



Template Disability Inclusion Audit

Connected and Supportive
Communities



VicHealth Local Government Partnership
Core Module

This template will help you implement the ‘Building proud and inclusive community practices’ impact stream.

Disability Inclusion Audit

Here are some suggested questions to ask when doing the audit. This is a fact-finding exercise to identify the gaps in your council and areas that need to be addressed.

Respond ‘yes’, ‘no’ or ‘NA’ (Not Applicable) to the following questions and then identify what actions your council will take. To improve your access and inclusion you must talk with and engage young people with disability to help develop solutions.

Management commitment	Yes/No/NA
Does your council have a current written plan or strategy, endorsed and promoted by your senior executive, which details your commitment to access and inclusion of people with disability as potential employees, employees and customers/clients?	
Does your council have a focus on and plans specifically for people with disability with intersectional identities (e.g., young, old, Black, Indigenous and People of Colour (BIPOC), LGBTIQ+)?	
Do you have regular reflection and feedback opportunities to improve disability inclusion in your management?	
Comments about how your council will improve in specific areas:	
Useful resources and ideas for addressing issues raised in this section: <ul style="list-style-type: none"> How to develop Disability Action Plans 	
Planning, policies and programing	Yes/No/NA
Does your council clearly promote the principle of disability inclusion in all aspects of programing? Is this embedded in all programs, not just disability/inclusion/accessibility spaces (e.g. staffing, advocacy, awareness raising, activities, monitoring)?	

Are the principles of accessibility and inclusion represented in council policies?	
Do you meet the access needs of people with disability? Does this include alternative communication formats (e.g. Braille, large-print, sign language interpreters, use of digital and physical communication)? Does this include environmental access, transportation access, programmatic access and economic access?	
Are you ensuring that your services do not segregate people with disability unnecessarily?	
Do you communicate with people about what your accessibility supports are?	
Do you address accessibility issues with regard to facilities and/or services and include them as a cost of your operations, as part of long-term and annual planning?	
Do you have regular reflection and feedback opportunities to improve disability inclusion in your planning, policies and programming?	
Comments about how your council will improve in specific areas:	
<p>Useful resources and ideas for addressing issues raised in this section:</p> <ul style="list-style-type: none"> • Read this resource on web content accessibility: Australian Network On Disability – Is your content inclusive? Preparing for Global Accessibility Awareness Day • Read about making accessible events: Australian Network On Disability – Event Accessibility Checklist • Read about online meetings and webinar accessibility: DARU – Accessible online meetings • Create important documents that are easy to understand for everyone – written in easy and plain English alternatives. 	
Inclusion of people with disabilities and disabled persons organisations	Yes/No/NA
Do you engage directly with organisations run by and for people with disability (Disabled Persons Organisations) to ensure an inclusive approach to your council’s programs, design, implementation, monitoring and evaluation?	
Do you ensure that volunteers and interns with disabilities have an equal opportunity to participate? Do you only engage people with disability in unpaid positions and, if so, do you make efforts to change that?	
Do you ensure that staff and potential contractors have an equal opportunity to be hired? How do you support people with disability in your recruitment and onboarding processes?	

<p>Are people with disabilities included on your Board, advisory boards and committees? Are they remunerated for their time at the same rate as people without disability? Are these people diverse and do they include young people with disability?</p>	
<p>Have you identified young people with disabilities who can provide input about access to your services, programs and facilities? Do you pay them for their time? Do you make sure you don't expect people with disability to fix your accessibility issues?</p>	
<p>Are staff and consultants with disabilities paid adequately for their work? Are their credentials and expertise acknowledged? Is this at the same rate as people without disability?</p>	
<p>Comments about how your council will improve in specific areas:</p>	
<p>Useful resources and ideas for addressing issues raised in this section:</p> <ul style="list-style-type: none"> • Provide and support community services and arts, cultural and sporting activities that are creative and fun for people of all abilities and ages. • Give people with disability the same opportunities as everyone else to take part in workshops, meetings and events. 	
<p>Outreach and awareness</p>	
<p>Do you know who the leading disability organisations are in your area, or the communities you most interact with? Have you read their resources and paid for their services if needed? Have you reached out to them to engage them in your projects?</p>	
<p>Do you require staff to attend disability rights training to ensure all sections and offices are aware of how to design, implement, monitor and evaluate inclusive programs and create an inclusive office culture? Do you recommend people seek out additional professional development in this area?</p>	
<p>How do your staff engage with people with disability? What do you do to ensure they treat people with disability with respect and dignity?</p>	
<p>Have you informed your staff of your non-discrimination/accessibility/accommodation policies? Do they know the consequences if they are breached?</p>	
<p>Do your staff know how to support people with disabilities in an emergency? How do they communicate with people with disability about this? Do they know how to assist people with disability in leaving the building or sheltering safely and appropriately?</p>	

