.97 |
| 60 | Provide better mobility access in restaurants and cafes (e.g. make sure wheelchairs can fit under tables) | 4.05 | 3.91 | 4.00 | 3.56 | 3.18 | 3.39 |
| 74 | Create more frequent seating and rest spots around the city | 4.05 | 3.64 | 3.91 | 4.11 | 3.82 | 4.03 |
| 76 | Keep people updated of changes on construction sites blocking access, updated in real time. | 3.57 | 4.09 | 3.75 | 3.72 | 3.55 | 3.71 |
| 81 | Make it easier for people to cross the road at traffic lights (e.g. longer walk signals, an app to interact with traffic lights) | 4.43 | 3.91 | 4.25 | 4.33 | 3.91 | 4.23 |
| 83 | Reduce clutter and obstacles on footpath (e.g. street furniture, bollards, signs) | 3.90 | 4.00 | 3.94 | 3.61 | 3.64 | 3.68 |
| 84 | Improve the safety and consistency of footpath cut-outs (also called "kerb cuts"/"kerb ramps") | 4.19 | 4.09 | 4.16 | 3.83 | 3.36 | 3.71 |
| 89 | Make busy city streets cleaner | 3.65 | 3.45 | 3.58 | 3.67 | 3.64 | 3.71 |
| 94 | Make outdoor furniture more accessible and comfortable | 3.76 | 3.64 | 3.72 | 3.94 | 3.82 | 3.84 |
| 96 | Widen footpaths | 4.00 | 3.73 | 3.91 | 3.06 | 2.73 | 2.97 |
| 99 | Improve on-street accessible parking (e.g. better locations, no obstructions, more parking spaces) | 4.19 | 3.82 | 4.06 | 4.00 | 3.45 | 3.81 |
| **Transport** | | **3.99** | **3.84** | **3.93** | **3.67** | **3.15** | **3.49** |
| 1 | Provide hire vehicles that mobility impaired people can use | 3.29 | 3.09 | 3.22 | 3.44 | 3.45 | 3.39 |
| 11 | Improve public transport options for people with disability at large events (e.g. shuttle buses at large event sites) | 4.43 | 4.27 | 4.38 | 4.17 | 3.73 | 4.00 |
| 21 | Provide more shelter at public transport stops (e.g. make the whole platform shaded/sheltered) | 3.76 | 4.27 | 3.94 | 3.78 | 3.36 | 3.68 |
| 22 | Offer accessible share bikes | 3.14 | 2.45 | 2.91 | 3.33 | 2.64 | 3.16 |
| 23 | Improve real time tools to help plan travel journey (e.g. disruptions, last accessible stop) | 4.19 | 4.00 | 4.13 | 4.12 | 3.82 | 4.03 |
| 36 | Have consistent tram stop designs | 4.24 | 4.64 | 4.38 | 3.56 | 3.82 | 3.74 |
| 41 | Extend the free tram zone | 3.29 | 3.00 | 3.19 | 3.83 | 3.00 | 3.61 |
| 46 | Improve the frequency of signage along public transport platforms (make sure the whole platform is signposted) | 4.19 | 4.18 | 4.19 | 4.33 | 3.91 | 4.23 |
| 48 | Reduce conflict between bikes, wheelchairs and prams on public transport | 3.95 | 3.64 | 3.84 | 3.83 | 2.64 | 3.42 |
| 49 | Improve the safety and accessibility of train stations and platforms | 4.38 | 4.55 | 4.44 | 4.28 | 3.36 | 3.97 |
| 54 | Reduce the gap between the train and the platform | 4.57 | 4.00 | 4.38 | 3.44 | 2.45 | 3.10 |
| 57 | Increase the availability of accessible public transport (e.g. accessible transport on all lines, more low-floor trams) | 4.57 | 4.64 | 4.59 | 3.72 | 2.73 | 3.39 |
| 61 | Make it easier to get on and off public transport (e.g. make it easy to find the accessible door and make more doors and carriages accessible) | 4.48 | 4.36 | 4.44 | 3.78 | 3.18 | 3.58 |
| 65 | Free Uber service in the city for people with disability | 2.62 | 2.18 | 2.47 | 2.22 | 2.18 | 2.16 |
| 67 | Make all tram stops accessible | 4.70 | 4.64 | 4.68 | 3.33 | 2.73 | 3.10 |
| 77 | More ramps for trams (even low-rise trams) | 4.24 | 4.27 | 4.25 | 3.78 | 3.27 | 3.65 |
| 80 | Create a parking system that better prioritises people with accessibility requirements | 4.10 | 3.64 | 3.94 | 3.72 | 3.36 | 3.65 |
| 91 | Dedicated disability taxi collection spot for pick up and drop offs | 3.90 | 3.91 | 3.91 | 3.61 | 4.00 | 3.77 |
| 92 | Increase space on public transport | 4.30 | 3.82 | 4.13 | 3.17 | 2.91 | 3.10 |
| 93 | Offer accessible watercraft (e.g. canoes) | 3.00 | 2.64 | 2.88 | 2.89 | 2.64 | 2.84 |
| 97 | Implement universal design on public transport | 4.50 | 4.18 | 4.39 | 3.76 | 3.00 | 3.47 |
| 98 | Increase public transport outside of the city | 4.52 | 4.00 | 4.34 | 3.44 | 2.64 | 3.19 |
| 101 | Ensure accessible parking spaces do not become clearways | 4.43 | 3.91 | 4.25 | 4.11 | 3.73 | 4.00 |
| **Participation** | | **4.07** | **3.95** | **4.03** | **4.07** | **3.77** | **3.96** |
| 2 | Create opportunities for people to experience what it's like to have a physical disability | 2.43 | 3.09 | 2.66 | 2.36 | 3.09 | 2.62 |
| 3 | Establish employment quotas for people with disability | 4.19 | 3.36 | 3.91 | 4.22 | 3.45 | 3.95 |
| 28 | Educate employers to promote inclusivity and equal opportunity | 4.76 | 4.64 | 4.72 | 4.86 | 4.45 | 4.71 |
| 29 | Create a program to link people with disability with sports fans who can accompany them to events (e.g. AFL) | 3.48 | 3.45 | 3.47 | 3.52 | 3.27 | 3.43 |
| 35 | Train people managers so they understand accessibility | 4.29 | 4.55 | 4.38 | 4.31 | 4.36 | 4.33 |
| 37 | Change attitudes towards established rituals (e.g. walking up the stairs at graduation) | 4.30 | 3.45 | 4.00 | 4.24 | 3.80 | 4.09 |
| 38 | Increase access to a diverse range of jobs (full-time, part-time, working from home) | 4.70 | 4.36 | 4.58 | 4.68 | 4.40 | 4.59 |
| 53 | Create greater representation and visibility for people with disability, so it becomes normal to see people with disabilities in all settings | 4.48 | 4.27 | 4.41 | 4.46 | 4.36 | 4.42 |
| 55 | Increase access to inclusive social groups | 4.24 | 3.91 | 4.13 | 4.26 | 4.00 | 4.17 |
| 63 | Make sure event organisers consider accessibility at the start of the event planning phase | 4.65 | 4.10 | 4.47 | 4.64 | 4.00 | 4.42 |
| 66 | Ensure City of Melbourne is an inclusive organisation (e.g. train staff to provide disability support) | 4.57 | 4.36 | 4.50 | 4.57 | 4.36 | 4.50 |
| 68 | Employ people with lived experience of disability as experts and pay them appropriately | 4.57 | 4.18 | 4.44 | 4.51 | 4.27 | 4.43 |
| 69 | Provide training that takes into account Aboriginal community perspectives on disability | 4.10 | 3.91 | 4.03 | 4.15 | 3.82 | 4.03 |
| 72 | Educate high school students about disability legislation and accessible design | 3.95 | 3.55 | 3.81 | 3.87 | 3.45 | 3.72 |
| 85 | All politicians and policy-makers should live in a wheelchair for one month | 2.10 | 2.55 | 2.25 | 1.99 | 2.55 | 2.19 |
| 90 | Improve education for businesses so they understand how to be accessible | 4.43 | 4.27 | 4.38 | 4.50 | 4.00 | 4.33 |
