

Diversity and Inclusion Strategy 2020-2024

A CITY FOR ALL
TOWNSVILLE CITY COUNCIL







Acknowledgment of Country

Townsville City Council acknowledges the Traditional Owners and Custodians of Townsville – the Wulgurukaba of Gurambilbarra and Yunbenun; and Bindal people. We pay our respects to their cultures, their ancestors and their Elders – past and present – and all future generations.

Aboriginal and Torres Strait Islander peoples should be aware that this document may contain images or names of people who have since passed away.

CONTACT US

-  103 Walker Street, Townsville City
-  PO Box 1268, Townsville QLD 4810
-  13 48 10
-  enquiries@townsville.qld.gov.au
-  townsville.qld.gov.au

“**Diversity** is being invited to the party, **inclusion** is being asked to dance”

VERNA MYER

Contents

Understanding our community	2
Mayoral foreword	4
Introduction	5
Measuring success	7
Our city / Community profile	8
Council’s role in providing a diverse and inclusive city	10
Let’s celebrate: Community achievements so far	12
Themes	14
Strategic fit	19
References	20

Understanding our community

Townsville is a diverse and vibrant city with plenty of features that make it unique. Acknowledging and understanding these features is vital in ensuring diversity and inclusion is appropriately addressed in Townsville.



WE HAVE SEEN GROWTH IN OUR POPULATION:

Population 194,072
ABS 2018

Grown by 1,128
from the previous year.

7.0%

WE HAVE A HIGH PERCENTAGE OF FIRST NATION PEOPLE:

Aboriginal and Torres Strait
Islander Population 7.0% (up 0.8%)
ABS 2016

Regional QLD	5.4%
Queensland	4.0%
Australia	2.8%



WE ARE ABOVE THE STATE AND NATIONAL AVERAGE FOR THE UNEMPLOYMENT RATE:

Unemployment rate 7.57%
March 2019 Qtr

Regional QLD	5.87%
Queensland	6.0%
Australia	5.1%



WE HAVE A YOUNGER MEDIAN AGE WHEN COMPARED WITH THE QLD REGIONAL & NATIONAL AVERAGE:

Median age 34
ABS 2016

Regional QLD	39
Queensland	37
Australia	38



WE HAVE ABOVE AVERAGE UNIVERSITY ATTENDANCE:

University attendance 6% (up 0.6%)
ABS 2016

Regional QLD	3%
Queensland	5%
Australia	5%



OUR OVER 65 AGE GROUP IS EXPECTED TO GROW EXPONENTIALLY:

