

Boroondara Disability Action Plan 2018-22

Responsible Directorate: Community Development
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1. Introduction

The City of Boroondara Disability Action Plan 2018-22 (DAP) will guide Council's actions over the next four years to ensure people with a disability are able to participate in all aspects of community life.

The Plan is Council's fifth disability action plan. It builds on the achievements of previous plans and takes into account the priority areas for action identified through the consultation and research that informed the development of the Boroondara Community Plan and this Plan.

The Plan also meets Council's obligations under the *Victorian Disability Act 2006* to develop a disability action plan.

1.1. Vision and purpose

The DAP supports the vision of Council's key strategic document, the Boroondara Community Plan (BCP), for '*A vibrant and inclusive city, meeting the needs and aspirations of its community*'.

The goal of the DAP is to create an inclusive society in the City of Boroondara that enables people with a disability to fulfil their potential as equal citizens by improving access and reducing barriers to participation in social, built, economic and natural places, services and activities.

The Plan builds on the whole-of-Council approach adopted under the previous plans to creating a community that is accessible and inclusive for people of all abilities.

1.2. Definition

The DAP recognises that the factors contributing to a person having a disability are wide and varied. People with a disability have a range of conditions and impairments including cognitive, physical, sensory and psycho-social, which have been acquired from birth or through illness, accident or the ageing process. It also acknowledges the impact of intersectionality where the barriers and inequity that people experience can be exacerbated by multiple factors or identity attributes such as age, gender, income, having a culturally and linguistically diverse background or being an Aboriginal person.

1.3. A social model of disability

As with Council's previous Boroondara Access and Inclusion Plan 2013-17, a social model of disability has been used to inform the development of this Plan.

The social model of disability recognises that people with a disability are often disadvantaged by barriers to services, and experiences and opportunities other members of the community take for granted. The model sees these barriers as part of the society, not a part of the person. As a society, we are therefore able to increase the 'ability' of all people to participate in the life of the community by removing barriers to participation in our physical and social environment.

The World Health Organization uses the social model when it defines disability as a 'complex phenomenon, reflecting an interaction between features of a person's body and features of the society in which he or she lives.' This model looks beyond a person's impairment to consider all relevant factors that affect their ability to be a full and equal participant in society.

1.4. Our community

According to 2016 Census, 6,403 residents of Boroondara, or four per cent of the population, reported needing help in their day-to-day lives due to a severe or profound disability (referred to here as disability). This has increased from 5,838 residents in 2011. It is important to note that while the Census data is a measure of people needing carer assistance in our community, we know that there are many more residents who identify as a person with a disability who do not require carer assistance. This may include community members who use a wheelchair or scooter and live independently, or who have a vision or hearing impairment. We also know that many people with a disability work, study or recreate in Boroondara. Council wants to create an inclusive and accessible City for everyone in Boroondara. Outlined below is a snapshot of what we know about people with a disability in Boroondara based on the 2016 Census.

61%
of people with a disability are females.

9%
of people with a disability are aged under 20 years.

65%
of people with a disability are aged over 70 years.

16.7%
of people with a disability live alone.

26.3%
of people with a disability are living on a household income less than \$650 per week compared to 10.3% of people without a disability.

10.9%
of people with a disability volunteer compared to 28.0% of people without a disability.

12.0%
of people with a disability are unemployed compared to 5.5% of people without a disability.

9.4%
of Boroondara residents aged 15 to 64 with a disability were employed in full-time work and another 13% were employed part-time, compared to 45.4% and 24.7% respectively, for Boroondara residents aged 15 to 64 who did not report having a disability.

16,803 (12.1%)
of Boroondara residents reported providing unpaid assistance to a person with a disability, a long-term illness or problems related to old age.

29.1%
of Boroondara residents with a disability were born in a country where English is not a main language, compared to 24.9% of residents who reported not having a disability.

1,240
more people are projected to have a disability between 2018 and 2028. Ninety percent of this increase will be people aged 70 years and over who have a disability.

1.5. Corporate framework

As shown in Figure 1, the Boroondara Community Plan 2017-27 (BCP), which incorporates the Municipal Public Health and Wellbeing Plan, sets the long-term strategic direction for Council and directly informs the Council Plan including the Strategic Resource Plan, annual commitments and strategic indicators, the Municipal Strategic Statement and Council strategies, plans, policies and actions.