| 95 | Make funding applications user friendly and accessible for different needs (e.g. arts grants/community/advocacy grants) | 3.90 | 3.82 | 3.88 | 3.88 | 3.91 | 3.89 |
| 100 | Make sure people with disability are not segregated from other patrons at events | 4.57 | 4.73 | 4.63 | 4.65 | 4.55 | 4.61 |
| 103 | Improve community understanding of disability and anti-discrimination e.g. accessibility is for everyone, disability is diverse, independence is key | 4.57 | 4.45 | 4.53 | 4.58 | 4.36 | 4.50 |
| **Tourism** | | **3.87** | **3.80** | **3.85** | **3.85** | **3.65** | **3.78** |
| 6 | Make it easier to find information about the accessibility of venues and events (e.g. put information on event websites/Google maps) | 4.33 | 4.36 | 4.34 | 4.39 | 4.73 | 4.48 |
| 7 | Include information about accessible tourism on the City of Melbourne website | 4.14 | 4.45 | 4.25 | 4.61 | 4.82 | 4.71 |
| 8 | Make all tourist and leisure facilities accessible (e.g. Restaurant Tram, City Baths, pools and other public spaces) | 4.50 | 4.45 | 4.48 | 3.28 | 2.91 | 3.10 |
| 18 | Create a comprehensive accessibility resource, curated by City of Melbourne, to help ensure accessibility for everyone, including alternative options for access in different settings | 3.95 | 4.27 | 4.06 | 4.17 | 4.55 | 4.35 |
| 20 | Increase the number of City of Melbourne volunteers on the streets | 2.86 | 3.00 | 2.91 | 3.61 | 3.91 | 3.74 |
| 34 | Make more clearly-signposted charging points for electric wheelchairs and scooters around the city | 3.95 | 3.73 | 3.87 | 4.28 | 3.73 | 4.13 |
| 39 | Improve accessibility of event booking processes (e.g. online ticket bookings) | 4.14 | 4.00 | 4.09 | 4.39 | 4.09 | 4.32 |
| 51 | Make all seating at events accessible | 3.86 | 3.10 | 3.61 | 3.11 | 2.64 | 2.84 |
| 64 | Provide support workers and portable equipment for hire in the city (e.g. mobile supports, transfer boards, commode chair, short term bookings of attendant/personal care workers) | 4.29 | 3.82 | 4.13 | 3.78 | 3.64 | 3.74 |
| 70 | Improve accessibility of personal grooming/styling services (e.g. hairdressers, tattooists) | 3.52 | 3.50 | 3.52 | 3.33 | 2.91 | 3.10 |
| 71 | Provide better mobility access at events e.g. ensure accessible seating has good views, improve temporary structures such as ramps | 4.43 | 4.18 | 4.34 | 4.00 | 3.73 | 3.94 |
| 75 | More free Wifi zones to make navigating the city easier | 3.67 | 3.55 | 3.63 | 4.00 | 3.45 | 3.87 |
| 86 | Make rides accessible at events (e.g. Royal Melbourne Show, Moomba) | 3.38 | 3.36 | 3.38 | 2.94 | 2.73 | 2.87 |
| 87 | More options for accessible tourism (e.g. recumbent bike tours) | 3.90 | 3.36 | 3.72 | 3.89 | 3.27 | 3.71 |
| **Buildings** | | **4.38** | **4.15** | **4.30** | **4.15** | **3.45** | **3.90** |
| 9 | Improve the quality and consistency of Australian Standards and building codes (e.g. incorporate more universal design principles) | 4.65 | 4.36 | 4.55 | 4.41 | 3.00 | 3.90 |
| 13 | Reduce conflict of use for toilets e.g. separate baby change, don't use for storage, don't use unless you have a disability | 4.10 | 3.82 | 4.00 | 3.94 | 3.45 | 3.81 |
| 14 | Improve policing of building code compliance | 4.45 | 3.82 | 4.23 | 4.06 | 3.09 | 3.74 |
| 15 | Include universal design principles in legislation | 4.80 | 4.18 | 4.58 | 4.56 | 3.64 | 4.23 |
| 16 | Make retrofitting with universal design principles a priority (e.g. through the use of incentives) | 4.50 | 4.09 | 4.35 | 4.17 | 3.36 | 3.90 |
| 19 | When designing new buildings, make sure people always consider the Disability Discrimination Act from the start | 4.76 | 4.55 | 4.69 | 4.56 | 4.00 | 4.32 |
| 27 | Make buildings more accessible | 4.81 | 4.64 | 4.75 | 3.89 | 3.55 | 3.74 |
| 31 | Improve emergency evacuation procedures for people with disability | 4.57 | 4.36 | 4.50 | 4.11 | 4.00 | 4.13 |
| 43 | Include universal design principles in planning schemes and planning policy | 4.89 | 4.36 | 4.70 | 4.50 | 3.18 | 4.03 |
| 62 | Review what permits are allocated on the streets (e.g. buskers, cafes, activities that generate crowds) | 3.48 | 3.64 | 3.53 | 4.12 | 3.91 | 4.07 |
| 79 | Improve accessible toilet standards, including toilet heights and toilet roll holder placement? | 4.05 | 4.09 | 4.06 | 4.33 | 3.45 | 4.03 |
| 102 | Make more accessible housing and apartments (e.g. with key rooms on ground floor) | 4.48 | 4.36 | 4.44 | 3.72 | 2.82 | 3.35 |
| 104 | Improve ways of contacting building owners (e.g. buttons on the front of buildings) | 3.86 | 3.82 | 3.84 | 3.67 | 3.73 | 3.68 |
| 105 | Create stronger requirements for accessibility within shops (e.g. reduce the use of steps) | 4.43 | 4.00 | 4.28 | 3.94 | 3.18 | 3.68 |
| **Law and Policy** | | **4.24** | **4.03** | **4.17** | **4.20** | **3.74** | **4.04** |
| 17 | Improve disability signage to teach the public about the diversity of disability (including invisible disability) | 3.65 | 4.00 | 3.77 | 3.55 | 4.09 | 3.75 |
| 44 | Introduce a system to assess Disability Discrimination Act compliance | 4.80 | 4.09 | 4.55 | 4.77 | 4.10 | 4.55 |
| 45 | Always consult people with disability before planning things for people with disability ('nothing about us without us') | 4.90 | 4.80 | 4.87 | 4.88 | 5.00 | 4.92 |
| 50 | Teach carpenters about the Disability Discrimination Act | 3.48 | 2.82 | 3.25 | 3.43 | 2.91 | 3.24 |
| 56 | Regularly update legislation and standards to keep up with new technology (e.g. larger, electric wheelchairs) | 4.19 | 4.45 | 4.28 | 4.20 | 4.45 | 4.29 |
| 73 | Employ staff who are dedicated to ensuring universal building design | 4.55 | 3.64 | 4.23 | 4.52 | 3.60 | 4.21 |
| 78 | Improve construction workers' awareness of disability (e.g. wheelchair etiquette, not parking in accessible parking spots) | 3.86 | 3.82 | 3.84 | 3.93 | 3.73 | 3.86 |
| 82 | Make it easier to report accessibility issues | 4.48 | 4.36 | 4.44 | 4.46 | 4.18 | 4.36 |
| 88 | Make accessibility the norm across all levels of government | 4.57 | 4.36 | 4.50 | 4.52 | 4.55 | 4.53 |

**Table A2.** Ideas on how to make the City of Melbourne more inclusive for people with sensory disability, including importance and feasibility ratings for each idea within themes by people with disability, disability advocates, and academics (disability group), and City of Melbourne staff.