ABS 2016

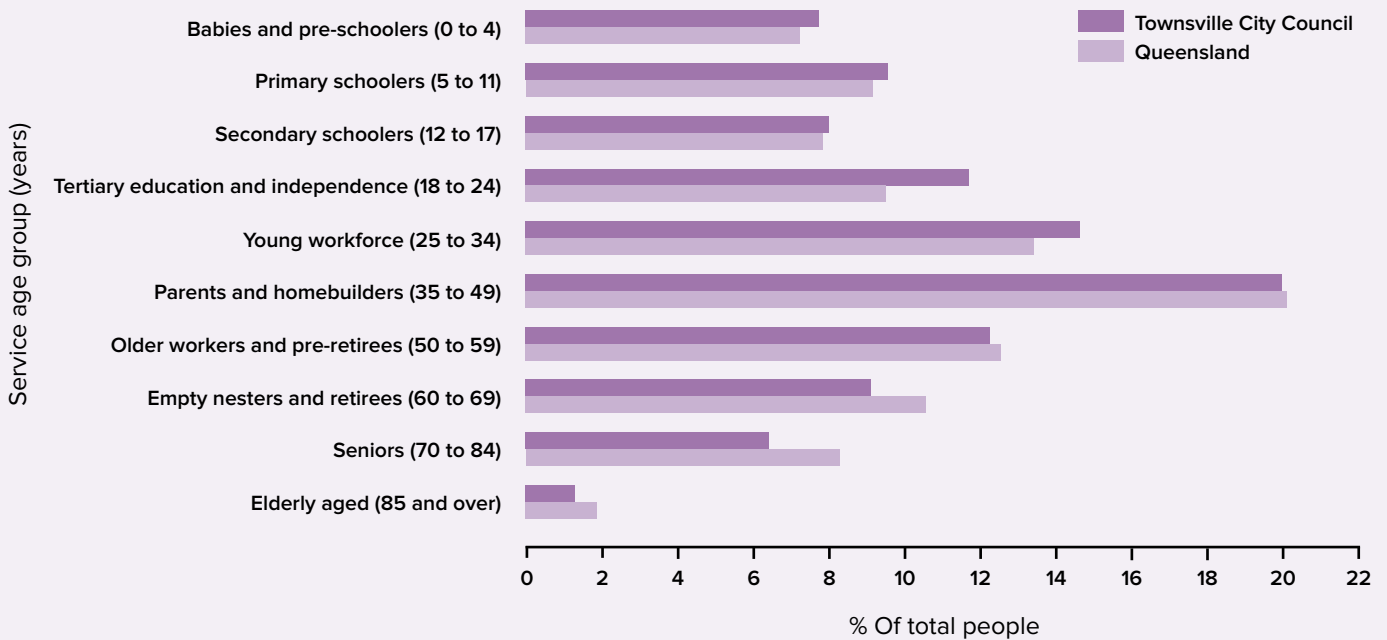
2016	– 11.6%
2021	– 13.4%
2026	– 15.1%



34

WE HAVE A HIGHER NUMBER OF 0 TO 34 YEAR OLD'S THAN THE QUEENSLAND AVERAGE:

Age Structure - service age groups, 2016
Total persons



Source: Australian Bureau of Statistics (ABS), Census of Population & Housing, 2016 (Usual Residence Data)

Mayoral foreword

The city of Townsville is blessed with rich and diverse cultures and a unique way of life to match. Our lifestyle is truly second to none, and while our distinctive tropical climate certainly contributes to this, it is the diverse nature of our people and the bonds of community spirit that define who we are.

The Diversity and Inclusion Strategy highlights the importance of ensuring our city continues to create equal opportunities for everyone in Townsville regardless of age, ability or background.

As our needs diversify through population movement and growth, Council is committed to ensuring Townsville remains a liveable city through measures of diversity and inclusion.

By working alongside Council's Liveability Strategy, the Liveability Barometer and our Reconciliation Action Plan, the Diversity and Inclusion Strategy aims to meet set liveability indicators through innovative new technology and policies.

To meet these indicators we will deliver improvements across the city and engage with our community through a more citizen-centric approach, understanding not only what our city wants, but knowing what our community needs.

I look forward to working with Council staff and our community to grow our welcoming, inclusive and diverse city.



Cr Jenny Hill
Mayor of Townsville

Introduction

Overarching Principles – Connections to Other Council Policy

Townsville City Council proudly supports inclusion and diversity in the community through events, activities and programs. Council recognises everyone’s diverse ability, welcomes multicultural diversity, supports its youth and elderly and values Indigenous communities.

Townsville is growing and changing, the city’s needs are diversifying as the population structure changes and more people from other countries are discovering Townsville’s unique lifestyle.

These trends are shaping the city and impacting how residents live. Council needs to plan to ensure that all ages, abilities and cultural backgrounds can connect, work, live and enjoy, and ensure it is a welcoming, diverse and an inclusive place to be.

Our Vision

Council’s vision is for Townsville to be a city of opportunity and a great lifestyle where everyone feels that they belong and can live, work and relax.

This strategy will identify direction and commitment to ensure everyone in Townsville has an equal opportunity to enjoy, participate and contribute regardless of age, ability or background.

Our Strategy

This strategy sets a more holistic approach to Council’s role in planning and service delivery, as well as recognising the value of empowering members of the community to support each other.

