

# INCLUSIVE MELBOURNE ACTION PLAN

2024-2026



CITY OF MELBOURNE

## **Acknowledgement of Traditional Owners**

The City of Melbourne respectfully acknowledges the Traditional Owners of the land we govern, the Wurundjeri Woi-wurrung and Bunurong / Boon Wurrung peoples of the Kulin and pays respect to their Elders past and present.

We acknowledge and honour the unbroken spiritual, cultural and political connection they have maintained to this unique place for more than 2000 generations.

We accept the invitation in the Uluru Statement from the Heart and are committed to walking together to build a better future.

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## Strategic context

The [Inclusive Melbourne Strategy 2022–32](#) is the overarching organisational strategy that ensures inclusion is at the forefront when we undertake any policy, program, facility and service development across the municipality. This plan should be read in conjunction with the strategy.

The strategy focuses on three priority areas:

1. **Organisation, services, programs and places for all** – a diverse and inclusive workforce underpins our delivery of services, programs and places that are accessible and meet the needs of our diverse communities.
2. **Sustainable and inclusive economy** – a diverse and resilient community where all people can participate in economic life and benefit from our shared prosperity.
3. **Empowered participatory communities** – encouraging participation from all community members, ensuring that people feel heard, and their needs are addressed.

This 10-year strategy acts as an overarching framework for the Inclusive Melbourne Action Plan 2024–26 and other key strategies and plans that deliver on Council’s priorities for an inclusive city, including:

[Economic Development Strategy 2031](#)

[Reconciliation Action Plan 2024–2027](#)

[Affordable Housing Strategy 2020–30](#)

[Homelessness Strategy 2024–2030](#)

[Melbourne A Great Place to Age 2020–24](#)

[Public Health and Wellbeing Plan 2021–25](#)

[Gender Equality Action Plan 2022–25](#)

## Background – inclusion plans review

In 2023, a review was undertaken to determine the future of three inclusion-focused action plans that support the Inclusive Melbourne Strategy:

- Disability Access and Inclusion Plan 2020–24
- Women’s Safety and Empowerment Action Plan 2021–24
- Inclusive Melbourne Strategy Implementation Plan 2022–24

The review included consultation with 149 community members with lived experience of exclusion or disadvantage, six community organisations whose work focuses on inclusion, and 46 City of Melbourne staff. It identified that having multiple inclusion plans for different communities was confusing, and that having multiple strategies and plans doesn’t necessarily translate to having more impact. In addition, community members would prefer fewer, focused actions that get done, rather than committing to too many things.

The review also identified that some communities experiencing exclusion or disadvantage were not adequately represented in the current inclusion plans. While City of Melbourne delivers a broad range of services, programs and initiatives for multicultural communities and LGBTIQ+ communities, we do not have standalone inclusion plans for these groups. It was recommended that City of Melbourne’s inclusion planning place a greater focus on these communities.

## This plan

This new action plan consolidates the three plans considered in the review into a single action plan. It is focused on progressing inclusion, participation and empowerment for four priority groups:

- People with disability
- Women
- LGBTIQ+ communities
- Multicultural communities

While focusing on these four priority groups, the plan also recognises the importance of **intersectionality**, that different parts of a person's identity or circumstances – for example, their age, culture, disability, Aboriginality, sexuality and gender – combine and cross over to shape their life experiences, including their experience of inclusion or discrimination. Intersectionality is a way of seeing the whole person.

The plan recognises that everyone's experience and aspirations will be different and that no one person can represent the views of an entire community. We will strengthen our approach through ongoing relationships and engagement that seeks intersectional perspectives, particularly from those who experience compounding discrimination and disadvantage.

There are two parts to the plan. The first part contains actions that impact across all priority groups, while the second part contains actions that are targeted for each priority group.

The plan was developed through a comprehensive process that included: reviewing the achievements of the previous three action plans; reviewing feedback from previous community engagement processes; undertaking a policy review for each priority group; engaging with 127 community members through focus groups, interviews and written submissions; and engagement with staff from across the organisation.

The plan takes a different approach to the previous plans. It contains fewer actions, but the actions included are tangible, achievable and responsive to community priorities. It includes actions that take a systemic approach to benefit all the priority groups. It also includes targeted actions focusing on priority groups, responding to their aspirations and needs.

The actions are aligned with the three priorities of the Inclusive Melbourne Strategy and are categorised under several key themes that emerged from the policy review.