| **Cluster and statement** | | **Importance** | | | **Feasibility** | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| **SENSORY DISABILITY** | |  |  |  |  |  |  |
| **Reasonable adjustments** | | **4.16** | **4.01** | **4.08** | **3.97** | **3.76** | **3.85** |
| 2 | Provide audio descriptions for visual entertainment e.g. films, sports events, television | 4.10 | 3.69 | 3.87 | 3.90 | 3.69 | 3.78 |
| 3 | Make the City of Melbourne website more accessible (e.g. image descriptions, audio reader, Auslan videos) | 4.40 | 4.38 | 4.39 | 4.60 | 4.77 | 4.70 |
| 6 | Ensure government forms are accessible, succinct and easier to fill out | 4.70 | 4.31 | 4.48 | 4.60 | 4.23 | 4.39 |
| 7 | Make it easier to report accessibility issues (e.g. via SMS) | 4.20 | 4.15 | 4.17 | 4.33 | 4.38 | 4.36 |
| 8 | Provide better disability access education to construction staff | 4.20 | 3.85 | 4.00 | 4.00 | 4.00 | 4.00 |
| 9 | Provide better communication about accessible venues and performances (e.g. downloadable access guides) | 4.40 | 3.92 | 4.13 | 4.50 | 4.00 | 4.22 |
| 10 | Assign people to help fill in government forms | 3.80 | 3.33 | 3.55 | 3.60 | 3.23 | 3.39 |
| 14 | Provide live captions for speakers at all conferences | 4.10 | 3.62 | 3.83 | 4.20 | 3.75 | 3.95 |
| 22 | Advocate to the State Government on the needs of people with disability in future traffic modelling | 4.90 | 4.31 | 4.57 | 4.50 | 4.23 | 4.35 |
| 27 | Provide more support for organisations to employ people with disability | 4.30 | 4.00 | 4.13 | 4.10 | 3.38 | 3.70 |
| 36 | Consult people with disabilities in the initial planning stages of new projects | 5.00 | 4.85 | 4.91 | 4.80 | 4.77 | 4.78 |
| 44 | Increase the number of City of Melbourne volunteers on the streets | 3.40 | 3.62 | 3.52 | 4.00 | 3.77 | 3.87 |
| 46 | Improve ways of contacting building owners and building security (e.g. SMS number or button inside elevators and at the building entrance) | 4.30 | 3.77 | 4.00 | 3.20 | 3.00 | 3.09 |
| 49 | Improve communication about construction work (e.g. audio warnings, better barriers, online warnings, real time updates) | 4.00 | 3.77 | 3.87 | 3.60 | 3.54 | 3.57 |
| 53 | Increase funding for Auslan interpreters to support people accessing public housing | 4.00 | 3.92 | 3.96 | 3.60 | 3.62 | 3.61 |
| 54 | Make funding applications user friendly and accessible for different needs (e.g. arts, community and advocacy grants) | 3.50 | 4.23 | 3.91 | 4.30 | 4.23 | 4.26 |
| 57 | Improve community awareness of disability (including diverse communication methods, Auslan, use of guide dogs or canes) | 4.60 | 4.08 | 4.30 | 4.50 | 3.85 | 4.13 |
| 60 | Put more information about accessibility on the City of Melbourne website | 3.80 | 4.38 | 4.13 | 4.40 | 4.38 | 4.39 |
| 61 | Warn people in advance if there are specific access issues at events (e.g. low light) | 4.00 | 3.92 | 3.96 | 3.90 | 4.15 | 4.04 |
| 64 | Ensure educational supports meet individual needs | 3.90 | 4.00 | 3.96 | 3.00 | 3.08 | 3.05 |
| 67 | Improve service and security staff awareness of disability (e.g. public housing staff, gallery/event staff, shop assistants, restaurant owners) | 4.60 | 4.23 | 4.39 | 4.40 | 3.77 | 4.04 |
| 70 | Increase funding for public housing | 4.40 | 4.23 | 4.30 | 3.56 | 2.62 | 3.00 |
| 71 | Ensure non-disabled people do not use accessible bathrooms e.g. run an education campaign | 3.10 | 2.85 | 2.96 | 2.60 | 2.46 | 2.52 |
| 73 | Ensure that the City of Melbourne is a visibly inclusive organisation (e.g. public support for people with disabilities, staff receive high-quality disability training) | 4.78 | 4.23 | 4.45 | 4.50 | 4.23 | 4.35 |
| 75 | Provide assistance to help people with disability find work | 4.33 | 4.00 | 4.14 | 3.80 | 3.54 | 3.65 |
| 79 | Provide training that takes into account Aboriginal community perspectives on disability | 3.90 | 4.38 | 4.17 | 3.90 | 4.08 | 4.00 |
| 80 | Provide better captions at cinemas (on-screen captions and larger text size) | 3.70 | 3.62 | 3.65 | 3.80 | 3.54 | 3.65 |
| 91 | Create compulsory disability employment quotas | 4.00 | 4.15 | 4.09 | 3.70 | 3.31 | 3.48 |
| 93 | Increase variety of job opportunities for people with disability (e.g. creative jobs) | 4.40 | 4.38 | 4.39 | 3.20 | 3.46 | 3.35 |
| **Public amenity** | | **3.64** | **3.72** | **3.69** | **3.07** | **3.10** | **3.09** |
| 1 | Remove all street kerbs | 2.40 | 2.31 | 2.35 | 1.60 | 1.77 | 1.70 |
| 5 | Reduce conflict on footpaths so people don't create hazards or block footpaths and braille trails (e.g. cafes, buskers, people looking down at their phones) | 4.20 | 3.77 | 3.96 | 3.40 | 2.92 | 3.13 |
| 12 | Reduce clutter on footpaths (e.g. have defined boundaries around outdoor features and signage) | 3.80 | 3.92 | 3.87 | 3.30 | 3.08 | 3.17 |
| 16 | Reduce circular pillars in public spaces | 2.70 | 3.00 | 2.87 | 2.10 | 2.46 | 2.30 |
| 18 | Make all tourist and leisure facilities accessible, e.g. Restaurant Tram, City Baths, pools and other public spaces | 3.70 | 4.15 | 3.96 | 2.30 | 3.00 | 2.70 |
| 21 | Improve the smell of toilets | 2.80 | 2.82 | 2.81 | 2.40 | 2.92 | 2.70 |
| 26 | Increase space on narrow laneways | 3.10 | 3.08 | 3.09 | 2.30 | 2.00 | 2.13 |
| 28 | Ensure consistent design and placement of access ramps and street crossings. | 3.80 | 3.77 | 3.78 | 3.40 | 3.46 | 3.43 |
| 29 | Improve the smell of public spaces | 2.30 | 2.77 | 2.57 | 2.20 | 2.54 | 2.39 |
| 31 | All toilets should be accessible to everyone | 3.80 | 4.54 | 4.22 | 3.10 | 3.54 | 3.35 |
| 35 | Ensure compliance with building codes in terms of accessibility | 4.70 | 4.23 | 4.43 | 4.30 | 3.77 | 4.00 |
| 37 | Improve safety at construction sites (e.g. tactile indicators, pedestrian diversions away from traffic) | 4.40 | 4.33 | 4.36 | 3.90 | 3.92 | 3.91 |
| 45 | Ensure safe and functioning elevators are available in public spaces | 4.00 | 3.69 | 3.82 | 3.50 | 2.92 | 3.17 |
| 51 | Ensure that Tactile Ground Surface Indicators / Braille trails do not conflict with wheelchair users | 3.90 | 3.62 | 3.74 | 3.50 | 3.46 | 3.48 |
| 56 | Make busy city streets cleaner | 2.90 | 2.77 | 2.83 | 2.80 | 2.85 | 2.83 |
| 59 | Ensure there are no 'blind spots' around building corners | 3.20 | 3.08 | 3.13 | 2.60 | 2.23 | 2.39 |
| 66 | Provide alternative access options for public art and historical venues (e.g. replicas that people can touch, Braille information boards, audio descriptions) | 3.70 | 4.23 | 4.00 | 3.30 | 3.38 | 3.35 |
| 69 | Increase quiet spaces (e.g. quiet seating) on city streets | 3.60 | 3.69 | 3.65 | 3.10 | 3.15 | 3.13 |
| 78 | Ensure building standards and planning laws are consistent and reflect best practice in accessibility | 4.70 | 4.46 | 4.57 | 4.10 | 3.85 | 3.96 |