Council acknowledges that all people share fundamental human rights and have common aspirations. As such, Council puts people at the centre of planning and service delivery.



Council is focused on improving outcomes in the four theme areas that have been identified as priorities for this strategy.

Themes

- Participation and Connection
- Live
- Enjoy
- Work

Council aims to improve outcomes across its various roles including planning, regulation and provision of services and support and work with other agencies, and community groups who share these responsibilities.

Why

Diversity is central to innovation. It brings forth new and better ways of doing things, helps to harness the benefits of technology, and improves how the community functions.

Inclusion is the key to unlocking this potential. When diversity and inclusion are valued, several benefits and positive economic and social outcomes in the community follow.

DIVERSITY

Diversity is about understanding individual differences and acknowledging the unique blend of knowledge, skills and perspectives people bring to the community.

Diversity can include characteristics such as cultural background and ethnicity, age, gender, gender identity, disability, sexual orientation, religious beliefs, language and education.

Diversity also includes characteristics such as professional skills, working style, location and life experiences.

INCLUSION

An inclusive culture and community is one where everyone feels valued and respected and can fully contribute in a safe environment.

It is about removing barriers to make sure everyone can fully participate in the community and have equal access to opportunities.

Inclusion is about empowering people to contribute their skills and perspectives for the benefit of community outcomes.

DIVERSITY AND INCLUSION OUTCOMES

Diversity means all the ways people differ. Anything that makes a person unique is part of this definition of diversity. Inclusion involves bringing together and harnessing these diverse forces and resources, in a beneficial way.

Inclusion puts the concept and practice of diversity into action by creating an environment of involvement, respect, and connection—where the richness of ideas, backgrounds, and perspectives are harnessed to create business value.

MOVING FROM DIVERSITY TO INCLUSION

“Diversity is being invited to the party, inclusion is being asked to dance” - Verna Myer

We are working towards inviting everyone to participate in our community.





Our city / Community profile



Culturally and linguistically diverse communities

Townsville is becoming one of the most multicultural cities in Northern Australia. In 2016, nearly 14% of the population was born overseas. Diversity enriches the community and is central to innovation. It brings forth new and better ways of doing things, helps to harness the benefits of technology, and improves how the community functions.



Aboriginal and Torres Strait Islander communities

Townsville acknowledges the Bindal and Gurrinbilbarra Wulgurukaba as the Traditional Owners of the land. The site of the city has been an important meeting place for Aboriginal people for millennia and it remains a central location for the community, cultural activity and services.

The 2016 Census identified 7% of the Townsville community as Aboriginal or Torres Strait Islander background. The data indicates that Aboriginal and Torres Strait Islander households have on average; lower income, higher unemployment and a higher prevalence of disability.



A growing city

Townsville is the unofficial capital of North Queensland and the largest regional city in Northern Australia. Its lifestyle, location and opportunities make Townsville a great place to live. Birth rates and migration (interstate and overseas) have contributed to Townsville's population growth of more than 27,000 people between 2008 and 2018. By 2041, an estimated 282,000 people will call Townsville home¹.



Sole person households

There are currently over 15,000 people living alone, accounting for 22% of all households in the Townsville Local Government Area (LGA)². This is higher than the national average at 20.3%. Within this group there is a significant number of older people who are more vulnerable to isolation.



Aging population

Townsville is experiencing many benefits from the contribution, knowledge and skills of our aging population. The proportion of residents over 60 grew from 13.3% in 2011 to 16.3% in 2016 and is expected to reach more than 20% by 2026³. As life expectancy increases, older residents will continue to contribute to our city through work and volunteering, travel and tourism, recreational pursuits and the sharing of cultural traditions and customs.



Youth

Townsville is considered a young city with a median age of 34, four years lower than Australia's median age. Compared to Australia, Townsville has a higher proportion of people aged 24 and below and experiences a significant increase in people aged 18 to 24⁴. Young people make important contributions to cities through skills and knowledge and are the future of the city.