The actions included in this plan do not represent everything that we do. We will continue to deliver a wide range of services and programs for young people, children and families, and older people, and ongoing initiatives to make our services, programs and places welcoming and accessible for the priority groups and the other communities that make up our city. The plan builds on these important foundations.

## **Monitoring and data collection – measuring impact and success**

The Inclusive Melbourne Action Plan 2024–26 outlines actions to be undertaken to achieve the indicators in the 10-year Inclusive Melbourne Strategy. Baseline data has been established against the indicators in the strategy and we will capture data from across the organisation to measure impact. We will regularly monitor our progress on the actions and will report annually to the Future Melbourne Committee. We will publish these annual reports on the City of Melbourne website and will share updates and progress more regularly through communication channels such as our website, social media, existing networks and newsletters.

## Priority 1. Organisation, services, programs and places for all

*A diverse and inclusive workforce underpins our delivery of services, programs and places that are accessible and meet the needs of our diverse communities.*

### Theme: Workplace

We value the diversity of experiences, identities and perspectives within our workforce, and we want our organisation to be safe, accessible and welcoming for all who work here.

City of Melbourne is a proud equal opportunity employer committed to providing a safe working environment that embraces diversity and inclusion. We will build on existing diversity focused recruitment strategies, comprehensive learning and development programs, the Gender Equality Action Plan 2022–25, and the work of the staff-led LGBTIQA+ Pride Committee and Network and Access Avengers.

### Actions

1. Develop and deliver an internal two-year diversity, equity and inclusion strategy to provide a roadmap for how City of Melbourne will support a diverse, safe and equitable workplace. The Strategy will focus on improved processes for recruitment and onboarding of diverse applicants, and improved cultural safety, inclusion and workplace culture.
2. Audit inclusion-focused learning and development opportunities available to staff to identify opportunities for improvement. Update the diversity, equity and inclusion learning and development program with mandatory foundational training and additional offerings.

### Theme: Accessible information and communications

Our information and communications must be accessible to and inclusive of all members of our community, regardless of their level of education, digital literacy, language, ability, age or lifestyle.

We will continue to improve the accessibility and inclusivity of our information. We will build on existing tools such as the updated inclusive language section of our Editorial Style Guide, Language Loop workshops, plain English training, the adoption of translation functions on Participate Melbourne, and ongoing website improvements.

### Actions

3. Develop a universal design policy for Council information and communications that ensures policies, strategies, plans and other publicly facing information is useable, accessible and understandable to as many people as possible.
4. Create an inclusive communication guide and develop tools and training to embed the use of the guide.
5. Review at least five key public communication channels for accessibility and inclusivity, and identify actions to improve these. This will include Participate Melbourne, What's On, Melbourne News, Neighbourhood Portals and the City of Melbourne website.

### **Theme: Services, programs and events that meet diverse community needs**

We aim to ensure that our services, programs and events support the needs and priorities of all communities, and everyone feels secure, comfortable and welcomed when participating.

City of Melbourne delivers a broad range of services, events and programs across festivals, sport and recreation programs, library programs, arts programs, family services and more. Our events represent diverse communities and identities in their programming. We partner with access consultants, support the participation of people with hidden disabilities and provide access information before and during events.

We've had success with initiatives such as Project Night Justice, including staff capacity building and the Night Safety Charter to increase safety in late-night venues. We provide Mandarin and Auslan language programs at childcare centres and have a range of library programs such as Chinese Book Club, Queer Book Club and Womenpower Book Club. Access and inclusion for people with disability has been embedded in our creative programs, with localised disability access and inclusion plans at Arts House, ArtPlay, SIGNAL and libraries. Our sport and recreation facilities provide a range of programs including women's only gym and swim programs, pride parties, and skateboarding programs for young women and girls.

#### **Actions**

6. Embed inclusion principles within City of Melbourne's framework through which services are reviewed and conduct five service reviews.
7. Commence a pilot program to understand the diversity of people and communities accessing Council services through the collection of consistent demographic information from service users.
8. Deliver a digital inclusion plan to build digital literacy skills within our communities and improve access to digital infrastructure, such as wi-fi, laptops and other devices.
9. Review Family and Children Services from an equity and inclusion perspective, acknowledging the diverse structures and roles within families and ensuring a focus on being safe, inclusive and responsive to our priority groups.

### **Theme: Safe, welcoming, and accessible places and spaces**

We create and maintain public spaces that are physically accessible, safe, and culturally and socially inclusive to foster social, mental and physical health.