Figure 1: City of Boroondara Corporate Framework

The vision, wellbeing commitment and priority themes of the BCP provide the foundation for the DAP. The priority themes are:

- Your Community, Services and Facilities
- Your Parks and Green Spaces
- The Environment
- Neighbourhood Character and Heritage
- Getting Around Boroondara
- Your Local Shops and Businesses
- Civic Leadership and Governance.

The BCP also identified the health issues relevant to the Boroondara community to be focused on over the first four years of the plan. These are:

- promoting mental health and social connection
- preventing injury and violence
- reducing harmful alcohol use
- promoting healthier eating
- promoting active living.

The BCP addresses these health and wellbeing matters, and includes a commitment to enhance the community's wellbeing through opportunities to connect, participate and access what they need in order to make healthy choices.

The DAP plays an important role in guiding Council to ensure the interests and needs of people of all abilities are considered in the planning, design and delivery of Council facilities, services and programs.

1.6. Policy context for disability access and inclusion

The DAP is informed by key legislation, policies and plans at the international, Australian, Victorian and municipal levels. This policy context has therefore provided a framework for developing the priority areas of the DAP.

International

- United Nations Convention on the Rights of Persons with Disabilities

Australia

- Disability Discrimination Act 1992
- Australian Standards and Building Code of Australia
- Disability (Access to Premises - Buildings) Standards 2010
- National Disability Strategy 2010-2020
- National Disability Insurance Scheme

Victoria

- Building Act 1993
- Victorian Charter of Human Rights and Responsibilities 2006
- Victorian Disability Act 2006
- Victorian Equal Opportunity Act 2010
- Absolutely Everyone State Disability Plan 2017-20

Local

- Local Government Act 1989

1.7. How the Plan was developed

The development of the DAP was informed by a number of research and consultation steps, including:

- a review of the actions in the Boroondara Access and Inclusion Plan 2013-17
- analysis of international, Australian, Victorian and municipal level policies, plans and legislation
- benchmarking against other local government disability action plans
- a review of the strategy development consultations for Council's Sport and Recreation Strategy, Children and Young People's Strategy and Creating an Age Friendly Boroondara
- analysis of the findings of the City of Boroondara Disability Summit in July 2015
- analysis of verbatim comments from the community consultation for the development of the Boroondara Community Plan relating to disability access and inclusion

- targeted consultation between June 2017 and April 2018 with Council staff, five disability service providers representing different age cohorts, the Boroondara Mental Health Alliance, the Early Years Advisory Committee, the Young Peoples Advisory Committee, the Creating an Age Friendly Boroondara Reference Group and the Community Disability Advisory Committee.

1.8. Key issues arising

The key areas for action that arose through the consultation and research are noted below under the relevant BCP theme.

Priority Theme: Your Community, Services and Facilities

Priorities areas for action:

- increase and improve physical access to Council's services, facilities and other infrastructure such as seating for people with a disability and kerb ramps on pedestrian crossings
- provide, support and facilitate programs, services and activities in Boroondara, which are inclusive of people with a disability
- increase and improve participation and inclusion of people with a disability in sport and recreation activities
- universal design principles to be incorporated where possible to ensure physical access is not inhibited when Council is developing and/or upgrading facilities
- assess the accessibility of communication at Council's customer service counters.

Priority Theme: Your Parks and Green Spaces

Priority area for action:

- provide and promote play equipment and infrastructure in parks and open spaces that is accessible to all abilities.

Priority Theme: Neighbourhood Character and Heritage

Priority areas for action:

- advocate to the Victorian Government for accessible housing when public housing estates are redeveloped
- promote the benefits of universal design in new residential and commercial developments and advocate to the Victorian Government for it to become part of local and state planning schemes.

Priority Theme: Getting Around Boroondara

Priorities areas for action:

- promote the location of disability parking
- advocate to the Victorian Government for accessible public and community transport including infrastructure and fares
- provide public transport training for people with disabilities and older people.

Priority Theme: Your Local Shops and Businesses

Priorities areas for action:

- engage with local businesses to promote the benefits of employing people with a disability

- engage with local businesses to promote the benefits of creating accessible shopping precincts and local shops and businesses (both physically and online).