Variety of abilities

Most of the community will experience some form of impairment, either themselves or through the experience of family and friends. 1 in 5 Australians are estimated to have a disability and nearly 5% of Townsville residents have a profound disability requiring ongoing assistance. As the population ages, disability will become more common over the coming decades. Increased recreation and employment opportunities have been provided through technology advancements and the National Disability Insurance Scheme (NDIS).

Council's role in providing a diverse and inclusive city

Council is proud of its history and efforts in, providing and funding practical services, facilities and infrastructure to improve people's lives. This is done through a variety of mechanisms.

LEADER

COUNCIL LEADING BY EXAMPLE

Ensuring we have a diverse and inclusive work environment. Aiming to exceed best practice, using innovation for community benefits.

ADVOCATE

PROMOTING THE INTERESTS AND VALUES OF THE COMMUNITY TO OTHER DECISION-MAKERS AND INFLUENCERS

Advocating the interests and values of the community to other levels of government, as well as to industry and businesses in the community.

PROVIDER

DELIVERING SERVICES

Delivering services and programs to ensure everyone has an opportunity to learn and contribute to the community.

REGULATOR

REGULATING ACTIVITIES THROUGH LEGISLATION

Regulating certain activities, such as accessible on-street parking, is part of Council's core function and will continue to be in the future.

PARTNER

FORMING STRATEGIC ALLIANCES AND PARTNERSHIPS WITH OTHERS FOR COMMUNITY BENEFIT

Partner refers to creating relationships with other community providers, the private sector and government in order to develop innovative solutions and maximise resources.

FACILITATOR

BRINGING THE COMMUNITY AND ORGANISATIONS TOGETHER

Bringing the right people and organisations together to facilitate collaboration. This can result in innovation, strong relationships and networks, reduce duplication and streamline processes.





Let's celebrate community achievements so far

“What will it take to create communities where everyone contributes, matters and belongs?”

CHANGING LIVES, CHANGING COMMUNITIES

Changing Lives, Changing Communities is an innovative project enabling community members, community organisations, the private sector and government representatives to come together and ask *“what will it take to create communities where everyone contributes, matters and belongs?”*

Changing Lives, Changing Communities is about bringing together all parts of the community to co-create solutions to ensure everyone is included in their community and can access what they need, like a place to call home, good health, transport, education, and meaningful employment.

MOBILITY MAPPING

Townsville City Council is committed to ensuring the city's infrastructure is accessible by all. To achieve this, Council partnered with Spinal Life Australia and the Department of Transport and Main Roads to complete a navability project in August 2019.

With modern mobility mapping technology, Council can provide an accessibility rating system for Townsville. The mobility maps show the effort required to navigate the particular route.

The effort maps are relevant to the elderly, frail walkers, as well as users of wheelchairs, strollers and mobility scooters.

INCLUSIVE COMMUNITY ADVISORY COMMUNITY

The Inclusive Community Advisory Committee (ICAC) consists of community representatives who provide advice to Council on current and emerging social and community planning needs and opportunities, policy matters and promote community leadership through a 'collective impact' approach. The committee has led or created key initiatives such as the Neighbourhood Party Kit and the Neighbourhood Garden Program. The Neighbourhood Party Kit assists community members who host neighbourhood parties. The Neighbourhood Garden Program involves the installation of wicking beds (self-watering garden beds) that are low maintenance, efficient, sustainable, environmentally friendly and suitable for food production in the urban dry tropics like Townsville.

Let's celebrate

Community achievements so far



RECONCILIATION / NAIDOC WEEK

Council supports and works in partnership with Aboriginal and Torres Strait Islander communities to organise events in the first week of July each year. NAIDOC Week celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander people.

STRETCH RECONCILIATION ACTION PLAN 2020-2022

Council endeavours to build a social foundation of mutual respect, increased communication, recognition and ethical conduct. This, in turn, will develop and strengthen our relationships with the Aboriginal and Torres Strait Islander communities and help the wider community work towards understanding Aboriginal and Torres Strait Islander peoples' histories and cultures.