Over many years the City of Melbourne has significantly invested in eliminating barriers that prevent people with disabilities from fully participating in the public realm. We will continue to ensure barriers for priority groups are identified and addressed. Ensuring a diversity of voices are heard as part of the design of public places and spaces has also been a focus of the past two years. Co-design has helped promote safe, welcoming and accessible environments in projects such as the Greenline Project, narm ngarrgu Library and Family Services, and the Royal Park Masterplan, including upgrades of the Western, Brens and Ryder pavilions.

#### **Actions**

10. Develop and publish an inclusive design guide to ensure that access, safety and inclusion are considered early in the design of the built environment of the city. Embed

the use of this guide in City of Melbourne-led design projects and showcase it across industry and educational institutions.

11. Develop a framework to address safety and perceptions of safety in public spaces and engage with priority communities to ensure our approach is responsive to their needs.
12. Implement Experience Melbourne 2028, the destination management plan for Melbourne's visitor economy, including a focus on the development of experiences that are accessible to all visitors, regardless of mobility, disability or age.
13. Audit up to 10 City of Melbourne owned and managed facilities to understand where and why our priority groups feel safe and included, or unsafe and excluded, and make recommendations.

### Alignment to the United Nations Sustainable Development Goals



## Priority 2. Sustainable and inclusive economy

*A diverse and resilient community – where all people can participate in economic life and benefit from our shared prosperity – is at the centre of a liveable city.*

### Theme: Economic empowerment and capacity building

We want to build the capacity of community organisations and businesses to operate successfully. We support our communities by responding to local needs and making a positive contribution to our city.

We will build on our sustainable procurement practices and embed social inclusion outcomes in tender processes. We aim to foster long-term economic growth, social cohesion and environmental resilience. Our Social Enterprise Grants and Business Events Sponsorship programs are an important way that we build the capacity of community organisations and businesses operated by and for our priority groups.

#### Actions

14. Mandate reporting on environmental and social outcomes in our top 20 strategic contracts.
15. Increase by 10 per cent the number of suppliers within City of Melbourne procurement panels and registers that represent sole traders, small businesses, social enterprises, and B corporations from our priority groups.
16. Scope a suite of options that medium and large businesses could implement to deliver on environmental and social responsibilities, such as equity and inclusion, sustainability, social procurement and volunteering.

### Theme: Entrepreneurship and employment

We want everyone to have the opportunity to participate in and benefit from our economy, whether through paid employment or entrepreneurial activities.

We will build on existing programs such as our partnership with the YMCA and the Huddle, through the Game Changes Program, which has resulted in the employment of young people from local communities at our recreation facilities. We will continue to support community organisations that promote inclusive employment outcomes, such as Sisterworks, which received a Social Investment Partnerships grant until 2025 to enhance the economic self-sufficiency of migrant, refugee and asylum-seeking women through education, employment and entrepreneurship opportunities. We will learn from our Business Capacity Program, which is helping local businesses better respond to and understand the value of accessible business and tourism, and other pilots, such as the Gig Workers Hub.

#### Actions

17. Engage with priority groups to raise awareness and promote the [Business Concierge Service](#) and where relevant provide them information and support to start a business in the City of Melbourne.
18. Increase the emphasis on employment programs for our priority groups in the Social Investment Partnerships Program 2025–27 and promote the program with relevant organisations.
19. Evaluate what is missing, what is needed, and the role of Council in Melbourne's entrepreneurial ecosystem for migrants, refugees, international students and women, then implement initiatives to address these gaps.

## Alignment to the United Nations Sustainable Development Goals



### Priority 3. Empowered participatory communities

*We want to encourage participation from all community members, ensuring that people feel heard and included, and their needs are addressed.*

#### **Theme: Community voice and participation**

We want everyone in our community to feel heard, and that rights, aspirations and concerns have been considered within Council's services, initiatives, and decision-making processes.

Ensuring everyone can participate in city decision-making and can take local action is essential to strong communities. Actions such as the Inclusive Community Engagement checklist, work of the existing Disability Advisory Committee and new First Nations Committee, and tools such as the Participate Melbourne online engagement website strengthen community voice and participation.