| 82 | Increase lighting at art galleries, or allow personal lighting (e.g. torches) for people with vision impairment | 3.30 | 3.69 | 3.52 | 3.40 | 3.85 | 3.65 |
| 84 | Ensure street and road surfaces are smooth and without tripping hazards | 4.30 | 4.15 | 4.22 | 3.20 | 2.85 | 3.00 |
| 88 | Make restaurants more accessible (e.g. better lighting, Braille menus) | 3.50 | 3.69 | 3.61 | 2.70 | 3.15 | 2.96 |
| 94 | Improve access at events (e.g. provide interpreters and high-quality accessible seating) | 4.40 | 4.25 | 4.32 | 3.70 | 3.77 | 3.74 |
| 95 | Make more accessible apartments | 3.90 | 4.31 | 4.13 | 2.90 | 3.15 | 3.04 |
| 96 | Have more accessible bathrooms in the city | 4.00 | 4.62 | 4.35 | 3.60 | 3.54 | 3.57 |
| **Navigation** | | **3.83** | **3.85** | **3.84** | **3.69** | **3.44** | **3.55** |
| 4 | Add audio speakers telling people what street they're on | 3.40 | 3.08 | 3.22 | 2.80 | 3.08 | 2.96 |
| 13 | Make sure visual and audio announcements are clear and accurate | 4.50 | 4.38 | 4.43 | 4.60 | 3.77 | 4.13 |
| 17 | Create an interactive mobility map to alert people if elevators aren't working | 3.20 | 3.77 | 3.52 | 3.10 | 3.23 | 3.17 |
| 19 | More free Wifi zones to make navigating the city easier | 3.50 | 4.00 | 3.78 | 4.00 | 3.77 | 3.87 |
| 23 | Provide large print signage at key locations (e.g. train stations, street corners) | 4.50 | 4.08 | 4.27 | 4.30 | 3.77 | 4.00 |
| 24 | Provide tactile signs at pedestrian crossings showing the number of traffic lanes and the direction of traffic | 4.20 | 3.85 | 4.00 | 3.40 | 3.69 | 3.57 |
| 25 | Allow more time to cross the road (e.g. an app that can influence the traffic lights to help people cross the road in time) | 4.40 | 4.15 | 4.26 | 3.60 | 3.46 | 3.52 |
| 30 | Free Uber service in the city for people with disability | 2.40 | 2.77 | 2.61 | 2.00 | 2.08 | 2.04 |
| 34 | Provide online and on-site 3D maps for key areas (e.g. train stations) with braille, large print and audio options | 3.90 | 4.15 | 4.04 | 3.70 | 3.38 | 3.52 |
| 40 | Add contrast to different types of surfaces (e.g. tactile and visual) | 4.22 | 3.77 | 3.95 | 3.70 | 3.54 | 3.61 |
| 41 | Develop assistive software that shows location of service providers, public transport and navigational hazards (e.g. bollards and street furniture) | 3.70 | 4.00 | 3.87 | 3.60 | 3.62 | 3.61 |
| 42 | Improve way-finding across the city (e.g. more Braille trails and tactile paths, clear paths of travel along building lines) | 4.30 | 3.92 | 4.09 | 4.10 | 3.92 | 4.00 |
| 48 | Ensure correct Braille is available at key locations (e.g. elevator buttons, train stations, street corners) | 4.70 | 3.85 | 4.22 | 4.00 | 3.77 | 3.87 |
| 52 | Use tactile indicators to show where to find seats | 3.50 | 3.23 | 3.35 | 3.30 | 3.38 | 3.35 |
| 55 | Increase the number of Travellers' Aid locations | 3.10 | 3.38 | 3.26 | 3.30 | 3.15 | 3.22 |
| 63 | Include mobility information on all maps (e.g. major event maps, Google maps) | 4.30 | 4.00 | 4.13 | 4.10 | 3.77 | 3.91 |
| 68 | Improve the consistency and quality of signage (e.g outside buildings, on construction sites and public transport) | 3.70 | 4.08 | 3.91 | 4.00 | 3.62 | 3.78 |
| 72 | Improve locations for accessible parking | 3.60 | 3.69 | 3.65 | 3.40 | 3.00 | 3.17 |
| 77 | Dedicated disability taxi collection spot for pick up and drop offs | 3.70 | 4.08 | 3.91 | 3.78 | 2.92 | 3.27 |
| 81 | Increase the use of bluetooth beacons in public spaces and buildings | 3.20 | 3.77 | 3.52 | 3.80 | 3.31 | 3.52 |
| 85 | Ensure online information (including maps) reflect the constant changes in the city | 3.67 | 4.15 | 3.95 | 4.00 | 3.77 | 3.87 |
| 87 | Ensure accessible parking spaces do not become clearways | 3.30 | 3.92 | 3.65 | 3.70 | 3.15 | 3.39 |
| 89 | Improve communication about hazards and emergencies, through diverse methods (e.g. SMS and visual communication) | 4.30 | 4.31 | 4.30 | 4.20 | 3.62 | 3.87 |
| 92 | Ensure location information is accessible for people with vision impairments | 4.60 | 4.08 | 4.30 | 4.20 | 3.69 | 3.91 |
| **Public transport** | | **3.92** | **4.05** | **3.99** | **3.67** | **3.39** | **3.51** |
| 11 | Provide more accessible low-floor trams | 4.30 | 4.08 | 4.17 | 3.80 | 3.15 | 3.43 |
| 15 | Provide more transport staff that can assist people at stations (e.g. help with finding accessible facilities, communicating announcements) | 4.20 | 4.00 | 4.09 | 4.00 | 3.69 | 3.83 |
| 20 | Extend the free tram zone | 2.80 | 3.92 | 3.43 | 3.80 | 3.54 | 3.65 |
| 32 | Increase the number of accessible public transport stops | 4.10 | 4.69 | 4.43 | 3.60 | 3.38 | 3.48 |
| 33 | Improve transport accessibility in regional Victoria | 4.00 | 4.23 | 4.13 | 3.60 | 3.15 | 3.35 |
| 38 | Provide better information on accessible journeys and stops, including last accessible stop and alternatives | 4.50 | 4.23 | 4.35 | 4.50 | 3.85 | 4.13 |
| 39 | Improve visual displays on public transport vehicles and at stations/stops (e.g. brightly lit, variety of colours and sizes) | 4.30 | 3.92 | 4.09 | 4.40 | 3.77 | 4.04 |
| 43 | Make it easier to locate tram stops online and on site | 3.90 | 4.15 | 4.04 | 3.90 | 3.92 | 3.91 |
| 47 | Improve real time tools for communicating disruption and help plan travel journey | 4.10 | 4.23 | 4.17 | 3.80 | 3.38 | 3.57 |
| 50 | Have consistent tram stop design and placement | 3.80 | 3.92 | 3.87 | 2.80 | 3.15 | 3.00 |
| 58 | Increase shelter at public transport stops | 3.40 | 3.69 | 3.57 | 3.56 | 3.69 | 3.64 |
| 62 | Provide visual and audio information about stops during journeys | 4.33 | 4.08 | 4.18 | 4.30 | 3.83 | 4.05 |
| 65 | Make all tram stops accessible | 4.20 | 4.15 | 4.17 | 2.70 | 2.77 | 2.74 |
| 74 | Make public transport information speakers emit an audio sound (e.g. beeps) to make them easier to locate | 3.50 | 3.62 | 3.57 | 3.20 | 3.54 | 3.39 |
| 76 | Educate people not to occupy accessible seating on transport | 3.30 | 3.69 | 3.52 | 3.60 | 3.15 | 3.35 |
| 83 | Create more room for mobility aids on public transport | 3.90 | 3.77 | 3.83 | 3.10 | 3.15 | 3.13 |
| 86 | Make it easier to get on and off public transport (e.g. more accessible doors, easier to locate accessible doors) | 4.00 | 4.00 | 4.00 | 3.80 | 3.23 | 3.48 |
| 90 | Provide more accessible carriages on trains | 3.90 | 4.46 | 4.22 | 3.60 | 2.77 | 3.13 |

**Table A3.** Ideas on how to make the City of Melbourne more inclusive for people with intellectual disability, including importance and feasibility ratings for each idea within themes by people with disability, disability advocates, and academics (disability group), and City of Melbourne staff.