<p>Do your staff know how to meet access needs, including accessible transportation, sign language interpreters and other accommodations, when providing services to people/groups with disability?</p>	
<p>Comments about how your council will improve in specific areas:</p>	
<p>Useful resources and ideas for addressing issues raised in this section:</p> <ul style="list-style-type: none"> • Have meetings and events to help people learn about disability rights. 	
<p>Communications</p>	
<p>Do your communications promote disability inclusion and use language that is respectful, humanising and non-discriminatory? Do you ask people with disability what language they want to be used, and then use it?</p>	
<p>If you distribute printed materials (e.g. brochures, forms, exhibits, handbooks) or have displays of print information, do you have those that are frequently used available in large print or other alternate formats, such as Braille, electronic format, recorded tape or disk?</p>	
<p>Do you consider the use of high contrast colours for individuals with low vision, and avoid overly bright colours for people who struggle with sensory processing?</p>	
<p>If you produce or use videos, DVDs, or television broadcasts, or make audio-visual presentations, do you make them accessible to people with disabilities? Do you make captioning available? If at a presentation, do you provide sign language interpretation and/or live captioning? Do you include image descriptions, audio descriptions, and other supplementary information for people with disability?</p>	
<p>Do consumers have a way to contact council other than via phone, such as via email or a web form? Do you include the information for the National Relay service alongside other contact information? If you are using a web form, do you make sure that it is screen-reader friendly?</p>	
<p>Do you emphasise accessibility in ads, programs, notices and newsletters, and on your website and social media?</p>	
<p>Do you ensure internal and external documents and communications are accessible?</p>	
<p>Do you have a mechanism for collecting the feedback of people with disability on the accessibility of your communications?</p>	
<p>Comments about how your council will improve in specific areas:</p>	

<p>Useful resources and ideas for addressing issues raised in this section:</p> <ul style="list-style-type: none"> • Learn about accessible communications 	
<p>Meetings and events</p>	
<p>Do you hold public meetings and events only in accessible facilities or have a way to give notice and move the meeting to an accessible location depending on the circumstances and attendees?</p> <p>Is information provided in advance about how to make requests for modifications or auxiliary aids and the accessibility of the meeting (e.g. interpreters, real time captioning)?</p> <p>Do you give participants enough time with information about locations to be able to make changes if necessary?</p>	
<p>Do all meetings incorporate accommodations to ensure that they are accessible to all participants? This may include covering the cost of transport to the meetings for people with disability.</p>	
<p>Do you consider the time that events are held to make them more accessible for young people with disability specifically? E.g. not holding meetings during school hours.</p>	
<p>Do you provide options for online meetings at all meetings? Are your online events and meetings accessible and engaging for people with disability? Do you make adjustments to accessibility considerations that are responsive to the needs of online meetings?</p>	
<p>Do you find, create or share access keys, or share general accessibility information to participants, for venues you use?</p>	
<p>Do you have a mechanism for collecting the feedback of people with disability on the accessibility of your meetings and events?</p>	
<p>Comments about how your council will improve in specific areas:</p>	

Useful resources and ideas for addressing issues raised in this section:

- The [Event Accessibility Checklist](#) developed by the Australian Network on Disability has things to consider when planning events. You don't have to do everything, but let people know what barriers you can't remove.
- Meetings & Events Australia has an in-depth report [Accessible Events: A Guide for Meeting and Event Organisers](#)
- YDAS has a guide on [Access Keys](#)
- DARU's [Accessible Online Meetings](#) resource will help make your online meetings more inclusive.