#### **Actions**

20. Scope and implement initiatives to increase engagement and participation from groups that are currently under-represented as seen in data gathered by the Neighbourhood Model, including young people, small businesses and multicultural communities.
21. Increase community awareness of the 2024 Local Government Elections and promote civic participation through a communications and community outreach campaign targeting international students, small businesses and communities that face barriers to participating in the democratic process.
22. Use neighbourhood-level data and community insights as a key input in the development of the next Council Plan and embed use of this data in Council's annual planning and budgeting processes.
23. Undertake a research project to determine where disadvantage, poverty and lack of safety exists in the municipality, and use this to inform the development of the Council Plan 2025–29 and next Economic Development Strategy.
24. Increase diverse participation and elevate the voices of under-represented communities by embedding minimum requirements for inclusive engagement within relevant community engagement processes.

#### **Theme: Community connection and social cohesion**

We support community-led action, partner with community and organisations, and build community capacity.

Considerable progress has been made on the place-based Neighbourhood Model and this will be built on to ensure even more local activities are identified and implemented, and an even greater diversity of community members can make connections with each other. Places such as neighbourhood houses and the Multicultural Hub will also continue to support people of different cultures to come together to meet, work, share and learn in a safe and supportive environment. We will continue to build the capacity of the many organisations that support and connect our communities through our community grants and partnerships programs. Each year we invest \$2.35 million into community-led initiatives, programs and events.

## Actions

25. Enable residents, students, businesses, workers and visitors to identify local priorities in their neighbourhoods and activate community-led responses. This includes piloting a neighbourhood volunteer program and establishing local partnerships.
26. Review City of Melbourne's community, events and economic grants and sponsorships programs, ensuring that funding opportunities are accessible to diverse organisations and applicants, and inclusion, empowerment and participation of priority groups is a key consideration in funded projects.

## Alignment to the United Nations Sustainable Development Goals



## Targeted actions for priority groups

### People with disability

#### Priorities

- Hear the voice of people with disability and prioritise co-design, reinforcing the mantra ‘nothing about us without us’.
- Improve access in built, social and informational environments.
- Uphold the human rights of people with disability and promote equal access to education, work, health, housing, public transport and community life.
- Raise awareness of the diversity of disability and acknowledge the contributions and achievements of people with disability, including people with hidden and intellectual disabilities.
- Promote inclusive policies and practices that support the full participation and contribution of individuals who have hidden disabilities or are neurodivergent in society.

These priorities were drawn from a review of Australian policy for people with disability and represent the aspirations and needs of this community. These priorities also capture feedback from people with disability engaged in the development of the Inclusive Melbourne Action Plan, as well as historic community engagement data, and feedback from relevant community organisations. City of Melbourne’s Disability Advisory Committee has also provided advice and will continue to be engaged over the life of this and future plans.

These priorities are not exhaustive. They are, however, consistent areas of focus across national, state and regional policies that aim to advance the inclusion, equality and participation of people with disability.

## Targeted actions

1. Include accessibility and universal design<sup>1</sup> requirements in all future City of Melbourne community infrastructure<sup>2</sup> projects, including the establishment of Changing Places Toilet Facilities<sup>3</sup> where they meet community needs. Provide opportunities for input and feedback from people with lived experience when projects begin.
2. Events delivered by City of Melbourne include provisions for access, inclusion and health and safety. Events will include Auslan translations. These initiatives will be promoted to attendees. Additionally, City of Melbourne provides advice to event organisers to inform them of ways they can enhance access and inclusion at their events, including encouraging the provision of Auslan interpretation. An annual information session will be run for event organisers to provide latest guidance and information.
3. Work with at least 15 businesses to improve accessibility for people of all ages and abilities.
4. Promote accessible information about family and sexual violence support and services for people with disability, and ensure that our family and children's services are accessible.
5. Review and update our Accessing Melbourne webpage by collaborating with people with lived experience, ensuring information is available in a wide range of accessible formats, including Auslan and social stories.

City of Melbourne will continue to fund and support community organisations run by and for people with disability, promoting periods of education and awareness (such as International Day of People with Disability). We will also deliver services and programs across our libraries, recreation facilities, family and children's services, healthy aging services, and creative spaces that provide opportunities for people with disability to participate.

## Alignment to the United Nations Sustainable Development Goals



<sup>1</sup> Universal design here means creating community infrastructure that everyone can access and use – regardless of age, size or ability – as much as possible without the need for adaptation.

<sup>2</sup> Community infrastructure refers to places and spaces that accommodate facilities, services, programs, and activities that support people to meet their needs, maximise their potential and enhance their wellbeing.

<sup>3</sup> Changing Places toilet facilities are larger than standard accessible toilets and have extra features and more space to meet the needs of people with disability and their carers.