Our Stretch Reconciliation Action Plan (RAP) includes actions and deliverables that Council has committed to deliver. Delivering on these actions will model reconciliation and contribute to closing the economic and employment gap by making a real difference in the lives of Aboriginal and Torres Strait Islander people. These actions aim to build positive two-way relationships and increase mutual respect of the unique contribution Aboriginal and Torres Strait Islander people have in Australia and within our community.

WELCOMING CITIES NETWORK

Townsville City Council has become the 40th Council and the fifth Queensland Council to join the Welcoming Cities network. This commitment is aligned with achieving one of six key initiatives outlined in the Townsville City Deal - 'Innovated and Connected City'. Council is working towards achieving the Welcoming Cities Standard and will champion the principles of welcoming and inclusion in our local community.

Townsville City Council is now a Committed Welcoming City and will work to achieve further accreditations through the network.



INDIGENOUS HISTORY

CityLibraries offer services for local Indigenous community members and the wider community, including; Indigenous books, DVDs and newspapers, and historical Indigenous photographs from North and far North Queensland communities. The Indigenous (Murri) Services include an Indigenous family history research service including The Stolen Generation, Indigenous library collection, Indigenous history and historical photographs and Indigenous (Murri) Bookclub.

BELGIAN GARDENS CEMETERY PROJECT

Belgian Gardens Cemetery provides a place of permanent rest for the Townsville community.

In June 2018, Council unveiled a new bench seating area within the local Belgian Gardens Cemetery. Council worked closely with local Aboriginal Traditional Owners, Torres Strait Islander Elders and local Indigenous artists to ensure the seating area was designed collaboratively and created with care.

Local artists Jordan Wyles, Nicky Bidju-Pryor and Ian Kaddy were commissioned to paint the seating area. The Traditional Owners and Elders were consulted in detail to ensure the artwork was culturally appropriate and respectful to the cemetery.

BEACH ACCESS MATS

Beach access mats have been rolled out on The Strand to help improve accessibility for anyone in the community with a mobility issue. The beach mats allow people who use a wheelchair or parents pushing a stroller to get onto the beach without assistance. The project was funded under the Queensland Government's Works for Queensland program.



MENTALLY HEALTHY CITY

Mentally Healthy City is an initiative of the Tropical Brain and Mind Foundation and was founded in 2018. A Mentally Healthy City addresses mental health as a comprehensive, whole of life, health and well-being agenda involving individuals and the support of the broader community. The project has a plan to work with individuals, businesses and organisations to make a real contribution to improved personal awareness and action, support for organisations, and ultimately to city culture and environment where mental health is everybody's business.



LIBRARIES

Council's CityLibrary network has an extensive community language collection which features at least nine community languages. The library service has compiled and analysed client ethnicity data, which provides an indication of what languages are required and to justify its expansion.

CHILDREN SERVICES

Children Services actively integrate cross-cultural understanding and appreciation into its program. The service has volunteers from diverse cultural backgrounds and highlights multiculturalism in daily activities.

Themes

Participation and Connection

People have the right to move safely around the city. They also have the right to belong and choose how and when they connect with other people, culture and places.

Engagement should be representative and inclusive of the community, ensuring all voices are heard and that and that the city builds on its strengths.

Live

All people have a right to be included with dignity and independence in all aspects of life. Eliminating or reducing barriers enables participation and full enjoyment of everything the city has to offer.

Enjoy

People have a right to good health and wellbeing. For this, people, need the right services in the right places that support access to parks, public spaces, events, programs and community facilities.

Work

Employment can provide people with higher living standards, confidence, knowledge and financial independence. Employment can contribute to a sense of identity and self-worth and have positive health impacts.