| **Cluster and statement** | | **Importance** | | | **Feasibility** | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| **INTELLECTUAL DISABILITY** | |  |  |  |  |  |  |
| **Culture** | | **4.37** | **4.25** | **4.27** | **4.07** | **3.46** | **3.68** |
| 3 | Provide better disability training for customer service and event staff | 4.75 | 4.60 | 4.67 | 4.67 | 4.30 | 4.44 |
| 6 | Ensure people are aware of their surroundings and don't block the footpath (e.g. buskers, guided tours, people looking down at their phones) | 4.25 | 4.00 | 4.11 | 3.00 | 2.80 | 2.88 |
| 8 | Improve community attitudes towards disability (including invisible disability) | 4.38 | 4.40 | 4.39 | 3.50 | 3.20 | 3.31 |
| 10 | Employ more people with disability in front-of house/public-facing roles | 4.13 | 4.00 | 4.06 | 4.00 | 3.60 | 3.75 |
| 11 | Increase the number of intellectual disability advocates | 4.63 | 4.00 | 4.28 | 4.50 | 3.10 | 3.63 |
| 12 | Create more incentives for accessibility (e.g. award for most inclusive business/most inclusive city/loyalty card for accessible businesses) | 3.88 | 3.70 | 3.78 | 4.50 | 4.10 | 4.25 |
| 16 | Create more opportunities for people to find work that matches their skills | 4.63 | 4.30 | 4.44 | 4.00 | 3.10 | 3.44 |
| 17 | Provide more staff in public places who can support people with different needs (e.g. help people when disruptions occur or repeat visual announcements) | 4.50 | 4.30 | 4.39 | 4.00 | 3.50 | 3.69 |
| 18 | Ensure that the City of Melbourne is an inclusive organisation | 4.63 | 4.40 | 4.50 | 4.17 | 3.90 | 4.00 |
| 20 | Provide better quality community services (e.g. better linkages between services, catering for multiple disability types) | 4.38 | 4.10 | 4.22 | 3.67 | 3.10 | 3.31 |
| 21 | Test accessibility at the start of projects (not just in the middle or at the end) | 4.50 | 4.40 | 4.44 | 4.33 | 4.30 | 4.31 |
| 23 | Increase use of Social Stories for a range of disability types, including adults and children | 3.25 | 3.00 | 3.11 | 3.67 | 2.89 | 3.20 |
| 26 | Ensure better representation of people with disabilities (e.g. on tv) | 4.00 | 4.30 | 4.17 | 3.33 | 2.90 | 3.06 |
| 27 | Pay people with disabilities and advocates for their expertise | 4.63 | 4.20 | 4.39 | 4.50 | 3.60 | 3.94 |
| 32 | Provide more opportunities for people with disabilities to have their say on policies and projects | 4.75 | 4.60 | 4.67 | 4.83 | 4.40 | 4.56 |
| 34 | Make sure the processes for helping lost children are inclusive of different needs e.g. children with autism | 4.00 | 4.40 | 4.22 | 4.33 | 3.20 | 3.63 |
| 36 | Provide training that takes into account Aboriginal community perspectives on disability | 4.13 | 4.10 | 4.11 | 3.83 | 3.60 | 3.69 |
| 37 | Reduce discrimination in employment | 5.00 | 4.90 | 4.94 | 3.83 | 3.00 | 3.31 |
| 38 | Improve maternal and child health nurses' understanding of disability | 4.63 | 4.40 | 4.50 | 4.50 | 3.80 | 4.06 |
| 40 | Make it compulsory for major events to meet accessibility standards (including accessible toilets and changing places) | 4.88 | 4.30 | 4.56 | 3.33 | 3.60 | 3.50 |
| 50 | City of Melbourne should drive accessibility in employment and be a visible employer of people with disability | 4.63 | 4.40 | 4.50 | 4.67 | 4.10 | 4.31 |
| 51 | Provide better training for disability support workers | 4.13 | 4.10 | 4.11 | 5.00 | 3.70 | 4.19 |
| 55 | Reinstate the Melbourne Mobility Centre that had its funding cut | 3.88 | 3.70 | 3.78 | 4.33 | 2.40 | 3.13 |
| 63 | Make funding applications user friendly and accessible for different needs (e.g. arts, community and advocacy grants) | 4.25 | 4.00 | 4.11 | 4.00 | 3.10 | 3.44 |
| 68 | Increase funding for people with intellectual disabilities so it's in line with other funding | 4.38 | 4.20 | 4.28 | 3.33 | 2.90 | 3.06 |
| **Information accessibility** | | **4.20** | **4.28** | **4.17** | **4.28** | **3.66** | **3.85** |
| 4 | The changing places website should include links to other government services | 2.50 | 3.80 | 3.22 | 3.83 | 4.20 | 4.06 |
| 5 | Make parking information easier to find and understand on the street and online (e.g. create an app) | 3.63 | 4.20 | 3.94 | 4.17 | 4.00 | 4.06 |
| 14 | More free Wifi zones to make navigating the city easier | 4.50 | 3.50 | 3.94 | 4.50 | 3.50 | 3.88 |
| 15 | Make sure visual and audio announcements are accurate and easy to understand (e.g. not too fast, repeat key information) | 4.75 | 4.50 | 4.61 | 4.33 | 3.90 | 4.06 |
| 19 | Provide more accessible information about events and attractions (e.g. social stories, easy English guides) | 4.00 | 3.70 | 3.83 | 4.83 | 4.00 | 4.33 |
| 22 | Make parking instructions easier to understand (e.g. create an app) | 3.88 | 3.90 | 3.89 | 4.50 | 3.50 | 3.88 |
| 31 | Provide Easy English information about people's entitlements | 5.00 | 4.00 | 4.44 | 4.83 | 4.20 | 4.44 |
| 39 | Provide more shelter and rest spaces at public transport stops | 4.25 | 4.10 | 4.17 | 3.67 | 3.50 | 3.56 |
| 42 | Make it easier for people to cross the road more slowly | 4.00 | 4.50 | 4.28 | 3.67 | 3.50 | 3.56 |
| 46 | Provide a clear and consistent way of navigating around the city (e.g. consistent symbols/markers) | 4.63 | 4.60 | 4.61 | 4.83 | 3.70 | 4.13 |
| 56 | Make the City of Melbourne website easier to understand (e.g. include a decision tree, Easy English videos) | 4.00 | 4.40 | 4.22 | 4.83 | 3.90 | 4.25 |
| 57 | Install more accessible signs showing street names and how to get into the building (easy English, large font, at an accessible height) | 4.63 | 4.10 | 4.33 | 4.67 | 3.50 | 3.94 |
| 60 | Provide more map formats (e.g. larger size, sensory maps, interactive digital maps) | 4.25 | 4.40 | 4.33 | 4.33 | 3.50 | 3.81 |
| 61 | Reduce conflict between bikes and pedestrians on footpaths (e.g. better bike parking, clearer bike lanes) | 4.88 | 4.30 | 4.56 | 4.33 | 2.60 | 3.25 |
| 65 | Make it easier to find disability-friendly shops (e.g. a mailing list or disability-friendly symbol) | 4.38 | 4.20 | 4.28 | 4.67 | 3.11 | 3.73 |
| 67 | Ensure people don't park in accessible parking spots without a permit (this includes construction and delivery workers) | 4.38 | 4.60 | 4.50 | 3.17 | 2.60 | 2.81 |
| 69 | Add audio speakers telling people what street they're on | 3.50 | 3.67 | 3.59 | 3.00 | 3.20 | 3.13 |