# Women and gender equality

## Priorities

- Prevent women and girls from experiencing violence, sexual harassment and discrimination in the workplace and in the community.
- Shift the gendered attitudes that contribute to gender inequality and violence against women.
- Increase women's participation in the workforce and recognise unpaid caregiving.
- Raise awareness of health issues affecting women's participation in home, community and work life, and encourage help-seeking. Increase women and girls' participation in sport and physical activity.
- Raise awareness of technology-facilitated abuse (where technology is used to enact abuse).

These priorities were drawn from a review of Australian policy for women and gender equality and represent the aspirations and needs of this community. These priorities also capture feedback from women and gender-diverse people engaged in the development of the Inclusive Melbourne Action Plan, as well as historic community engagement data and feedback from relevant community organisations.

These priorities are not exhaustive. They are, however, consistent areas of focus across national, state and regional policies that aim to advance the equality and participation of women, girls and gender-diverse people. Under the *Gender Equality Act 2020* (Vic), the City of Melbourne has a duty to consider and promote gender equality and take necessary and proportionate action towards achieving gender equality. The Act requires the City of Melbourne to carry out gender impact assessments on policies, programs and services that are new or under review. The City of Melbourne will conduct its policy implementation in cognisance of the gender equality principles set out in the Act, including that women have historically experienced discrimination and disadvantage on the basis of sex and gender.

## Targeted actions

1. Partner with an Aboriginal Controlled Community Organisation to pilot a safe space and family violence service for Aboriginal women at risk of or experiencing family violence and homelessness.
2. Design and deliver professional development that equips City of Melbourne staff, volunteers and contractors to recognise, respond to and prevent gender-based<sup>4</sup> violence and promote gender equality.
3. Partner to deliver awareness raising, education and capability building initiatives in the community promoting gender equality and preventing gender-based violence and discrimination. Focus areas include valuing unpaid care, technology-facilitated abuse, working with men and boys to prevent violence against women, understanding financial abuse and building financial capability.
4. Support and facilitate women's economic rights and opportunities through partnerships, including but not limited to the Victorian Municipal Building Surveyor Group Women's Network, She Loves Tech, and the Japan, Republic of Korea and the United States Trilateral Women's Leadership and Empowerment event.
5. Implement the Fair Access Policy and Action Plan which aims to provide fair, safe and equitable access to recreation spaces and services and increase participation for women and girls in recreation and physical activity<sup>5</sup>.

City of Melbourne will continue to fund and support community organisations that support women, girls, and gender equality, promote periods of education and awareness (such as 16 Days of Activism Against Gender Based Violence and International Women's Day). We will also deliver services and programs across our libraries, recreation facilities, family and children's services, healthy aging services, and creative spaces that provide opportunities for women, girls and gender-diverse people to participate.

## Alignment to the United Nations Sustainable Development Goals



<sup>4</sup> The term gender-based violence reflects the idea that violence often serves to maintain structural gender inequalities. It is violence directed at an individual based on their gender and it disproportionately impacts women and girls, and people in LGBTIQ+ communities.

<sup>5</sup> The Fair Access Policy and Action Plan were consulted on and resolved by the Council in June 2024.

# LGBTIQA+ communities

## Priorities

- Understand and address the collective risks and needs of LGBTIQA+ people, and how cumulative disadvantage impacts social, economic, physical and political outcomes.
- Ensure services and spaces are safe and inclusive for LGBTIQA+ people.
- Ensure LGBTIQA+ communities are meaningfully involved in decision-making.
- Improve the visibility and the representation of LGBTIQA+ communities in media and public life, with narratives that go beyond stereotypes and show the community's full spectrum.
- Protect LGBTIQA+ communities from discrimination, violence and abuse, and uphold their rights and dignity.

These priorities were drawn from a review of Australian policy for LGBTIQA+ communities and represent the aspirations and needs of this community. These priorities also capture feedback from LGBTIQA+ communities engaged in the development of the Inclusive Melbourne Action Plan, as well as historic community engagement data and feedback from relevant community organisations.

These priorities are not exhaustive. They are, however, consistent areas of focus across national, state and regional policies that aim to advance the inclusion, equality and participation of LGBTIQA+ communities. We will not seek to treat LGBTIQA+ communities as one homogenous group with indivisible interests.

