

# Summary of Zoos Victoria Disability Access and Inclusion Plan 2024–2027

## Our Vision

Our vision for the future is to create one of the world's most accessible and inclusive places to visit, work, and volunteer.

Over the past nine months, Zoos Victoria has developed its **Disability Access and Inclusion Plan 2024–2027**, which focuses on:

- Improving accessibility across our zoos
- Caring for our visitors, staff, volunteers, and unique environments
- Creating an environment where everyone feels welcome, valued, and included

## Looking to the Future

Zoos Victoria is committed to using best-practice universal access principles through a co-design approach that actively engages people who are Deaf and people with disability.

We want our zoos to be enjoyed by everyone, regardless of age or ability. Through ongoing community engagement, we will provide opportunities for Deaf people and people with disability to share their experiences and identify barriers they face.

This feedback is invaluable and will help us create the best possible environment for people to visit, work, and volunteer at Zoos Victoria.

The plan was developed in partnership with members of the Victorian Deaf and disability community, including parents, carers, employees, and volunteers at Zoos Victoria.

We will review and update the plan annually in collaboration with our key partner organisations and advisory groups.

## Our Four Focus Areas

### 1. Inclusive and Diverse Organisation

We will:

- Increase employment pathways for people who are Deaf and people with disability.

- Foster understanding and inclusion across the organisation through ongoing learning and professional development opportunities.

## **2. Visitor Experience**

We will:

- Deliver inclusive experiences that reflect the diversity of our communities.
- Improve onsite and digital wayfinding, interpretation, signage, and programming to ensure they are accessible and available in a variety of formats and locations.
- Be welcoming and responsive to the needs of all visitors and ensure appropriate supports and assistive aids are available when required.

## **3. Accessibility**

We will:

- Apply universal access principles in the design of all new buildings and infrastructure.
- Continue improving accessibility across all Zoos Victoria properties.

## **4. Communication and Engagement**

We will:

- Improve the accessibility of information and use inclusive communication across marketing campaigns, social media, internal and external communications, and community engagement activities.
- Engage with people who have lived experience and specialist knowledge of disability through:
  - The External Disability Inclusion Advisory Group
  - The Internal Access and Inclusion Working Group
  - Partnerships with disability inclusion experts and organisations

## **Moving Forward**

Zoos Victoria is excited to launch its Disability Access and Inclusion Plan 2024–2027. We look forward to building a more inclusive future where visitors, staff, and volunteers feel welcome and supported to enjoy everything Zoos Victoria has to offer.

Together, we are working towards becoming one of the world's leading accessible and inclusive wildlife conservation organisations.