Website and social media

Have you evaluated your website for accessibility? How accessible is your social media?

Is your website/social media accessible to blind/visually impaired people who use screen readers? Are videos on your website captioned? Are your videos correctly audio described?

How do you ensure that new content is accessible?

Do you have a mechanism for collecting the feedback of people with disability on the accessibility of your website/social media?

Comments about how your organisation will improve in specific areas:

Useful resources and ideas for addressing issues raised in this section:

- Learn about [accessible communications](#)

Transportation

What do you do to ensure transport you provide is accessible? Do you provide alternative options that are accessible for people with disability when needed?

Do you have a mechanism for collecting the feedback of people with disability on the accessibility of your transport?

Comments about how your council will improve in specific areas:

<p>Useful resources and ideas for addressing issues raised in this section:</p> <ul style="list-style-type: none"> Guidelines developed by the Australian Human Rights Commission to provide practical assistance to facilitate compliance with the Disability Standards for Accessible Public Transport 	
<p>Facilities</p>	
<p>Do you have an access key for your facilities?</p>	
<p>Have you evaluated your facilities for physical accessibility within the last year? Do you have a process for doing so regularly?</p>	
<p>How do you ensure that places where you carry out your services and activities are accessible? If they are not, do you move the services to accessible locations or make other modifications to ensure participation by those who have disabilities?</p>	
<p>Do you ensure that staff and volunteers accurately inform clients and visitors of accessible features of your building?</p>	
<p>Are you in compliance with federal, state and local accessibility requirements?</p>	
<p>When you look for new space to lease or use, do you make every effort to find space that meets accessibility requirements or can be altered to meet them?</p>	
<p>Do you have a mechanism for collecting the feedback of people with disability on the accessibility of your facilities?</p>	
<p>Comments about how your council will improve in specific areas:</p>	
<p>Useful resources and ideas for addressing issues raised in this section:</p> <ul style="list-style-type: none"> YDAS has developed a guide on access keys 	
<p>Employment/recruitment</p>	
<p>How do you make your recruitment process accessible and inclusive of people with disability? What do you put in place to make it accessible for them to apply for jobs, attend interviews and engage in work?</p>	

Does your council have a written policy or procedures in place to instruct employees on requesting and implementing workplace adjustments to enable equal access and inclusion for people with disability in the recruitment and selection process and at all stages during employment?	
Do you ensure you are not maintaining bias against people with disability of intersectional identities? Do you make additional support efforts for young people, people who are culturally and linguistically diverse and LGBTIQ+ people with disability?	
Do you have a mechanism for collecting the feedback of people with disability on the accessibility of your employment, recruitment and onboarding processes?	
Comments about how your council will improve in specific areas:	
Useful resources and ideas for addressing issues raised in this section: <ul style="list-style-type: none"> • Job Access Employer Toolkit 	
Monitoring, evaluation and reporting	
Does your program require that reporting mechanisms specifically include indicators for people with disabilities and around disability inclusion?	
Does your evaluation process mandate that the data be disaggregated by disability to ensure that people with disabilities are included in the project as well as the outcomes?	
Do you ensure a disability inclusion perspective in monitoring and evaluating your programs? When reviewing the program reports, do you ensure that people with disabilities are included in the program activities in a meaningful and effective way?	
Do people with disability play an active role in evaluation, reporting and monitoring processes?	
Do you have a mechanism for collecting the feedback of people with disability on the accessibility of your monitoring, evaluation and reporting?	
Comments about how your council will improve in specific areas:	
Useful resources and ideas for addressing issues raised in this section: <ul style="list-style-type: none"> • Create co-design and advisory groups with young people with disability to give regular input into the design of and feedback on programs. 	

Understanding people with disability	
Do you have mechanisms in place to support young people with disability?	
Do you have mechanisms in place to support culturally and linguistically diverse people with disability?	
Do you have mechanisms in place to support LGBTIQ+ people with disability?	
Do you have mechanisms in place to support additionally marginalised people with disability?	
Comments about how your council will improve in specific areas:	
Useful resources and ideas for addressing issues raised in this section: See the online and face-to-face training offerings outlined in the Quick Win.	