## Targeted actions

1. Establish an LGBTIQA+ advisory committee to guide implementation of the actions below, as well as other relevant initiatives and projects, and to inform City of Melbourne's approach to communication and consultation with LGBTIQA+ people. The committee will be structured to be inclusive and diverse including in terms of opinion, age, ability, sexual orientation<sup>6</sup>, sex, gender identity and culture.
2. Develop strategic partnerships with at least three LGBTIQA+ organisations to improve our service delivery, community engagement and ability to respond to emerging issues. Service delivery focus areas will include family and children's services, youth services and ageing and inclusion services.
3. Collaborate with LGBTIQA+ youth to co-design and deliver a project to improve safety and inclusion.
4. Explore ways to recognise historically significant LGBTI Melburnians, for example in place naming.
5. Establish baselines for current levels of engagement of LGBTIQA+ communities with the City of Melbourne and identify and implement actions to enhance engagement.

City of Melbourne will continue to fund and support community organisations run by and for LGBTIQA+ communities, promote periods of education and awareness (such as IDAHOBIT and Wear It Purple Day), and deliver services and programs across our libraries, recreation

<sup>6</sup> For the purposes of this document, an inclusive definition of sexual orientation is taken. We recognise that some people understand sexual orientation as being attraction to others (or nobody) on the basis of their sex, while others understand sexual orientation as being attraction to others (or nobody) on the basis of their gender (identity). We do not seek to exclude either understanding.

facilities, family and children’s services, healthy aging services, and creative spaces that provide opportunities for LGBTIQ+ communities to participate.

### Alignment to the United Nations Sustainable Development Goals



# Multicultural communities

## Priorities

- Meaningful employment opportunities, particularly for recent arrivals, refugees and asylum seekers who have work visas, international students, young people and women.
- Support the development of multicultural businesses through grants, mentoring, networking, and training that responds to the needs of multicultural entrepreneurs.
- Deliver inclusive public services and programs that account for the different cultural, linguistic, access, economic and social needs that exist within different multicultural communities.
- Combat prejudice, harassment and discrimination based on race, colour, language, religion, national, ethnic or social origin, descent, caste or economic status.
- Build social cohesion and relations within communities through community activation and celebrations and interfaith and intercultural dialogue.

These priorities were drawn from a review of Australian policy for multicultural communities and represent the aspirations and needs of these communities. These priorities also capture the feedback of people from multicultural backgrounds engaged in the development of the Inclusive Melbourne Action Plan, as well as historic community engagement data and feedback from relevant community organisations.

These priorities are not exhaustive and do not represent the full breadth of experiences, needs and aspirations of all multicultural communities. They are, however, consistent across national, state and regional policies that aim to advance the inclusion, equality and participation of people from multicultural backgrounds. We will not seek to treat all multicultural communities as one homogenous group with indivisible interests.

## Targeted actions

1. Work with community members and organisations with lived experience of discrimination to identify and implement an initiative aimed at enhancing social cohesion utilising evidence-based approaches.
2. Support international students, multicultural community members and public housing residents with pathways to employment by implementing an internship program and offering volunteer opportunities. Partner with other organisations to conduct capability-building workshops for community members and facilitate professional networking events.
3. Deliver cultural awareness initiatives for businesses to create a welcoming environment for people from diverse cultural backgrounds.
4. Develop and implement a Melbourne Fashion Week statement on inclusion and equity that cultivates a culture of diversity and inclusion across race, ethnicity, gender, disability and age.
5. Deliver activities in partnership with community to increase opportunities for intercultural dialogue, enhance learning experiences and improve social cohesion.

City of Melbourne will continue to fund and support community organisations run by and for multicultural communities, promote periods of education and awareness (such as Cultural Diversity Week and International Day for the Elimination of Racial Discrimination). We will also deliver services and programs across our libraries, recreation facilities, the Multicultural

Hub, family and children's services, healthy aging services, and creative spaces that provide opportunities for multicultural communities to participate.

### Alignment to the United Nations Sustainable Development Goals



## How to contact us

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### Interpreter services

We cater for people of all backgrounds  
Please call 03 9280 0726

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03 9280 0719 Bahasa Indonesia  
03 9280 0720 Italiano  
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03 9280 0723 Español  
03 9280 0725 Việt Ngữ  
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### National Relay Service:

If you are deaf, hearing impaired or speech-impaired,  
call us via the National Relay Service: Teletypewriter (TTY)  
users phone 1300 555 727 then ask for 03 9658 9658  
9am to 5pm, Monday to Friday (Public holidays excluded)

[melbourne.vic.gov.au](http://melbourne.vic.gov.au)



CITY OF MELBOURNE