Priority Theme: Civic Leadership and Governance

Priorities areas for action:

- reduce barriers to obtaining and maintaining employment for people with a disability in Council
- workforce and community training in responding to diversity, access and equity
- work to change attitudes and practices that discriminate against people with a disability, including the prevention of abuse and family violence
- advocate to the Australian and Victorian Government for appropriate supports for people who do not qualify under the NDIS, and in particular, people with psycho-social conditions
- provision of information in accessible formats
- engage more people with a disability in decision making processes by providing varied opportunities for engagement and by listening meaningfully to all ideas and feedback.

2. Implementation

The DAP action plan is aligned with the six relevant themes of the Boroondara Community Plan. The Action Plan identifies the expected outcomes along with how they will be measured and the Council departments, which will be responsible for delivering them.

Priority Theme: Your Community, Services and Facilities						
Strategic Objective: Community services and facilities are high quality, inclusive and meet a variety of needs now and into the future.						
	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
1.	Support and encourage community organisations to provide programs and activities that people with a disability can participate in to improve their health and wellbeing through projects funded by the Annual Community Strengthening Grants and the Community Arts Venue Grants.	2018 - 22	Increased participation by people with disabilities in community programs and activities.	Number of projects funded that demonstrate opportunities for participation by people with a disability.	Lead: Community Planning and Development Support: Family, Youth and Recreation Health, Active Ageing and Disability Services Arts and Culture	Within existing resources
2.	Promote the concessions available for holders of a Companion Card or Carers Card to use at Council events at the Hawthorn Arts Centre and the Kew Court House and for services at the Boroondara Leisure and Aquatic Facilities.	2018 - 22	Increased participation of people with a disability in Council's arts programs and leisure and aquatic facilities.	Council and the Boroondara Leisure and Aquatic Facilities' communication channels promote the Companion Card and Carers Card Scheme.	Lead: Arts and Culture and Family, Youth and Recreation	Within existing resources

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
3.	Provide an enhanced program of engagement at the Town Hall Gallery to increase the participation of people with a disability, including tailored opportunities to contribute to and participate in exhibitions, visit or volunteer.	2018 - 22	Increased participation of people with a disability in Council's arts program.	Number of tailored tours provided. Number of participants with a disability and levels of customer satisfaction.	Lead: Arts and Culture	Within existing resources
4.	Support the inclusion of children with a disability in State funded kindergarten programs.	2018 - 22	Children with a disability are included in kindergarten programs.	Number of kindergartens assisted by Council's Preschool Field Officer Service.	Lead: Family, Youth and Recreation	Funding from State Government
5.	Provide information and sessions for families and early years educators on how to support children and young people with a disability.	2018 - 22	Increased community awareness of supports available.	Number of information sessions held.	Lead: Family, Youth and Recreation	Within existing resources
6.	Facilitate information sessions for local businesses to understand the opportunities of being an NDIS provider, provided the National Disability Insurance Agency (NDIA) supports the concept.	2018 -20	Increased understanding of local businesses of the benefits of being an NDIS provider.	Information sessions facilitated for local businesses.	Lead: Health, Active Ageing and Disability Services Support: Economic Development	Within existing resources

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
7.	Support the transition of clients to the National Disability Insurance Scheme (NDIS).	2018 - 19	Clients have accessed NDIS services (subject to NDIS action).	The transition of eligible clients to NDIS service providers is completed (subject to NDIS actions).	Lead: Health, Active Ageing and Disability Services	Within existing resources
8	All new capital works and renewal of Council facilities are in line with the Disability (Access to Premises - Buildings) Standards 2010 and the Australian Standards, and where possible exceed the standards to incorporate universal design principles.	2018 - 22	Improved access to Council's facilities by people with a disability.	Disability access reviews undertaken for all new capital works and renewal projects. Number of projects adopting universal design principles. The development of an accessible toilet, which includes a hoist and adult change table, in one of Council's major new capital works or renewal projects (dependent on grant funding).	Lead: Projects and Strategy	Within existing resources