| 71 | Improve emergency alerts and evacuation signs (e.g. Easy English) | 4.88 | 4.30 | 4.56 | 4.67 | 3.80 | 4.13 |
| 72 | Provide orientation walks in the CBD to highlight key services and facilities | 3.88 | 4.00 | 3.94 | 4.50 | 3.90 | 4.13 |
| **Physical access** | | **4.28** | **4.32** | **4.23** | **3.85** | **3.54** | **3.62** |
| 7 | Ensure all water fountains are at accessible heights | 3.50 | 4.30 | 3.94 | 3.33 | 3.90 | 3.69 |
| 9 | Move street furniture away from walls to allow a clear pathway | 4.13 | 4.20 | 4.17 | 4.00 | 3.90 | 3.94 |
| 25 | Increase the number of changing places in the city and provide more information about how to find them | 4.25 | 4.00 | 4.11 | 3.00 | 3.20 | 3.13 |
| 29 | Improve signage for public toilets | 4.50 | 4.10 | 4.28 | 4.33 | 4.30 | 4.31 |
| 30 | Ensure public toilets and changing places are well-maintained | 4.75 | 4.20 | 4.44 | 4.80 | 4.10 | 4.33 |
| 35 | Ensure accessible toilets are not locked or give people with disability and public information staff the keys | 4.75 | 4.40 | 4.56 | 4.33 | 3.90 | 4.06 |
| 41 | Improve ways of contacting building owners (e.g. buttons on the front of buildings) | 3.38 | 4.00 | 3.72 | 3.50 | 3.10 | 3.25 |
| 43 | Reduce footpath clutter | 4.63 | 4.30 | 4.44 | 4.50 | 3.40 | 3.81 |
| 44 | Make all playgrounds accessible | 3.63 | 4.20 | 3.94 | 3.33 | 3.80 | 3.63 |
| 45 | Make buildings more accessible | 5.00 | 4.60 | 4.78 | 4.00 | 3.40 | 3.63 |
| 48 | Add contrast to different types of surfaces (e.g. tactile and visual) | 4.00 | 4.10 | 4.06 | 4.17 | 3.60 | 3.81 |
| 49 | Reduce trip hazards on footpaths | 4.63 | 4.40 | 4.50 | 4.50 | 3.50 | 3.88 |
| 53 | All toilets should be accessible to everyone | 4.38 | 3.90 | 4.11 | 2.67 | 3.20 | 3.00 |
| 58 | Make all tourist and leisure facilities accessible (e.g. Restaurant Tram, City Baths, pools and other public spaces) | 4.38 | 4.10 | 4.22 | 3.33 | 2.70 | 2.94 |
| 64 | Create more accessible and adaptable housing (including apartments) | 4.88 | 4.80 | 4.83 | 4.00 | 2.56 | 3.13 |
| 70 | Make busy city streets cleaner | 3.75 | 3.40 | 3.56 | 4.00 | 3.10 | 3.44 |
| **Public transport** | | **4.17** | **4.11** | **4.07** | **3.93** | **3.11** | **3.42** |
| 1 | Make public transport information more consistent and accurate (including information about transport disruptions) | 4.38 | 4.80 | 4.61 | 4.50 | 4.10 | 4.25 |
| 2 | Make sure signs for accessible seating on public transport include people with invisible disabilities | 4.75 | 4.00 | 4.33 | 4.33 | 4.00 | 4.13 |
| 13 | Extend the free tram zone | 2.38 | 3.40 | 2.94 | 4.33 | 2.30 | 3.06 |
| 24 | Free Uber service in the city for people with disability | 3.13 | 2.70 | 2.89 | 2.17 | 1.70 | 1.88 |
| 28 | Help people find information on what to do when you miss your stop | 4.13 | 4.00 | 4.06 | 3.83 | 3.70 | 3.75 |
| 33 | Increase disability-friendly taxis | 4.38 | 4.20 | 4.28 | 3.50 | 3.10 | 3.25 |
| 47 | Make an announcement before the last accessible stop (give plenty of warning) | 5.00 | 4.50 | 4.72 | 5.00 | 4.00 | 4.38 |
| 52 | Create a disability taxi collection spot for pick up and drop offs | 4.25 | 3.80 | 4.00 | 4.33 | 3.20 | 3.63 |
| 54 | Create a disability sticker for myki (i.e. public transport smart card) | 4.25 | 3.90 | 4.06 | 5.00 | 3.10 | 3.81 |
| 59 | Improve accessible transport in regional Victoria | 4.88 | 4.50 | 4.67 | 3.33 | 2.10 | 2.56 |
| 62 | Have consistent tram stop designs | 3.75 | 3.90 | 3.83 | 2.83 | 3.10 | 3.00 |
| 66 | Make it easier to get on and off public transport (e.g. more time to exit, make it easier to get to the accessible doors) | 4.75 | 4.30 | 4.50 | 4.00 | 3.00 | 3.38 |

**Table A4.** Ideas on how to make the City of Melbourne more inclusive for people with psychosocial, including importance and feasibility ratings for each idea within themes by people with disability, disability advocates, and academics (disability group), and City of Melbourne staff.

| **Cluster and statement** | | **Importance** | | | **Feasibility** | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Disability group | City of Melbourne | Total | Disability group | City of Melbourne | Total |
| **PSYCHOSOCIAL DISABILITY** | |  |  |  |  |  |  |
| **Public spaces** | | **3.53** | **3.62** | **3.57** | **3.36** | **3.45** | **3.41** |
| 2 | Make public napping spaces | 3.00 | 2.89 | 2.95 | 3.00 | 2.90 | 2.95 |
| 3 | Increase accessible parking | 3.60 | 3.50 | 3.55 | 3.50 | 3.70 | 3.60 |
| 5 | More free Wifi zones to make navigating the city easier | 3.50 | 3.90 | 3.70 | 3.90 | 3.60 | 3.75 |
| 6 | Update the national public toilet map with the latest accessible toilets and changing places | 4.00 | 3.90 | 3.95 | 4.70 | 4.50 | 4.60 |
| 7 | Offer ear plugs at quiet hubs that you can take away for free or at low cost | 3.30 | 3.40 | 3.35 | 4.10 | 3.60 | 3.85 |
| 9 | Keep footpaths smooth and clear of hazards | 4.20 | 4.20 | 4.20 | 3.40 | 3.80 | 3.60 |
| 12 | Make a map that shows accessible and supportive services (e.g. accommodation, toilets, Travellers Aid, facilities, sports and cultural venues, quiet spots and water fountains) | 4.10 | 4.10 | 4.10 | 4.60 | 4.40 | 4.50 |
| 14 | Reduce clutter and distraction on footpaths | 3.30 | 4.30 | 3.80 | 3.50 | 3.90 | 3.70 |
| 19 | Reduce conflict of use on footpaths (e.g. review space taken by street traders, signs, buskers) | 3.20 | 3.90 | 3.55 | 3.70 | 3.50 | 3.60 |
| 20 | Ensure public spaces (e.g. libraries) are safe spaces | 4.00 | 4.50 | 4.25 | 3.50 | 4.30 | 3.90 |
| 22 | Provide designated quiet/calm low-sensory spaces around the city and at train stations (e.g. soundproofed pods, wheelchair accessible) | 4.10 | 3.50 | 3.80 | 3.70 | 3.50 | 3.60 |
| 23 | Provide more services for assistance animals (e.g. off lead green spaces) | 3.50 | 3.70 | 3.60 | 3.70 | 3.40 | 3.55 |
| 25 | Reduce patterns on stairs | 3.30 | 3.30 | 3.30 | 3.40 | 2.40 | 2.90 |
| 32 | Design footpaths taking into account people who walk at different paces | 2.90 | 3.20 | 3.05 | 2.30 | 3.10 | 2.70 |
| 34 | Make building and planning regulations and codes more accessible and ensure compliance (e.g. via assessments) | 3.70 | 3.60 | 3.65 | 4.00 | 3.40 | 3.70 |