Theme 1 Participation and Connection

GOAL

TOWNSVILLE IS A PLACE WHERE THERE ARE STRONG CONNECTIONS BETWEEN PEOPLE OF DIFFERENT AGES, ABILITIES AND BACKGROUNDS. A CITY WHERE EVERYONE CAN MOVE AROUND SAFELY AND ENGAGE IN THE COMMUNITY.

CONTINUED FOCUS

Council will continue focussing on the following strategies and actions:

- **Townsville Mobility Strategy** – Provides an accessibility rating system for the city which highlights the effort required to navigate a route.
- **Pensioner Transport Subsidy Scheme** – Provides permanent residents of Townsville who are pension card holders with an affordable way to access and participate in community activities and reduce social isolation.
- **Townsville City Council Grants and Sponsorships Program** – Supports community organisations and groups to promote and improve access to information and services for people from culturally and linguistically diverse communities.
- **Disability Parking** – Council recognises the use of Disability Parking Permits issued by any state or national authority. Permits allow free unlimited parking in any disabled parking bay or zone and in any timed parking area where the time permitted is half an hour or greater.
- **Welcoming Baby to Country** – Invites Traditional Owners and Aboriginal and Torres Strait Islander babies to participate in a special ceremony to welcome babies to Country.
- **Active Travel** – Promotes active travel through National Ride2Work Day, community events, and the active travel guide.

GROWTH OPPORTUNITIES

Between 2020 and 2024, Council is focussing on the following strategies and possible actions:

- Use the city's mainstream media channels, publications, events and sponsorship opportunities to **promote the inclusion of people**.
- Work towards becoming an accessible city for people with cognitive impairments by improving community awareness, access to facilities and wayfinding in the city. **Accessible Wayfinding** – provides equal access to location information for people with visual disabilities. Without the ability to see the surrounding location information, such as street signs and landmarks, it is difficult for visually impaired individuals to travel and move from place to place. Braille and tactile signs installed at all signalised pedestrian crossings improve the ability of vision-impaired people to navigate the city safely and easily.
- **Inclusive Communications Protocol** – provides a range of communication processes to better reach members of the community who speak languages other than English and have a visual or hearing impairment.
- Connect with and celebrate **LGBTIQ+** contributions to our community



Theme 2 Live

GOAL

TOWNSVILLE IS A BARRIER-FREE CITY FOR PEOPLE OF ALL AGES AND ABILITIES.

CONTINUED FOCUS

Council will continue focussing on the following strategies and actions:

- **Adult change room facilities** – Provide the first adult change room facility in the city at the refurbished Tobruk Memorial Baths.
- **Youth Council** – Young people represent, communicate and liaise with the community, organise projects and events in order to improve the status of all young people.
- **Council pools, libraries and community facilities** – Provide ongoing maintenance to ensure venues are accessible to a wide range of residents and visitors.
- **Messy Play** – Provide activities aimed at increasing children’s confidence and developing their fine and gross motor skills by exploring fun, sensory, and creative Messy Play in CityLibraries venues.
- **Assets based initiatives** that enhance existing community systems, improve community connections and access to capacity building.

GROWTH OPPORTUNITIES

Between 2020 and 2024, Council is focussing on the following strategies and possible actions:

- **Accessible and adaptable housing** – Encourage diverse housing tenures that meet the needs of people with disabilities and support people to age in place.
- **Get Active Outdoors** – Expand the range of outdoor facilities available for outdoor exercise. The facilities will be for all members of the community to share and utilise in a safe and responsible way.
- Council work towards obtaining an ‘Established’ accreditation as a ‘Welcoming City’

Theme 3 Enjoy

GOAL

A CITY WHERE EVERYONE CAN ENJOY LIFESTYLE AND LEISURE ACTIVITIES SUCH AS INCLUSIVE ARTS, CULTURAL, EDUCATIONAL AND ACTIVE RECREATION PROGRAMS, FESTIVALS AND EVENTS.