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
9.	Council's Community Disability Advisory Committee are consulted at significant stages of all new major capital works and renewal projects to ensure the needs of people with disabilities are considered and other key disability organisations will be consulted as required.	2018 - 22	Improved access to Council's facilities by people with a disability.	Council's Disability Advisory Committee is consulted on significant stages of all capital works and renewal projects and other key disability organisations are consulted as required.	Lead: Projects and Strategy Support: Community Planning and Development	Within existing resources
10.	Deliver disability awareness training to community organisations including neighbourhood houses and local sport and recreation clubs.	2018 - 22	Increased community awareness of disability access and inclusion.	Number of training sessions provided. Number of participants in the training.	Lead: Community Planning and Development Support: Family, Youth and Recreation	Within existing resources
11.	Collaborate with key organisations to improve the participation of people with a disability in sport and recreation activities.	2018 - 22	Increased participation by people with a disability in sport and recreation activities.	Number of partnerships to provide inclusive sport and recreation activities.	Lead: Family, Youth and Recreation Supports: Health, Active Ageing and Disability Services Community Planning and Development	Within existing resources

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
12.	Develop and maintain partnerships to facilitate the inclusion of children and young people with a disability and their families in Council's Children and Youth Services, programs, events and Youth Reference Group.	2018 - 22	Increased inclusion and wellbeing of children and young people with a disability and their families.	Number of partnerships with groups or services which support children and young people with a disability and their families.	Lead: Family, Youth and Recreation	Within existing resources
13.	Hold a biennial forum for community groups, local businesses and organisations in response to key issues such as how to improve employment and volunteering opportunities for people with disabilities.	2019, 2021	Increased volunteering and employment opportunities for people with a disability.	Biennial forum held.	Lead: Community Planning and Development Support: Health, Active Ageing and Disability Services	Within existing resources
14.	Work with local organisations and Council departments to increase opportunities for people with a disability to volunteer.	2018 - 22	Increased capacity among organisations to provide volunteering opportunities for people with a disability.	Number of opportunities provided.	Lead: Community Planning and Development	Within existing resources

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
15.	Assess the accessibility of communication at Council's customer service points.	2018 -20	Improved communication accessibility.	Training provided to customer service staff and assessment undertaken. The Communication Access Symbol Accreditation status obtained.	Lead: Customer First Program	May be subject to Councillors' consideration of future budgets, depending on infrastructure required and/or technology.

Priority Theme: Your Parks and Green Spaces

Strategic Objective: Inviting and well-utilised community parks and green spaces

	Action	Timeframe	Expected outcome	Measure	Relevant Department	Resourcing
16.	Incorporate accessible play equipment ¹ and infrastructure ² (in close proximity to the playground) that is accessible for people of all abilities in the renewal of Council's playgrounds and parks where appropriate ³ .	2018 - 22	Council's playgrounds and public open spaces are more accessible by people with a disability.	Number of playground renewals that include accessible play equipment ² and/or infrastructure ³ .	Lead: Environment and Sustainable Living and Parks and Infrastructure	Within existing resources
17.	Provide information on Council's website about access features in the City's most popular parks, including access to outdoor sports and recreation facilities within those parks and details of where accessible play opportunities exist (e.g. Hays Paddock).	2019 - 22	Improved community awareness of Council's playgrounds and public open spaces where inclusive play opportunities exist.	A webpage developed and promoted through Council's communication channels. Number of open spaces with access features described on Council's website.	Lead: Environment and Sustainable Living, Parks and Infrastructure and Information Technology	Within existing resources

¹ Accessible play equipment is defined as ground level play features, accessible/ roll-on swings (basket swing), ramped play equipment, sensory equipment (sound play elements, tactile activity boards), quiet areas for children to retreat from noise and action of the playground.

² Accessible infrastructure is defined as wheelchair-accessible picnic tables, BBQ facilities, shade shelters, drinking fountains and also appropriate pathway access to remove approach barriers to these facilities and entry to the playground.

³ The size, use, amenity and topographic conditions will be unique for each playground, varying the type of accessible attributes which can be delivered for each site.

Priority Theme: Neighbourhood Character and Heritage

Strategic Objective: Protect the heritage and respect the character of the City to maintain amenity and liveability whilst recognising the need for appropriate, well-designed development for future generations.