| 35 | Make quiet hubs at large scale events, providing ear plugs, rest space, drinking water, no sounds, soft lighting | 4.10 | 3.60 | 3.85 | 3.90 | 4.00 | 3.95 |
| 36 | Create more green spaces and community gardens | 4.10 | 4.00 | 4.05 | 4.10 | 3.80 | 3.95 |
| 42 | Increase accessible toilets and changing places | 4.40 | 3.80 | 4.10 | 3.70 | 3.70 | 3.70 |
| 43 | Free Uber service in the city for people with disability | 2.70 | 2.60 | 2.65 | 2.00 | 1.56 | 1.79 |
| 45 | Allow more time to cross the road (e.g. an app that can influence the traffic lights to help people cross the road in time) | 3.30 | 3.30 | 3.30 | 3.30 | 2.90 | 3.10 |
| 46 | Improve signage at entrances of buildings so people know how to get in | 3.60 | 3.40 | 3.50 | 4.10 | 3.60 | 3.85 |
| 48 | All toilets should be accessible to everyone | 4.00 | 4.30 | 4.15 | 2.10 | 3.70 | 2.90 |
| 49 | Highlight existing quiet spaces, libraries and any available/bookable rooms across the city | 3.90 | 3.80 | 3.85 | 4.30 | 4.30 | 4.30 |
| 51 | Add contrast to different types of surfaces (e.g. tactile and visual) | 3.70 | 3.80 | 3.75 | 3.20 | 3.30 | 3.25 |
| 54 | Increase cultural recreation options for adults with disabilities, including older adults | 3.70 | 4.20 | 3.95 | 3.40 | 3.70 | 3.55 |
| 55 | Improve the smell of toilets | 3.20 | 3.00 | 3.11 | 2.90 | 2.90 | 2.90 |
| 56 | Make wayfinding maps in the city larger and at different scales | 3.60 | 3.44 | 3.53 | 4.00 | 4.00 | 4.00 |
| 58 | Improve inadequate lighting | 3.80 | 3.70 | 3.75 | 3.80 | 3.80 | 3.80 |
| 59 | Make busy city streets cleaner | 3.11 | 3.40 | 3.26 | 3.00 | 3.70 | 3.35 |
| 60 | Improve ways of contacting building owners (e.g. buttons on the front of buildings) | 2.90 | 3.50 | 3.20 | 3.10 | 3.30 | 3.20 |
| 61 | Encourage cafes/restaurants and businesses to have seating available on request that is out of the way and can be reserved for anxious/distressed people | 3.40 | 3.50 | 3.45 | 2.50 | 3.20 | 2.85 |
| 63 | Offer specific 'quiet' opening hours at exhibitions and venues (e.g. National Gallery of Victoria quiet mornings) | 3.80 | 3.40 | 3.60 | 4.40 | 3.60 | 4.00 |
| 65 | Make a visual and tactile line to Travellers Aid and integrate the line with an accessible map | 3.20 | 3.80 | 3.50 | 3.70 | 3.90 | 3.80 |
| 74 | Make all tourist and leisure facilities accessible (e.g. Restaurant Tram, City Baths, pools and other public spaces) | 3.60 | 4.20 | 3.90 | 2.30 | 3.00 | 2.63 |
| 77 | Design internal spaces so noise is absorbed (e.g. carpets) | 3.90 | 3.40 | 3.65 | 3.30 | 3.50 | 3.40 |
| 82 | Create a new mechanism for people with disability to receive concession tickets at venues and events (e.g. 'waged' and 'unwaged') | 3.70 | 3.40 | 3.55 | 3.00 | 2.70 | 2.85 |
| 84 | Increase width of footpaths | 3.10 | 3.70 | 3.40 | 2.40 | 2.70 | 2.55 |
| 90 | Make sure quiet spaces are safe spaces | 4.40 | 4.00 | 4.20 | 3.00 | 3.80 | 3.40 |
| 91 | Dedicated disability taxi collection spot for pick up and drop offs | 3.80 | 3.60 | 3.70 | 3.60 | 3.20 | 3.40 |
| 93 | Ban all street canvassers (i.e. people who accost you on the street to promote their business or charity) | 2.90 | 3.70 | 3.30 | 2.60 | 2.90 | 2.75 |
| 95 | Ensure people keep to the left and are more aware of themselves when walking on footpaths | 3.00 | 3.20 | 3.10 | 2.00 | 2.90 | 2.45 |
| 96 | Improve the smell of public spaces | 3.10 | 2.50 | 2.80 | 2.50 | 2.80 | 2.65 |
| 98 | Design buildings with multiple entry points | 3.00 | 3.20 | 3.11 | 2.70 | 2.60 | 2.65 |
| 100 | Reduce clutter of signage on streets and buildings | 3.00 | 3.90 | 3.47 | 3.00 | 3.80 | 3.40 |
| 102 | Promote/highlight cafes that are quiet | 3.44 | 3.20 | 3.32 | 3.90 | 3.70 | 3.80 |
| 105 | Make bike lanes clearer so they don't look like footpaths | 3.20 | 3.70 | 3.45 | 3.60 | 3.50 | 3.55 |
| 106 | Provide more accessible water fountains across the city and at train stations | 3.44 | 3.70 | 3.58 | 3.70 | 3.90 | 3.80 |
| **Awareness** | | **4.20** | **3.92** | **4.06** | **3.78** | **3.62** | **3.70** |
| 4 | Ensure there are non-verbal options for raising issues and ideas within the community as confrontation can be difficult or impossible | 4.00 | 4.00 | 4.00 | 4.00 | 3.60 | 3.80 |
| 10 | Make it mandatory to have a literacy person to assist people with bureaucracy | 3.60 | 3.40 | 3.50 | 3.10 | 3.20 | 3.15 |
| 13 | Provide more diverse and flexible employment options for people with diverse needs | 4.60 | 4.40 | 4.50 | 3.00 | 3.60 | 3.32 |
| 18 | Create an ongoing program of disability awareness ambassadors | 3.80 | 3.40 | 3.60 | 4.20 | 4.00 | 4.10 |
| 26 | Ensure organisations allow for diverse communication methods | 4.20 | 4.20 | 4.20 | 4.00 | 3.60 | 3.80 |
| 31 | Provide training that takes into account Aboriginal community perspectives on disability | 4.20 | 4.00 | 4.10 | 4.30 | 3.60 | 3.95 |
| 33 | Provide diverse ways of accessing and using official documentation (e.g. face-to-face options in addition to online and paper forms) | 4.30 | 4.00 | 4.15 | 4.40 | 3.50 | 3.95 |
| 39 | Increase awareness of customer-facing staff (e.g. transport, hospitality, security) so they understand people's sensitivities and supports (e.g. assistance animals) | 4.60 | 4.00 | 4.30 | 4.60 | 3.70 | 4.15 |
| 41 | Improve general training and resourcing of City of Melbourne information staff (e.g. red shirt visitor staff) | 4.10 | 3.89 | 4.00 | 4.80 | 4.30 | 4.55 |
| 44 | Address stigma in the media regarding mental health | 4.40 | 4.10 | 4.25 | 3.30 | 3.40 | 3.35 |
| 47 | Make funding applications user friendly and accessible for different needs (e.g. arts, community, and advocacy grants) | 4.20 | 4.10 | 4.15 | 4.10 | 4.20 | 4.15 |
| 50 | Provide psychological first aid training for City of Melbourne information staff (e.g. red shirt visitor staff) | 3.78 | 4.20 | 4.00 | 4.50 | 4.30 | 4.40 |
| 52 | Increase the number of City of Melbourne volunteers on the streets | 3.00 | 3.00 | 3.00 | 3.60 | 3.40 | 3.50 |
| 53 | Provide more, better quality mental health care | 4.80 | 4.10 | 4.45 | 3.20 | 3.30 | 3.25 |
| 62 | Streamline and improve official documentation and forms (e.g. fewer forms, plain English) | 4.40 | 4.10 | 4.25 | 3.70 | 4.10 | 3.90 |
| 67 | Ensure organisations such as government and business provide ongoing disability awareness and support training for their employees (e.g. how to work with distressed clients) | 4.70 | 4.00 | 4.35 | 4.30 | 3.90 | 4.10 |