CONTINUED FOCUS

Council will continue focussing on the following strategies and actions:

- **Beach Access Mats** – Work with the Lifeguard Services to roll out the beach access mats on a regular basis on The Strand beach.
- **Digital Life Initiative** – Provides digital literacy to the community through digital basics, digital creative and digital life focus programs.
- **Community Languages Collection** – Maintains rotating collection of over 600 titles in 27 languages, drawn from the State Library of Queensland collection.
- **Celebrating and Valuing Diversity** – Continue to support and organise cultural events that celebrate diversity, such as Chinese New Year, festivals and Christmas celebrations and a range of initiatives promoting cultural diversity in arts, history and heritage programs.
- **Get Active Expo** – Showcases all options residents have for being active.
- **Heart Foundation Walking Participation** – Continue to host free community-based walking groups in partnership with the Heart Foundation. Walking groups come in many different sizes and vary in times, distances, days and levels of difficulty.
- **Neighbour Day and Neighbourhood Activation** – Promote Neighbour Day, Australia's annual celebration of community, encouraging people to connect with those who live in their neighborhood.



- **Youth Council** – Support Townsville Youth Council to provide a channel for young people to provide feedback, communication, information and innovation to Townsville City Council, other levels of government and the community.
- **Townsville City Grants and Partnerships program** – Provide funding for a wide range of community events and initiatives.
- **Christmas Together** – Bring the community together across numerous events to celebrate the festive time of the year.

GROWTH OPPORTUNITIES

Between 2020 and 2024, Council is focussing on the following strategies and possible actions:

- **Increase** the accessibility of Council events and spaces by ensuring events have inclusive toilet access.
- Use lighting in local spaces and events to assist in **storytelling** (for example poppies for Remembrance Day).
- Provide **youth-focused** activities driven by youth engagement.



Theme 4 Work

GOAL

A CITY WHERE EVERYONE BENEFITS FROM A STRONG ECONOMY THROUGH ACCESSIBLE LOCAL BUSINESSES, INCLUSIVE EMPLOYMENT AND ACCESSIBLE TOURISM OPPORTUNITIES.

CONTINUED FOCUS

Council will continue focussing on the following strategies and actions:

- **Reflective community** – Increase the number of Aboriginal and Torres Strait Islander (ATSI) employees at Townsville City Council; the aim is for 7% of Council staff to identify as ATSI.
- **Townsville City Grants and Partnerships Program** – Support events and initiatives to attract tourism opportunities and create employment opportunities for local service providers and businesses.
- **CHOICE Pathway Program** – Provide support for Indigenous students attending schools in the Townsville region.

GROWTH OPPORTUNITIES

Between 2020 and 2024, Council is focussing on the following strategies and possible actions:

- Review and improve **recruitment processes** to attract and support applicants with disabilities, as well as seniors, women and those from diverse cultural backgrounds..
- **Social and Urban Planning** is attractive to international businesses and skilled migrants. It will promote Townsville to international students and tourists, and encourage businesses to take advantage of skilled migrants, and promote and support ventures reflective of Townsville's culturally diverse community.
- Celebrate and promote **businesses that embrace inclusivity** and encourage other businesses to adopt practices that are more inclusive.
- **Advocate** for the employment of seniors, people with a disability, young people and people from a non-English speaking background to broaden the pool of talent, ideas and perspectives in the workforce.
- Apprentice and trainee cohorts inclusive of **'identified' roles** (Indigenous women in non-traditional roles; first language other than English, etc).
- A graduate program built on an **'attract and retain'** strategy for engineering and technical roles targeting females.
- A strategy to increase awareness and support of **mental health** issues.



Measuring success

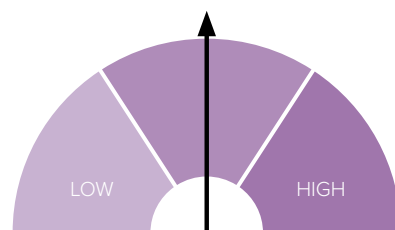
While the strategy provides various strategies and actions to achieve our goals, a liveability barometer has been developed to measure the ‘outcomes’ and impacts of this strategy and actions on our community.