	Action	Timeframe	Expected Outcome	Measure	Who will Lead	Resourcing
18.	Promote the benefits of universal design ⁴ in new residential and commercial developments.	2018 - 22	Increased awareness about the benefits of universal design.	<p>Include access and inclusion as one of the criteria for the Boroondara Urban Design Awards judging.</p> <p>Include information on access and inclusion on the planning permit application web page.</p>	Lead: Statutory Planning	Within existing resources

⁴ Universal design aims to produce buildings, products and environments that are inherently and directly accessible to both people without disabilities and people with disabilities.

Priority Theme: Getting Around Boroondara

Strategic Objective: Travel options that are connected, safe, accessible, environmentally sustainable and well-designed.

	Action	Timeframe	Expected Outcome	Measure	Who will Lead	Resourcing
19.	Deliver community education programs to support people with a disability and/or mobility restrictions to feel safe and more confident using a variety of forms of transport.	2018 - 22	Improved confidence of participants to use a variety of forms of transport.	Number of community education sessions provided.	Lead: Traffic and Transport and Health, Active Ageing and Disability Services	Within existing resources*
20.	Promote accessible parking as part of Council's Customer Experience Improvement Program.	2018 - 22	Improved ability of people with a disability to move around the City.	Accessible parking is promoted through Council information channels.	Lead: Traffic and Transport and Information Technology	Within existing resources
21.	Maintain and upgrade Council's footpaths, tactile indicators, kerb access and infrastructure such as seating to ensure accessibility.	2018 - 22	Improved ability for people with a disability and low mobility to move around the City.	Number of maintenance and renewals works undertaken.	Lead: Traffic and Transport	Within existing resources

* New grant and/or Council funding may be required once external funding finishes.

Priority Theme 6: Your Local Shops and Businesses

Strategic Objective 6: A vibrant local economy and shops that are accessible, attractive and a centre of community life.

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
22.	Promote the benefits of creating accessible environments for customers with a disability to local businesses.	2018 - 22	Improved awareness of local businesses about the benefits of making their business more inclusive of people with a disability.	Amount of content produced through Council's business communication channels. An annual presentation to the Quarterly Shopping Centre Marketing Co-ordinators Meeting.	Lead: Economic Development Support: Community Planning and Development	Within existing resources
23.	Promote the benefits of employing people with a disability and the supports available to local businesses.	2018 - 22	Improved awareness by businesses of the benefits of employing people with a disability and the supports available.	Amount of relevant content promoted through Council's communication channels for businesses.	Lead: Economic Development Support: Community Planning and Development	Within existing resources
24	Trial an award to recognise local businesses that are both physically accessible and offer exceptional customer service to people with a disability.	2018 - 22	Improved awareness of local businesses that are accessible by people with a disability.	Trial undertaken.	Lead: Community Planning and Development Support: Economic Development	Within existing resources

Priority Theme: Civic Leadership and Governance

Strategic Objective 7: Ensure that ethical, financial and socially responsible decision making reflect community needs and are based on principles of accountability, transparency, responsiveness and consultation.

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
25.	Update the templates for strategic business plans, and guidelines for Council reports and procurement processes to include consideration of access and inclusion for people with a disability.	2018 - 19	Consideration of access and inclusion in Council's business planning and decision making.	Templates updated to reflect the consideration of access and inclusion for people with a disability.	Lead: Community Planning and Development Support: Governance Commercial and Property Services Finance and Corporate Planning	Within existing resources
26.	Promote and celebrate International Day of People with Disability on 3 December.	2018 - 22	Greater community awareness, understanding and respect for people with a disability.	Annual event held for International Day of People with Disability. Number of participants at the event. International Day of People with a Disability promoted through Council's media channels.	Lead: Community Planning and Development Support: Health, Active Ageing and Disability Services Communications and Engagement	Within existing resources