| 68 | Improve community attitudes and understanding about disability (e.g. invisible disabilities, people 'falling through the cracks') | 4.40 | 4.10 | 4.25 | 3.00 | 3.40 | 3.20 |
| 70 | Create a new mechanism for people with disability to receive discounted support services (e.g. an alternative to the healthcare card) | 4.10 | 3.50 | 3.80 | 3.50 | 2.90 | 3.20 |
| 71 | Provide support for a diverse range of advocacy groups (e.g. across all age ranges) | 4.60 | 3.60 | 4.10 | 3.90 | 3.50 | 3.70 |
| 72 | Train hotel staff to better communicate with people with a diversity of needs | 3.80 | 3.50 | 3.65 | 3.50 | 3.20 | 3.35 |
| 73 | Train all staff in public facilities (e.g. libraries) to help mediate between people and support people with psychosocial disabilities | 4.10 | 3.90 | 4.00 | 3.67 | 3.40 | 3.53 |
| 75 | Ensure City of Melbourne is an inclusive organisation | 4.10 | 4.67 | 4.37 | 4.10 | 4.30 | 4.20 |
| 76 | People with lived experience of disability should lead mobility awareness training | 4.30 | 4.00 | 4.15 | 4.50 | 4.10 | 4.30 |
| 79 | Provide more outreach services | 4.00 | 4.00 | 4.00 | 3.40 | 3.50 | 3.45 |
| 86 | Provide more support workers to attend National Disability Insurance Scheme planning sessions and allow people the choice of support worker | 3.80 | 3.90 | 3.85 | 2.90 | 3.50 | 3.20 |
| 87 | Allow bookable appointments for interactions with bureaucracy/council so you can meet in a private room to avoid queues/public waiting | 4.30 | 3.90 | 4.10 | 3.70 | 3.60 | 3.65 |
| 89 | Ensure staff working in disability sector have, and draw on, the lived experience of people with disability | 4.40 | 4.30 | 4.35 | 4.10 | 4.00 | 4.05 |
| 97 | Provide more, better quality general health care | 4.50 | 4.22 | 4.37 | 2.90 | 2.80 | 2.85 |
| 101 | Improve reactions from first responders to be more positive towards people with psychosocial disability | 4.78 | 4.00 | 4.37 | 3.70 | 3.50 | 3.60 |
| 104 | Provide an option on phone systems to press a button to talk to a person with mental health/compassion training | 3.44 | 3.00 | 3.21 | 2.80 | 2.60 | 2.70 |
| 107 | Train policy officers and local laws/compliance officers to understand diversity of disability | 4.70 | 4.10 | 4.40 | 4.20 | 4.20 | 4.20 |
| **Public transport** | | **3.70** | **3.63** | **3.66** | **3.57** | **3.10** | **3.34** |
| 1 | Make public transport free | 3.60 | 2.90 | 3.25 | 3.60 | 2.00 | 2.80 |
| 11 | Extend the free tram zone | 4.00 | 3.44 | 3.74 | 4.10 | 3.20 | 3.65 |
| 15 | Improve training of public transport staff and protective services officers (e.g. to encourage friendlier attitudes towards passengers) | 4.70 | 4.20 | 4.45 | 4.60 | 3.60 | 4.10 |
| 16 | Improve the accuracy of public transport information (e.g. more accurate maps, better information technology) | 4.00 | 4.30 | 4.15 | 3.80 | 3.80 | 3.80 |
| 17 | Create augmented reality apps with accurate and timely information | 2.50 | 2.90 | 2.70 | 2.20 | 3.00 | 2.60 |
| 28 | Have a person available to repeat visual announcements at stations | 3.40 | 3.50 | 3.45 | 3.40 | 3.10 | 3.25 |
| 37 | Publish social stories and visual plans for major events and attractions to help people prepare their visit | 3.40 | 3.80 | 3.60 | 4.20 | 3.90 | 4.05 |
| 38 | Make it easier to get on and off public transport (e.g. make it easy to find the accessible door and make more doors and carriages accessible) | 4.00 | 4.00 | 4.00 | 3.40 | 3.10 | 3.25 |
| 40 | Consistently announce the last accessible stop on trams | 3.90 | 3.80 | 3.85 | 4.80 | 3.30 | 4.05 |
| 57 | Make public transport announcements to teach people about proper interaction with service dogs | 3.40 | 3.00 | 3.20 | 4.10 | 2.90 | 3.50 |
| 64 | Improve real time tools for communicating disruption and help plan travel journey | 4.00 | 3.90 | 3.95 | 3.30 | 3.50 | 3.40 |
| 66 | Offer better understanding and support to correct myki (i.e. public transport smart card) mistakes e.g. a dedicated location where you can go to discuss your circumstances | 3.40 | 3.50 | 3.45 | 3.30 | 3.50 | 3.40 |
| 78 | Improve safety of tram and train doors that automatically close | 3.60 | 3.80 | 3.70 | 3.50 | 3.20 | 3.35 |
| 81 | Make sure visual and audio announcements are accurate and easy to understand (e.g. not too fast, repeat key information) | 4.30 | 4.10 | 4.20 | 4.30 | 3.50 | 3.90 |
| 83 | Make a myki (i.e. public transport smart card) help lane / 'slow lane' on public transport | 3.11 | 3.30 | 3.21 | 3.10 | 2.00 | 2.55 |
| 85 | Have consistent tram stop designs | 3.22 | 3.90 | 3.58 | 2.60 | 2.90 | 2.75 |
| 92 | Make public transport fares where you don't need to remember to tap on | 3.80 | 3.00 | 3.40 | 3.10 | 2.60 | 2.85 |
| 94 | Increase public transport outside of the city | 4.10 | 4.20 | 4.15 | 2.90 | 2.60 | 2.75 |
| 103 | Increase shelter at public transport stops | 3.89 | 3.60 | 3.74 | 3.80 | 3.20 | 3.50 |
| 108 | Allow people more time to enter and exit on public transport | 3.50 | 3.50 | 3.50 | 3.33 | 3.10 | 3.21 |
| **Housing** | | **4.00** | **4.14** | **4.00** | **3.15** | **3.13** | **3.14** |
| 8 | Improve security and tenure of housing | 4.90 | 4.60 | 4.75 | 2.90 | 3.00 | 2.95 |
| 21 | Increase and improve soundproofing in private houses especially in townhouses and flats that share walls | 3.30 | 3.30 | 3.30 | 2.00 | 2.70 | 2.35 |
| 24 | Make it easier to find suitable and supportive hotel accommodation | 3.22 | 3.70 | 3.47 | 3.30 | 3.60 | 3.45 |
| 27 | Increase support from City of Melbourne for communities in public housing | 3.80 | 4.20 | 4.00 | 3.50 | 4.20 | 3.85 |
| 29 | Provide more supported accommodation - including for people over 65 who don't need a nursing home | 4.20 | 4.20 | 4.20 | 3.00 | 3.30 | 3.16 |
| 30 | Build more eco-friendly housing | 4.00 | 3.80 | 3.90 | 3.00 | 2.90 | 2.95 |
| 69 | Provide more transition housing | 4.10 | 4.60 | 4.35 | 3.40 | 2.80 | 3.10 |
| 80 | Provide more diverse housing and apartment options to meet individual needs | 3.89 | 4.30 | 4.11 | 3.20 | 3.00 | 3.10 |
| 88 | Provide more support to people after they receive housing | 4.10 | 4.10 | 4.10 | 3.60 | 3.30 | 3.45 |
| 99 | Provide more social housing | 4.44 | 4.60 | 4.53 | 3.40 | 2.70 | 3.05 |