TOWNSVILLE’S LIVEABILITY BAROMETER

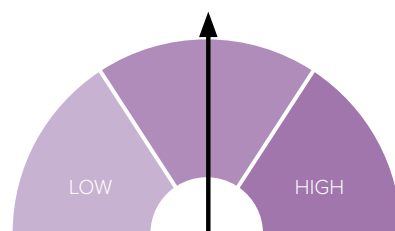
The Townsville Liveability Strategy recognises the importance of data and targets in order to effectively plan and deliver outcomes that have the greatest impact. Evidence-informed planning and better monitoring of local government policy and projects can assist in assessing progress towards maintaining and strengthening the liveability of our city.

The Liveability Barometer is a live tool that measures and benchmarks liveability indicators relevant to our city via three dials of measure: National Indicators, Community Values and Local Indicators.

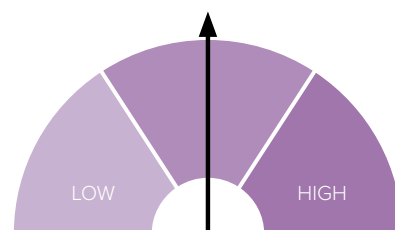
The Barometer is a virtual and open data source accessed through the Townsville Dashboard which supports the Open Government data principles.



NATIONAL INDICATORS



COMMUNITY VALUES



LOCAL INDICATORS

Strategic fit

Legislation, standards and strategies

Council upholds the rights of people under Australian Law.

LEGISLATION	STANDARDS, POLICIES, CODES AND CHARTERS	PLANS, STRATEGIES AND SCHEMES
INTERNATIONAL		
United Nations Convention on the Right of Persons with Disabilities		
AUSTRALIAN GOVERNMENT		
Racial Discrimination Act 1975	Disability (Access to Premises Buildings) Standards 2010	My Aged Care
Sex Discrimination Act 1984	Disability Standards for Accessible Public Transport 2002	National Disability Insurance Scheme
Australian Human Rights Commission Act 1986	Building Code of Australia	National Disability Strategy 2010-2020
Disability Discrimination Act 1992	The National Settlement Framework	
Age Discrimination Act 1992	Multicultural Access and Equity Policy	
	Multicultural Statement	
QUEENSLAND GOVERNMENT		
Anti-Discrimination Act 1991	Queensland Multicultural Policy	All abilities Queensland: opportunities for all
Disability Services Act 2006	Multicultural Queensland Charter	Queensland: an age-friendly community
Local Government Act 2009	Queensland Language Services Policy	Queensland Housing Strategy 2017-2027
Multicultural Recognition Act 2016		
Guide, Hearing and Assistance Dogs Act 2009		
TOWNSVILLE CITY COUNCIL		
	Townsville City Plan 2014	Townsville City Council Corporate Plan
		Townsville City Council Liveability Strategy
		Townsville City Council Smart City Strategy
		Townsville Library Strategy
		Townsville Arts Strategy
	Townsville City Council Community Engagement Policy	Townsville 2020
		Townsville City Council Sport and Recreation Facilities Strategy

References

- 1 Source: Queensland Government Population Projections, 2018 edition (medium series)
- 2 Australian Bureau of Statistics, [Census of Population and Housing](#) 2016.
- 3 Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence data) and Queensland Government Population Projections, 2018 edition (medium series)
- 4 Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence data)

A City for Everyone – Draft Inclusive Brisbane Plan 2019 – 2029

Compiled by:






The Diversity and Inclusion Strategy was compiled by the Inclusive Communities Team, Future Cities in 2019.

Acknowledgement:

Townsville City Council would like to acknowledge and thank all the contributors to the Diversity and Inclusion Strategy. Several Council sections provided expert knowledge to ensure the Strategy was reflective of current programs and projects.



CONTACT US

-  103 Walker Street, Townsville City
-  PO Box 1268, Townsville QLD 4810
-  13 48 10
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Building for our future