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
27.	Develop and implement an annual communications strategy to promote the inclusion of people with a disability in Boroondara.	2018 - 22	Increased awareness and understanding by Council staff and the community about the importance of access and inclusion for all.	Annual communications strategy developed and implemented.	Lead: Community Planning and Development and Communications and Engagement	Within existing resources
28.	Establish an internal reference group of Council staff to assist with implementation of the Plan.	2018 - 22	Actions in the Plan are implemented within the timeframe allocated.	Disability Action Plan Reference Group established. Quartly meetings held to assess progress of implementation.	Lead: Community Planning and Development	Within existing resources
29.	Engage with culturally and linguistically diverse (CALD) communities in Boroondara to identify specific issues and barriers for people with a disability.	2018 - 22	Greater awareness of the needs of people with a disability from CALD backgrounds to inform relevant service planning and advocacy projects.	Number of engagement opportunities undertaken.	Lead: Community Planning and Development	Within exiting resources
30.	Advocate to the Victorian Government for accessible housing and Specialist Disability Accommodation when public housing estates are redeveloped.	2018-22	Increase in the availability of accessible housing.	Number of advocacy submissions.	Lead: Community Planning and Development	Within existing resources

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
31.	Support advocacy to the Victorian Government for increased disability access and universal design standards in both the Victorian Building Regulations and the Victorian Planning Provisions.	2018 - 19	Increase the availability accessible housing.	Number of advocacy submissions.	Lead: Building Services and Strategic Planning Support: Community Planning and Development	Within existing resources
32.	Advocate to the Australian and Victorian Governments for appropriate supports for people who do not qualify under the NDIS and in particular, people with psycho-social conditions.	2018 - 22	Relevant supports provided to people with additional needs and/or psycho-social conditions.	Number of advocacy submissions.	Lead: Health, Active Ageing and Disability Services	Within existing resources
33.	Encourage the participation of people with a disability on Council's advisory committees, and in community consultations and Council meetings.	2018 - 22	Greater civic participation of people with a disability in Council's decision making processes.	Number of people identifying as having a disability taking up opportunities available on Council's advisory committees. Number of articles sent to disability networks on how people with a disability can participate in Council's decision making processes.	Lead: Community Planning and Development	Within existing resources

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
34.	Work with the National Disability Recruitment Coordination Service to conduct a review of Council's current recruitment practices and assist in the promotion of Council vacancies.	2018-19 and ongoing.	Council's employment practices are accessible and inclusive of people with a disability.	<p>Review of Council's recruitment practices undertaken.</p> <p>The number of positions advertised through the National Disability Recruitment Coordination Service.</p> <p>The number of applicants with a disability who apply for positions.</p> <p>The number of people requesting alternative formats or reasonable adjustments either for the interview or upon offer of appointment.</p> <p>Resources on inclusive recruitment, reasonable adjustments and how to provide alternative formats developed and made available to staff.</p>	Lead: People, Culture and Development	Within existing resources*

* New Council funding may be required to implement findings of the review.

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
35.	Develop an internal inclusion strategy for employees with a disability.	2018 - 22	Council employees with a disability feel supported and valued. The benefits of a diverse workforce are recognised, celebrated and promoted.	Development of a strategy as an addition to current PCD strategies, policies and procedures. Implementation of the strategy.	Lead: People, Culture and Development	Within existing resources
36.	Incorporate components on disability awareness in Council's corporate training programs and wellbeing calendar, as appropriate.	2018 - 22	Council staff are aware of Council's legislated responsibilities and are more confident in providing inclusive services, built environments and communications.	Content on disability awareness developed and incorporated in Council's corporate training programs. Outcomes of the training evaluation. Workforce disability awareness initiatives are promoted in the staff wellbeing calendar, for example International Day of People with Disability.	Lead: People, Culture and Development	Within existing resources
37.	Evaluate community engagement practices across Council to ensure they are inclusive and respectful of people with a disability.	2019 - 22	Council's community engagement practices are inclusive of people with a disability.	Evaluation undertaken.	Lead: Communications and Engagement and Community Planning and Development	Within existing resources

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
38.	Promote how to access Council's information in accessible alternative formats.	2018 - 19	Improved promotion of accessibility of Council's information to the community.	<p>Accessibility Statement page on Council's website updated as required.</p> <p>Information on how to access information in alternative formats promoted on Council publications and regularly promoted to staff for events, forums or meetings.</p>	<p>Lead: Customer Experience and Business Transformation</p> <p>Support: Community Planning and Development</p>	Within existing resources
39.	Maintain the development of Council's website and its online content to continue to comply with the Web Content Accessibility Guidelines (WCAG).	2018 - 22	Accessibility of Council's information increases in line with WCAG requirements.	Maintain AA standard of the WCAG and build capacity where required to ensure accessible online content is available.	Lead: Customer Experience and Business Transformation	Within existing resources
40.	Include the needs of women with a disability in advocacy on family violence where appropriate.	2018 - 22	The needs of women with a disability are advocated for.	Number of advocacy opportunities undertaken.	Lead: Community Planning and Development	Within existing resources
41.	Advocate to the Victorian Government for accessible public transport options including the installation of accessible tram and bus stops and infrastructure at train stations.	2018 - 22	Improved access to public transport options by people with a disability.	Number of advocacy opportunities undertaken.	Lead: Traffic and Transport	Within existing resources

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
42	Advocate to VicRoads to review pedestrian crossing times at selected locations where safety is identified as a concern.	2018 - 22	Improved community safety for people with a disability and/or limited mobility.	Number of advocacy opportunities undertaken.	Lead: Traffic and Transport	Within existing resources
43.	Develop accessibility guidelines for Council's Information and Communication Technology (ICT) products and services, and include the guidelines in the specifications for all relevant products and services being developed or procured.	2019 - 22	Improved accessibility of Council's ICT products and services for customers and Council personnel with a disability.	<p>Benchmarking undertaken against other local governments to inform the development accessibility guidelines for Council.</p> <p>Accessibility guidelines developed for Council's ICT products and services.</p> <p>Undertake an assessment of Council's ICT products and services against the guidelines.</p> <p>Incorporate the accessibility guidelines in specifications for all relevant products and services being developed or procured.</p>	<p>Lead: Information Technology</p> <p>Support: Community Planning and Development</p> <p>Office of Chief Customer Office</p>	Within existing resources

	Action	Timeframe	Expected Outcome	Measure	Relevant Department	Resourcing
44.	Provide advice to Council departments about access and inclusion issues to consider in the redevelopment of any plans, strategies and policies.	2018 - 22	Consideration of access and inclusion principles in the redevelopment of Council plans, policies and strategies.	Number of plans, strategy and policy reviews that are provided advice about access and inclusion considerations.	Lead: Community Planning and Development	Within existing resources
45.	Keep an active watching brief and advocate to the State and Federal Government on developments in emerging digital technology, including connected and automated vehicle technologies (CAV) to optimise the participation of people with a disability in all facets of life. This will include seeking partnerships to participate in any potential trials of CAV technologies.	2018 - 22	Improved ability of people with a disability and low mobility to move around the City.	Updates provided to the Boroondara Community Disability Advisory Committee. Number of advocacy opportunities undertaken.	Lead: Community Planning and Development and Traffic and Transport	Within existing resources

3. Evaluation and Monitoring

3.1. Evaluation

The DAP actions will be monitored through Council's internal corporate reporting system. The Victorian Disability (Amendment) Act, 2012 places a requirement on councils to report their progress on meeting the requirements of the Disability Act 2006 in their Annual Report. In addition, progress will be monitored by the internal reference group of staff and the community and local stakeholders who are members of the Boroondara Community Disability Advisory Committee (CDAC).

The DAP will be refreshed and updated in 2022 following the review in 2021 of the BCP. Council will ensure that feedback received from the community in the review of the BCP, which is relevant to this Plan, is captured and informs the development of the next DAP.

3.2. Accountabilities

For all queries or feedback regarding this Plan, please use the contact details for the responsible department below.

Contact Department	Contact number	Contact email
Community Planning and Development Department	03 9278 4956	<p>boroondara@boroondara.vic.gov.au</p> <p>If you are deaf or have a hearing or speech impairment, you can call us using the National Relay Service (NRS).</p> <p>TTY users: call 13 36 77 and ask for (03) 9278 4444</p> <p>Speak & Listen users: call 1300 555 727 and ask for (03) 9278 4444</p> <p>Internet relay users: connect to NRS via the NRS website and ask for (03) 9278 4444.</p> <p>Translations Needed?</p> <p>If you would like a section of this document translated please call Council's free interpreting service on 9278 4002.</p>

4. References

4.1. Related documents

Boroondara Disability Action Plan Discussion Paper June 2018.